APPLICATION FOR CSI Nihilent Award 2008
Category - BEST e-GOVERNED STATE
Submission made by MAP_IT on behalf of Department of Information Technology,
Government of Madhya Pradesh

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Abstract:
The true value of Information Technology is realized when it touches everyday lives. Unless the benefits planned for the masses reach them directly, the success of e-governance is not achieved. IT is a significant enabler for successful governance, and goes a long way in touching the lives of the common man. For making Governance, good governance and reaping the benefits of IT, it is essential that IT percolates all the way from the decision making body to the actual beneficiaries with the support of the technologies & strategies, policies & framework, infrastructure & initiatives and finally by the will & the mindset. IT supports in totality the administration for bringing in the good governance.

To strengthen the e- governance process in Madhya Pradesh, Government of Madhya Pradesh is fast moving ahead on the roads of development and has enabled considerably the state in delivering online services for the masses. Implementation of IT initiatives in various government departments, providing services & support of world-class technology, innovations, consultancies & guidelines, Madhya Pradesh Government is fast developing strategies for placing MP on the global IT Map. Telecom infrastructure, OFC’s & bandwidth, capacity building & knowledge management has positioned itself as the top agenda which is working for sure to improve the quality of life of the citizens of Madhya Pradesh.

PART – A

1. KEY PERFORMANCE

Madhya Pradesh, the second largest state is located in the very heart of the country. It has a population of over 50 million and is easily accessible from every corner of the country. From agriculture and natural resources to Industry, power and people, M.P. has immense potential.

To fully exploit the available IT resources Madhya Pradesh government had announced its IT policy in the year 1999. The policy was revitalized in the year 2006 and new IT policy was launched with fresh aspirations and willingness to bring in the revolution of e- governance & IT investments in the state.

Madhya Pradesh has given high priority and importance to the development & implementation of IT in the State. It forms the top agenda for functionaries. To support this initiative all major departments have appointed CIO & ACIOs who are constantly being trained and upgraded to meet the functional requirement of IT world. The required training and the skill development is being provided in the best institutes and through best instructors.

For carrying on this initiative the State has allocated separate budget head for IT to cater to the funds requirement for all the IT initiatives taking place in the State.

Implementation of IT in the state is considered to be one of the most important initiatives as it leads to development, progress, transparency, better reach and fast results. All the major departments have taken the initiative for
computerization and bringing in the concept of online delivery of services. Department of IT has initiated action for implementation of project e-District in 5 districts of the state which shall be completed in 18 months time and shall be replicated within 2 years in the whole state. Project e-Procurement and National e-Governance plan of Government of India has taken over the forefront seat of the IT wagon in the State. Training and capacity building has become the thrust area of development. Moreover all departments are using MIS and all the major departments have approached IT Department for deploying consultants for computerization solution.

Government of Madhya Pradesh has implemented several e-governance projects to reap the benefits of IT for the masses and deliver on online citizen services in the state. State’s IT policy emphasizes induction of IT in all walks of government functioning with focus on masses and aims to leverage IT for transparency and better governance. It is one of the leading states in terms of adoption of Information Technology and work aggressively towards passing on the benefits to its citizen. With a revenue expenditure of over INR 25,000 crores annually, the state government envisioned for using latest technologies and best practices to streamline its procurement processes. The following are major projects implemented successfully in the state.

Several departments are in the process of developing DPR and BPR reports. Viz Health Department, Commercial Tax Department, Forest Department, Horticulture Department, Police Department, Jail Department, UAD, Excise and more departments under MMP in pipeline.

For facilitating the planned strategy and growth for the State in the field of IT, Department of IT has got its e-Governance Roadmap developed by Ernst & Young, Consultants identified by National Institute of Smart Government on behalf of DIT, GoMP. Refer e-Governance Roadmap for Government of Madhya Pradesh.

2. CITIZEN AND BUSINESS CENTRIC

MPONLINE
MPOnline is the one-stop portal for citizens of Madhya Pradesh, available anywhere and any time basis. It is a citizen services portal of Government of Madhya Pradesh initiated for Citizen Empowerment. An e-Governance initiative based on an objective to deliver government service and information to the public / citizen, using electronic delivery channels, MPOnline is proved to be a major initiative of the State.

MPOnline is interfaced with other government departments like Municipality, Forest, District Collectorate, Urban Administration Department, Commercial Tax, Agriculture, Regional Transport Office, Panchayats, Rural Development Department & Social Welfare Department, Public welfare Department, Education Department, Health Department, Electricity Dept, Police Department. By delivering a wide range of government-to-government (G2G) services from MPOnline, the government has improved transparency and accountability and reduced delivery cycles. MPOnline provides the required information through more then 350 service delivery points (KIOSKS) available in easily accessible locations. 400 kiosks under Gyandoot and MP Online for citizen service delivery is operational. Visit: http://www.mponline.gov.in.

Online payment gateway for Transport Department
Transport department has developed an online payment gateway in collaboration with State Bank of India. The system was inaugurated by the honorable Chief Minister of M.P. in the first week of September 2007.

This system is proving to be very useful for the tax payers of Transport department. Till now nearly 250000 tax and fees transactions have been done through this system, involving a revenue collection of about 55 crore rupees. The system is being adopted by the users at a very fast pace, May 2008 marked about 40% revenue shift to online system. This system has several advantages over the traditional system of revenue collection through bank challan. Tax payer does not have to go to bank or RTO office, he can pay his tax sitting at home, Department gets confirmation of transaction from SBI server, this removes the possibility of use of forged bank challans and consequent loss of revenue, It has flexibility of paying tax to any RTO of M.P. sitting at one place, this saves tremendous energy of the users, the service is available 24x7, this facilitates better, more organised and immediate accounting of the revenue, no need of cash or challan handling at RTO offices, this reduces the work load of Transport department, Treasury as well as bank.
There is a facility to make payment cart for clubbing tax of several vehicles in one bank transaction. This not only reduces work load of the user but also results in a lot of saving for the government towards bank charges. The project has won Award for excellence in IT for Masses category of Madhya Pradesh for the year 2007-2008. Visit: http://www.mptransport.org

“Project E-sewa”: of Transport Department
Transport department has developed another project for citizen centric service called “E-sewa”. It is an SMS and internet based application. SMS server and web server have been established at the front end of the central database server at Gwalior; all the information related to any vehicle registered in M.P. can be obtained by any citizen using SMS or internet, free of cost. This system helps the citizens and Enforcement Agencies like police in verification of ownership and other details like permit, fitness, NOC, tax arrears etc. of every vehicle. Citizens are using this system for obtaining authentic information about “ownership” and “year of make” before purchasing old vehicles. This protects them from buying stolen vehicles and other kinds of forgery.

“E-sewa” has proved to be a great tool of investigation for Police for investigating “hit and run” cases, vehicle theft cases and other crimes involving vmotor vehicles. “E-sewa” is evoking a great response, about 1000 queries are coming every day on SMS system. The “E-sewa” web page has more than 31 lack hits so far. SMS based system works at 53030. The E-sewa portal of the Transport Department, at http://www.mptransport.org provides a lot of static and dynamic information on the internet. All the information related to every vehicle is available on this portal.

All forms needed by the public or the department officials for various applications are available at the website. Also all the laws, rules and standing instructions relating to the department’s work have been uploaded. SMS system and E-Sewa portal are free of charge; both are being used by citizens widely. The project works to insure that every farmer have an easy and round the clock access to all possible relevant information at their door-step, equip farmer and field level worker with advance information on weather, anticipated pest problems, probable market trends to minimize the risk and optimizing the returns, focuses farmer as a unit of development for effective plans and decision making, develops an end to end online help desk for providing information of various departmental schemes and programs, reduces the time, cost and energy spent by farming community for registering and tracking their application status, effectively monitors and evaluates of departmental schemes and programs and develops realistic actual demand estimation system for accessing requirement of agricultural inputs from village level and to ensure their quality and timely distribution. The project has won Award for excellence in IT for Masses category of Madhya Pradesh for the year 2007-2008.

Project ‘Krishinet’
Government of MP is committed to provide information and advisory services to farmers at their doorstep. ICT provides a great opportunity in Reaching the Unreachable. Department of Farmer Welfare and Agriculture Development has implemented the project in the State of Madhya Pradesh.

Based on discussion within department, project conceptualization was started in 2005. Later on in consultation with GOI, a project was submitted and Department of Agriculture & Co-operation, Govt. of India has sanctioned ‘Krishinet’ project for strengthening/promoting Agriculture Information & Communication (ICT) in Agriculture Department with the objective of providing ICT based information services to farming community in the state of M.P.

The project includes providing Hard Ware, Net Working equipments & supporting System Software for different offices of department spread throughout MP upto block levels i.e the lower most official level of department. The project also has developed a web based Application Software Monitoring & Management Information Decision Support System (MIDSSs), Hardware and System Software, Networking, data entry, Human resource development and Miscellaneous components includes Consultancy, Security, evaluation and audit of project. A Total sum of Rs.780.61 lakh has been approved by GOI. State Government shared the responsibility of providing all the required infrastructure and manpower. Further to operate and enhance the services and utilities so developed, state government has made a provision in the 11th plan.

