User and Technical Manual

Version: 1.1

November, 2013

National Informatics Centre
Department of Electronics & Information Technology
Ministry of Communications and Information Technology
Government of India
New Delhi – 110 003

National Informatics Centre

e-TransactionAggregation and Analysis Layer
Table of Contents

1. INTRODUCTION .........................................................................................................................4
   1.1 PURPOSE OF THE DOCUMENT ..........................................................................................4
   1.2 WHAT IS AN E-TRANSACTION .......................................................................................4
   1.3 ACROSS THE COUNTER SERVICES ..............................................................................4
   1.4 LIST OF STANDARD SERVICES ........................................................................................4
   1.5 LIST OF CATEGORY OF SERVICES ..................................................................................6

2. HOW TO ACCESS THE DASHBOARD ......................................................................................7

3. FUNCTIONALITIES .....................................................................................................................8

4. ETAAL HOME PAGE ..................................................................................................................9

5. E-TRANSACTIONS MENU TAB ..............................................................................................10
   5.1 TABS.......................................................................................................................................10
   5.2 DATE WISE VIEW ...............................................................................................................10
   5.3 CENTRAL GOVT. PROJECTS .............................................................................................11
   5.4 STATE GOVT. PROJECTS ....................................................................................................15
   5.5 STANDARD SERVICES .........................................................................................................19
   5.6 MISSION MODE PROJECTS (MMPs) ...............................................................................21
   5.7 ACROSS THE COUNTER SERVICES ...............................................................................23
   5.8 NATIONAL OPTICAL FIBRE NETWORK (NOFN) ..............................................................25
   5.9 CATEGORIES OF SERVICES ...............................................................................................27
   5.10 OTHER GRAPHICAL VIEWS .............................................................................................29

6. ANALYTICAL CHARTS .............................................................................................................33
   6.1 TIME-LINE ANALYSIS ........................................................................................................33
   6.2 COMPARATIVE ANALYSIS .................................................................................................35
   6.3 LINE CHART ANALYSIS .....................................................................................................36
   6.4 ANALYSIS OF SERVICES ...................................................................................................37
   6.5 % SHARE OF SERVICES ......................................................................................................38

7. SERVICE ENROLMENT .............................................................................................................39
   7.1 PROJECT ENTRY ..................................................................................................................39
   7.2 SERVICE ENTRY ..................................................................................................................40
   7.3 MODIFY SERVICE ..............................................................................................................41
   7.4 WEB SERVICE ENROLMENT .............................................................................................42

8. TECHNICAL SPECIFICATIONS OF ETAAL ..........................................................................43

9. ARCHITECTURE .......................................................................................................................44

10. GUIDELINES .............................................................................................................................45
    10.1 PREREQUISITES FOR PARTICIPATION IN ETAAL .........................................................45
    10.2 STEPS FOR CREATION OF CLIENT CONNECTOR ............................................................45
    10.3 SPECIFICATIONS OF CLIENT CONNECTOR ....................................................................45
    10.4 DEVELOPMENT AND HOSTING ENVIRONMENT ..............................................................46
    10.5 POST DEPLOYMENT STEPS .............................................................................................46
    10.6 DATA PULLING MECHANISM AND ASSUMPTIONS .......................................................46
    10.7 SAMPLE CODES ...............................................................................................................48
# 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>DeitY</td>
<td>Department 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>e-Transaction Aggregation and Analysis Layer</td>
</tr>
<tr>
<td>HTML</td>
<td>HyperText 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.

With this in mind, National Informatics Centre (NIC), Department of Electronics and Information Technology (DeitY) has developed eTaal application. It provides a consolidated view of e-Transactions taking place under various e-Governance applications implemented in Government including Mission Mode Projects (MMPs) under National eGovernance Plan (NeGP) based on the transaction count shared by them in an automated manner through the use of Web Services technology.

eTaal facilitates quick analysis of transaction data shared by various applications in tabular as well as graphical from enabling the user to drill down to the lowest possible level. It will also enable 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.

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 analyses.

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

A transaction in delivering a public service which uses Information Technology (IT) while also satisfying the following four conditions:

i. Service is requested through electronic means (self-access or assisted access) including mobile devices;
ii. Workflow/approval process is electronic;
iii. Database is electronic/digitized;
iv. Service delivery is electronic.

in order to improve access, enhance transparency and reduce response time is termed as an e-Transaction.

1.3 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.

