User and Technical Document

Electronic Transaction Aggregation and Analysis Layer (eTaal)

National Informatics Centre
Ministry of Electronics & Information Technology
Government of India
New Delhi

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# Table of Contents

1. **INTRODUCTION**  
   1.1 Purpose Of The Document  
   1.2 What Is An e-Transaction  
   1.3 List Of Standard Services  
   1.4 List Of Category Of Services  

2. **How To Access The Dashboard**  

3. **Functionalities Of eTaaL**  

4. **eTaaL Home Page**  

5. **e-Transactions View: Menu Tab**  
   5.1 Tabs  
   5.2 Date Wise View  
   5.3 Central govt. Projects  
      5.3.1 drilleD-down Central govt. Projects  
   5.4 State govt. Projects  
      5.4.1 drilleD-down State govt. Projects (Standard Service Wise)  
      5.4.2 drilleD-down Standard Services Under State govt. Projects  
   5.5 Standard Services  
      5.5.1 drilleD-down Standard Services  
   5.6 Mission Mode Projects (Mmps)  
      5.6.1 drilleD-down Mission Mode Projects  
   5.7 Across The Counter Services  
      5.7.1 drilleD-down Across The Counter Services  
   5.8 National Optical Fibre Network (NoFn)  
      5.8.1 drilleD-down View Of NoFn  
   5.9 Categories Of Services  
      5.9.1 drilleD-down Categories Of Services  
   5.10 Other Graphical Views  

6. **Analysis: Analytical Charts**  
   6.1 Time-Line Analysis  
   6.2 Comparative Analysis  
   6.3 Line Chart Analysis  
   6.4 Analysis Of Services
<table>
<thead>
<tr>
<th></th>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>REPORT</td>
<td>58</td>
</tr>
<tr>
<td>7.1</td>
<td>State Wise Transaction Per 1000 Population</td>
<td>59</td>
</tr>
<tr>
<td>7.2</td>
<td>Central/State Wise Transaction Per Services</td>
<td>62</td>
</tr>
<tr>
<td>7.3</td>
<td>Category Wise Transaction</td>
<td>67</td>
</tr>
<tr>
<td>8</td>
<td>SERVICE DIRECTORY</td>
<td>72</td>
</tr>
<tr>
<td>9</td>
<td>STATE PORTAL</td>
<td>74</td>
</tr>
<tr>
<td>10</td>
<td>Faqs</td>
<td>76</td>
</tr>
<tr>
<td>11</td>
<td>USER SIGN UP AND LOGIN</td>
<td>77</td>
</tr>
<tr>
<td>12</td>
<td>SERVICE ENROLMENT</td>
<td>78</td>
</tr>
<tr>
<td>12.1</td>
<td>Sector/Project Entry</td>
<td>79</td>
</tr>
<tr>
<td>12.2</td>
<td>Service Entry</td>
<td>80</td>
</tr>
<tr>
<td>12.3</td>
<td>Modify Service</td>
<td>81</td>
</tr>
<tr>
<td>12.4</td>
<td>Web Service Enrolment</td>
<td>82</td>
</tr>
<tr>
<td>13</td>
<td>APPROVAL</td>
<td>83</td>
</tr>
<tr>
<td>14</td>
<td>TECHNICAL SPECIFICATIONS OF ETAAL</td>
<td>89</td>
</tr>
<tr>
<td>15</td>
<td>ARCHITECTURE</td>
<td>90</td>
</tr>
<tr>
<td>16</td>
<td>GUIDELINES</td>
<td>91</td>
</tr>
<tr>
<td>17</td>
<td>ACCOLADES TAB</td>
<td>97</td>
</tr>
<tr>
<td>18</td>
<td>CONTACT US</td>
<td>100</td>
</tr>
<tr>
<td>19</td>
<td>SELECT LANGUAGE TAB</td>
<td>101</td>
</tr>
</tbody>
</table>
# Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B2C</td>
<td>Business to Citizen</td>
</tr>
<tr>
<td>DBT</td>
<td>Direct Benefit Transfer</td>
</tr>
<tr>
<td>MeitY</td>
<td>Ministry of Electronics and Information Technology</td>
</tr>
<tr>
<td>DCC</td>
<td>Dashboard Client Connector</td>
</tr>
<tr>
<td>DSC</td>
<td>Dashboard Server Connector</td>
</tr>
<tr>
<td>eTaal</td>
<td>Electronic Transaction Aggregation and Analysis Layer</td>
</tr>
<tr>
<td>HTML</td>
<td>Hyper Text Markup Language</td>
</tr>
<tr>
<td>IE</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>IIS</td>
<td>Internet Information Services</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>MMP</td>
<td>Mission Mode Project</td>
</tr>
<tr>
<td>NegP</td>
<td>National egovernance Plan</td>
</tr>
<tr>
<td>NIC</td>
<td>National Informatics Centre</td>
</tr>
<tr>
<td>NOFN</td>
<td>National Optical Fibre Network</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
</tr>
<tr>
<td>PdS</td>
<td>Public Distribution System</td>
</tr>
<tr>
<td>PHP</td>
<td>Hypertext Preprocessor</td>
</tr>
<tr>
<td>PMC</td>
<td>Project Management Committee</td>
</tr>
<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
</tr>
<tr>
<td>RoR</td>
<td>Record of Right</td>
</tr>
<tr>
<td>RTI</td>
<td>Right To Information</td>
</tr>
<tr>
<td>SPMC</td>
<td>State Project Management Committee</td>
</tr>
<tr>
<td>SQL</td>
<td>Structured Query Language</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
<tr>
<td>UT</td>
<td>Union Territory</td>
</tr>
<tr>
<td>VAT</td>
<td>Value Added Tax</td>
</tr>
<tr>
<td>XML</td>
<td>Extensible Markup Language</td>
</tr>
<tr>
<td>WCF</td>
<td>Windows Communication Foundation</td>
</tr>
</tbody>
</table>
1. Introduction

All Ministries and Departments of Central and State/UT governments have been implementing e-governance projects for providing e-Services to citizens. An idea about the impact of e-Services can be obtained from the number of e-Transactions taking place under these applications implemented by various government Ministries/Departments.

Accordingly, Ministry of Electronics and Information Technology (MeitY) and National Informatics Centre (NIC) have developed the Electronic Transaction Aggregation & Analysis Layer (eTaal) portal (URL: http://etaal.gov.in) to provide an aggregated view of e-Transactions performed through e-governance applications implemented including, but not limited to, the national-level mission mode projects (MMPs) under the National e-Governance Plan (NegP). eTaal automatically pulls the e-transaction count, but not the personal details, from the applications using web service technology. The dashboard also facilitates quick analysis of data of various applications in tabular as well as graphical form enabling users to drill down to the lowest level of detail without compromising security and integrity of the servers from where data has been captured.

eTaal serves as a platform for providing integrated, real-time aggregated view of e-Transaction statistics for major e-governance programmes which are govt-to-Citizen (g2C), govt-to-Business (g2B) and Business-to-Citizen (B2C) in nature.

The category of stakeholders comprise of:

1) Central Ministries/ State & UT Governments/ Departments

2) Academic institutions and researchers

3) Non-Governmental Organisations

4) Citizens

eTaal facilitates quick analysis of transaction data shared by various applications in tabular as well as graphical form enabling the user to drill down to the lowest possible level. It also enables the user Ministry/department to view the consolidated picture of e-Transaction statistics of various e-governance projects across the country and to visualize the status of utilization of various e-governance applications running across the country.

eTaal provides visibility to the number of e-Transactions in national and state level e-governance services being provided in the country. The e-Transaction count for services registered on eTaal portal has been increasing on yearly basis and 3020 eServices from 21 Central Ministries and all 36 States/UTs and 20 Mission Mode Projects (MMPs) have been registered with eTaal as on 21st June 2016. This reflects the government-wide acceptability of eTaal. Around 1600 crores e-transaction count have been recorded so far since the inception of the project in 2013.
Government is implementing digital India programme as an umbrella programme to prepare India for knowledge based transformation into a digitally empowered Society and knowledge economy. Government has also proposed to implement “e-Kranti: National e-governance Plan (NegP) 2.0” under the digital India programme with a vision to transform e-governance for transforming governance and keeping in view the need to utilize emerging technologies.

The eKranti or NegP 2.0 framework proposes new and substantially revised models of implementation and service delivery. NegP 2.0 envisages government wide transformation by delivering all government services electronically to the citizens through integrated and interoperable systems via multiple modes.

The present eTaal system deals with quantitative analysis only. As per discussions held in the Apex Committee meeting on e-governance, it was highlighted that eTaal portal, which captures e-Transactions for various MMPs / e-governance projects should be improvised to capture the qualitative aspects as well.

In view of eKranti framework, a plan is afloat to develop eTaal 2.0 to address the qualitative aspects of service delivery, thereby, bringing in the concept of ‘QUANTILITY’, which means ‘QUANTITY’ with ‘quaLITY’.

For the improvisation of the application, the following features are planned to be incorporated under eTaal 2.0:

- Weighted average system for various services - A system is being developed for assigning appropriate weightages for various categories of eServices for qualitative analysis of the service data and ranking of projects and states on standardized parameters. The strategy is to define parameters to measure service quality and then assign weights and develop frameworks.

- e-Service directory - To facilitate the view of e-Services being delivered across the country, e-Service directory is being developed. The e-Service directory provides the details of e-governance application delivering the service along with the details of spatial spread for a given service. It helps citizens in finding state level services grouped in a particular standard service.

- Business Intelligence (BI) Tools - BI will give extra edge to eTaal and establish it as the most logical choice for monitoring and tracking the progress of various initiatives as well as decision making by the government.

- State Portal- A personalized portal for states and union territories by the name of “State Portal” is being implemented on the eTaal website. It helps citizen in finding state level services grouped in a particular standard service.

- Mobile Application for eTaal- Mobile Application for eTaal is being developed and using this app, currently, the users can get the information of e-Transaction count through their mobiles.
1.1 Purpose of the Document

The purpose of the document is to enable the user to identify e-Transactions, categorize various services and effectively use the application. The user may further view the e-Transaction count for various Central and State projects and MMPs as well as perform various analysis.

The document also aims at providing the users all the necessary information for registration of their respective services and integration of the data from those services with eTaal.

