

MADHYA PRADESH

Pacing up with technological advancement to lead ICT transformation for efficient e-Governance

NIC Madhya Pradesh, "The Cyber Gateway of the State", was set up in Bhopal in 1988 to play a catalytic role in promoting informatics culture and providing ICT services to Government Departments and Organizations. The roads from rich historical past are passing by the present developing State and beautifully converging into the futuristic digital highway of the country, marking the State's prominent contribution to e-Governance.



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Madhya Pradesh, a large state in central India, fondly called 'Hindustan Ka Dil', retains its landmarks from eras throughout the Indian history. The State is one of the sought-after destinations for tourists who seek pleasure in exploring its rich art and culture, historical sites, national parks, nature reserves and much more.

Since its inception in the State, NIC has been relentlessly working towards fostering better e-Governance for the authorities. The NICNET Infrastructure in the State is equipped with high-end technology products and solutions like Enterprise Routers in Clustering Mode for High Availability, L2/L3 Manageable LAN Switches, MPLS enabled 10 Gbps Backbone Connectivity, a Gigabit OFC based Inter-Building LAN connecting Vidhan Sabha, Mantralaya, & Directorates housed at Satpura & Vindhyachal Bhawan.

There are 51 District Centres with 1 Gbps/34/100 Mbps LL connectivity and a robust infrastructure. Inter-district connectivity at 14 Districts and Redundant Leased Line Connectivity from alternate National Long Distances (NLDs) at 20 District locations are ably supporting e-Governance efforts. The Internet Data Centre at the State Centre is running 56 Servers & 29 TB SAN Storage. Web hosting services are being provided on Cloud Environment under NIC National Cloud Services (MeghRaj), including NIC-MP State Cloud.

The video conferencing facility is being used extensively by senior functionaries of the government as it is an excellent medium of communication for face-to-face interaction with field level functionaries and Central Government officials.

An MoU was signed between the State Government and NIC in January 2015 for the use of NIC mail by all the State

Government functionaries. Around 50,000 email accounts are being maintained.

ICT Initiatives in the State

A plethora of e-Governance systems / initiatives are making a mark, owing to the remarkable contribution of NIC to the State. Following are some of the digital reforms that have taken place in various sectors.

Education Sector

• **Education Portal** is a common integrated portal for all stakeholders. It is a suite of e-Governance applications to streamline and automate core functions of the education sector. Mobile Apps, m-Shiksha Mitra and My-College Mates have also been



I am happy to learn that e-Governance in our country including Madhya Pradesh has steadily evolved. To promote computerization at Governor's Office, a new dynamic website has been developed. Various office activities such as online registration for common citizens to visit the Raj Bhavan, e-file movements, computerization of Governor's Discretionary Grant System, library automation etc., are running successfully through NIC MP. To ensure punctuality of employees of the Rajbhavan Secretariat, Aadhaar-based BAS has been implemented. To monitor various activities of the State Universities, VC is going to be implemented soon. I hope and trust that NIC will continue to contribute significantly to the field of e-Governance. My best wishes.

ANANDI BEN PATEL
Hon'ble Governor
Government of Madhya Pradesh



developed. The Mission One Click initiative of the Department has facilitated the automation of processes involved in implementation of 30 scholarship schemes being run by 9 different departments for school students. The Right to Education (RTE) Portal facilitates seat allotment in about 30000 private schools as per RTE Norms.

- **Scholarship Portal:** Post Matric Scholarship is a common integrated platform for different departments. It is running for three schemes (SC, ST & OBC). It is an end-to-end portal for application of scholarship, its verification and sanctioning to its disbursement to the students' bank accounts.
- **e-Pravesh Portal:** This initiative facilitates the automation of processes involved in the online counselling for admissions in over 5000 UG & PG courses being offered by over 1100 colleges of Madhya Pradesh.
- **Smart Classes:** Project VIDYA (Video Interactive Didactics for Your Awareness) has a huge repository of sessions in Hindi. It requires a desktop machine with camera, multimedia kit and Internet connectivity. The functional coverage includes 313 schools and 100 colleges of Madhya Pradesh.
- **National Knowledge Network:** 71 Institutes are connected including MP SWAN (State Wide Area Network), SDC (State Data Centre) and 18 NMEICT (National Mission in Education through ICT) Links. NICNET has been integrated with MP SWAN at State and District Headquarters level.