The project 'Krishinet' is the only 24*7 portal in Hindi, addresses the needs of more than 70 lakhs farming families, establishment of Kisan Gyan Kendra, is being operational through more than 9000 e-Gumti’s (CSC), covering 9
divisions, 48 districts, 99 SDAO’s, 81 ASCO’s and 313 block offices, 549 offices upto block level have been provided computers, printers & UPS, provided with broadband connectivity at district level and dial-up/FTW at block level, 4000 people up to block level trained, number of hits during April 2008 were 2,81,469, numbers of transaction entries during April 2008 were 32,849. The project has won Award for excellence in IT for Masses category of Madhya Pradesh for the year 2007-2008. For more info please visit: http://www.mpkrishi.org

PROJECT e-DISTRICT
Government of Madhya Pradesh (GoMP) has initiated action to implement Project e-District which will serve as an important enhancement for the State’s e-Governance implementation program, in which majority of the G2C and G2G services are being delivered by the District Administration leveraging ICT.

The automation of workflow and internal processes of District Administration through a comprehensive automation of backend processes of different departments would considerably reduce the troubles of the citizens in their interface with the Government machinery in their day to day life. Project e-District will ensure an automated work flow system of District Administration to enhance efficiency, transparency and prompt monitoring.

e-District project is being implemented in five identified pilot districts namely District Indore (Highly urbanized district) & District Sagar (rural & backward district with significant tribal population), Gwalior, Guna and Shivpuri.

The major services to be delivered as part of the project are: 1. Certificates. 2. Social welfare. 3. Revenue Court Cases. 4. Government Dues and Recovery. 5. Public Distribution System. 6. RTI/Grievance Services. 7. Licensing. 8. Marriage Registration. 9. Education. 10. Land Records. 11. Utility Services. These services are identified for end to end automation at the national level except services no. 10 & 11 where the application will be managed at the front end. The responsibility of implementing the e-district project has been entrusted to the State designated agency, MAP_IT.

Commercial Taxes Department:
The department is the largest revenue-earning department of the government with 13 divisions and 78 circle offices. It initiated a comprehensive computerisation project which offers instant information access of the dealers and also offers major processes of the department ‘on-line’. Department’s internal functions such as payroll, pension related activities, personal information processing has also been made on-line. Project has been launched and a centralized database of 3.50 lakh MPCT registered dealers has been developed under the project. The project started with the objective to make minute scrutiny of filed returns before/without assessment of dealers, to properly analyze available data to monitor revenue and to check evasions, to get indicators for marking cases for selective detailed audit, to make cross checking of transactions between 2 dealers, to reconcile dealer’s tax receipts with banks/treasury for minimizing scams, Instant and smooth issuance of registrations and various forms, keep proper track of cases, on-line supervision of subordinate offices and many more benefits which is increasing the work efficiency of CTD. For more info please visit: http://www.mptaxnet.org

Department of Registration & Stamps
The IGRS, Government of M.P. has 39 offices of District Registrars and 226 offices of Sub Registrars in the State. This Department is responsible for the stamps and registration of various types of documents, mostly related to property transfer in the State. The Department registers a 4 lac documents every year. Payment of stamp duty and Registration fee is the main source of revenue. The vision of the Department is to design, deploy and maintain a sustainable, robust, effective and efficient “On-line Registration of Documents/Titles” system in the service of the citizens. The project has taken of for implementation. For more info please visit: http://www.mpait.gov.in/e-gov M.P./I.G. registration

Mandi Board:
MP State Agricultural Marketing Board (Mandi Board) has undertaken computerisation of Mandis and intends to facilitate e-Agricultural marketing in Madhya Pradesh. All mandis shall be taken up for computerization, in phases. The project is modeled on public private partnership basis. To empower the farmers with the latest information on the rates, arrivals etc. in the neighboring states / national Mandis, ensuring prompt calculations of arrivals and actual sales, various taxes payable by the traders on the actual purchase made by them, reconciliation of bank accounts, issuing and reconciliation of transit permits issued etc., it was felt essential to graduate from the present manually done process to ICT enabled process. This not only improved the effectiveness of trading in the Mandis but also brought transparency in the Mandi operations which is now being effectively monitored and controlled by Regional
Offices and the Mandi Board Head Offices and has benefited the farmers, traders and the government in collection, processing, analysing and dissemination of information, policymaking and revenue collections.

Presently there are 30 A class, 25 B Class, 84 C class and 91 D class Mandi’s in Madhya Pradesh. Out of these 30 A class, 25 B class and 9 C class mandi’s total 64 mandi’s have been computerized in the first phase. Computerization of balance mandis is in progress. These 64 mandi’s cater to 70% of the total transaction. The project have started implementation of e-kiosks to provide single windows system which will address all government & non-government issues related to Agriculture. The e-kiosks pilot project has been successfully implemented in District Harda and in District Bhopal the implementation work is in progress. The project has also developed the finance module based on web technology. For more info please visit: [http://www.mpmandiboard.org](http://www.mpmandiboard.org)

3. GOVERNMENT AND EMPLOYEE CENTRIC

Technical Education:
Letter entry system This system is used for inward entry and monitoring of all letters coming from different engineering/ polytechnic/ MBA / MCA/ pharmacy institutions under technical education of MP and other offices/organisations. The system is built in Foxpro, in which all necessary information stored in a database, and generate section-wise reports of all letters everyday. Searching of letters in different ways is also possible. Paybill system is built in Foxpro, in which all account information of employees of Directorate of Technical Education is stored in a database. Every month paybills, payslips, various schedules are generated from the Paybill System software.

Admission system is built in .asp. This System is run in a Local Area Network (LAN) for admission of students in MBA, MCA, pharmacy and lateral entry courses. System has registration, verification and allotment modules. Registration module registers each student according to their marks and on the basis of schedule for counselling. Verification module verifies documents of each student based on their eligibility to the course. Allotment module allots a seat/institution as per the choice of the candidates and available seats in those institutes. Various reports are also generated as per requirements.

Gradation system is built in Foxpro, in which seniority list of all employees is maintained in a database. System maintain list on the basis of post and branch wise.

Court system: This system is also built in Foxpro, in which detail information of each court cases is stored in a database. Casewise, yearwise and city/benchwise information can also be generated.

MIS system: MIS system is under development stage. System study has been completed. Section wise formats have been collected. MIS will be developed for Directorate of Technical Education and all the engineering/polytechnics institutes will transmit and receive information through internet.

Budget system: Developed by the finance department, in which all the detailed schedule / DDO wise allocation is available. DDO wise expenditure information can also be entered. Software has also the facilities for generating various reports.

National Informatics Centre [NIC] [http://www.mp.nic.in](http://www.mp.nic.in)

NIC, Madhya Pradesh State Centre has played a big role in providing e-Governance solutions to the state. It provides State-Of-Art Networking Solutions for the establishment of Internet/Intranet/Extranet and providing specialized services over specialized technologies such as LAN/WAN/Wireless/VSAT/Leased Line/Dialup etc. NIC, Madhya Pradesh is connected over 2x4 Mbps Leased Line with HQ and 44 District locations are connected over 2 Mbps Leased Line with State HQ.

Video Conferencing
Video Conferencing services are operational since September 2004. NIC has established Video Conferencing Studios at 48 District locations, Secretariat, CM Residence and State HQ. VC Facilities are used by Hon, able Chief Minister, Chief Secretary, State Ministers among other various Secretaries/HODs/ various departments on regular basis. On an average 35 Video Conferencing sessions are held per month and Madhya Pradesh is the highest among
all states in the utilization of VC Services. Utilization of Video Conferencing Services has been registered in the Limca Book of Records.

Mail Messaging, Internet and VPN Services
NIC has provided approximate 5000 E-mail and 300 Internet accounts for the various Government Officials. NICNET/Internet services have also been extended to various Bhawans like M.P. Vidhan Sabha, Mantralaya, Satpura Bhawan, Academy of Administrations and Narmada Valley Development Authority over Wireless.

e-PDMS (Public Distribution Monitoring System) for Directorate of Food, Civil Supplies & Consumer Protection, Bhopal
In order to strengthen the Public Distribution System, under government of India notification for PDS (control), NIC, State Unit Bhopal has developed a Computer-based system for Directorate of Food, Civil Supplies & Consumer Protection, M.P.

e-CCENAIS [Crop Cutting Experiments for National Agricultural Insurance Scheme]
National Agricultural Insurance Scheme (NAIS) was introduced in the country from the 1999-2000 Rabi seasons, replacing the Comprehensive Crop Insurance Scheme (CCIS) which was in operation in the country since 1985. The scheme is being implemented by Agricultural Insurance Company of India Ltd. on behalf of the Ministry of Agriculture.

