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Madhya Pradesh – An emerging e-Governance State

Madhya Pradesh – also known as the “Heart of India”, is a home to rich cultural heritage, innumerable monuments, large plateaus, spectacular mountain ranges, meandering rivers and miles and miles of dense forests offering a unique and exciting panorama of wildlife in sylvan surroundings. With 48 districts and 313 Blocks, MP is the second largest state of the country and is fast emerging as one of the major destinations for the IT industry.

Realizing the potential of ICT in streamlining governance and enhancing service delivery to the citizens, and to enhance efficiency and effectiveness of government functioning, the state government is fast moving ahead with deployment of ICT infrastructure and e-Governance applications across the state.

NIC Madhya Pradesh State Centre (MPSC) was setup in the year 1988 at Bhopal and since then it has played a catalytic role in promoting informatics culture within the state. It is providing IT consultancy, solutions and services to different government departments and has contributed immensely in extending IT Enabled Service to the common man. The current NIC network in MP is spread across 44 districts with site office at major locations like - State Secretariat (Mantralaya), CM's Secretariat, State Legislative Assembly (Vidhan Sabha), High Court and its two Benches, Commissioner offices of Land Records, Commercial Tax, Central Excise & Customs, Registrar of Companies, Passport Office etc.



NIC, MP State Unit, Bhopal

E-GOVERNANCE APPLICATIONS

● | e-Gram Suvidha (CSI-Nihilent e-Governance award in the year 2005)

Is a Geomatics-based Facility Management Information System aimed towards creation and management of various village-level facilities, for sustainable development in Rural Areas. It provides an interactive and user-friendly interface for map-based outputs and facilitates generation of thematic maps and suitability maps for facility creation based on certain prescribed decision criteria.

● | Gyandoot (Stockholm Challenge Award for public service and CSI Award)

Is an Intranet based G2C service delivery portal with an objective to provide better access to government information and services to the rural masses. A chain of computer kiosks are established in the districts which provide a range of services on a nominal charge basis. NIC has played a key role in the entire project life-cycle of Gyandoot, which has now been extended to six districts after successful pilot at District Dhar. Efforts are also underway to replicate it in the remaining districts of the state.

● | Panch-Lekha

Panch-Lekha, is a web-enabled solution to facilitate efficient management and monitoring of funds of the Panchayati Raj Institutions (PRI's) with detailed accounting classification at different levels of the Panchayat System & State Hqrs. The system is aimed at empowering the administrators to monitor the fund receipt, availability, and expenditure at each level of the four-tier administrative set up of PRI's.

● | Collectorate New Millennium (CNM)

CNM is a suite of 10 GUI-based packages for Public Grievances, Arms Registrations, Land Records Case Monitoring, Court Case Monitoring, Fund Management, Expenditure Monitoring etc. It has been designed to cater to the needs of District Administration and is implemented in all the districts of MP. Some of the distinct features of CNM are -

- It can work on a standalone system or over the network.
- It can work on any database that supports ODBC.
- Bilingual (English & Hindi) support for Data Management.
- Local level customization for Report Generation, etc.



e-Governance projects implemented in the State by NIC, Madhya Pradesh

● | Result Processing System (RPS)

RPS is a reliable and user friendly information system developed for MP Rajya Shiksha Kendra, by the NIC DIC Ujjain to process the results of Board Examination for class 5th & 8th. Major thrust areas of RPS are creation of student and school database, printing of hall tickets, Result Processing, Result Dissemination (on Internet) and Analytical Report Generation; simultaneously it provides consistency, quality and reliability in examination results. Presently the Software is under implementation in various districts of Madhya Pradesh.

● | Result Processing System for MPPSC

This application has been developed by DIC, Indore (MP) for processing the results of MP State Administrative Services (MPPSC) Examination. The software generates call letters, prepares merit-list, waiting-list and various other reports for the Commission and helps in seat allocation. The post result analysis helps in answering different queries.

● | City Civil Court Computerization, Bhopal

The pilot implementation of the CC-COURTIS project is being carried out at District Court Bhopal since January 2006. The application registers current/backlog cases, maintains disposal/transfer of cases, captures all judgments/orders and finally the cause-lists



are put on the web. There are around 90 desktops connected over LAN with two Linux Servers (Application Server and Database Server) to handle the application.

Public Distribution Monitoring System

'PDMS' is a monitoring system developed for the Directorate of Food, Civil Supplies & Consumer Protection in Madhya Pradesh. State level monitoring of about 20,000 Fair Price Shops (FPS) is carried out through this software. This e-Governance application is implemented in all the districts of MP.