Smt. Rashmi Arun Shami, Principal Secretary, School Education, states, "The e-Gov Solutions for Education Sector have helped the department in monitoring student learning and transformed core business processes, brought in transparency in operations, and enforced accountability".

Health Sector

- **e-Hospital:** It is a generic workflow-based Health Management Information System (HMIS), which addresses all major functional areas of a hospital. Presently, the MP instance of eHospital is hosted at Meghraj Cloud of NIC New Delhi with 67 hospitals onboarded across the State.
- **Health Information System for Central Bureau of Health Intelligence (CBHI):** It is a web-based MIS for collection, compilation, analysis and dissemination of information on a broad range of indicators related to health status and health services in the country.
- **MedLEaPR MP:** It is a web-based reporting system that captures Medico Legal Report and Post Mortem Report prepared by doctors.
- **Rashtriya Bal Swasthya Karyakram (RBSK):** It is an initiative aimed at early identification and intervention for children from birth to 18 years to cover 4 Ds, viz. defects at birth, deficiencies, diseases and development delays including disability. An online application is developed for the same.

"Implementation of eHospital in the State is a step forward in the generation of electronic health record for 24X7 health services. Hospital management has become more transparent and patient centric. Implementation of MedLEaPR MP has resulted in overcoming the difficulty in understanding the MLR/PMR during the court proceedings", says Dr. Pallavi Jain Govil, Principal Secretary, Health, Government of Madhya Pradesh (GoMP).

Rural Sector

- **Panch Parmeshwar Portal:** It is a suite of web and Mobile Applications that help Panchayat Raj Institutions (PRIs) to conduct their operations online in a

transparent and rule-based manner, thereby aiding the State Government. The dissemination of all the key information related to receipts of funds/ revenue, financial transactions, works, bank statements of panchayat bank account, vendors and



“ I am delighted to know about the valuable contribution of NIC towards strengthening of IT-enabled governance. Good governance is the sole objective of the State Government as it is an effective instrument to improve the quality of life. NIC has not only helped the State Government to develop and practise innovative e-Governance, but has also brought about digital awakening among the masses. Transparent, reliable and participatory governance helps establish a citizen friendly work culture. I wish NIC a grand success in all its endeavors and appreciate its deep commitment towards improving the digital delivery of public services.

KAMAL NATH
Hon'ble Chief Minister
Government of Madhya Pradesh

payment receivers etc., is done in public domain. It has been implemented at 22,816 Gram Panchayats, 313 Janpad and 51 Zilla Panchayats of the State.

- **Swachh MP Portal:** It is a web-based system to facilitate the sanction and disbursement of incentives for construction of toilets.

- Other projects implemented in the Rural Sector are Mahatma Gandhi National Rural Employment Guarantee Act, Indira Awaas Yojana, Pradhan Mantri Gramin Awaas Yojana (PMGAY), PriAsoft, AwaasSoft, Action Soft and Plan Plus.

Social Sector

- **Samagra:** It has facilitated an integrated e-Governance platform to facilitate implementation of social security schemes from a single point. An integrated database of families and individuals with detailed has been prepared covering the entire State. Allied portals for State population register, BPL register and Shramik register have been developed and maintained. 9 Schemes from social security pensions and assistance have been started on the Samagra platform, National Family Benefit Scheme has been integrated, and 30 School

Scholarship Schemes of 9 Departments have been implemented.

- **Social Security Portal:** This web-based system facilitates 11 pension schemes from the same platform. Providing a proactive approach for beneficiary identification, it helps one click pension disbursement directly from State to provide benefit of auto switch, Apki Pension Apke Dwara, NFBS and Vivah Sahayata to the beneficiaries.

- **Integrated e-Payment Platform:** An end-to-end e-payment system to facilitate automation of various processes involved in the utilization of Nirashrit Nidhi, using single nodal bank account. It facilitates rule-based e-payment of amounts and ensures transparent and effective utilization of funds.

- **Nirashrit Nidhi Management System:** It is a web-based solution for e-Payment & Management System for Social Justice and PwD Welfare, GoMP.

- **NGO Management System:** It is a web-based management system for Social Justice and PwD Welfare.

- **Special Project for Assistance, Rehabilitation & Strengthening of Handicapped (SPARSH):** This web-based solution helps encourage persons with disabilities to pursue education and enables them to have better access to education, thereby empowering them to lead an independent life.