Result Processing System for Rajya Sikhsha Kendra, Bhopal
Designed and developed to Computerize basic students information, processing of results (for 5th and 8th class Board Examination) followed by subsequent dissemination of information on Internet and generation of Analytical Reports. Successfully implemented in 38 districts of Madhya Pradesh since September 2006.

e-Gram Suvidha
Implemented in Collectorate / Zila Panchayats of 5 districts (Chhatarpur, Bhopal, Mandla, Dhar & Damoh). e-GRAM Suvidha is a Geomatics-based Decision Support System towards creation and management of facilities at village level in rural areas. It covers about 20 facilities organized under 10 major sectors like Education, Health, Communication and Roads etc.

Departmental Monitoring System in Mantralaya, M.P.
It is the Intranet based System which allows all the Departments at Mantralaya, M.P. to access the information pertaining to CM letters, CS references, Cabinet Decisions, CM Announcements and other related information and update its status over the net. The information is retrieved by all the concerned for the monitoring purposes. G2G system, Information Retrieval, Updation of the Status and Speedy Disposal of Matters

Computerization of the Office of Chief Minister
Implemented in Office of Chief Minister , Govt. of MP. Lot of Computerization is done in the office of the chief minister. This includes development of softwares for keeping track of mail received from Public & its representatives, monitoring of CM Announcements and implementation of Manifesto, Maintenance of C.M. Relief
Fund, Monitoring of Announcements made by the Hon’ble CM and petitions received during Jan Darshan Programme.

Computerization of Office of Chief Secretary
The office of the Chief Secretary being the office of head of administration deals with various important issues. The various softwares developed and implemented for the purpose of monitoring. These includes Mail Monitoring System, Cabinet Decision Monitoring System and File Monitoring System.

Web-based RuralSoft Monitoring System
RuralSoft is a computerized Web-based monitoring system for monthly progress of various developmental schemes (e.g. Indira Awas Yojna, Swarnajayanti Gram Swarozgar Yojana (SGSY), Sampoorna Grameen Rozgar Yojna (SGRY), Mukhya Mantri Awas Yojna, Prime Minister Gramin Yojna, DRDA Admin., National Food For Work Programme, Rastrriya Sam Vikas Yojna, Mid Day Meal, MPRural Employment Guarantee Scheme, Backward Region Grant Fund, State Finance Commission, Rural Livelihood Programme, Bhoomi Shilp, Shail Poorna, Vanya, Resham, Nandan Falaudhan, Kapil Dhara, WATERSHED etc.) of Department of Rural Development, Government of Madhya Pradesh.

WaterSoft (PHEMIS)
Watersoft (PHEMIS) is a Web-based solution for effective management of Water Resources, Schemes/Programmes (Rural/Urban Water Supply Schemes), Equipment Information, Water Quality, Contractor Information, Material & Stores, Total Sanitation Campaign, Finance & Works Accounting.

There are some more projects in the pipeline awaiting its implementation by NIC. They are as follows GIS-based System for development of Command Area, EIA & EMP for Indira Sagar & Omkareshwar Projects, Geomatics-based Application for Rural RoadConnectivity to Habitations (GeoApproach) under PMGSY, Geomatics-based Power Distribution Network Management System (GeoAmpere), Geomatics-based Forest Mapping.

PARAKH (Basic Services/Amenities Management System)
Government of Madhya Pradesh, recognizing the fact that access to minimum level of social infrastructure facilities must be an integral part of a strategy for improving the quality of life of the people and for eradicating poverty. GoMP has introduced the Basic Services/Amenities Management System called "PARAKH" for improving the delivery of the Basic Services/Amenities in Rural Areas of the state. For this purpose, a computerized system for maintaining the Basic Services/Amenities is put into place.

Video Conferencing
Video Conferencing services are operational since September 2004. NIC has established Video Conferencing Studios at 48 District locations, Secretariat, CM Residence and State HQ. VC Facilities are used by Hon, able Chief Minister, Chief Secretary, State Ministers among other various Secretaries/HODs/ various departments on regular basis. On an average 35 Video Conferencing sessions are held per month and Madhya Pradesh is the highest among all states in the utilization of VC Services. Utilization of Video Conferencing Services has been registered in the Limca Book of Records.

State’s ICT Initiatives in Education:
The state strongly believes that information and communication technology can yield significant outcomes in improving the quality of education. Used with sensitivity it can help bridge the digital divide, by focussing on the educational needs of the learners in deprived areas. The use of ICT in education in M. P. has been in the context of, a state, committed to universalise elementary education with special focus on deprived children and teachers of remote areas.

The following ongoing programmes indicate State’s initiatives and commitment for use of ICT in the education sector. These programmes are dedicated for different sectors and purposes.
Headstart – A Computer Aided Learning Program for Students and Teachers

As per Information Technology policy of the State, computer education is a major priority of the State government. Under the DPEP programme, the State in the year 2000, initiated a computer-enabled education programme called “Headstart”. The programme uses computer as a teaching learning tool at elementary education level. The main
intention has been to bridge the digital divide between the urban and rural student population in terms of access to modern technological aids in education.

The Headstart program run by Rajya Shiksha Kendra (RSK), in Madhya Pradesh is an initiative to provide computer-enabled education to school children. It is a move from computer education to computer-enabled education, where computer literacy has been envisioned as a bi-product of “Computer Aided Learning”. Besides computer based self-learning, the programme is becoming an exciting example of collaborative learning and greater socialisation process. Headstart also aims to develop computer enabled self-learning approach in a peer situation.

The programme is in operation since November 2000. Initially operational in 648 JSKs, it was expanded to 2070 JSKs in the year 2003-04. During the year 2005-06 it was expanded in 494 schools. In 2006-07 it was again expanded in 149 schools. Thus as of date, the Headstart programme is being run in 3361 schools in 48 districts of the State. The programme has been appreciated by the Ministry of Human Resource Development, GOI, and is perhaps the largest computer enabled education programme in India. Interactive multi-media rich lessons are developed in-house. These programs are in Hindi and are highly contextualised. Some Hindi speaking States of India are also using these programs.

With the expansion of ICT related activities in the State, it is essential that teacher educators are trained in the basics of ICT. In view of this, large scale training of teacher educators in ICT is being conducted in the State. A computer laboratory is being developed in the SCERT wing of Rajya Shiksha Kendra for the purpose. In collaboration with Microsoft Corporation, Ltd. an “IT Academy” is also being established in Bhopal. Regular training courses for teachers and teacher educators shall be conducted through IT Academy. It has also been proposed to introduce computer literacy for students at upper primary level. Textbook primers are being developed for the purpose.

**Fund-a-school – A Website for Global Partnership in Education**

One of the most innovative programs for networking between State education initiatives and the global community, has been the State’s most familiar program – “fund-a-school”. Today, Internet has created a global community. Fund-a-school seeks to use the Internet to bridge the gap between the connected and the isolated, familiar and the non-familiar and between accessed and the remotest. Through Internet, the program opens a window for the connected to see and support the isolated. It also provides opportunities for the less privileged to equalise. The idea is to link the under developed and developing schools to the larger global community, so that they can get support from the Indian and global community to develop and flourish. The web site is dedicated for attracting contributions from society towards the school. It provides online facility for donations to any one interested for promoting school activities and development of school infrastructure. With a contribution to fund-a-school, any one can become a partner in building the future of the school children of a village in Madhya Pradesh in India. Fund-a-school’s website [www.fundaschool.org](http://www.fundaschool.org) gives information of all the elementary education schools in Madhya Pradesh.

**GIAN- A General Information Access Network for the Citizens**

The GIAN project provides computer and Internet facilities in each district headquarter of the State. Ten computers have been provided to each district library. These libraries have also been provided Internet facilities, so that any one interested in getting useful information from the Internet can get it. The facility is on payment basis. Most of these Centres have been working on a self-sustainable model. Some centres have also started short-term computer courses for students and the general public.

**Edusat - Connecting the Isolated**

Edusat - the satellite launched by Indian Space Research Organisation, Ahmedabad, is full of communication technology potentials in terms of provision of video/data broadcast using the DVB-RCS technology. The State strongly believes that the potentials of Edusat should be utilised at the optimum level in the school education sector. This Satellite provides communication capacities to meet the requirements of several sectors of education like primary, secondary, higher and higher education etc. The services of this satellite are free. A massive plan has been formulated for the effective implementation of the Edusat project. A teaching end has been established in the Rajya Shiksha Kendra, Bhopal. It is proposed to conduct video conferencing from this end. Similarly, 65 Satellite Interactive Terminals are being established in various teacher education and training institutes of the State.

In collaboration with IGNOU and ISRO, the Rajiv Gandhi Initiative for Edusat supported elementary education program was started on December 17th 2005. As of date, 700 schools in Sidhi district and 30 schools in Jabalpur district have been provided ROT facilities. This includes a satellite receiver, a dish antenna and a 29” CTV. The
project uses solar power. A teaching-end studio has been developed in the IASE building at Jabalpur. At present, a
def regular two hours transmission is being done for elementary classes. The transmission is in school subjects and is
also repeated in the afternoon. Transmission schedule is developed in consultation with Rajya Shiksha Kendra.
Studies on the impact of this project have been taken up by IGNOU. Based on the research findings, the program
shall be reviewed and modified accordingly.