System for Ration Card Automation

'SCRA' has been developed after a detailed requirements analysis of the Directorate of Food & Civil Supplies to eliminate bogus Ration cards. The application generates computerized Ration Cards based on the Rural Data taken from BPL Survey 2003 and Census 2001. The application has the facility to generate shop-wise card-holder list for distribution to Fair Price Shops. Pilot implementation has been carried out in Vidisha district.

Land Record Computerization (BHU-ABHILEKH)

NIC took the charge of Land Records Computerization in Madhya Pradesh during the year 2002-2003. The "BHU-ABHILEKH" software (version 2.0) has been developed and implemented successfully upto the Tehsil level. Records of 35 million Khasras comprising of 10.5 million landowners have been computerized so far. Updation of land records and distribution of Khasra (ROR) and Khatauni (B1) are facilitated through this software. Land Record information of MP is available at the website <http://www.mpbhuabhilekh.nic.in>

Watersoft

NIC MPSC has developed an Integrated comprehensive Web based MIS WaterSoft (PHEMIS), which consists of 18 different modules covering management of water resources, water quality, stores and inventory, schemes/programmes etc. These modules are designed to cover almost all the functions of the Public Health Engineering department. The system has been implemented in all the districts of MP.

OFFICE AUTOMATION PROJECTS

Chief Minister's Information System

A dedicated computer cell has been estab-

lished by NIC at the office of Hon'ble Chief Minister of M.P for effective monitoring of movement of files, implementation of cabinet decisions, departmental monitoring, district monitoring, incoming mails etc.

Samadhan Online

Is a web-based Grievance Redressal and Monitoring system wherein grievances pertaining to various districts are hosted on the Internet. The District Collectors access these grievances and send their feedback to the Hon'ble CM on the website. The Chief Minister finally reviews the redressal of the grievance in the presence of the complainant & the DM (using the Video-Conferencing facility). NIC handles all the technological logistics of the project including Application, Network and VC infrastructure etc. The project has increased the rate of redressal of grievances.



Five Year Plan and Annual Plans

NIC Madhya Pradesh has prepared a Plan database consisting of information related to over 1000 schemes. The database is being regularly updated & used for automatic generation of the various annexures required for preparation of Five Year & Annual Plans. NIC has played a pivotal role towards timely preparation of 8th and 9th Five Year Plans and Annual Plans since 1990.

Election Management System

This dual-module application was designed, developed & implemented to automate the cumbersome office procedures of office of CEO, Madhya Pradesh. The District Module facilitates the nomination process, formation of polling parties and tabulation of election results whereas the State Level Module covers the compilation of nominations/withdrawals/rejections and Monitoring of

Election Results besides generation of segment-wise (Assembly/Parliament) results & GIS-based maps.

Electronic PROcessing Of Firms & Societies (EPROOFS)

This e-Governance application is targeted for the office of Registrar Firms & Societies, GoMP. EPROOFS, developed by NIC MPSC, automates the whole process of registration of Firms & Societies, i.e. it takes care of generation of certificates, monitoring of annual return, buying and selling of property, amendments, dissolutions etc. The system has been successfully implemented in seven divisional offices in MP.

Electronic Registration Application

'ERA' is aimed for the Registration Department, M.P., and facilitates Market Valuation of immovable properties, Stamp Duty calculation, Scanning and Archiving of documents, Financial Accounting, Searching and issue of Encumbrance Certificate etc.

Crew Management Information System

This application developed for Railways encompasses efficient management of the railway crew by monitoring the crew duty, pre-medical examination of the crew, road learning, safety psycho, refresher courses etc. The system has been implemented in Bhopal, Itarsi and Bina lobby of the Central Railways.

Community Needs Assessment Approach

'CNAA' is a system developed for reporting/monitoring of Family Welfare Programmes. This Software, meant for country-wide implementation, facilitates data entry/editing, compilation & transmission of Annual Action Plans and monthly performance reports from districts. Based on the percentage achievement against service needs, ranking of a district within the state can be depicted. Various other reports at state/central level can also be prepared in tabular as well as graphical form.

Computerisation of MP Vidhan Sabha

With the establishment of a separate NIC cell at the State Legislature (M.P. Vidhan Sabha Bhawan) in 1989, Madhya Pradesh gained the distinction of being the first State in the country to set up such a service node in the State Legislative Assembly. Internet access via RF link facility has also been provided to



the MLA's and officials of M.P. Vidhan Sabha. Softwares pertaining to Zero Hour, Bills passed, calling attention Motion, Adjournment Motion etc. are already implemented and operational in MP Vidhan Sabha. In addition to the above Vidhan Sabha Library Books, MLA profiles, subjects raised by the MLAs in the house etc. are also available in a database. Website of the MP Vidhan Sabha can be visited at www.mpvidhansabha.nic.in

SERVICES

◉ | WEB services

Web Services of NIC, Madhya Pradesh covers the maintenance of over 379 websites through Madhya Pradesh Portal (www.mp.nic.in), value addition for Web site design & development, registration of domain under NIC.IN & GOV.IN domains, state-of-the-art support for secure web servers and databases, unlimited web-updates through FTP over VPN, uploading facility of tenders on India Portal & Government Policies Portal, Internet publication of proactive disclosure of documents under RTI and many more.