1.2 What is an e-Transaction

An e-Transaction is a transaction delivering public service using ICT tools to improve access, enhance transparency and reduce response time while also satisfying all of the following four conditions:

a. Service is requested through electronic means (self-access or assisted access) including mobile devices

b. Workflow/approval process is electronic

c. Database is electronic/digitised

d. Service delivery is electronic

Across the Counter Services

In several instances, the relevant information is proactively collected, digitised, verified and stored in digital repository and when the citizen requires the service, he/she can avail it immediately across the counter. Since, such cases fulfil all the pre-requisites of an e-Transaction, these can be considered as Across the Counter services.

1.3 List of Standard Services

A large number of services are being offered by various Ministries/ departments/ Organizations at Central and State governments. However, the name of a particular service may vary across the states. For example, the Record of Right (RoR) is known as Pahani, Khatauni, Patta etc. in different states. For ease of classification, grouping and presentation in a uniform manner, the services have been defined by NIC and MeitY as follows:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Standard Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Certificates</td>
<td>All type of statutory certificates issued by government i.e. Caste Certificate, Income Certificate, Birth Certificate etc. come under this category.</td>
</tr>
<tr>
<td>2</td>
<td>Licenses and Permits</td>
<td>Services related to licenses &amp; permits like arm licenses, inner line permits, etc. come under this category.</td>
</tr>
<tr>
<td>3</td>
<td>Land Records</td>
<td>Services related to land registration come under this category.</td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Standard Service</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>4</td>
<td>Integrated Finance Management Services</td>
<td>Integrated Finance Management Services includes services related to finance management like treasuries.</td>
</tr>
<tr>
<td>5</td>
<td>Commercial Tax</td>
<td>It includes services like dealers Registration, VAT Returns, payments etc.</td>
</tr>
<tr>
<td>6</td>
<td>Utility Services and Bill Payment</td>
<td>Utility services like electricity, gas, water, telephone etc. and their bill payment come under this category.</td>
</tr>
<tr>
<td>7</td>
<td>Social Welfare and Pension</td>
<td>It includes services like Sr. citizen, old age/widow pension, freedom fighter pension etc.</td>
</tr>
<tr>
<td>8</td>
<td>Transport</td>
<td>It includes services like driving License Issue, Registration of Vehicle, Transfer of Ownership etc.</td>
</tr>
<tr>
<td>9</td>
<td>Education</td>
<td>Services like backward class scholarship, post metric scholarship etc. are covered.</td>
</tr>
<tr>
<td>10</td>
<td>Public Distribution System</td>
<td>It include services like Issue of Ration Card, Modification of details in Ration Card, etc.</td>
</tr>
<tr>
<td>11</td>
<td>Agriculture &amp; Allied</td>
<td>The services under this category are: Agriculture Market Information, Agricultural Advisory Service, Animal disease Alert, etc.</td>
</tr>
<tr>
<td>12</td>
<td>Court and Judiciary</td>
<td>It includes services like cause list, case proceedings, certified copy of judgment/daily order, etc.</td>
</tr>
<tr>
<td>13</td>
<td>Election</td>
<td>This service includes Electoral Roll Creation etc.</td>
</tr>
<tr>
<td>14</td>
<td>Police</td>
<td>This includes services like FIR Lodged, Missing/ Lost persons, etc.</td>
</tr>
<tr>
<td>15</td>
<td>Personnel and Admin</td>
<td>This includes services like Employee Training, posting/transfer, ACR status monitoring, etc.</td>
</tr>
<tr>
<td>16</td>
<td>Grievance</td>
<td>This includes services like grievances Received &amp; Redressed.</td>
</tr>
<tr>
<td>17</td>
<td>RTI</td>
<td>This group includes any e-transaction related to RTI Act.</td>
</tr>
<tr>
<td>18</td>
<td>Information Service</td>
<td>It provides data/knowledge/information on various services offered through dial.gov service, forms download, govt. Programs and schemes etc.</td>
</tr>
<tr>
<td>19</td>
<td>Property Registration</td>
<td>Services related to registration of property acquired or transferred come under this category.</td>
</tr>
<tr>
<td>20</td>
<td>Health</td>
<td>Services like Child Registration, Pregnant Women Registration, Patient Registration, etc. come under this category.</td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Standard Service</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>21</td>
<td>Rural Development</td>
<td>Services like Job Card Issued, Job Demanded and Job Provided under MGNREGA are included here.</td>
</tr>
<tr>
<td>22</td>
<td>Employment</td>
<td>This includes services related to registration of potential candidates/ unemployed youth etc.</td>
</tr>
<tr>
<td>23</td>
<td>e-Procurement</td>
<td>It includes services like No. of Bidders Enrolled, No. of Tenders Created, No. of Bids Received, etc.</td>
</tr>
<tr>
<td>24</td>
<td>Industry and Commerce</td>
<td>It includes services like Registration of Companies, Registration of LLPs etc.</td>
</tr>
<tr>
<td>25</td>
<td>Urban development Services</td>
<td>It includes services like Flat allotment and municipality taxes by State development authority.</td>
</tr>
<tr>
<td>26</td>
<td>Passport &amp; Visa Services</td>
<td>It includes services related to passport and visa.</td>
</tr>
<tr>
<td>27</td>
<td>Financial Inclusion</td>
<td>It includes services related to financial inclusion.</td>
</tr>
<tr>
<td>28</td>
<td>Skill development</td>
<td>It includes services related to skill development.</td>
</tr>
<tr>
<td>29</td>
<td>State Specific Services</td>
<td>There are certain services that are specific to a particular state. Those services are not found in other state. Such services come under this group.</td>
</tr>
<tr>
<td>30</td>
<td>Other Services</td>
<td>Services which are not included in any of the above mentioned standard services are covered under this group.</td>
</tr>
</tbody>
</table>

1.4 List of Category of Services

Services being offered by various Ministries/ departments / Organizations at Central and State governments have been classified into six categories, namely;

a. Category A comprises:
   i. All statutory services
   ii. Payment of taxes by citizens (Income Tax/VAT etc.)
   iii. Payment of subsidies/ Scholarships/ Social benefit transfers (DBT etc.)
   iv. Non-statutory services
   v. Services delivered under PoS/Rural development schemes

b. Category B comprises Utility Bill payments (Water bill, telephone bill, electricity bill etc.)

c. Category C comprises other B2C Transactions (e.g. banking transactions, addition of mobile numbers in do Not Call registry by Telecom service providers etc.)
d. **Category D** comprises:
   
i. Information access from various e-governance Portals/Websites after login

   ii. Down loading of forms

   iii. Enquiry (such as Passport Status, dial.gov.in service, result of an examination etc.)

e. **Category E** comprises Repetitive government disbursements to citizens like social sector pensions, MGNREGA Payment, DBT, and Scholarships etc. which are periodic in nature are to be accounted in this category.

f. **Category F** comprises End-to-end services delivered through mobile device.
2. How to Access the Dashboard

The portal may be accessed using the following URL:

http://etaal.gov.in

Following Home Page will be displayed:
3. **Functionalities of eTaal**

Major functionalities incorporated in eTaal web portal are as follows:

1. e-Transaction view of Central / State govt. Projects aggregated at various levels.
2. Viewing e-Transaction count on the basis of standard service.
3. e-Transaction view for MMPs aggregated at various levels.
4. Viewing e-Transaction count on the basis of Across the Counter Service.
6. Viewing e-Transaction count on the basis of category of services.
7. Drill-down feature to get detailed view of e-Transaction count.
8. Time line analysis of e-Transaction count across time-periods.
10. Service enrolment feature.
11. The homepage of eTaal displays the names of Top 5 Projects and States/UTs on the basis of the monthly transaction count.
4. **eTaal Home Page**

![eTaal Home Page](image)

**Home Page Menu Bar**

![Home Page Menu Bar](image)
<table>
<thead>
<tr>
<th></th>
<th>Home</th>
<th><strong>This is the landing page of eTaal.</strong></th>
</tr>
</thead>
</table>
| 2 | e-Transactions View | It shows the e-Transactions of various eServices under the following categories:  
   i. Central govt Projects  
   ii. State govt Projects  
   iii. Standard Services  
   iv. Mission Mode Projects  
   v. Across The Counter  
   vi. NOFN  
   vii. Categories |
| 3 | Analysis | It shows the different type of graphical analysis on e-Transaction data. The various categories of analysis available under this tab are as follows:  
   i. Time Line Analysis  
   ii. Comparative Analysis  
   iii. Line Chart Analysis  
   iv. Analysis of Services |
| 4 | Report | The Report tab on the eTaal homepage shows the different types of reports generated on the basis of the services e-Transaction count. The various categories of Reports generated under this tab are as follows:  
   i. State Wise Transaction Per 1000 Population  
   ii. State Wise Transaction Per Services  
   iii. Category Wise Transaction |
| 5 | Service directory | It provides the view of eServices being delivered across the country. The users can search for the relevant services on the basis of following search parameters:  
   i. Type i.e State, Ministry & All  
   ii. Select the relevant State / Ministry / All  
   iii. Category  
   iv. Standard Service  
   v. Service Name |
| 6 | State Portal | The link “State Portal” on the eTaal dashboard, allows the users of different states to view the e-Transaction counts. This interface contains separate links for all the 36 states and union territories. The link of individual states further redirects the user to the individual state portal from where a user can view the total transaction count and the e-Transaction count of the various standard services integrated with the specific state. |
The FAQs link on eTaal Menu provides the responses to Users on few of the general queries pertaining to eTaal application. The queries responded to comprise of:
1. What is e-Transaction?
2. What are the e-Transaction Categories?
3. What are the Standard Services?
4. How to get e-Transaction count on SMS?
5. What is Across the Counter Service?
6. How to register e-Service?
7. How to write Sample Web Service in .Net?
8. How to write Sample Web Service in Java?

The User menu provides the following two links:
i. Sign up – This enables the new users (State/Ministry/Other) to sign up on eTaal
   ii. Login – Registered users can login to eTaal from here. It enables the users to login to eTaal with their registered email id and password

The menu Accolades provides the following two sub-menus:
i. Awards - It provides the updates on the various awards as won by the project
ii. News - This section provides the news pertaining to eTaal as published in leading newspapers and from other sources

**eTaal National e-Transaction Count**

This section of the eTaal Homepage provides the integrated, near real-time aggregated view of e-Transaction statistics for the following:

1. Since starting of the current year
2. Since starting of the current month
3. Total number of e-Services Integrated

The counter provides the e-Transaction count, consolidated on near real-time basis, for all the e-Services integrated with eTaal.