Integrated Project Monitoring System (IPMS)
This is a program designed in order to improve the delivery of educational programmes and the management of
schools by strengthening the planning and monitoring system of the Education Department through comprehensive
computerised MIS. This is a system for collection of village and school based data required for educational planning
and monitoring at different management levels. The teachers collect basic data on pre-designed formats, district
computers, compile them and they are electronically transferred to State office. The programme is designed to
support planning decision and monitoring correctives. Internet connection enables regular information flow basic to
the management of a large schooling programme. Decisions on school provisioning, deployment of resources and
management correctives are made possible through this.

National e Governance Plan – Training & Capacity Building in the state.
The GOI has implemented National e-Governance Plan (NeGP) for increased transparency, efficiency
and effectiveness for delivery of citizen services. State to provide overall direction, standardisation and
consistency across initiatives and at the same time, have the resources and flexibility to drive this plan.
For Driving NeGP, initiatives being taken to adequately equip the personnel and the skill-sets needed to
handle the host of issues involved, identify the capacity gaps and make a quick “as-is” and “to-be”
assessment as per the guidelines issued by Planning Commission. Government of Madhya Pradesh have
got the Capacity Building Roadmap developed by Ernst and Young and to implement the same, following
activities being undertaken:
- MAP_IT designated as the nodal agency for working for filling the capacity gaps as
  analyzed by Consultants
- Capacity Building training Program being conducted at NISG, Hyderabad
- Academy of Administration hub for training employees in IT skills;
- State of the art Training center at the Secretariat;
- One training center at each District Headquarter in PPP mode in the pipeline.
- Training mandatory for all employees, on successful completion one advance increment.

Till date the status of training & development is as follows:

1. **Training of the Honorable Members of the cabinet – Total Candidates 24**
   Workshop on Smart Government For Political Leaders of Government of Madhya
   Pradesh Total 24 Trainees period 20-21 July 2005

2. **Training to the IAS officers - Total Candidates 15**
   IAS Officers Attending the 3 day 15 Trainees “Introductory training program on E
   Governance and NeGP” (11th - 13th April, 2006 )

3. **Training to CIO/ACIO - Total Candidates 30**
   “Introductory Training on e-Governance and NEGP” for 30 CIOs / ACIOs of Govt.
   of Madhya Pradesh 1st -3rd Feb 2006 at Hyderabad

4. **e-Government Champion Training** 12 weeks Training program conducted at ISB through
   NISG Hyderabad) Total candidates – 9

4. INTEGRATED GOVERNMENT

Treasury and Accounts:
Integrated Treasuries Computerisation Project (ITCP) is a major e-Governance initiative by Government of Madhya
Pradesh. While its coverage extends to the entire state (229 locations), through 53 district treasuries, 159 sub-
treasuries etc., serving almost 8000 drawing and disbursing officers belonging to all departments of the state government, the facility provided under it has proved to be extremely useful in improving the financial management of the state. The system of budget control through mandatory transmission of budget allotments through DTA (Development Trust Association) server has resulted in complete stoppage of irregular allotments/re-appropriations/drawal from the treasuries. Up-to-date information of detailed head wise and department wise revenue and expenditure is now available on-line and departments can take remedial measures in time.

**Cyber Treasury:**
Government of Madhya Pradesh brings to its registered payees the facility to make online payment to the state, through the internet, using net banking facility. This paves the way towards making 'any one, any where, anytime', tax/fee payments possible. The provision has been made for the 'commercial tax department' for all of its 78 circle offices. This will soon be extended to other government department like transport and others. For information please visit: [http://www.mptreasury.org](http://www.mptreasury.org)

**Samadhan Ek Diwas Yojna ([http://www.mp.nic.in/district](http://www.mp.nic.in/district))**
The Government of Madhya Pradesh is committed for a sincere, clean, fearless, impartial and responsible administration. To achieve this objective government has strengthened its Citizen Charter Management, Right to Information Act-2005 such that the citizens are benefited the most. Harnessing the benefits of information technology for effective and transparent functioning of the administration is one of the core focus areas of the information technology policy of the Govt. of Madhya Pradesh. E-governance offers the possibility of making routine interactions faster, smoother and transparent.

Samadhan Ek Diwas Jan Suvidha Kendra is an approach in this direction. Most of the citizens coming to the government offices are forced to spend time at the respective sections/departments to get their work done, register their grievance and expedite the action, which make them lose quite of their productive time. They would work on these very basic needs of the citizens and reorient our administrative process accordingly to make it more transparent, pleasant and satisfying. The effort would results in the promotion of excellence and transparency in public administration for better understanding of the requirements of the citizens in their interface with the government.

The user goes to the website of samadhan ek diwas and selects the desired form from the list made available to him. Details of some of the certificates are as follows: Birth Certificate, Certificate of BPL list, Copy of Khasra B1, Copy of Voter’s list, Death Certificate, Domicile Certificate, Fertilizers Registration, Income Certificate, Marriage Certificate, Pesticide License, Rajiya Bimari Sahayata Nidhi, Renewal of Arms License, Renewal of Small Savings Agent’s License, Senior Citizen Certificate, Solvency Certificate, Temporary Caste Certificate, Temporary Lease (Mining) etc.

To get the desired certificate, the user fills the form on his computer, attaches the scanned images of the documents and sends it online to the DCO. The user can make all the payments on line through the website. The server of the DCO receives all the forms from the web. The concerned office personal will check for the attachments and authentication. If he finds the form complete, with all the necessary attachments, he/she will send the form to the relevant issuing authority to process it. Accordingly, the status of the form will be changed from ‘received’ to ‘checked/waiting’.

The user can know the status of his form and is also informed about any shortcoming in the form over the web. If any sort of information is found to have some flaw then the person may be called at DCO for verification. As and when the higher authorities issue the certificate, a provision has been made to send the certificate via post or via email. To ensure the authenticity of certificates sent by mail, certificate will be digitally signed by the Officer In Charge, ‘Samadhan Ek Diwas’. This system is implemented in all the district of Madhya Pradesh and citizen are being benefited with the use of this project. This project has also won Best Project IT for masses of Government of MP & also won CSI Nihilent Awards in the category of G2C services during the year 2006-07.

**5. GOVERNMENT EFFICIENCY**

1. Citizens have started benefiting because now there is transparency, efficiency and integrity in his dealings with the government; furthermore, there is easy information access. Convergence of services and delivery mechanism are available for deserving beneficiaries and vulnerable groups and has extended the outreach.
2. The government has started benefiting because it reduces redundancy and duplication. The processes of data collection, analysis and audit are made much easier. Decision making gets expedited. And there can be tremendous improvements in specialized areas such as criminal justice, transport etc.

3. The business community is benefiting because e-Governance has become a catalyst and a channel for e-Business. Furthermore a web-based government has enabled online tax paying and corruption and bending of law has reduced considerably.

4. IDC & Dataquest reports placed us among the top 4 States of the country.

5. Based on the Blue print by “Ernest & Young” e-Governance is being implemented.

6. Manpower capacity gaps have been identified & action initiated to fill up the capacity gaps.

7. Computerization in various departments of the state has already been started. Consultants are working on preparation of DPRs for all major departments covered under mission mode project. Work on Health Department, Commercial Tax, Forest, Horticulture, Jail and Police department in progress.

8. Implementation of National e-Governance Plan – Capacity Building, Computerization of MMPs, SWAN, CSCs and State Data Center is in progress and GoMP is considered to be aspiring leaders.

9. E-Procurement project implemented in the state and is operational. http://meprocurement.gov.in

10. Treasury, Commercial Tax, Transport (Driving License and Vehicle Registration on Smart Card), Mandi, Land Records are fully computerized

11. Property Registration, Multipurpose Citizen ID Card implementation soon.

12. State applauded for being biggest user of Video Conferencing Services of NIC & email usage.


14. Parakh Program for Management & Monitoring – catering to basic rural services

15. Large network of Optical Fibre across the State (approx 2400 KM) . All blocks (313) connected.

16. Three Telecom service providers – BSNL, Reliance and Airtel

17. MPONLINE a major initiative of Government of Madhya Pradesh to provide online citizen services.

18. Office process automation has led to better employee management, listing of questions and replies important vidhan sabah queries, Court case monitoring and collection and availability of vital data required for office management

E-Governed Project are as follows:


- Land record http://www.mpbhuabhilekh.nic.in, fully computerized, digitization of cadastral maps in process;

- First State to implement Cyber Treasury;

- ICT in School Education http://www.fundaschool.org

- Krishinet Project http://www.mpkrishi.org implemented

- Portal for citizen service MP Online http://www.mponline.gov.in

- Electronic Tendering system implemented in PWD, NVDA, MP Vidyut, Indore Municipality. http://www.mpeprocurement.gov.in

- Child Record Information system implemented in district Jabalpur.

- Public Grievances Redressal through Samadhan online, Samadhan ek Diwas.

- Parakh Program for Management & Monitoring – Basic rural services

- Samadhan online redressal of public grievance by the Chief Minister

- Computerization being done in Public Health Engineering Department.