1.4 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 DeitY 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>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>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>Sl.No.</td>
<td>Standard Service</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------</td>
<td>-----------------------------------------------------------------------------</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 and Municipality 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>

### 1.5 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 PDS/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
   ii. Downloading 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

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.
4. eTaal Home Page

**Home Page**

**Menu Bar**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Home</td>
<td>This is the landing page of eTaal.</td>
</tr>
<tr>
<td>2. eTransactions View</td>
<td>It shows the eTransactions of various eServices under Central Govt./State Govt. and Mission Mode Projects.</td>
</tr>
<tr>
<td>3. Analysis</td>
<td>It shows the different type of graphical analysis on e-Transaction data.</td>
</tr>
</tbody>
</table>
| 4. Downloads | This section is relevant for the developers. The user can download the technical documents enabling him/her to create the client connector along with sample code in .Net and Java. However, the user may create the client connector using any other platform as well. 
   a) Sample web service in .Net  
   b) Sample web service in Java |
| 5. Admin Login | Registered users can login to eTaal from here. |
5. e-Transactions Menu Tab

5.1 Tabs

Various types of e-Transactions are displayed in each tab, ‘Central Govt. Projects’ being the default option displaying total number of transactions between two user-defined dates (From Date and To Date). By default, display is in tabular format which can be changed to Bar Chart and Pie Chart by the user.

<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 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 home page.

2. Type From-Date & To-Date in text box or select dates from calendar (by clicking on calendar icon).

3. Click submit button.
5.3 Central Govt. Projects

This tab enables the user to view e-Transaction data related to nationwide e-Governance projects.

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

ii. e-Transaction data between two particular dates is filtered out and displayed by selecting the ‘From Date’ and ‘To Date’.

iii. 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 service name. Following is drilled-down view of Health service.
State wise View of eHospital project

Service wise View of State Karnataka under eHospital project
5.4 State Govt. Projects

The ‘State Govt. Projects’ tab enables the user to view the e-Transactions count of eServices in various states. Also, User can view transactions per 1000 population. 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.
- 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.
- 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 transaction count of standard services. Following screenshot shows e-Transactions for the state of Haryana, 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 transaction count of standard services. Following screenshot shows e-Transactions for the state of Haryana, 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 service ‘Land Record’.
Drilled-down Standard Services to show List of Land Record

Drilled-down Standard Services to show Other Services for various States
5.6  Mission Mode Projects (MMPs)

This menu items 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.
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 dropdown 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 Chandigarh.

- 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 Services under National Optical Fiber Network (NOFN). It provides State wise, District wise, Block wise and services wise transaction count of e-Services. Following screenshot shows State wise 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 Block 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.
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.
5.9.1 Drilled-down Categories of Services

Categories of services can be drilled down to view services under the particular category. Following screenshot shows Drilled-down view of the services under category ‘B’.

- 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

**Pie Chart:** Following screenshot showstransactions (Sate 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 Services of Transport under Haryana

**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
Map of India: Following screenshot shows state wise transactions in Map of India.

- Each state identified by different color.

Stack Chart: Following screenshot shows standard service wise transactions of each state in Stack Chart form.
6 Analytical Charts

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.

iv. This table can be further viewed in detail by drilling down as:

   o Months of particular year.
   o Weeks of a particular month.
   o Services in selected week of a particular month of a particular year.

v. Same data can be viewed in bar chart and pie chart, by selecting Display-type in the dropdown list provided below the chart.
Drilled-down Time-line Analysis to view Monthly Transactions

Drilled-down Time-line Analysis to view Weekly Transactions
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 2013.

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 State Wise analysis for the year 2013.
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. Following screenshot shows the Service Wise analysis for the year 2013 in the form of bubbles.
6.5 % Share of Services

User can perform Service Wise analysis of no. of e-Transactions in terms of percentage by selecting desired year from the drop down list. Following screenshot shows the Service Wise analysis for the year 2013 in the form of bubbles.
7. 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.

7.1 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.
Approve Button is used to approve the list and save it permanently in the database.

7.2 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 Screenshot]

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.
   d. Choose service type whether it is G2C or G2B or B2C.