The counter also provides the total number of e-Services integrated, the count of which gets updated every time when a new service is approved and integrated on eTaal.
The screenshot of the same is attached as below:

![National e-Transaction Count](image)

The homepage of eTaal displays the names of Top 5 Projects and States/UTs on the basis of the monthly e-transaction count. The details of the following are displayed as a moving slider updated on monthly basis:

- Top 5 States of Month 2016
- Top 5 Central Projects of Month 2016
- Top 5 Standard Services of Month 2016
- Top 5 Central MMPs of Month 2016
- Top 5 State MMPs of Month 2016
- Top 2 Union Territories of Month 2016

The homepage also displays the graphical view under each of the above data as a moving slider updated on monthly basis.
Just below the details of Top 5 Projects and States/UTs on the basis of the monthly e-transaction count, the section of homepage provides the description of eTaal as below:

*eTaal* is a web portal for dissemination of e-Transactions statistics of National and State level e-Governance Projects including Mission Mode Projects. It receives transaction statistics from web based applications periodically on near real time basis. eTaal presents quick analysis of transaction counts in tabular and graphical form to give quick view of transactions done by various e-Governance projects.

The downloads section on eTaal Homepage provides links to download the following User documents:

i. eTaal User & Technical Document

ii. eTaal Brochure

iii. Android App
5. **e-Transactions View: Menu Tab**

### 5.1 TABS

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Govt Projects</td>
<td>This tab enables the user to view e-Transaction count of all Central Govt. Projects.</td>
</tr>
<tr>
<td>State Govt Projects</td>
<td>This tab enables the user to view e-Transaction count of State Govt. Projects.</td>
</tr>
<tr>
<td>Standard Services</td>
<td>This tab enables the user to view Standard Service wise e-Transaction counts.</td>
</tr>
<tr>
<td>Mission Mode Projects</td>
<td>This tab enables the user to view e-Transaction count of various MMPs.</td>
</tr>
<tr>
<td>Across The Counter</td>
<td>This tab enables the user to view e-Transaction count of services delivered Across the counter.</td>
</tr>
<tr>
<td>NOFN</td>
<td>This tab enables user to view e-Transaction count of services delivered on National Optical Fibre Network (NOFN).</td>
</tr>
<tr>
<td>Categories</td>
<td>This tab enables the user to view Category-wise e-Transaction count.</td>
</tr>
</tbody>
</table>

### 5.2 DATE WISE VIEW

1. Select required tab from the above mentioned tabs under the “e-Transactions view” menu tab.

![DATE WISE VIEW](image)

Type From-date & To-date in the text boxes or select dates from calendar (by clicking on calendar icon).

2. Select the display type between Tabular data, Bar Chart and Pie Chart

3. Click Submit button.
5.3 CENTRAL GOVT. PROJECTS

This tab enables the user to view e-Transaction data related to Central govt. projects.

- e-Transaction data between two particular dates is filtered out and displayed by selecting the ‘From date’ and ‘To date’.
- Same data can be viewed in bar chart and pie chart, by selecting display Type in the drop-down list provided below the chart.
- Each service can be clicked to further drill-down for details.
Bar Chart View of Central Govt. Projects

Pie Chart View of Central Govt. Projects
5.3.1. Drilled-down Central Govt. Projects

Central Govt. Projects can be further drilled-down by clicking on Project name. Following is the drilled-down view of CSC Project.

*State wise View of CSC project*
Service wise View under CSC project of State Arunachal Pradesh
### OMT Code wise view of Services under CSC project of State Arunachal Pradesh

<table>
<thead>
<tr>
<th>OMT Code</th>
<th>Service Description</th>
<th>Total Transactions</th>
<th>Last Updated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A01001001</td>
<td>Service 1</td>
<td>5</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A01001100</td>
<td>Service 2</td>
<td>75</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A02001200</td>
<td>Service 3</td>
<td>15</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A02001300</td>
<td>Service 4</td>
<td>24</td>
<td>20 Jun 2016</td>
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<tr>
<td>A02001400</td>
<td>Service 5</td>
<td>7</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A02001500</td>
<td>Service 6</td>
<td>47</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A03001600</td>
<td>Service 7</td>
<td>36</td>
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<td>A04001700</td>
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<tr>
<td>A05001800</td>
<td>Service 9</td>
<td>14</td>
<td>19 Jun 2016</td>
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<td>A06001900</td>
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<td>A07002000</td>
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<td>A08002100</td>
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<td>4</td>
<td>21 Jun 2016</td>
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<td>A09002200</td>
<td>Service 13</td>
<td>1</td>
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<td>A10002300</td>
<td>Service 14</td>
<td>10</td>
<td>20 Jun 2016</td>
</tr>
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<td>Service 15</td>
<td>13</td>
<td>21 Jun 2016</td>
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<tr>
<td>A12002500</td>
<td>Service 16</td>
<td>29</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A13002600</td>
<td>Service 17</td>
<td>15</td>
<td>23 Jun 2016</td>
</tr>
<tr>
<td>A14002700</td>
<td>Service 18</td>
<td>4</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A15002800</td>
<td>Service 19</td>
<td>26</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A16002900</td>
<td>Service 20</td>
<td>17</td>
<td>14 Jun 2016</td>
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<tr>
<td>A17003000</td>
<td>Service 21</td>
<td>12</td>
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<td>10</td>
<td>20 Jun 2016</td>
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<td>A19003200</td>
<td>Service 23</td>
<td>21</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A20003300</td>
<td>Service 24</td>
<td>8</td>
<td>18 Jun 2016</td>
</tr>
<tr>
<td>A21003400</td>
<td>Service 25</td>
<td>3</td>
<td>18 Jun 2016</td>
</tr>
<tr>
<td>A22003500</td>
<td>Service 26</td>
<td>6</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A23003600</td>
<td>Service 27</td>
<td>2</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A24003700</td>
<td>Service 28</td>
<td>10</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A25003800</td>
<td>Service 29</td>
<td>3</td>
<td>20 Jun 2016</td>
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<td>2</td>
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</tr>
<tr>
<td>A27004000</td>
<td>Service 31</td>
<td>1</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A28004100</td>
<td>Service 32</td>
<td>10</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A29004200</td>
<td>Service 33</td>
<td>3</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A30004300</td>
<td>Service 34</td>
<td>1</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A31004400</td>
<td>Service 35</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A32004500</td>
<td>Service 36</td>
<td>2</td>
<td>20 Jun 2016</td>
</tr>
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<td>A33004600</td>
<td>Service 37</td>
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<td>Service 38</td>
<td>2</td>
<td>14 Jun 2016</td>
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<tr>
<td>A35004800</td>
<td>Service 39</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
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<td>A36004900</td>
<td>Service 40</td>
<td>5</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A37005000</td>
<td>Service 41</td>
<td>1</td>
<td>14 Jun 2016</td>
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<tr>
<td>A38005100</td>
<td>Service 42</td>
<td>1</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A39005200</td>
<td>Service 43</td>
<td>4</td>
<td>20 Jun 2016</td>
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<tr>
<td>A40005300</td>
<td>Service 44</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
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<td>Service 45</td>
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<td>Service 46</td>
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<td>A44005700</td>
<td>Service 48</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A45005800</td>
<td>Service 49</td>
<td>7</td>
<td>21 Jun 2016</td>
</tr>
<tr>
<td>A46005900</td>
<td>Service 50</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
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<td>21 Jun 2016</td>
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<tr>
<td>A49006200</td>
<td>Service 53</td>
<td>3</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A50006300</td>
<td>Service 54</td>
<td>7</td>
<td>20 Jun 2016</td>
</tr>
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<td>14 Jun 2016</td>
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<td>A62007500</td>
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<td>20 Jun 2016</td>
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<td>A63007600</td>
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<td>4</td>
<td>20 Jun 2016</td>
</tr>
<tr>
<td>A64007700</td>
<td>Service 68</td>
<td>5</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A65007800</td>
<td>Service 69</td>
<td>1</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A66007900</td>
<td>Service 70</td>
<td>3</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A67008000</td>
<td>Service 71</td>
<td>2</td>
<td>14 Jun 2016</td>
</tr>
<tr>
<td>A68008100</td>
<td>Service 72</td>
<td>1</td>
<td>14 Jun 2016</td>
</tr>
</tbody>
</table>

**Total Transactions:** 1,352
5.4 STATE GOVT. PROJECTS

The ‘State govt. Projects’ tab enables the user to view the e-Transactions count of e-Services in various states. The table can further be drilled down to view the distribution of e-Transactions of e-governance projects implemented in respective states segregated on the basis of Standard Service types.

- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- Each state can be clicked to further drill-down for details.
5.4.1 Drilled-down State Govt. Projects (Standard Service Wise)

Each state can be drilled down to get e-transaction count of standard services. Following screenshot shows e-Transactions for the state of Andhra Pradesh, as an example:

- Same data can be viewed in bar chart as well as pie chart, by selecting display Type in the drop-down list provided below the chart.
- Each standard service can be clicked to further drill-down for details.
5.4.2 Drilled-down Standard Services under State Govt. Projects

Each state can be drilled down to get e-transaction count of standard services. Following screenshot shows e-Transactions under the Commercial Tax Standard service for the state of Andhra Pradesh, as an example:

- Same data can be viewed in bar chart as well as pie chart, by selecting display Type in the drop-down list provided below the chart.
- Each standard service can be clicked to further drill-down for details.
5.5 STANDARD SERVICES

This menu option displays consolidated count of e-Transaction for the Standard services. It shows consolidated e-Transactions count pertaining to both Central and State projects. The user can further drill down to see “State-Wise details of the selected Standard Service”. Following screenshot shows Standard Services.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
5.5.1 Drilled-down Standard Services

Standard Services can be drilled down to get the State view. Following screenshot shows drilled-down Service Classification of the standard services ‘RTI’ and ‘Land Revenue’.

Drilled-down Standard Services to show RTI for various States
Drilled-down Standard Services to show Land Revenue for various States
Drilled-down Standard Services to show Land Revenue for various States

The services listed in red color indicate that the data for the same has not been updated since last 30 days.
5.6 Mission Mode Projects (MMPS)

This menu item enables the user to view the e-Transactions count for various National, State and Integrated MMPs across the nation. Following screenshot shows transaction of Mission Mode Projects in tabular form.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.

- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.