Labor Sector

- **Jankalyan Portal:** It is intended to help extend benefits of schemes to the registered workers and their family members of 25 identified unorganized sectors. This solution is meant for survey, registration & sanction, and e-Payment of benefits of various schemes to registered workers in a transparent and hassle-free manner. The system has been seamlessly integrated with IT applications of NHM, Ayushman Bharat Mission, three power distributing companies, and scholarship portal.

“The portal has resulted into a significant improvement in the ease of doing business, savings to the government and convenience to the citizens”, says Shri Sanjay Dubey, Principal Secretary, Department of Labour.

Food Sector

- **MP e-Uparjan:** It is an end-to-end workflow based system that allows operations from farmers’ registration to procurement of grains from them to transportation

to warehouses to payment to various stakeholders. This system has resulted into the simplification of procedures and transparency at all levels.

Cooperative Sector

- **eCooperatives:** It is a suite of sub-systems developed as per the M.P. Cooperative Societies Act 1960. Various sub-systems provide for Society Registration, which facilitates Automatic Society Auditor Allotment, CA Empanelment, Housing Society Complaint Monitoring, SMS Management, HR Management, RTI Application Tracking & Madhya Pradesh Cooperative Judicial Court Case Management System (MP-CJCMS) and Crop Loan Waiver Scheme - Complaint Monitoring. The Mobile Apps, MP Kadaknath and MP-CJCMS are also in use.

Internal Security

- **eProsecution:** The Department of Public Prosecution pleads matters/ cases on behalf of the State Government in various criminal courts spread across the State. The prosecution officers use the e-prosecution App to register details of their activities, functions, cases, court proceedings etc. It helps in the evaluation of the performance of prosecutors, thereby increasing efficiency of the overall system.

- **ePrison:** It is an online system that covers the entire lifecycle of an inmate inside the prison. It is implemented in 51 Jails of the State.

- Immigration, Visa, Foreigner’s Registration and Tracking (IVFRT), eForensic and National Database of Arms License – Arms License Issuance System (NDAL-ALIS) projects are also implemented.

Women and Child Development

- **National Tracking System for Missing & Vulnerable Children (TrackChild 2.0):** It is implemented to enable the identification of missing children.

Public Services

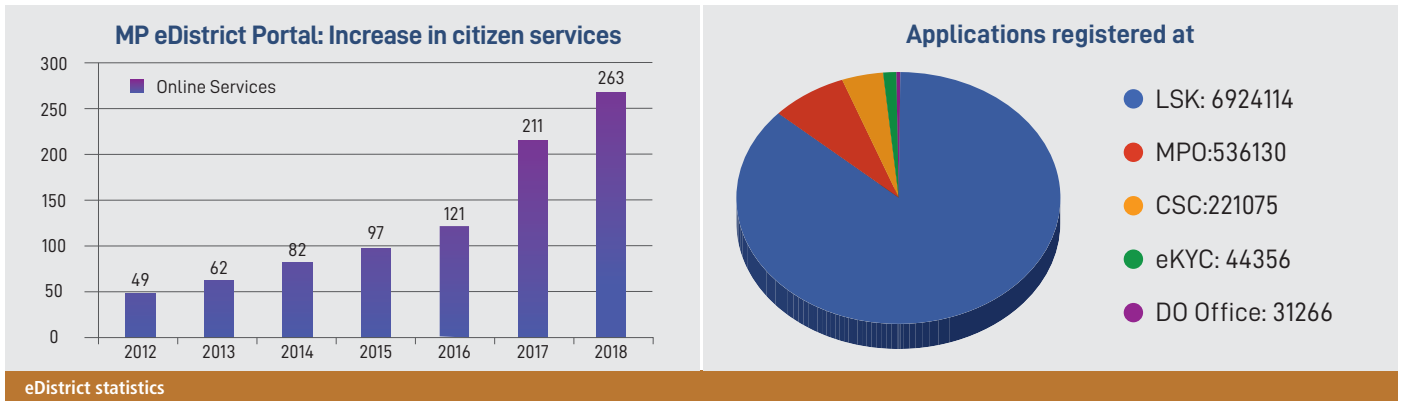
- **eDistrict:** MP eDistrict portal ensures electronic service delivery of identified 263 high volume citizen centric services of 29 Departments through 412 Lok Seva Kendras, 42,000+ CSCs and 39,000+ MPO kiosks. Citizens can also apply online directly through the portal and Android and iOS applications on Lokseva for select services.