- Chief Minister’s Secretariat work computerized. Online file management, work flow automation in place.

- Extensive use of Video Conferencing and email facility by the officers of the state.

- SATCOM operational;

- E-Governance MIS Web enablement and e-Mobility solution for Commissioner Office Indore

- District Sagar and District Jabalpur acclaimed best e District award of the State for the year 2007

- E-Procurement project implemented in the state and is operational. http://mpeprocurement.gov.in

- Notification issued by Government of MP to undergo computer training for All employees below the age of 55 years. All one additional increment to be given to employees who completes computer training.
e-Governance Awards & Acclaimations:

- Treasury Department won the Golden Icon Award for exemplary Horizontal Transfer of ICT based Best Practice for the year 2007.
- Mandi Project Received several e-gov awards (Golden Icon, CSI, Development Gateway etc).
- International Data Corporation (IDC India) and Dataquest (a cyber Media Group of Publication) reports placed us 4th among the top 5 States of the country namely Kerala, Delhi, Gujrat, Madhya Pradesh and Goa.
- India Tech award received for state and power (second position) for 2007.
- Land Records – CSI Nihilent award.
- Microsoft E-Governance Award 2006.
- CSI Excellence award in 2003 for best IT uses in state of MP.
- ISO Certification award to Land Record.
- Samadhan Ek diwas, Parakh, CHRIS won CSI Nihilent Award for year 2007.
- Tele Bhugtan won the e-Gove Award of Department of IT, GOI under most innovative project category.

6. Innovation and Best Practices

Tele – Bhuktan, IVRS Based Bill Payment System implemented in District Jabalpur

In India paying the bills for the utilities has never been an enriching experience. Hours are wasted either in traveling to the payment centers or standing in the queues waiting for the turn. The task becomes onerous in rains and in summer when we as consumers have to brave the downpour or the scorching sun. Yet this is not the end of the travail as the lunch hours and tea breaks of counter clerks leave a bad taste. You are left wondering as if you have committed some crime of getting the facilities. Not only this, one has to abide by the timings of the payment centers of the respective organizations. For working class it makes things all the more difficult as most of the bill payment centres operate during working hours. Multiplicity of service providers further complicates the matter for the citizen. In addition to it organizations devote hours in receiving, maintaining and updating the data base of paid up bills and the unpaid ones.

IVRS based system, a recent improvement in telecommunication and information technology allows information contained on a computer to be accessed by users through the telephone network. So far its use has been limited to providing the pre-fed information, but we have gone a step ahead and deployed this system in Jabalpur district of Madhya Pradesh for the payment of utility bills. This system is now in operational for past eleven months having more than 2200 customer base & multiple usage. The project won the National Award during 11th National Conference of DIT, GOI.

Child Record Information System (CHRIS)

Government of Madhya Pradesh has implemented a tech savvy project to identify, register, count and monitor marriage, pregnancy, child birth known as ChRIS (Children Record Information System). The system so developed endeavors to bring all marriages, pregnancies, deliveries, ante & post natal care, inoculations, proper growth & elementary education of the child in the ambit of public domain by posting the relevant information on the website. Previously these functions used to be performed manually by different agencies/government departments at different levels; there was lack of coordination and data was collected by different sources led to inaccuracies. Very often the data was fudged and there was no mechanism in place to check it and ensure accountability & responsibility in the delivery of various government schemes/benefits. Individual beneficiaries could not be monitored because of lack of availability of real time data in public domain. There was no effort to integrate data collected by different agencies leading to faulty implementation of various schemes.

Under this innovative project – “ChRIS”, it is mandatory for the field level functionaries of there Health and Women & Child Development Department in each village to record every marriage and then each pregnancy in their areas as soon as it is declared, data is fed in the custom made software and thereafter put on website. This information is used for ante-natal and post-natal care for all expectant mothers whereby system generates “flags” giving tentative dates for various activities ensuring proper care to all carrying ladies. Each birth is recorded in detail, here again system generates “flags” for all necessary activities and a child’s calendar for next 5 years is automatically generated keeping in record details of the birth as well tracing child’s growth from 0 to 5 years. These reports are given to field
level functionaries of different departments at cutting edge level resulting into targeted delivery of various schemes to each mother and each child leading to better results and achievements. Integration of the schemes of various departments, viz., Social Welfare, Women & Child Development, Health & Family Welfare, and Elementary Education has taken place through ChRIS. ChRIS not only monitor each and every expectant mother but act as a watchdog to other socio-economic parameters like child marriage, institutional delivery, expected complications at the time of delivery, female foeticide, supplementary nutrition to carrying mothers & infants, IMR, MMR, immunization, inoculation and elementary education.

ChRIS has been developed to identify, register and monitor each case of marriage, pregnancy, child birth and child’s growth. This system makes available the entire information about target populace and delivery of schemes on a real time basis in public domain. It also provides information on critical parameters such as IMR, MMR, etc. Flags are automatically generated showing dates for the delivery for vaccination, immunization and routine check-ups for every mother and her child. The information is also collected on socio-economic parameters, like cast, community; land holding pattern, poverty/income level etc. This will result in focussed attention to needy people.

Child Record Information System provides facility for storing, updating and manipulating information from various sources at village level. This information may be required for planning and decision making at different levels. The project is operational in Jabalpur Division and very it will be replicated in all districts of MP. The project have won CSI Nihilent Awrads for best G2C services during 2006-2007.

**GPS based Monitoring System for Jabalpur City Buses**

There are often long queues at the bus stops with a large number of people waiting for buses to travel indifferent directions. These passengers should somehow be informed as to when the buses they are waiting would arrive. This project is an attempt to provide the status of the buses and their movement at each bus stop so that the passengers may be kept informed as to when their bus would arrive.

This project aims to track the movement of buses and the project is operational in Jabalpur. Jabalpur City Transport Services Limited online is implementing the project and generating various reports which provide the monitoring status of each vehicle moving on various routes.

**PROJECT AMR IN MP EAST DISCOM**

The Power Sector in the country sustains a loss of over 25-30% because of pilferage of electricity, which is a major cause of concern to all of us. The weakest cog in the wheel is the human element involved in the reading of the meters and also the easy accessibility of the meters to the customers, a large number of whom tamper with it. A solution to this ever burgeoning problem would be to eliminate the human element involved on the part of meter reading. This can be done with a set of technologies called AMR (Automated Meter Reading) or RMR (Remote Meter Reading).

East DISCOM in Madhya Pradesh has taken initiative in this direction and has come out with a low-cost solution for AMR. This is probably the first successful AMR project of this magnitude in any public utility in the country. This has been achieved by providing GSM based modems and using an in-house developed software for transfer of meter data for complete automation of metering and billing process of its HT as well as LT high value consumers.

The AMR project initiated by the company has been a big success as all its 694 HT consumers have already been covered under it. The system has also been initiated in respect of its LT high value consumers. Out of nearly 3500 LT high value consumers modems have been installed in nearly 450 and remaining are expected to be completed by Dec’08. The company is also planning to automate the meter readings of its substations and feeders for Energy auditing in similar fashion, however looking to the congestion problem in the GSM network GPRS modem based data communication is being explored for the purpose. The project won IT Awards of the State in the Category of best application developed in Madhya Pradesh for the year 2007-2008

**Fire Alert & Messaging System (FAMS)**

Fire alert and messaging system is a small but very useful computer program which is combination of GIS & MIS. It uses processed remote sensing data of active fire locations & sends alerts to concerned field staff from Beat Guard to CF through Short Message Service (SMS) & e-mail. It also maintained the database of fire locations which can be used to identify fire sensitive zones scientifically and planning of fire control. The response module is designed to
collect field status report of fire location. Forest fires are major threat to the Natural Ecosystems. Fires cause loss of regeneration, burn fuel and fodder, increase run-off of the rain water, threaten biodiversity and pollute the air. In order to ensure effective fire management IT section of MP Forest Department has developed this software.

Fire Information Resource Management System (FIRMS) is developed & maintained by University of Maryland & NASA to provide various services regarding fire information & resource management. FIRMS update the active fire data on every 6 hours. The FAMS download this data daily and further process it using spatial query over digitized map of beats to identify concerned beat. When the beat is identified this automated system sends SMS immediate to concerned front line field staff (Beat Guard, RA, Range Officer) & Monitoring authorities (SDO, DFO, CF & HOD). In order to respond to the information of fire officers can see the location of the fire on Google Maps and plan necessary mobilization of resources. This field status report will be filled by field staff after extinguishing the fire. Field officers are directed to provide full feedback online about the location & the action taken. This way prompt action and informed decision making is ensured across different layers of the department. The project won IT Awards of the State in the Category of best application developed in Madhya Pradesh for the year 2007-2008
PART - B

1. Policy and Strategy: visit: http://www.mp.gov.in/ITpolicy

The broad vision of the State in the Information Technology sector is summarized as follows:

“Madhya Pradesh will use Information Technology to achieve the following:

• Improve the life of the common man leveraging the strengths of e-Governance
• Attracting investment in the sector so that the educated youth is able to contribute to the development of the State
• Create a pool of highly skilled professionals who are at par with the best in the country.
• Transforming Resource Based Economy to Knowledge Based Economy.