- It can be clicked to further drill-down for details.
5.6.1 Drilled-down Mission Mode Projects

Mission Mode Projects can be drilled down to get the status of MMPs across various states. Following screenshot shows drilled-down view of e-district MMP.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- We can change time period for displaying data by changing From date and To date and clicking on Submit button.
Standard Service-wise Details of Selected state under Mission Mode Projects

Service-wise Details of Selected state under Mission Mode Projects
5.7 ACROSS THE COUNTER SERVICES

It includes services meeting the e-Transaction criteria or are assisted services delivered across the counter. Following screenshot shows the states providing across the counter services.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
- It can be clicked to further drill-down for details.
5.7.1. Drilled-down Across the Counter Services

Across the counter services can be drilled down to view services under particular state. Following screenshot shows services of Goa.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
5.8 NATIONAL OPTICAL FIBRE NETWORK (NOFN)

It includes e-Services under National Optical Fiber Network (NOFN). It provides State wise, District wise, Block wise and Services wise e-transaction count of e-Services. Following screenshot shows State wise e-transaction count:

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
- It can be clicked to further drill-down for details.
5.8.1 Drilled-down view of NOFN

User can drill down states providing e-Services through NOFN to view district wise transactions.

- Same data can be viewed in bar chart and pie chart, by selecting display-type in the drop-down list provided below the chart.
- The user can change time period for displaying data by changing From date and To date and clicking on Submit button.
- It can be clicked to further drill-down for details.
User can drill down districts providing e-Services through NOFN to view Block wise transactions.

**Block wise view of e-Services Transaction count under NOFN**
### e-Services under NOFN Block

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Service Name</th>
<th>No. of e-Transactions</th>
<th>Last Updated On</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Birth Certificate - CDMA</td>
<td>310</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>2</td>
<td>Child Name Inclusion - CDMA</td>
<td>179</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>3</td>
<td>Current Adangal / Pahani</td>
<td>222</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>4</td>
<td>Dr. Slot Booking with Fee Payment</td>
<td>6</td>
<td>18 Jan 2016</td>
</tr>
<tr>
<td>5</td>
<td>DTH E-Recharge</td>
<td>188</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>6</td>
<td>Encumbrance Certificate</td>
<td>271</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>7</td>
<td>F.M &amp; C Copy</td>
<td>6</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>8</td>
<td>Family Membership Certificate</td>
<td>58</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>9</td>
<td>F-Line Petitions</td>
<td>219</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>10</td>
<td>Income Certificate</td>
<td>743</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>11</td>
<td>Issuance of Voter ID / EPIC Card</td>
<td>2</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>12</td>
<td>Land Conversion Application/GSD - Revenue</td>
<td>5</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>13</td>
<td>Life Registration of Death</td>
<td>115</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>14</td>
<td>Li Slot Booking with Fee Payment</td>
<td>12</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>15</td>
<td>Measava Additional Copy</td>
<td>1,151</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>16</td>
<td>Measava Application Sale</td>
<td>150</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>17</td>
<td>Missing / Lost Documents / Articles</td>
<td>11</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>18</td>
<td>Motor Vehicle Registration</td>
<td>1</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>19</td>
<td>Mutation of Entries in Revenue Records Padduthar passbook</td>
<td>615</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>20</td>
<td>Non Availability Birth Certificate - CDMA</td>
<td>10</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>21</td>
<td>Non Availability of Deaths Application - CDMA</td>
<td>1</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>22</td>
<td>OBC Certificate</td>
<td>467</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>23</td>
<td>Online Registration of Business Firms</td>
<td>1</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>24</td>
<td>Onice Mobile Recharge</td>
<td>914</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>25</td>
<td>Permissions/Bandook For Private Functions</td>
<td>29</td>
<td>21 Jan 2016</td>
</tr>
<tr>
<td>26</td>
<td>Print Ration Card</td>
<td>35</td>
<td>21 Jan 2016</td>
</tr>
</tbody>
</table>

Total e-Transactions: 5,908
5.9 CATEGORIES OF SERVICES

Services are classified into six categories i.e. A, B, C, D, E and F:

1. A-Statutory and Non Statutory Services
2. B-Utility Bill payments
3. C-Business to Citizen (B2C) Services
4. D-Information Services
5. E-Social Benefits
6. F-Mobile governance

Following screenshot shows transaction of categories in tabular form.

View of e-Transactions count under various categories
5.9.1 Drilled-down Categories of Services

Following screenshot shows Drilled-down view of category B service “Utility Bill payments”.

Drilled-down view of category B service “Utility Bill payments”
Categories of services can be further drilled down to view services under the particular category. Following screenshot shows drilled-down view of the services under category ‘B’ for the Chandigarh State.

- Same data can be viewed in bar chart as well as pie chart, by selecting display-type in the drop-down list provided below the chart.
5.10 OTHER GRAPHICAL VIEWS

In addition to Tabular view, the User has an option to view the e-Transactions count data under following types of graphical view:

1. Bar Chart
2. Pie Chart

This graphical view is available under all the following categories of e-Transactions view as explained above in details:

1. Central Govt Projects
2. State govt Projects
3. Standard Services
4. Mission Mode Projects
5. Across The Counter
6. NOFN
7. Categories
Bar Chart: Following screenshot illustrates the graphical representation of e-transaction count for State govt. Projects in Bar Chart form.

- Each 3D column bar depicts states identified by different color.
- Height of each column bar shows total transactions occurred in that State, during the period specified by user.
- Each state can be clicked to further drill-down for details.
Drilled-down Bar chart of Standard Services of Haryana

Drilled-down Bar Chart of Transport Services under Haryana
Pie Chart: Following screenshot shows transactions (State govt. Projects) in Pie Chart form.

- Each 3D Pie piece depicts states identified by different color.
- Size of each Pie Piece shows total e-Transactions recorded in that State, as compared to the total number of e-Transactions recorded for all the states during the period specified by user.
- Each Pie Piece can be clicked to further drill-down for details.
Drilled-down Pie Chart of Standard Services of Haryana

Drilled-down Pie Chart of Services of Transport under Haryana
6. **Analysis: Analytical Charts**

The user can access various analytic charts on eTaal portal for the review of e-Transactions under the following categories:

1. Time Line Analysis
2. Comparative Analysis
3. Line Chart Analysis
4. Analysis of Services

The relevant screenshot for the same is shown as below:
6.1 Time-line Analysis

This option enables the user to view the e-Transactions count over a period of time. Following screenshot shows details of e-Transactions in tabular form.

![Tabular view of Time-line analysis](image)

- This table can be further viewed in detail by drilling down as:
  - Months of particular year.
  - Weeks of a particular month.
  - Services in selected week of a particular month of a particular year.

- Same data can be viewed under following types of graphical display views for all the above mentioned drill down views by selecting display-type in the drop-down list provided below the chart.
  1. Bar chart,
  2. Pie chart,
  3. Line Chart
Bar Chart view of Time-line analysis

Pie Chart view of Time-line analysis
Line Chart view of Time-line analysis
Drilled-down Time-line Analysis to view Monthly Transactions

Drilled-down Time-line Analysis to view Weekly Transactions
### Drilled-down Time-line Analysis to view Standard Service Wise Transactions

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard Service Name</th>
<th>No. of e-Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Certificates</td>
<td>11,70,015</td>
</tr>
<tr>
<td>2</td>
<td>Licenses and Permits</td>
<td>87,877</td>
</tr>
<tr>
<td>3</td>
<td>Land Revenue</td>
<td>17,12,408</td>
</tr>
<tr>
<td>4</td>
<td>Integrated Finance Management Services</td>
<td>2,55,552</td>
</tr>
<tr>
<td>5</td>
<td>Commercial Tax</td>
<td>69,27,342</td>
</tr>
<tr>
<td>6</td>
<td>Utility Services and Bill Payment</td>
<td>10,78,371</td>
</tr>
<tr>
<td>7</td>
<td>Social Welfare &amp; Pension</td>
<td>4,11,293</td>
</tr>
<tr>
<td>8</td>
<td>Transport</td>
<td>3,91,641</td>
</tr>
<tr>
<td>9</td>
<td>Education</td>
<td>31,800</td>
</tr>
<tr>
<td>10</td>
<td>Public Distribution System</td>
<td>16,78,194</td>
</tr>
<tr>
<td>11</td>
<td>Agriculture &amp; Allied</td>
<td>1,17,14,052</td>
</tr>
<tr>
<td>12</td>
<td>Court and Judiciary</td>
<td>4,11,96,678</td>
</tr>
<tr>
<td>13</td>
<td>Election</td>
<td>15,51,776</td>
</tr>
<tr>
<td>14</td>
<td>Police</td>
<td>31,028</td>
</tr>
<tr>
<td>15</td>
<td>Personnel and Admin</td>
<td>1,56,405</td>
</tr>
<tr>
<td>16</td>
<td>Grievances</td>
<td>1,21,255</td>
</tr>
<tr>
<td>17</td>
<td>RTI</td>
<td>182</td>
</tr>
<tr>
<td>18</td>
<td>Property Registration &amp; House Tax</td>
<td>1,81,882</td>
</tr>
<tr>
<td>19</td>
<td>Health</td>
<td>6,81,522</td>
</tr>
<tr>
<td>20</td>
<td>Rural Development</td>
<td>9,10,11,609</td>
</tr>
<tr>
<td>21</td>
<td>Employment</td>
<td>11,385</td>
</tr>
<tr>
<td>22</td>
<td>e-Procurement</td>
<td>41,320</td>
</tr>
<tr>
<td>23</td>
<td>Industry and Commerce</td>
<td>1,74,759</td>
</tr>
<tr>
<td>24</td>
<td>Urban Development including Municipality Services</td>
<td>9,281</td>
</tr>
<tr>
<td>25</td>
<td>Passport &amp; Visa Services</td>
<td>7,62,461</td>
</tr>
<tr>
<td>26</td>
<td>Financial Induction</td>
<td>21,028</td>
</tr>
<tr>
<td>27</td>
<td>State Specific Services</td>
<td>12,64,627</td>
</tr>
<tr>
<td>28</td>
<td>Other Services</td>
<td>19,95,902</td>
</tr>
</tbody>
</table>

**Total e-Transactions:** 11,75,51,804
6.2 Comparative Analysis

This menu item enables the user to perform an analysis of the variation in e-Transaction count over a period of time e.g. number of e-Transactions in the current year as compared to the number of e-Transactions recorded in a selected year. Or comparison between number of e-transactions recorded in a particular month this year with respect to the number of e-Transactions recorded in the specified year for the same month.

