



Transforming Citizen Services with Bangalore One and Karnataka One

Challenge

In the early 2000s, Karnataka, like many Indian states, grappled with fragmented and inefficient public service delivery. Citizens had to navigate multiple departments, stand in long queues, and often travel to distant government offices to access basic services such as bill payments, certificate issuance, or government applications. The lack of a centralized, citizen-centric service model created bottlenecks and dissatisfaction.

The Government of Karnataka recognized this service delivery gap and envisioned a unified digital platform that could:

- Consolidate services from multiple departments under one umbrella.
- Improve transparency and efficiency in public service delivery.
- Offer round-the-clock access through both physical centers and online platforms.
- Ensure secure, real-time processing of high-volume transactions.
- Increase trust in government systems by making services reliable, convenient, and citizen-centric.

This vision led to the conceptualization of Bangalore One—India's first integrated citizen services delivery platform—followed by its expansion to Karnataka One across the state.

Solution

The Government of Karnataka's Directorate of Electronic Delivery of Citizen Services (EDCS) adopted a Public-Private Partnership (PPP) model to implement these ambitious platforms. Raminfo, as the software and technology partner was entrusted with the end-to-end design, development, enhancement, and support for the software systems supporting Bangalore One and Karnataka One.

Key elements of Raminfo's solution included:

- **Unified Service Platform:** Raminfo built a robust software platform that integrated over 100 services across government departments including BESCOM (electricity), BWSSB (water), BBMP (municipal services), RTO, and various others. The solution facilitated everything from bill payments to passport application filing, tax payments to exam results and accessing government schemes.
- **Real-Time Integration:** The solution integrated with departmental databases, allowing real-time viewing and payment of bills, automatic data uploads to central servers, and reconciliation at the sub-divisional level.



- **Portal and Kiosk Access:** Raminfo enabled services to be accessed not just at Citizen Service Centres but also through the Karnataka One Portal, expanding reach and convenience for citizens.
- **Operational Reliability:** Raminfo provided infrastructure management, helpdesk services, trained staff, system monitoring and support, ensuring uptime, transaction integrity, and new service rollouts.
- **End-to-End Automation:** The platform supported automated reconciliation, audit trails, grievance redressal, and performance monitoring through dashboards—bringing accountability to every transaction.

Impact

The Bangalore One and Karnataka One projects have since become landmark models in citizen-centric e-governance.

- **Seamless Access to Services:** Citizens in Bangalore and across Karnataka gained single-window access to over 100 essential government services, reducing the need for multiple visits to government offices.
- **Secure and Transparent Transactions:** With real-time reconciliation and tracking, the risk of payment failures or delays was significantly reduced.
- **Scalable Platform:** The system successfully processed millions of transactions per month, showcasing its scalability and resilience.
- **High Public Trust and Adoption:** The simplicity and reliability of the centers led to high public trust, with increasing footfall year-on-year.
- **A Model for Other States:** The success of Bangalore One and Karnataka One has been widely recognized and replicated in other Indian states as a benchmark for citizen service delivery platforms.

Raminfo's long-standing partnership with the Government of Karnataka exemplifies how technology, when grounded in trust and citizen-centric design, can redefine public service delivery. Through Bangalore One and Karnataka One, Raminfo helped make governance more accessible, transparent, and human—setting a benchmark for digital transformation at scale.