The four pillars that governs the foundation of the State’s IT Policy:

(A) E-Governance
(B) Attracting IT Industry
(C) IT Education - [HR Policy]
(D) Common Infrastructure

(A) E-Governance:

With increasing literacy, citizens demand better services from the government, in the shortest time, at the place of their choice and in a transparent and non discriminatory manner. Madhya Pradesh Government focuses on e-Governance through:

• Websites & Content Creation:
  “All the web sites of the state will be in both English as well as Hindi, in Unicode Fonts, common look and feel and with content relevant to the user group the site is intended for”. The actionable points for developing websites, its contents and monitoring already specified in IT Policy.

• E-Governance Projects:
  The Central Government is funding mission mode projects of the state that pertain to the following departments; Land Records, Transport, Police, Treasuries, Property Registration, Employment Exchange, Agriculture, Municipalities, Gram Panchayat, Commercial Taxes. More departments to be covered by State’s initiatives are Forest, Horticulture, Health etc. The Departments that are not in this list shall be computerised by State’s own resources. E-Governance projects shall be funded as per the guidelines specified in the IT policy.

(B) Attracting IT Industry:

The industry grew in tier I cities such as Bangalore, Hyderabad, Chennai and Delhi. Due to congestion and infrastructural problems it has started looking at tier II cities such as Pune, Chandigarh, Bhubaneswar and Nagpur for expanding operation and reducing cost. The State plans capitalise on this development and promote investment in Indore, Gwalior, Bhopal and Jabalpur. To attract IT industry and development of Private IT course of action and incentives specified in IT Policy.

(C) IT Education - [HR Policy]

Madhya Pradesh has been able to produce large number of graduate engineers in IT and Computer Sciences. Presently the state is having more than 60 engineering colleges. These graduates are not able to fulfill the needs of the industry. There is a need to upgrade their skills and make the manpower compatible with the industry requirement. The present government schooling system is not producing manpower, which can fulfill the requirement of Business Process Outsourcing [BPO] and Information Technology Enabled Services [ITES]. NASSCOM in consultation with leading IT consultant, KPMG has published a report that predicts pattern of IT manpower requirement in the next five years. It is indicated that these two sectors will be requiring 2.1 Million people. This sector requires Key Board skills, Internet Browsing
skills; ability to work on office packages, data entry and knowledge of the laws of the client country and their procedures. In view of the description given above, the following is proposed to be undertaken during the Policy implementation period:-

1. Selected 500 government schools will be provided modern computing hardware, software and Internet connectivity. These centers will produce students equipped for taking jobs in the BPO/ITES sectors. Department of School Education in consultation with IT Department, IT Industry, other concerned department and other concerned groups will prepare course curriculum to be taught in these schools. The School Education Department will promote teaching computers and technology in these schools.

2. To improve the standard of IT education in the Engineering Colleges and Government Colleges to make our graduates employable, centres of excellence will be established in all Government Engineering Colleges and selected Government Colleges. The State would invite large reputed companies to teach technology and provide their certification in these centres.

3. English language teaching will be promoted in school education.

4. A Centre for E-governance will be established in Bhopal, which will allow engineering graduates from the IT field to work on live E-governance projects. These centres will be based on a spectrum of technologies that would include proprietary as well as open source. Some noted IT professionals would man these centres. Department of IT will submit a Detailed Project Report [DPR] within six months from the announcement of the Policy.

(D) Common Infrastructure

Common infrastructure such as State Wide Area Network [SWAN], Natural Resource Management [GIS based], Data Centre, Disaster Recovery Sites and Inter Operability Standards are required so that all the departments are able to utilize these services without bothering about the maintenance of these complex facilities.

In this regard, the following action will be taken:-

- SWAN is being built by funding support from the Government of India. It shall be operational by June 2006. The Bandwidth cost of maintaining this infrastructure has to be borne by the state government. All departments will be encouraged to shift from their existing networks to the SWAN and development of any new SWAN will not be allowed in future.

- GIS based Natural Resource Management System (NRMS): MAP_IT will develop a state of the art GIS lab for departments that use maps for managing natural resources. Officers brought on deputation to MAP_IT will man this lab. After this lab is established Departments will not incur expenditure on GIS. The facility will be web-enabled and the IT Department will be provided budget for the maintenance of the lab.

- Data centre and Disaster Recovery: Govt. of Madhya Pradesh is actively evaluating the possibility of hosting all departmental IT infrastructures at a central professionally managed data centre. This Data Centre is likely to be setup in Bhopal. The Disaster Recovery site is being planned in Gwalior. Funds will be mobilised from the Mission Mode Projects, e-governance projects and externally aided projects. The funds will be transferred to the Madhya Pradesh State Electronics Development Corporation [MPSEDC] which will manage the facility on behalf of the State Government.

- Inter Operability Standards will be developed by MAP_IT with inputs from Ministry of Information Technology Government of India, global best practices and leading technology consultants. All the departments will compulsorily adhere to these standards.

- E-Procurement project implemented in the state and is operational. [http://mpeprocurement.gov.in]

IT Budgeting and spending a policy matter

- 3% of the non salary expenditure of the State is mandated to be spent on IT;
- Departments mandated to take up citizen service in a time bound manner in IT Policy
- State is funding the following state wide projects:
  - Stamp and Registration DMAT
  - Digitization of Cadastral maps
  - Excise department computerization
  - Implementation of VAT
2. **Infrastructure**

Common infrastructure such as State Wide Area Network [SWAN], Natural Resource Management [GIS based], Data Centre, Disaster Recovery Sites and Inter Operability Standards are required so that all the departments are able to utilize these services without bothering about the maintenance of these complex facilities.

**STATE WIDE AREA NETWORK (MPSWAN):**
The Deptt. of IT Govt. of India has approved the project for establishment of State Wide Area Network up to block level in MP at a cost of Rs.174.21 Crores. SWAN will be providing reliable connectivity for various e-Governance applications of different departments. The project envisages connecting all block headquarters to the State Capital through districts & commissionaires.

M.P. State Electronics Dev. Corporation Ltd has been designated as the implementing agency of the project. The first installment of the grant has been received by MPSEDC. The MP SWAN project has been accorded approval by the committee headed by Chief Secretary, and the State Cabinet. The proposed project is progressing as per schedule & shall be fully operational by December 2008.

**COMMON SERVICE CENTRE:**
Common Services Center (CSC) project is an ambitious project initiated by Department of Information Technology, Government of India and is an important component of National e-governance Plan (NeGP). Madhya Pradesh will have about 9230 CSCs when fully implemented in the State. This project is fully funded by Govt. of India and will be implemented on Public Private Partnership (PPP) model. Department of Information Technology has designated M.P. State Electronics Development Corporation (MPSEDC) as the State Designated Agency (SDA), for anchoring the project on behalf of State Government. The proposed project shall be fully operational by March 2009.

The CSC is designed as a one-stop-shop for e-Governance services along with a bouquet of several business related services, such as agri/ farm inputs & prices, weather forecast, public grievance redressal, government to citizen information, certificates & services etc.

**GIS based Natural Resource Management System (NRMS):** MAP.IT will develop a state of the art GIS lab for departments that use maps for managing natural resources. Officers brought on deputation to MAP.IT will man this lab. After this lab is established Departments will not incur expenditure on GIS. The facility will be web-enabled and the IT Department will be provided budget for the maintenance of the lab.

**Data centre and Disaster Recovery:** Govt. of Madhya Pradesh is actively evaluating the possibility of hosting all departmental IT infrastructures at a central professionally managed data centre. This Data Centre is likely to be setup in Bhopal. The Disaster Recovery site is being planned in Gwalior. Funds will be mobilised from the Mission Mode Projects, e-governance projects and externally aided projects. The funds will be transferred to the Madhya Pradesh State Electronics Development Corporation [MPSEDC] which will manage the facility on behalf of the State Government.

**Inter Operability Standards** will be developed by MAP.IT with inputs from Ministry of Information Technology Government of India, global best practices and leading technology consultants. All the departments will compulsorily adhere to these standards.
3. Technology

Government of Madhya Pradesh realizes the importance of E-Governance Standards and enterprise architecture. Considering the fact that there should be integration between specific Government functions ('vertical' applications), shared Government functions ('horizontal' applications) and data sharing between applications, a well planned and defined enterprise architecture is required in all e-Governance application. Department of It, Government of Madhya Pradesh basically believes in the **“Philosophy of open, scalable and platform independent architecture”**. The whole system around which the applications are developed and implemented has been derived from the same philosophy. A wider architecture for the state has already been specified in the the e- Governance Roadmap developed by ernest & young. Please refer: [http://www.mapit.gov.in/e-governance roadmap](http://www.mapit.gov.in/e-governance roadmap)

DIT, GoMP is in process of developing:

1. Technical policies and standards
2. Evolving Standards and E-Governance architectures in conjunction with other working.
3. Ensuring re-use across applications and services enablers.
4. Making a single point reference to locate the required architecture and specifications for a specific project designed & developed.