The above graph shows the variation in e-Transactions recorded over months of the year 2016.
The user may perform an analysis of number of e-Transactions recorded between two different years (Month Wise) by selecting the years amongst which the comparison is to be made through the drop down lists.
6.3 Line Chart Analysis

User can perform Year Wise, State Wise and Service Wise analysis of no. of e-Transactions by selecting desired year from the drop down list. Following screenshot shows the Year Wise analysis for the year 2016.
Following screenshot shows the State Wise analysis for the year 2016.
Following screenshot shows the Standard Service Wise analysis for the year 2016.
6.4 Analysis of Services

User can perform Service Wise analysis of no. of e-Transactions by selecting desired year from the drop down list. On opening the screen for Analysis of services, the user will see by default the bubble chart/analysis for the Standard Service “Certificate” during the year 2016. Following screenshot shows the Analysis of services for the year 2016 with the default service as “Certificate”.

![Analysis of Services screenshot](image-url)
The User can further select specific services from the drop down menu for the comparison and analysis among specific number/type of services. The size of a bubble displays the total number of projects under a particular standard service. The screenshot for the same is attached as below:
On selection of the multiple services from the drop down the data for only the selected services would be displayed as bubble chart for the analysis. The reference screenshot is attached below.
7. Report

The user can access the following types of reports on eTaal portal:

1. State Wise Transaction Per 1000 Population
2. Central/State Wise Transaction Per Services
3. Category Wise Transaction
7.1 State Wise Transaction Per 1000 Population

This report provides the details of number of e-Transactions captured for per 1000 population of each of the 36 States/UTs as per the format shown in the attached screenshot. The user has the provision to select the date range for the period for which the report needs to be generated.
### eTaal - User and Technical Manual

**Report - Statistical Transaction Per 1000 Population**

<table>
<thead>
<tr>
<th>State Name</th>
<th>Population</th>
<th>e-Trans.</th>
<th>e-Trans. PC 1000 Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andhra Pradesh</td>
<td>3,79,644</td>
<td>14,644</td>
<td>39.01%</td>
</tr>
<tr>
<td>Arunachal Pradesh</td>
<td>3,32,611</td>
<td>3,004</td>
<td>8.44%</td>
</tr>
<tr>
<td>Assam</td>
<td>3,55,312</td>
<td>3,010</td>
<td>8.50%</td>
</tr>
<tr>
<td>Bihar</td>
<td>10,88,041</td>
<td>2,627</td>
<td>24.29%</td>
</tr>
<tr>
<td>Chandigarh</td>
<td>1,59,340</td>
<td>1,093</td>
<td>6.83%</td>
</tr>
<tr>
<td>Chhattisgarh</td>
<td>2,29,401</td>
<td>3,072</td>
<td>13.62%</td>
</tr>
<tr>
<td>Dadra and Nagar Haveli</td>
<td>3,62,653</td>
<td>7,231</td>
<td>204.10%</td>
</tr>
<tr>
<td>Daman and Diu</td>
<td>2,62,911</td>
<td>1,135</td>
<td>43.88%</td>
</tr>
<tr>
<td>Delhi</td>
<td>7,87,515</td>
<td>1,45,844</td>
<td>18.61%</td>
</tr>
<tr>
<td>Goa</td>
<td>1,57,723</td>
<td>3,690</td>
<td>24.45%</td>
</tr>
<tr>
<td>Gujrat</td>
<td>6,03,013</td>
<td>25,013</td>
<td>414,64%</td>
</tr>
<tr>
<td>Haryana</td>
<td>2,53,581</td>
<td>2,93,429</td>
<td>116,40%</td>
</tr>
<tr>
<td>Himachal Pradesh</td>
<td>68,560</td>
<td>72,260</td>
<td>105,40%</td>
</tr>
<tr>
<td>Jammu and Kashmir</td>
<td>1,25,48,928</td>
<td>9,71,410</td>
<td>77,40%</td>
</tr>
<tr>
<td>Jharkhand</td>
<td>3,29,66,238</td>
<td>51,88,40</td>
<td>155,30%</td>
</tr>
<tr>
<td>Karnataka</td>
<td>6,51,70,704</td>
<td>2,62,97,328</td>
<td>430,20%</td>
</tr>
<tr>
<td>Kerala</td>
<td>3,33,87,617</td>
<td>2,24,73,833</td>
<td>673,70%</td>
</tr>
<tr>
<td>Lakshadweep</td>
<td>64,429</td>
<td>6,61,437</td>
<td>100,70%</td>
</tr>
<tr>
<td>Madhya Pradesh</td>
<td>7,25,57,565</td>
<td>14,25,90,095</td>
<td>196,60%</td>
</tr>
<tr>
<td>Maharashtra</td>
<td>11,21,27,922</td>
<td>1,27,02,335</td>
<td>111,30%</td>
</tr>
<tr>
<td>Manipur</td>
<td>27,21,756</td>
<td>2,06,720</td>
<td>75,90%</td>
</tr>
<tr>
<td>Meghalaya</td>
<td>29,64,067</td>
<td>30,54,300</td>
<td>102,50%</td>
</tr>
<tr>
<td>Mizoram</td>
<td>10,01,014</td>
<td>4,54,218</td>
<td>433,60%</td>
</tr>
<tr>
<td>Nagaland</td>
<td>18,80,662</td>
<td>58,780</td>
<td>32,70%</td>
</tr>
<tr>
<td>Odisha</td>
<td>4,59,4,358</td>
<td>3,26,32,213</td>
<td>684,80%</td>
</tr>
<tr>
<td>Pondicherry</td>
<td>12,48,464</td>
<td>5,93,035</td>
<td>481,40%</td>
</tr>
<tr>
<td>Punjab</td>
<td>3,77,01,306</td>
<td>3,82,830</td>
<td>219,00%</td>
</tr>
<tr>
<td>Rajastan</td>
<td>0,06,33,012</td>
<td>1,52,64,933</td>
<td>741,60%</td>
</tr>
<tr>
<td>Sikkim</td>
<td>6,07,608</td>
<td>10,415</td>
<td>17,20%</td>
</tr>
<tr>
<td>Tamil Nadu</td>
<td>7,21,18,928</td>
<td>8,74,95,926</td>
<td>121,90%</td>
</tr>
<tr>
<td>Telangana</td>
<td>3,51,19,730</td>
<td>52,06,145</td>
<td>150,40%</td>
</tr>
<tr>
<td>Tripura</td>
<td>8,15,032</td>
<td>5,65,514</td>
<td>153,00%</td>
</tr>
<tr>
<td>Uttar Pradesh</td>
<td>10,96,88,877</td>
<td>17,29,70,722</td>
<td>866,70%</td>
</tr>
<tr>
<td>Uttarakhand</td>
<td>1,05,16,702</td>
<td>98,29,144</td>
<td>186,20%</td>
</tr>
<tr>
<td>West Bengal</td>
<td>9,33,67,736</td>
<td>4,25,63,856</td>
<td>468,00%</td>
</tr>
</tbody>
</table>

Total: 1,21,01,34,422  2,42,32,13,504  699,80,856
The report can be further sorted by the user in ascending and descending order to view the ranking of the States on the basis of e-Transaction % share.
7.2 Central/State Wise Transaction Per Services

This report provides the details of number of e-Transactions captured per services and also the e-Transaction % share for the Central and State Projects.

The User has the option to select and generate the report under following two categories:

1. Central Wise Report
2. State Wise Report

The following screenshot provides the search parameters available to Users for the generation of report for Central Wise and State Wise Transaction Per Services. The user has the provision to select the date range for the period for which the report needs to be generated.
## Report for Central Wise Project

### Control/State Wise Transaction Per Services

<table>
<thead>
<tr>
<th>SL No</th>
<th>Project</th>
<th>No. of Service</th>
<th>No. of Transaction</th>
<th>Transaction Per Service</th>
<th>Transaction % Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AEZAMARKET</td>
<td>5</td>
<td>2,08,015</td>
<td>219.93 0.00</td>
<td>0.64</td>
</tr>
<tr>
<td>2</td>
<td>Central Public Works Department (CPWD)</td>
<td>1</td>
<td>7,39,461</td>
<td>739.36 0.00</td>
<td>0.05</td>
</tr>
<tr>
<td>3</td>
<td>Centralised Visa Insurance System</td>
<td>10</td>
<td>8,05,134</td>
<td>805.13 0.00</td>
<td>0.22</td>
</tr>
<tr>
<td>4</td>
<td>CentrePublic - Generalised Andhra Pradesh (CPPARAP)</td>
<td>1</td>
<td>2,36,723</td>
<td>236.72 0.00</td>
<td>0.38</td>
</tr>
<tr>
<td>5</td>
<td>CENFIOT</td>
<td>1</td>
<td>20,94,178</td>
<td>2094.18 0.00</td>
<td>0.25</td>
</tr>
<tr>
<td>6</td>
<td>DRDA</td>
<td>1</td>
<td>7,895</td>
<td>7895.00 0.00</td>
<td>0.02</td>
</tr>
<tr>
<td>7</td>
<td>e-Courts</td>
<td>7</td>
<td>3,81,99,834</td>
<td>381998.34 38.52</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Employment Exchange</td>
<td>1</td>
<td>1,15,555</td>
<td>11555.55 0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>9</td>
<td>Emblem</td>
<td>1</td>
<td>71,182</td>
<td>71182.00 0.00</td>
<td>0.02</td>
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<tr>
<td>10</td>
<td>Farmers' Help</td>
<td>1</td>
<td>13,50,967</td>
<td>1350967.00 13.50</td>
<td>0.21</td>
</tr>
<tr>
<td>11</td>
<td>FORMS Services</td>
<td>1</td>
<td>10,27,942</td>
<td>1027942.00 10.27</td>
<td>0.42</td>
</tr>
<tr>
<td>12</td>
<td>HUMA Services</td>
<td>1</td>
<td>31,168</td>
<td>31168.00 0.00</td>
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</tr>
<tr>
<td>13</td>
<td>Identity Cost Management System</td>
<td>1</td>
<td>6,170</td>
<td>6170.00 0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>14</td>
<td>Life Insurance Policy Management Services</td>
<td>1</td>
<td>6,19,987</td>
<td>619987.00 6.19</td>
<td>0.07</td>
</tr>
<tr>
<td>15</td>
<td>Blended Project</td>
<td>2</td>
<td>405</td>
<td>405.00 0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Kisan WAM Portal</td>
<td>1</td>
<td>32,34,20,014</td>
<td>3234200.14 32.34</td>
<td>0.00</td>
</tr>
<tr>
<td>17</td>
<td>MCA</td>
<td>1</td>
<td>1,53,61,243</td>
<td>1536124.3 15.36</td>
<td>0.51</td>
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<tr>
<td>18</td>
<td>MCA/MA</td>
<td>1</td>
<td>1,58,03,553</td>
<td>15803553.53 15.80</td>
<td>0.34</td>
</tr>
<tr>
<td>19</td>
<td>NIC</td>
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<td>5,51,97,123</td>
<td>55197123.12 5.52</td>
<td>0.27</td>
</tr>
<tr>
<td>20</td>
<td>NITI</td>
<td>1</td>
<td>9,59,897</td>
<td>959897.00 0.96</td>
<td>0.50</td>
</tr>
<tr>
<td>21</td>
<td>Digital India and IT Services</td>
<td>38</td>
<td>22,37,229</td>
<td>2237229.00 22.37</td>
<td>0.00</td>
</tr>
<tr>
<td>22</td>
<td>Overseas Citizenship Office (OCC)</td>
<td>9</td>
<td>26,79,902</td>
<td>2679902.00 26.79</td>
<td>0.00</td>
</tr>
<tr>
<td>23</td>
<td>Passport</td>
<td>12</td>
<td>3,38,92,339</td>
<td>33892339.23 3.39</td>
<td>0.32</td>
</tr>
<tr>
<td>24</td>
<td>Pemex Portal</td>
<td>2</td>
<td>28,235</td>
<td>28235.00 0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>25</td>
<td>Postal Services</td>
<td>2</td>
<td>23,59,256</td>
<td>2359256.00 2.36</td>
<td>0.00</td>
</tr>
<tr>
<td>26</td>
<td>Public Health Management System</td>
<td>1</td>
<td>1,74,88,056</td>
<td>17488056.00 17.49</td>
<td>0.00</td>
</tr>
<tr>
<td>27</td>
<td>RFID</td>
<td>1</td>
<td>30,06,60,000</td>
<td>300660000.00 30.06</td>
<td>0.00</td>
</tr>
<tr>
<td>28</td>
<td>Right To Information</td>
<td>10</td>
<td>37,911</td>
<td>37911.00 0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>29</td>
<td>SIRK</td>
<td>3</td>
<td>5,31,98,085</td>
<td>53198085.00 5.32</td>
<td>0.00</td>
</tr>
<tr>
<td>30</td>
<td>SPSC</td>
<td>3</td>
<td>8,41,81,815</td>
<td>84181815.00 8.42</td>
<td>0.00</td>
</tr>
<tr>
<td>31</td>
<td>Veterinary Service</td>
<td>15</td>
<td>49,93,857</td>
<td>4993857.00 4.99</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>222</strong></td>
<td></td>
<td><strong>85,41,63,179</strong></td>
<td><strong>854163179.00</strong></td>
<td><strong>1.00</strong></td>
</tr>
</tbody>
</table>