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.
7.3 Modify Service

Web service can be modified by owner of the project. He/she can modify only those services which are requested for modification by eTaal Committee. Screenshot of service modification page is shown below:

Service can be modified in following format:

- Enter Service Code and click ‘Submit’ button.
- All the details will be filled automatically.
- Make necessary changes and click ‘Update’ button.
7.4 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.
## 8. Technical Specifications of eTaal

<table>
<thead>
<tr>
<th>Technical Specifications</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technology</strong></td>
<td>Microsoft Technologies with WCF</td>
</tr>
<tr>
<td><strong>Browser Supported</strong></td>
<td>IE 7.0 or above, Mozilla Firefox 3.6 or above, Chrome 15.0 or above</td>
</tr>
<tr>
<td><strong>Reporting</strong></td>
<td>HTML Reporting</td>
</tr>
<tr>
<td><strong>Minimum System Specification for running eTaal</strong></td>
<td>Any OS having any browser with internet</td>
</tr>
<tr>
<td><strong>Unicode Compliant</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Concurrent Access</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>
9. Architecture

eTaal is broadly categorized into 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

In the architecture of eTaal drawn above, one DSC and multiple DCCs exists. One DCC is for each application.
10. Guidelines

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

10.1 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.)

10.2 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.

10.3 Specifications of Client Connector

The specifications of Client Connector are given below:

Web Method Name: e-TransactionCount

Input Parameters: The web method created for the purpose will have following parameters:
<table>
<thead>
<tr>
<th>S.No.</th>
<th>Parameter Name</th>
<th>Format</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transaction Date</td>
<td>DD/MM/YYYY</td>
<td>23/11/2012</td>
</tr>
<tr>
<td>2</td>
<td>User Name</td>
<td>String</td>
<td>Deity</td>
</tr>
<tr>
<td>3</td>
<td>Password</td>
<td>String</td>
<td>xYz#$36F</td>
</tr>
</tbody>
</table>

**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="A001102200002" Count="23" LocationCode="08" />
  <Response ServiceCode="C008104800004" Count="56" LocationCode="09" />
  <Response ServiceCode="B005104200005" Count="92" LocationCode="13" />
  <Response ServiceCode="A016105900007" Count="31" LocationCode="31" />
</eTaal_State>
```

**Format of dataset:**

This will have following set of data: ServiceCode, ServiceCount, 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>

**10.4 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.

**10.5 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 UserName and Password to eTaal Administrator.

**10.6 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.
10.7 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[3];
            parms[0] = new SqlParameter("@TransactionDate ", TransactionDate);
            parms[1] = new SqlParameter("@UserName", UserName);
            parms[2] = new SqlParameter("@Password", Password);
            return (SqlHelper.ExecuteDataset(ConnectionString, CommandType.StoredProcedure, "SP_eTransactionCount", parms));
        }
        catch (Exception ex)
        {
        }
    }

    #endregion
}
```
Sample Code in Java

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

import in.nic.exchange.db.DBConnection;
import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
import java.sql.Statement;
import java.text.SimpleDateFormat;
import java.util.ArrayList;
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;
    System.out.println("date = " + date);
    String query = "select * from dashboard where trndate = ? db on_db.activity=ra.activity group by ra.activity,ra.name order by ra.code;";
    SimpleDateFormat formatter = new SimpleDateFormat("yyyy-MM-dd");
    String d = formatter.format(date);
    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);
      String q = pstmt.executeQuery(query);
      if(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();
      }
    }
  }
}
```

```java
public float countRegistrations(Date date) {
    try {
        connection con = null;
        statement stmt = null;
        resultset rs = null;
        String query = "SELECT sum(transactions) as trns FROM dashboard WHERE trndate = " + date.toString();
        SimpleDateFormat formatter = new SimpleDateFormat("yyyy-MM-dd");
        String d = formatter.format(date);
        System.out.println("date = " + d);
        try {
            con = DBConnection.getConnection("", "");
            stmt = con.createStatement(ResultSet.TYPE_SCROLL_INSENSITIVE, ResultSet.CONCUR_UPDATABLE);
            query = query.replaceAll("d", 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) {
                e.printStackTrace();
            }
        }
        return 0;
    }
    catch (SQLException sqle) {
        sqle.printStackTrace();
    } catch (Exception e) {
        e.printStackTrace();
    }
    finally {
        try {
            rs.close();
            stmt.close();
            con.close();
        } catch (SQLException e) {
            e.printStackTrace();
        }
        return 0;
    }
}
```

For further information, please contact:

dash@nic.in, sethi@nic.in, op.gupta@nic.in

National Informatics Centre

Department of Electronics & Information Technology

Ministry of Communications and Information Technology

Government of India

New Delhi – 110 003

http://www.nic.in