By adopting this system the flexibility to select different hardware, and systems and application software to implement solutions can be ensured.

Enterprise architecture should be such that leads to successful implementation of the e- governance projects. This can be achieved if the standardization in technology moves in coordination with Government decisions. Accordingly, Madhya Pradesh Government has a structured framework based on which any project implementation is done. Following factors are considered:

1. Low cost for usage.
2. Open decision-making process
3. Overrules obstacles for use of right version of the standard.
4. Scalable architecture
5. Independent Platform
6. Global acceptance of Industry Standards:

**Open Standards:**
Compatibility with open standards is considered to be one of the major criterions for selection of software.

**Vendor Neutral Products:**
The specifications adopted have to be vendor neutral as far as possible.

**Limited Number of Specifications:**
In order to minimize the cost and complexities the number of allowable specifications should be limited, as far as practicable and without compromising the overall objective of interoperability.

**Alignment with Internet:**
The specifications have to be aligned with Internet standards as the Internet is a primary channel for delivering E-Government services.

**Global Initiatives:**
The specifications adopted should take due notice of similar global initiatives, demonstrating good practices.

**New versions:**
Versions of standards may need to be revised as new functionality is introduced.
Version Selection:
The selected version by the user need not be the latest available version; it should meet the functional requirements.

E-Governance Architecture

- **Reusability**
  There is a need for an architecture that is aimed at reuse and customization. Software reuse must become a key part in the software architecture. A central repository of reusable components provides foundation to this concept. Generally it is seen that a large number of E-Governance applications developed in isolation, resulted in self-contained islands of information. Every application followed its own standards with the main objective of delivering process-centric results irrespective of other applications. Hence, to avoid this reusability is made essential.

- **N-Tier Architecture**
  Applications developed to adhere to 3-tier architecture or n-tier architecture.

  - **Applications to be granular and loosely coupled**
    Possibility of re-partitioning an application being highly granular and loosely coupled provide flexibility in physical implementation (i.e., in the deployment of application components on different platforms).

  - **Presence of Extensibility and scalability properties**
    Applications must evolve to support new business requirements and make use of new technologies. Extensibility provides functional scalability

- **Middleware and technology standards**
  We in Madhya Pradesh have felt the need to introduce the concept of middleware and technology standards as a tool to develop integrable, scalable and robust E-Governance solutions, while employing multiple solution providers. The middleware supports the processes involving multi-department and multi-agency workflows. For this it becomes essential that the different department offices and also external agencies are interconnected and share the same underlying back-end databases and applications. The middleware facilitates integration with legacy systems.

  Middleware provides services such as identification, authentication, authorization, directories, and security to all applications. Promotion of standardization and interoperability, will enable middleware to make advanced network applications much easier to use. The key middleware components are (a) Web Application Server, (b) Inter-application communication and messaging and collaboration software (c) Language and data interchange standards.

- **Service-Oriented Architecture (SOA)**
  In Madhya Pradesh application of Service-Oriented Solutions: Applications to be developed as independent sets of interacting services offering well-defined interfaces to their potential users. Supporting technologies available to allow application developers to browse collections of services, select those of interest, and assemble them to create the desired functionality.

  A service is generally implemented as a coarse-grained, discoverable software entity that exists as a single instance and interacts with applications and other services through a loosely coupled (often asynchronous), message-based communication model.

- **Software – G C – Services**
  Department of IT, Government of Madhya Pradesh is implementing IT applications which is citizen service driven. The project software is developed and implemented by the private agency in association with the government. On delivery of such services, the Department commits to pay the charges. This process relieves the government of any burden of Hardware, software or any infrastructure and the payments are released based on the actual delivery of services. This model has been very successfully implemented by the state and MPONLINE is the live example for it.

- **Management of the Standards Working Group**
  Management implies continuous monitoring of the development and maintenance of Standards so that it responds to the change in technology or other environment. The management process or mechanism involves:
- Periodical review and update of specifications
- Feedback from the Government agencies and the end users in respect of changing requirements
- Advising on the development of policies, guidelines and procedures to support the development and management of XML schemas for EGovernment.
- Adherences to standards are central to the success of implementation and adaptation of the framework

4. People & Leadership:

Department of Information Technology Government of Madhya Pradesh has adopted a very progressive approach. Sharing importance and responsibility at all levels become the most important issue and gives leverage to the development process. The pattern adopted is not only top down approach rather it also encourages down to top approach. The total process is decentralized and focused to target achievement. Lot of emphasis is given to skill and competencies. Efforts are also made to develop further skills and capacities within the organization to become self sustainable and result oriented. The work / assignments are accomplished through committees and collaborations.

- Projects up to Rs 1 crore evaluated by committee under Secretary IT
- Project over Rs 1 crore and policy matter in committee under chairmanship of CS with Principal Secretary and Secretary of Departments as members
- Separate IT Department with mandate to promote IT in the State
- Two Sub Departments/ undertakings working under IT Department ie. MP State Electronics Development Corporation (involved in implementing IT initiatives) and MP Agency for promotion of Information Technology (involved in propelling growth of IT in the State and plays the role of a Think tank).
- 51 CIO and Deputy CIO in the public service delivery Departments; This initiative is expected to contribute in having a nodal officer for IT activities in the department, making an IT Plan of the department, Sub head for IT- for allocation of resources etc.
- Dedicated IT Cadre in Commercial Taxes Department;
- Introductory Training compulsory for all employees below 55 years by GAD order;
- In house capabilities developed in Treasury Department and commercial Tax department.
PART – C

Why the state we considered for the Best e-Governed State category Awards? – 2500 words

Foreseeing the opportunity of growth in the Information Technology sector, Madhya Pradesh government had announced its first IT policy in the year 1999. The policy ushered the state into the 21st century. The policy was revitalized in the year 2006 and new IT policy was launched with fresh aspirations and willingness to bring in the revolution of e-governance & IT investments in the state.

State Government has taken several initiatives such as Computerization in Govt. departments, Manpower development for IT, guidelines for setting up of Information kiosks, development of web-sites by all government departments/ agencies and creating a conducive environment for attracting investments in the State for complete development and progress of the state.

Focusing the development of Information Technology sector, Madhya Pradesh offers an excellent atmosphere for investment. Stable governance, responsive administration, easy availability of IT professionals from 60 engineering colleges and professional educational institutions, are plus points of MP. State has national level academic institutions such as Indian Institute of Management (IIM) at Indore and Indian Institute of Information Technology and Management (IIITM) at Gwalior, Indian Institute of Forest Management (IIFM), Bhopal, National Law Institute University, Bhopal, etc.

To accord impetus to growth of IT industry, State Government has identified creation of technical infrastructure as critical area and is offering attractive incentive package. It is also in the process of development of IT parks at Indore, Bhopal, Jabalpur and Gwalior. M.P. State Electronic Development Corporation Ltd (www.mpsedc.com), has been successfully operating an IT park for the past few years and has expansion plans. M.P. State Industrial Development Corporation, thru its subsidiary, MP Audyogik Kendra Vikas Nigam (MPAKVN) has developed ‘Crystal IT Park’, at Indore (www.crystalitindore.com). The park offers plug and play facilities to the investors. Similar parks are coming up at Gwalior and Bhopal.

Other major ongoing IT initiatives in the Govt. include the automation of & networking of around 52 offices of the commercial taxes dept., which includes database creations of all tax payers and facilitating on-line payment, computerization of State Treasuries, Land Records, Registrations dept., e-Procurement project, implementation of e-District in Indore, Gwalior, Guna, Shivpuri & Sagar as pilot project, computerization of Forest Department, jail, Health & Family Welfare and the Mandi Board project. The details of all major projects which the government of Madhya Pradesh has undertaken to bring in the revolution of e-Governance in the state has been discussed in details in the earlier pages. Thus the Government is trying to set a trend wherein the private sector takes responsibility and also partakes the business risk in the projects, unlike the general inclination to just supply the Hardware, Software and take the cheque from the Government. This philosophy has led the Government of Madhya Pradesh to deliver the citizen services with no cost burden to the State.

In terms of IT infrastructure available, the State has one of the largest laid optical fibre cable length in the country (more than 25,000 km). Telecom services are being provided by the state owned Bharat Sanchar Nigam Limited (BSNL) and the private sector operators –Airtel, Reliance & Tata Indicom etc. High Speed data Communication facilities are also available from STPI & VSNL’s facilities at Indore. In fact the State was the first in the country to commission the private sector basic service project. Two International gateway hubs of around 20 mbps capacity have been installed and a couple more are expected in this year.

In terms of human resources, the state generates more than 20,000 engineering graduates every year, which will be increasing around three fold in line with the recommendations of the Nation HRD task free. As for top-notch institutions, the state has an IIM at Indore, IIITM at Gwalior and GSITS Eng. College in Indore, Jabalpur Eng. College and the REC at Bhopal which are all nationally reputed institutions. The State also has a virtual university of its own, MP Bhoj open university, which is providing a range of IT as well as non-IT education electronically through its study centers spread right across the state.
In Madhya Pradesh, we are experimenting with an entirely new model of village self-rule. This model would take the process of democratic decentralization beyond the institutional mechanism and involve the people themselves directly in all matters concerning their daily lives. This would, indeed, be a responsibility for the average citizen and it would be huge responsibility of the State to empower the citizen for such an initiative. We hope to be able to harness Information Technology in this effort by demystifying its use among the masses.