*Note: Transaction data as per Information Technology Directorate, Department of Electronics and Information Technology, Government of India*
The report can be further sorted by the user in ascending or descending order to view the ranking of the Central Projects on the basis of e-Transaction % share.
## Report for State Wise Project

### Central State Wise Transaction Per Services

<table>
<thead>
<tr>
<th>State/Union Territory</th>
<th>No. of Service</th>
<th>No. of Transactions</th>
<th>e-Transaction Per Service</th>
<th>e-Transaction % Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andhra Pradesh</td>
<td>25</td>
<td>18,546</td>
<td>585.84</td>
<td>0.09</td>
</tr>
<tr>
<td>Assam</td>
<td>52</td>
<td>24,537</td>
<td>471.20</td>
<td>0.09</td>
</tr>
<tr>
<td>Bihar</td>
<td>18</td>
<td>7,462</td>
<td>420.12</td>
<td>0.09</td>
</tr>
<tr>
<td>Chandigarh</td>
<td>14</td>
<td>11,82,380</td>
<td>829.71</td>
<td>0.09</td>
</tr>
<tr>
<td>Chhattisgarh</td>
<td>84</td>
<td>22,420</td>
<td>277.31</td>
<td>0.09</td>
</tr>
<tr>
<td>Dadra and Nagar Haveli</td>
<td>35</td>
<td>7,71,314</td>
<td>215.20</td>
<td>0.09</td>
</tr>
<tr>
<td>Daman and Diu</td>
<td>43</td>
<td>1,13,977</td>
<td>264.83</td>
<td>0.09</td>
</tr>
<tr>
<td>Delhi</td>
<td>65</td>
<td>3,41,662</td>
<td>531.92</td>
<td>0.09</td>
</tr>
<tr>
<td>Goa</td>
<td>25</td>
<td>8,92,900</td>
<td>353.50</td>
<td>0.09</td>
</tr>
<tr>
<td>Gujarat</td>
<td>66</td>
<td>25,70,81,701</td>
<td>3,790,00.17</td>
<td>0.09</td>
</tr>
<tr>
<td>Haryana</td>
<td>85</td>
<td>7,20,944</td>
<td>880,94</td>
<td>0.09</td>
</tr>
<tr>
<td>Himachal Pradesh</td>
<td>76</td>
<td>2,22,91,954</td>
<td>290,954</td>
<td>0.09</td>
</tr>
<tr>
<td>Jammu and Kashmir</td>
<td>54</td>
<td>9,21,460</td>
<td>170,218</td>
<td>0.09</td>
</tr>
<tr>
<td>Jharkhand</td>
<td>76</td>
<td>5,11,840</td>
<td>671,530</td>
<td>0.09</td>
</tr>
<tr>
<td>Karnataka</td>
<td>85</td>
<td>2,67,72,350</td>
<td>324,658</td>
<td>0.09</td>
</tr>
<tr>
<td>Kerala</td>
<td>87</td>
<td>23,37,5,453</td>
<td>328,41,898</td>
<td>0.09</td>
</tr>
<tr>
<td>Lahaul and Spiti</td>
<td>18</td>
<td>6,62,344</td>
<td>365,783</td>
<td>0.09</td>
</tr>
<tr>
<td>Madhya Pradesh</td>
<td>85</td>
<td>14,10,099,095</td>
<td>771,146,450</td>
<td>0.09</td>
</tr>
<tr>
<td>Madras</td>
<td>56</td>
<td>31,45,5,930</td>
<td>51,94,516</td>
<td>0.09</td>
</tr>
<tr>
<td>Manipur</td>
<td>56</td>
<td>10,23,3,505</td>
<td>458,410</td>
<td>0.09</td>
</tr>
<tr>
<td>Meghalaya</td>
<td>38</td>
<td>8,11,3,403</td>
<td>3,07,5,403</td>
<td>0.09</td>
</tr>
<tr>
<td>Mizoram</td>
<td>35</td>
<td>4,52,740</td>
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<td>0.09</td>
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<td>52</td>
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<td>1,632,50</td>
<td>0.09</td>
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<tr>
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</tr>
<tr>
<td>Punjab</td>
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<td>7,62,820</td>
<td>401,950</td>
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</tr>
<tr>
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<td>4,92,03,654</td>
<td>416,956,13</td>
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<tr>
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<td>1,88,70</td>
<td>0.09</td>
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<tr>
<td>Tamil Nadu</td>
<td>65</td>
<td>8,78,46,016</td>
<td>8,09,08,03</td>
<td>0.09</td>
</tr>
<tr>
<td>Telangana</td>
<td>105</td>
<td>92,96,5,736</td>
<td>82,950,18</td>
<td>0.09</td>
</tr>
<tr>
<td>Tripura</td>
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<td>5,41,500</td>
<td>66,357</td>
<td>0.09</td>
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<tr>
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<td>17,70,76,192</td>
<td>17,70,76,192</td>
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<tr>
<td>Uttarakhand</td>
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<td>28,55,910</td>
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</tr>
<tr>
<td>West Bengal</td>
<td>85</td>
<td>4,15,60,440</td>
<td>391,13,79</td>
<td>0.09</td>
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</tbody>
</table>

**Total**: 3,020,2,42,34,26,869 14930198.13
The report can be further sorted by the user in ascending or descending order to view the ranking of the States on the basis of e-Transaction % share.

<table>
<thead>
<tr>
<th>SL #</th>
<th>State</th>
<th>No. of Services</th>
<th>No. of Transactions</th>
<th>e-Transaction % Share</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Andhra Pradesh</td>
<td>25</td>
<td>10,400</td>
<td>11.15</td>
</tr>
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<td>Ayodhya Pradesh</td>
<td>30</td>
<td>42,438</td>
<td>11.78</td>
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<tr>
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<td>Bihar</td>
<td>43</td>
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<tr>
<td>4</td>
<td>Nagaland</td>
<td>41</td>
<td>96,749</td>
<td>132.95</td>
</tr>
<tr>
<td>5</td>
<td>Sikkim</td>
<td>25</td>
<td>1,045</td>
<td>118.70</td>
</tr>
<tr>
<td>6</td>
<td>Goa</td>
<td>35</td>
<td>4,09,900</td>
<td>1431.09</td>
</tr>
<tr>
<td>7</td>
<td>Manipur</td>
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<td>3,96,736</td>
<td>1237.84</td>
</tr>
<tr>
<td>8</td>
<td>Mizoram</td>
<td>84</td>
<td>4,01,379</td>
<td>1217.08</td>
</tr>
<tr>
<td>9</td>
<td>Chandigarh</td>
<td>35</td>
<td>7,21,388</td>
<td>2061.97</td>
</tr>
<tr>
<td>10</td>
<td>Madhya Pradesh</td>
<td>18</td>
<td>6,01,841</td>
<td>1995.83</td>
</tr>
<tr>
<td>11</td>
<td>Uttrakhand</td>
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<td>5,99,036</td>
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<tr>
<td>12</td>
<td>Tribhuva</td>
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<tr>
<td>13</td>
<td>Assam</td>
<td>85</td>
<td>8,80,006</td>
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<tr>
<td>14</td>
<td>Sikkim</td>
<td>35</td>
<td>9,21,400</td>
<td>2710.14</td>
</tr>
<tr>
<td>15</td>
<td>Chhattisgarh</td>
<td>54</td>
<td>11,24,343</td>
<td>3143.69</td>
</tr>
<tr>
<td>16</td>
<td>Uttar Pradesh</td>
<td>50</td>
<td>12,56,781</td>
<td>3611.17</td>
</tr>
<tr>
<td>17</td>
<td>Bihar</td>
<td>52</td>
<td>30,38,305</td>
<td>5454.16</td>
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<tr>
<td>18</td>
<td>Meghalaya</td>
<td>56</td>
<td>51,28,840</td>
<td>6755.16</td>
</tr>
<tr>
<td>19</td>
<td>Bihar</td>
<td>76</td>
<td>72,20,944</td>
<td>9509.17</td>
</tr>
<tr>
<td>20</td>
<td>Manipur</td>
<td>76</td>
<td>72,20,944</td>
<td>9509.17</td>
</tr>
<tr>
<td>21</td>
<td>Punjab</td>
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<td>75,82,210</td>
<td>2109.07</td>
</tr>
<tr>
<td>22</td>
<td>Maharashtra</td>
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<td>1,15,07,410</td>
<td>3051.00</td>
</tr>
<tr>
<td>23</td>
<td>Delhi</td>
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<td>1,15,24,842</td>
<td>3112.08</td>
</tr>
<tr>
<td>24</td>
<td>Odisha</td>
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</tr>
<tr>
<td>25</td>
<td>Karnataka</td>
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<tr>
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<td>Haryana</td>
<td>95</td>
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<td>3187.84</td>
</tr>
<tr>
<td>27</td>
<td>West Bengal</td>
<td>108</td>
<td>1,25,46,149</td>
<td>3143.79</td>
</tr>
<tr>
<td>28</td>
<td>Rajasthan</td>
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<td>1,22,82,054</td>
<td>3156.59</td>
</tr>
<tr>
<td>29</td>
<td>Chhattisgarh</td>
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<tr>
<td>30</td>
<td>Tamil Nadu</td>
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<tr>
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<td>Madhya Pradesh</td>
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<td>3134.46</td>
</tr>
<tr>
<td>32</td>
<td>Uttar Pradesh</td>
<td>105</td>
<td>1,26,49,905</td>
<td>3134.46</td>
</tr>
<tr>
<td>33</td>
<td>Kerala</td>
<td>105</td>
<td>1,26,49,905</td>
<td>3134.46</td>
</tr>
<tr>
<td>34</td>
<td>Gujarat</td>
<td>105</td>
<td>1,26,49,905</td>
<td>3134.46</td>
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<tr>
<td>35</td>
<td>Sikkim</td>
<td>105</td>
<td>1,26,49,905</td>
<td>3134.46</td>
</tr>
</tbody>
</table>