“e-Governance activities for providing state-of-the-art end-to-end solutions in the State are rapidly increasing. In this endeavor, NIC MP is actively supporting us. Some of the projects are really worthy to be emulated in the country. We are extensively using VC services of NIC in monitoring various projects/ schemes of the government.

S.R. MOHANTY

Chief Secretary
Government of Madhya Pradesh



Geological Information Systems (GIS)
 These are being considered as a major tool in supporting decision-making in various sectors in the State. Some of the prominent GIS applications include eMarg for maintenance of Rural Roads under PMGSY, GeoReach for monitoring the workflow of rural road connectivity project and Geo T&CP for exploring GIS based Master Plan of towns amongst others.

A number of Office Automation projects catering to the needs of various departments are in active use and are making a positive impact on the working of the State Government.

- **eOffice:** The eOffice Product Suite of NIC aims to achieve a simplified, responsive, effective, unified and transparent way of working in all the government offices. Its implementation in the State is in active progress. eOffice is also included in the curriculum of courses by the State Academy of Administration.
- **SPARROW:** This application facilitates the online submissions and tracking of

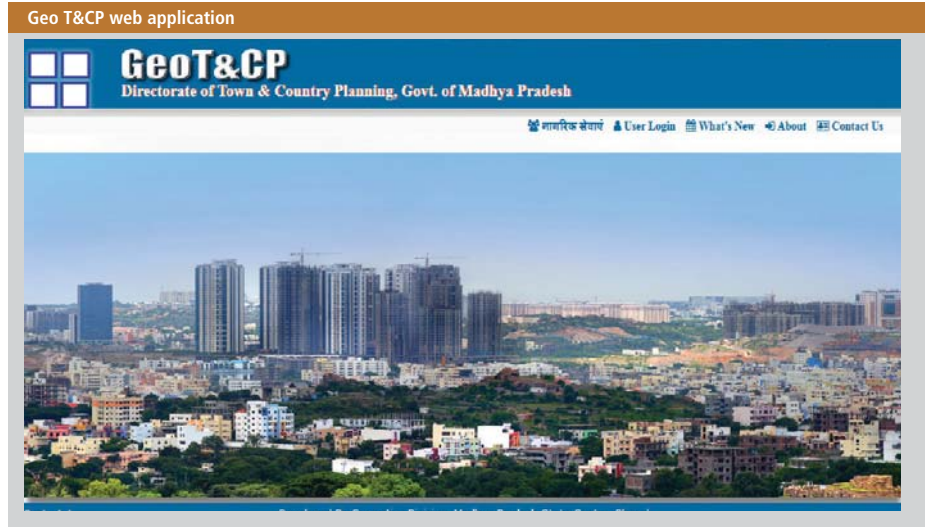
Performance Appraisal Reports (PARs) of the officers of Central Services and filing of their Property Returns every year. The application is operationalized for officers of IAS, IPS, IFS cadres of MP, besides State SAS and SPS Cadre.

- **Biometric Attendance System:** The facility has been extended to various State Government and Central Government Departments.
- **eProcurement:** It covers the complete process of procurement right from the creation of tenders to award of contract, and it has been implemented in all the GoMP Departments, Organizations and PSUs.
- **DARPAN:** It is a Dashboard for Analytical Review of Projects Across Nation that transforms complex government data into compelling visuals. It has been implemented in various districts.

Other Key Initiatives in the State
 NIC Cells are established at important locations like Rajbhavan, Vidhan Sabha, CM Office and State Secretariat for automa-

tion and implementation of various systems. NIC District Centres are providing e-Governance support to the District Authorities and running various Mission Mode Projects as well as State level and local level projects, apart from imparting training and maintaining operational services such as e-mail, network and video conference.

- Awards and Accolades**
- National eGovernance Awards in Innovations for Education Portal, iGeo-Approach
 - State Gold Icon Award for Innovations in e-Governance initiative for Panch Parmeshwar
 - State Award for Innovations and Sustainability in e-Governance initiative for e-Pravesh
 - Gems of Digital India 2018 Award for Excellence in e-Governance, e-District
 - Skoch Award Gold & Skoch Award of Merit in Gold Category for Madhya Pradesh Cooperative Judicial Court Case Management System (MP-CJCMS), Kalam Award for Innovation in eProsecution



Summary
 With its dedicated manpower at District Informatics Centres, State Centre and other Sub centres, NIC Madhya Pradesh stands committed to leave a lasting impact in e-Governance arena in the State. ■

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