State Government’s IT initiatives is proving to be the contributing factors for e-governance and hence better governance by our government. e-governance to my mind should change public perception of ‘Government’ in terms of ‘number of unrelated entities operating in particular government buildings and within office hours’, to ‘single window anywhere anytime’ and should result in government being more ‘accessible and responsive’ to the public needs or service. e-governance shall also contribute in citizen’s day-to-day livelihood and offer them convenient delivery of public information/services such as health, water, education, transport etc.

E-governance, thus have ensured progress through its application of IT and enable the processes of government functioning with delivery head as -

- Enable a large number of citizens / end-users to be able to transact with government - anytime, anywhere
- Enable data movement & transactions between large numbers of users in different deptts. and organizations both within the government and external to the government, across geographies and hierarchies.

E-governance in Madhya Pradesh has empowered the citizens to participate in governance. An empowered citizen is now better positioned to demand and force the government structures to be more responsive and transparent.

Madhya Pradesh is one of the most upcoming destinations for the investments in the field of Information Technology. NASSCOM AT Kearney Report reconfirms the Investment Destination as Madhya Pradesh.

Madhya Pradesh is bestowed with excellent location conditions, bordering onto seven Indian States which allows easy access to other parts of the country. Availability of resources, well developed infrastructure, availability of trained & skilled manpower in abundance, peaceful & law in order are some of the factors which are conducive to favorable environment for influencing investment decisions and attracting investments. Madhya Pradesh scores high on all these counts. Also, the Government of Madhya Pradesh has ambitious plans to develop and upgrade the state’s road, rail and air connectivity.

Information Technology sector provides immense opportunities for motivating investments into the State. Madhya Pradesh is making remarkable achievements in promoting IT in Government as well as private areas, which includes e-governance, computerization in Government departments and various IT related activities for rural areas. In Madhya Pradesh IT has improved the citizen-government interface and made it more transparent, efficient and effective.

Emergence of IT has opened new vistas of investment opportunity and to its support; Madhya Pradesh Government has revitalized its IT policy in the Year 2006 to attract private investment in the IT sector. Several companies have evinced interest to invest in the State. Besides, the Government is in process of setting up of Software Technology Parks at Bhopal, Indore and Gwalior so as to provide the necessary infrastructure for IT companies. A brief detail about the new IT infrastructure is stated as below:

1. 11 IT SEZs – “Formal approval” granted by BOA.
   - 4 in Government and 7 in private sector
2. IT SEZs proposed in Bhopal, Indore and Jabalpur [Public Private Partnership]
   - 4 million square feet of quality office space to be developed in Bhopal, 1 million each in Gwalior and Jabalpur
   - Support facilities like 5 star hotel, shopping mall, food court, residential houses, etc. to be built
**Bhopal**
- IT SEZ area in 180 acres of land at village Badwai near Airport.
- Compact Disc Limited Chandigarh, allotted 5 acres of land
- M/s Underhills Technology, New Jersey, USA allotted 10 acres of land
- M/s Netlink Infotech Ltd., allotted 10 acres of land
- STPI allotted 3 acres of land for Incubation Centre.
- SEZ Developer identified, LOI issued to UNITECH

**Jabalpur**
- 90 acres of Govt land for IT SEZ 15 kms away from the Airport.
- M/s Essar Group proposing to set up their BPO (ITES) centre.
- 1 million square feet of quality office space to be developed.
- Identification of developer in process

**Gwalior**
- 30 acres of Govt land for IT SEZ barely 10 kms from the Airport
- STPI allotted 3 acres of land for incubation centre.
- 80 thousand sq. ft of Area ready to occupy near SEZ
- 1 million square feet of quality office space to be developed.
- Identification of developer in process

“Investment is pouring in this sector and the economy & infrastructure fundamentals are proving to be robust and perfect. Investors are making the most of this great opportunity. This is just the tip of the iceberg; Madhya Pradesh is war footing to be the winners.”

Further, the accomplishments in the field of e-Governance development clearly indicates that Madhya Pradesh has achieved considerable heights:

- Citizens have started benefiting because now there is transparency, efficiency and integrity in his dealings with the government; furthermore, there is easy information access. Convergence of services and delivery mechanism are available for deserving beneficiaries and vulnerable groups and has extended the outreach.
- The government has started benefiting because it reduces redundancy and duplication. The processes of data collection, analysis and audit are made much easier. Decision making gets expedited. And there can be tremendous improvements in specialized areas such as criminal justice, transport etc.
- The business community is benefiting because e-Governance has become a catalyst and a channel for e-Business. Furthermore a web-based government has enabled online tax paying and corruption and bending of law has reduced considerably.
- IDC & Dataquest reports placed us among the top 4 States of the country.
- Based on the Blue print by “Ernest & Young” e-Governance is being implemented.
- Manpower capacity gaps have been identified & action initiated to fill up the capacity gaps.
- Computerization in various departments of the state has already been started. Consultants are working on preparation of DPRs for all major departments covered under mission mode project. Work on Health Department, Commercial Tax, Forest, Horticulture, Jail and Police department in progress.
- Implementation of National e-Governance Plan – Capacity Building, Computerization of MMPs, SWAN, CSCs and State Data Center is in progress and GoMP is considered to be aspiring leaders.
- E-Procurement project implemented in the state and is operational. http://mpeprocurement.gov.in
- Treasury, Commercial Tax, Transport (Driving License and Vehicle Registration on Smart Card), Mandi, Land Records are fully computerized
- Property Registration, Multipurpose Citizen ID Card implementation soon.
- State applauded for being biggest user of Video Conferencing Services of NIC & email usage.
- Public Grievances Redressal through Samadhan online, Samadhan ek Diwas solving citizens problems.
- Parakh Program for Management & Monitoring – catering to basic rural services
- Large network of Optical Fibre across the State (approx 2500 KM). All blocks (313) connected.
- Three Telecom service providers – BSNL, Reliance and Airtel
• MPONLINE a major initiative of Government of Madhya Pradesh to provide online citizen services.
• Office process automation has led to better employee management, listing of questions and replies important vidhan sabah queries, Court case monitoring and collection and availability of vital data required for office management

E-Governance - accomplishments are as follows:

■ Treasury [http://www.mptreasury.org], Commercial Taxes [http://www.mptaxnet.org], Transport (Smart card driving license and vehicle registration) [www.mptransport.org], Mandi application running in all the districts, [http://www.mpmandiboard.com]
■ Land record [http://www.mpbhuabhilekh.nic.in], fully computerized, digitization of cadastral maps in process;
■ First State to implement Cyber Treasury;
■ ICT in School Education [http://www.fundaschool.org]
■ Krishinet Project [http://www.mpkrishi.org implemented]
■ Portal for citizen service MP Online [http://www.mponline.gov.in]
■ Electronic Tendering system implemented in PWD, NVDA, MP Vidyut, Indore Municipality. [http://www.mpeprocurement.gov.in]
■ Child Record Information system implemented in district Jabalpur.
■ Public Grievances Redressal through Samadhan online, Samadhan ek Diwas.
■ Parakh Program for Management & Monitoring – Basic rural services
■ Samadhan online redressal of public grievance by the Chief Minister
■ Computerization being done in Public Health Engineering Department.
■ Chief Minister’s Secretariat work computerized. Online file management, work flow automation in place.
■ Extensive use of Video Conferencing and email facility by the officers of the state.
■ SATCOM operational;
■ E-Governance MIS Web enablement and e-Mobility solution for Commissioner Office Indore
■ District Sagar and District Jabalpur acclaimed best e District award of the State for the year 2007
■ E- Procurement project implemented in the state and is operational. [http://mpeprocurement.gov.in]
■ Notification issued by Government of MP to undergo computer training for All employees below the age of 55 years. All one additional increment to be given to employees who completes computer training.

e-Governance Awards & Acclaimations:

o Treasury Department won Won Golden Icon Award for the exemplary Horizontal Transfer of ICT based Best Practice for the year 2007
o Mandi Project Received several e-gov awards (Golden Icon, CSI, Development Gateway etc)
o International Data Corporation (IDC India) and Dataquest (a cyber Media Group of Publication) reports placed us 4th among the top 5 States of the country namely Kerala, Delhi, Gujrat, Madhya Pradesh and Goa.
o India Tech award received for e state and power (second position) for 2007
o Land Records – CSI Nihilent award
o Microsoft E-Governance Award 2006
o CSI Excellence award in 2003 for best IT uses in state of MP
o ISO Certification award to Land Record
o Samadhan Ek diwas, Parakh, CHRIS won CSI Nihilent Award for year 2007
o Tele Bhugtan won e-Gove Award of Department of IT, GOI under most innovative project category.