Total: 3,020, 1,41,34,26,869, 149,10,198.13
7.3 Category Wise Transaction

This report provides the details of number of e-Transactions captured under various categories of e-Services (A, B, C, D, E, F) for the Central and State Projects.

The User has the option to select and generate the report under following two categories:

1. Central Wise Report
2. State Wise Report

The following screenshot provides the search parameters available to Users for the generation of report for Category Wise Transaction for Central and State Projects. The user has the provision to select the date range for the period for which the report needs to be generated.
## Central Wise Report

![Central Wise Report](image)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Projects Description</th>
<th>Category A</th>
<th>Category B</th>
<th>Category C</th>
<th>Category D</th>
<th>Category E</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>e-TAAL</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>158,000</td>
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<td>Central Public Works Department (CPWD)</td>
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<td>0</td>
<td>0</td>
<td>7,57,485</td>
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<td>Central Water &amp; Sanitation System (CWWSS)</td>
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<td>0</td>
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<td>4</td>
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</tr>
<tr>
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<td>Central Water &amp; Sanitation System (CWWSS)</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>9</td>
<td>Employment</td>
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<td>11</td>
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</tr>
<tr>
<td>12</td>
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<td>13</td>
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<tr>
<td>14</td>
<td>Identity Card Management Service</td>
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<td>0</td>
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<tr>
<td>15</td>
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<td>Digital India and ISO Services</td>
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</tr>
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<td>0</td>
</tr>
<tr>
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<td>TOTAL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total e-Transactions:** 16,50,68,338

![e-Transaction data source: e-transactions.gov.in](image)
There is a provision for users to sort the report in ascending or descending order to view the ranking of the Central Projects on the basis of the total count of e-Transactions inclusive of all the categories.
StateWise Report

![Image of StateWise Report](image-url)
There is a provision for users to sort the report in ascending or descending order to view the ranking of the State Projects on the basis of the total count of e-Transactions inclusive of all the categories.
8. Service Directory

In order to facilitate the view of services being under taken across the country, a Service directory has been developed. Service directory helps citizen in finding state level services grouped in a particular standard service. It provides the details of e-governance application delivering the service such as name of dept., description of service etc., also provides the details of spatial spread for a given service. The user can view the service directory and search for relevant information for the services.
An external link to eTaal Service directory has been added on digital India Homepage.
9. State Portal

A personalized portal for states and union territories by the name of “State Portal” is implemented on the eTaal website. It helps citizen in finding state level services grouped in a particular standard service.

The link “State Portal” on the eTaal dashboard, allows the users of different states to view the transaction counts. It is internally managed and allows a comparable analysis of the states on the basis of the transaction counts available on eTaal.

This interface contains separate links for all the 36 states and union territories. The link of individual states further redirects the user to the individual state portal from where a user can view the total transaction count and the e-Transaction count of the various standard services integrated with the specific state.
The below screenshot shows the State Portal of Delhi:

The User can click on e-Transaction View to further view the drilled down view of Standard Services of Delhi.
10. FAQs

The “FAQs” Menu on the eTaal homepage provides responses to Users on few of the general queries pertaining to eTaal application.

The screenshots of FAQ section are attached as below:
11. User Sign Up and Login

The new user needs to sign up on eTaal portal to create the login details before proceeding to the service enrolment page. Once the user has successfully created the login credentials, he may click on the login link as provided under the “User” Tab of eTaal homepage. User Login
12. Service Enrolment

Service Enrolment is reserved for administrator for approving the Project entry, Service entry and Enrolment of web services by owner of the project. This option could be invoked only after login through Admin Login.
12.1 Sector/Project Entry

Entry of the project is done by the owner of the project. The owner needs to specify the Project name along with the person who has requested for the entry of it. Screenshot of the project entry page is shown below:

Once all the details of the person along with the Project name are entered, it can be saved by clicking on the Save Button. Complete list of the projects can be viewed by clicking on the ‘Show List’ Button. Clear Button is used to clear the details already entered in the current screen. The Approve Button is used to approve the list and save it permanently in the database.
12.2 Service Entry

Entry of service is done by the owner of the project. He/she needs to specify the Service name along with the person who has requested for the creation of it. Screenshot of the service creation page is shown below:

Service creation consists of two sub-sections:
1. ‘Service Reported By and Service details’ Section: In this section, details of the person who is reporting the service is entered. The name, designation, contact no. and email id is captured. Also, details of services are entered in following format:
   a. Select Project, Category (A, B, C, D, E, F), Major Service (Standard Service), Minor Service (Sub Standard Service).
   b. Enter local name of service to be added and brief description of the service.
   c. Check whether the service is across counter or mission mode project.
2. ‘e-Transaction Benchmark’ Section: All the benchmark are required to be fulfilled by the e-Service to participate in eTaal which are as follows:
   a. Service is requested through electronic means including mobile devices.
   b. Workflow/approval process is electronic.
   c. Database is electronic/digitized.
   d. Service delivery is electronic.
12.3 Modify Service

After the successful creation of service by the owner under the “Service Entry” link as explained above, if required, the owner can modify the service details under the “Modify Service” link of Service Enrolment. The screenshot of the Modify Service screen is shown as below:
12.4 Web Service Enrolment

Web service can be registered by owner of the project. He/she needs to register the Web Service along with the details. This module is smart enough to identify and verify the correctness of the input parameter and output parameter.

Data exchange in eTaal is based on web service. This page is used to add new web services/URLs in following steps:

1. Select type of web service: Whether it is Web Reference Based or Web URL based.
2. Select State and Project Name.
3. Enter the complete URL of web service.
4. Enter ‘Web Service Name’ (Name of the class used in web service) and press ‘Invoke Service’.
5. System will show all the methods available under selected web service.
6. Select the desired method name, system will show all the input parameters available under that selected web method. At the same time, it shows Return type of the method.
7. It provides Test Area which accepts the value of the input parameter and tests the output of the service using ‘Get data’ button.
8. Click on ‘Save URL’ button to save the web service in eTaal application.

Once the entire process as stated above is complete, the service is ready for integration with eTaal. Before integration, the e-Service is subject to validation and approval by the National Level Project Management Committee (PMC). Similar Committees exist at the level of States and UTs.
13. Approval

Steps for Service Approval by State Project Management Committee

For the Approval/Rejection/Modification of the service as enrolled by the User, the State Admin needs to login to eTaal using its login credentials. The login screenshot is shown as below.
Once logged in, the State Admin is required to click on the Approval tab in the menu bar as shown below:

The State Admin needs to review the service details and accordingly click on Approve/Reject/Modify by clicking on Radio Button as shown in the below screenshot wherein;

A – Approve

R – Reject

M – Modify
The State Admin can review the services and accordingly “Accept”, “Reject” or “Modify” the service.

In case of Approval of service by the State Committee, the State Admin needs to select the radio button “A” and on clicking the “Submit” button, this service is forwarded to National eTaal Committee for approval.

For the approval of service, the service needs to be approved by atleast two State Committee members.

The State Admin needs to enter Remarks in case if “Reject” or “Modify” is selected, highlighting reason for rejection or modification of the service requested.

The service needs to be rejected / approved by atleast two out of three State committee members while it can be requested for modification by any one member.
Steps for Service Approval by National Project Management Committee

On Approval of the service by State Committee members, the service is forwarded to National eTaal Committee for approval.

To initiate the service approval process, the National eTaal Committee member needs to login to eTaal using its login credentials. The login screenshot is provided as below:

![Login Screenshot]

The National Committee members need to review the service details and accordingly click on Approve/Reject/Modify by clicking on Radio Button as shown in the below screenshot wherein:

A – Approve
R – Reject
M – Modify
The National Committee just like the state admins needs to enter Remarks in case “Reject” or “Modify” is selected, highlighting reason for rejection or modification of the service requested.

The service needs to be rejected/approved by three out of the five national committee members while it can be requested for modification by just one member.

After 3 levels of service Approval by the National Committee, this service is forwarded to Service admin for data verification of the service.

Steps for data Verification

After approval of the service by the National Project Management Committee, the service is now under data verification stage and needs to be approved by Service Admin.