The Websites/Web-enabled Applications, like Samadhan Online, GramSampark, Gyandoot, DISHA, Examination Results, Election Results etc. are an integral part of web services which provide a greater access to all interested netizens for promoting G2G/G2B/G2C/G2E interaction. The website <http://www.mpstate.nic.in> provides complete information about NIC in Madhya Pradesh & the web services.

◉ | GIS Services

Realizing the impact of spatial dimension on planning, a separate Geomatics Division was setup at NIC M.P. State Centre, Bhopal in 1997 to give impetus for the development of Geomatics-based application systems. This division is equipped with state-of-the-art Servers, GIS software & GIS Web server. Some of the major project initiatives include

- e-Gram Suvidha
- GeoApproach - Geomatics-based Application for Planning Rural Road Connectivity to habitations (under PMGSY).
- GIS-based Watershed Management.
- Development of Geomatics-based System for Preparation of Environment Impact Assessment & Environment Management Plan for Command Area of Indira Sagar and Omkareshwar Projects for NVDA.

- Geomatics-based Power Distribution Network Planning & Management Information System for M.P. Paschim Kshetra Vidyut Vitran Company Limited.

◉ | Training Services

The training division of NIC MPSC has been conducting a wide range of need-based training courses/programmes and workshops to cater to the requirements of various government organizations. About 35-40 regular training programmes are conducted every year covering more than 50 departments/organisations of the state and central government. These programmes are conducted in English and the local language - Hindi. Regular update courses are also conducted for the in-house staff to enable them to upgrade their technical skills and impart awareness regarding emerging technologies/application tools.

◉ | Video Conferencing Services

The VC Services in MP were inaugurated at the district level by Hon'ble Chief Minister in 2004. Since then these services are being used extensively by the government officials at Mantralaya and various districts of Madhya Pradesh. On an average about 30 VC Sessions are conducted per month. The VC facility has resulted in better monitoring of government programmes and schemes with significant savings in cost, time and manpower effort.

◉ | NICNET

The NIC State Centre at Bhopal and the NIC Districts Centre are equipped with state-of-art IT and networking Infrastructure to provide e-mail, Internet & Video Conferencing facilities to the different departments across the State. The State has also established Internet Data Centre (IDC) having 4TB capacity Storage Area Network (SAN).

SPECIAL MENTION

◉ | Bhopal Gas Tragedy

The Bhopal Gas Leakage Tragedy was one of the worst-ever industrial disasters that took place in Bhopal in 1984. It affected a large population of the city and resulted in many deaths. To assist proper monitoring of Relief & Rehabilitation work, NIC extended complete support services towards the computerization of related data involving massive efforts. NIC also provided extensive

Informatics services towards efficient management of the associated programmes such as SPARC (Special Programme for at Risk Children) and SPANDAN.

◉ | Employee Bifurcation between MP and Chhattisgarh

This computerized system was designed & developed for bifurcation of MP state cadre employees (over 1.6 lakhs) between the successor states of Madhya Pradesh & Chhattisgarh. The system was implemented in phases for provisional, tentative & final allocation of employees besides management of employee representations. The bifurcation was done for 105 departments and institutions. The process of bifurcation for the State PSUs is under progress.

◉ | DISHA

DISHA is an in-house Web-based Information System for reporting the Monthly Technical Achievement of DIC's of MP. The system generates Monthly Technical Achievement of DIC's by covering the status of development & implementation of various application packages, training etc. The SIO together with various Group Heads at MPSC reviews the work carried out at district level on monthly basis.

◉ | Agricultural Marketing Network (AGMARKNET)

NIC Madhya Pradesh has implemented the widely acknowledged AGMARKNET project in about 187 Krishi Upaj Mandis. Apart from providing hardware, software and technical support for successful implementation, training programmes have also been conducted for the employees of Upaj Mandis. To further strengthen the project, Kisan Awareness Programmes (Kisan Sammelans) were organized for farmers, traders and general public. To augment the popularity of AGMARKNET portal, Agmarknet-Yatras have also been organized in 80 Mandis with the assistance of NGOs and DIOs.

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