For providing approval under verification stage, the Service admin needs to login on eTaal using his login credentials as per the below screenshot.
The e-Transaction count of the service is checked and verified for a specific period of time and if the count is less than or equal to the average count acceptable for the service, then Approval is given by the Service Admin to make service live on eTaal portal. However, in case the count is greater than the average, the service provider is questioned regarding the same through mail.
# 14. Technical Specifications of eTaal

<table>
<thead>
<tr>
<th>Technical Specifications</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology</td>
<td>Microsoft Technologies with WCF, ASP.NET Framework 4.0, C#.Net</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows Server 2008 R2 Enterprise Edition</td>
</tr>
<tr>
<td>Database</td>
<td>SQL Server 2012 R2</td>
</tr>
<tr>
<td>Analytical Tool</td>
<td>Fusion Chart</td>
</tr>
<tr>
<td>Browser Supported</td>
<td>IE 7.0 or above, Mozilla Firefox 3.6 or above, Safari, Chrome 15.0 or above</td>
</tr>
<tr>
<td>Reporting</td>
<td>HTML Reporting</td>
</tr>
<tr>
<td>Minimum System Specification</td>
<td>Any desktop, laptop, tablet and mobile phones (Android/Windows/iOS, etc) with internet Access</td>
</tr>
<tr>
<td>Unicode Compliant</td>
<td>Yes</td>
</tr>
<tr>
<td>Concurrent Access</td>
<td>Yes</td>
</tr>
</tbody>
</table>
15. Architecture

eTaal is broadly categorized into the following three components:

1. **Dashboard Server Connector (DSC)**
   
   Dashboard Server Connector (DSC) runs as a service on Central Server and acts as watchdog to pull the e-Transaction count from various servers located at State and Centre.

2. **Dashboard Client Connector (DCC)**
   
   Dashboard Client Connector (DCC) runs as a service on the Servers which are providing the e-Transaction count details.

3. **eTaal Portal**
   
   eTaal Portal is a web portal to give view of dashboard.

![Architecture of eTaal](image)

In the architecture of eTaal drawn above, one dSC and multiple dCCs exists. One dCC is for each application.
16. Guidelines

This section provides guidelines for application administrator / developer to create Client Connector and deploy on their servers.

16.1 Prerequisites for participation in eTaal

1. Server on which the data that needs to be integrated with eTaal resides must be on Internet.

2. The application whose data needs to be integrated with eTaal may be on any operating environment (Windows/Linux; SQL Server/Oracle/MySQL/PostgreSQL; .Net /Java/PHP etc.)

16.2 Steps for creation of Client Connector

Client Connector may be Web Service, WCF service or URL based data sharing application. Client Connector may be written in any language (C#, VB.Net, Java, PHP etc.). Creation of Client Connector will consist of following steps:

1. Creation of Web Service or WCF service or URL based data sharing application

2. Creation of ‘Stored Procedure’ in the database which will give count of e-Transaction to web connector

3. Writing of the code to access stored procedure created to get the e-Transaction count.

16.3 Specifications of Client Connector

The specifications of Client Connector are given below:

**Web Method Name:** e-Transaction Count

**Input Parameters:** The web method created for the purpose will have following parameters:
### Response Type:
The web method will return either XML or dataset.

**Format of XML:**

```xml
<?xml version="1.0" encoding="utf-8" ?>
<eTaal_State>
    <Response ServiceCode="A001102200001" Count="23" LocationCode="08" />
    <Response ServiceCode="C008104800004" Count="56" LocationCode="09" />
    <Response ServiceCode="B005104200005" Count="92" LocationCode="13" />
    <Response ServiceCode="A016105900001" Count="31" LocationCode="31" />
</eTaal_State>
```

**Format of dataset:**

This will have following set of data: Service Code, Service Count, Location Code

### Error Code Returned by Service

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Error Code</th>
<th>Error Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>-1</td>
<td>Transaction date parameter is missing</td>
</tr>
<tr>
<td>2</td>
<td>-2</td>
<td>Wrong credentials</td>
</tr>
<tr>
<td>3</td>
<td>-3</td>
<td>Data is not available on this date</td>
</tr>
</tbody>
</table>

### 16.4 Development and hosting environment

1. Client Connector can be created in any of the programming language i.e. Java, C#, VB.Net, PHP etc.

2. It can be hosted on any web server i.e. IIS, Apache Tomcat etc.

### 16.5 Post deployment steps

1. The port on which the service is running is required to be opened for eTaal Server Connector.

2. Share the URL of Web Service with User Name and Password to eTaal Administrator.
16.6 Data pulling mechanism and assumptions

Enrolment of web service by user

1. Web service is created by user and hosted on server where project (State/Central) related data resides.

2. Port opening request is made to provide communication between servers (i.e. from Project server to eTaal server).

3. Enrolment of web service is done from enrolment page (in Admin Corner) of eTaal.

eTaal Process of data pulling from a project

1. Port opening request is made to provide communication between servers (i.e. from eTaal server to the project server).

2. Approval of registration by Project Management Committee (PMC).

3. eTaal fetches data on daily basis by invoking web service with current date as parameter and following data is obtained:
   a. List of services provided by project on given date.
   b. Transaction count.
   c. Date of transaction.
   d. Location Code as per census (if any).

4. The Process of invoking web service is done as per schedule determined by the user during enrolment and data is updated (in case of zero transaction of service, no data is updated) in eTaal.

5. For projects having irregular data updating services, web service is invoked by eTaal, it will check for last update (date/time) and pull data from that date.

6. Reconciliation of data between eTaal and project server to be combined once a week.

Assumptions

1. The web service could be hosted on live server or on intermediate server, as defined during enrolment.

2. Data updated on the project server is accumulative during the day and is reset to zero at 00:00 hrs.
16.7 Sample Codes

Sample Code in .Net

Interface

```csharp
[ServiceContract]
public interface IEtalService
{
    [OperationContract]
    [FaultContract(typeof(InvalidCodeFault))]
    int eTransactionCount(DateTime TransactionDate, String UserName, String Password);
}
```

Implementation of interface

```csharp
public class EtalService : IEtalService
{
    region Call StoreProcedure and Fetch Transaction
    public DataSet eTransactionCount(DateTime TransactionDate, String UserName, String Password)
    {
        try {
            var parms = new SqlParameter[]{};
            parms[0] = new SqlParameter("@TransactionDate ", TransactionDate);
            parms[1] = new SqlParameter("@UserName", UserName);
            parms[2] = new SqlParameter("@Password", Password);
            return (SqlHelper.ExecuteScalar(connectionString, CommandType.StoredProcedure, "sp_eTransactionCount", parms));
        } catch (Exception ex) {
        }
    }
}
```

Sample Code in Java

```java
package in.nic.exchange.action;

import in.nic.exchango.db.DSConnection;
import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
import java.text.SimpleDateFormat;
import java.util.Arrays;
import java.util.Date;
import java.util.HashMap;

public class ExchangeWebService {

    public ArrayList<HashMap<String, Float>> countRegistrationsActivitywise(Date date) {
        Connection con = null;
        PreparedStatement pstmt = null;
        ResultSet rs = null;
        SimpleDateFormat formatter = new SimpleDateFormat("yyyy-MM-dd");
        String query = "select * from dashboard where trim(date = ?) db on db.activity = ra.code group by ra.code, ra.name order by ra.code";
        try {
            con = DSConnection.getConnection();
            pstmt = (PreparedStatement) con.prepareStatement(query);
            pstmt.setDate(1, formatter.parse(formatter.format(date)));
            rs = pstmt.executeQuery();
            while (rs.next()) {
                HashMap<String, Float> record = new HashMap<String, Float>();
                record.put("name", rs.getString("name"));
                record.put("activity", rs.getFloat("activity"));
                record.put("total_time", rs.getFloat("total_time"));
                records.add(record);
            }
        } catch (SQLException e) {
            e.printStackTrace();
        }
        return records;
    }
}
```
```java
ArrayList<.HashMap<String, Float>> result = new ArrayList<HashMap<String, Float>>();
HashMap<String, Float> map = null;
try {
    con = DBConnection.getConnection("", ");
    pstmt = con.prepareStatement(query,
            ResultSet.TYPE_SCROLL_INSENSITIVE, ResultSet.CONCUR_UPDATABLE);
    pstmt.setString(1, d);
    rs = pstmt.executeQuery(query);
    System.out.println("query = " + query);
    while (rs.next()) {
        map = new HashMap<String, Float>();
        map.put(rs.getString("name"), rs.getFloat("total_trns"));
        result.add(map);
    }
} catch (SQLException sqle) {
    sqle.printStackTrace();
} catch (Exception e) {
    e.printStackTrace();
} finally {
    try {
        rs.close();
        pstmt.close();
        con.close();
    } catch (SQLException e) {
        // TODO Auto-generated catch block
        e.printStackTrace();
    }
}
map = new HashMap<String, Float>();
map.put(rs.getString("name"), rs.getFloat("total_trns"));
result.add(map);
}
```
Statement stmt = null;
ResultSet rs = null;
System.out.println("date = " + date);
String query = "Select sum(transactions) as trns from dashboard where trndate='";
SimpleDateFormat formatter = new SimpleDateFormat("yyyy-MM-dd");
String d = formatter.format(date);
System.out.println("date = " + date);

try {
    con = DEConnection.getConnection("","");
    stmt = con.createStatement(ResultSet.TYPE_SCROLL_INSENSITIVE, ResultSet.CONCUR_UPDATABLE);
    query += d + ""
    rs = stmt.executeQuery(query);
    System.out.println("query = " + query);
    if(rs.next()) {
        return rs.getFloat("trns");
    } else {
        return 0;
    }
}

} catch(SQLException sqle) {
    sqle.printStackTrace();
} catch(Exception e) {
    e.printStackTrace();
} finally {
    try {
        rs.close();
        stmt.close();
        con.close();
    } catch(SQLException e) {
        // TODO Auto-generated catch block
        e.printStackTrace();
    }
}
return 0;
17. Accolades Tab

The “Accolades” tab of the Menu Bar highlights the details of the “Awards” and “eTaal News”
The “Awards” section under “Accolades” highlights the details of the awards won by eTaal project since its inception.
The “eTaal News” section under “Accolades” highlights the news articles and announcements pertaining to eTaal as published in the leading newspapers.
18. Contact Us

The “Contact Us” tab on the Menu bar provides the contact details and the email id of eTaal Support team.

The relevant screenshot is attached as below:
19. Select Language Tab

The “Select Language” tab of the Menu Bar provides the user with the option to select between the languages “English” and “Hindi” to view the website.
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