Digital Footprints of MP @75

Citizen Friendly Initiatives & Innovation

Digital Footprints of Madhya Pradesh

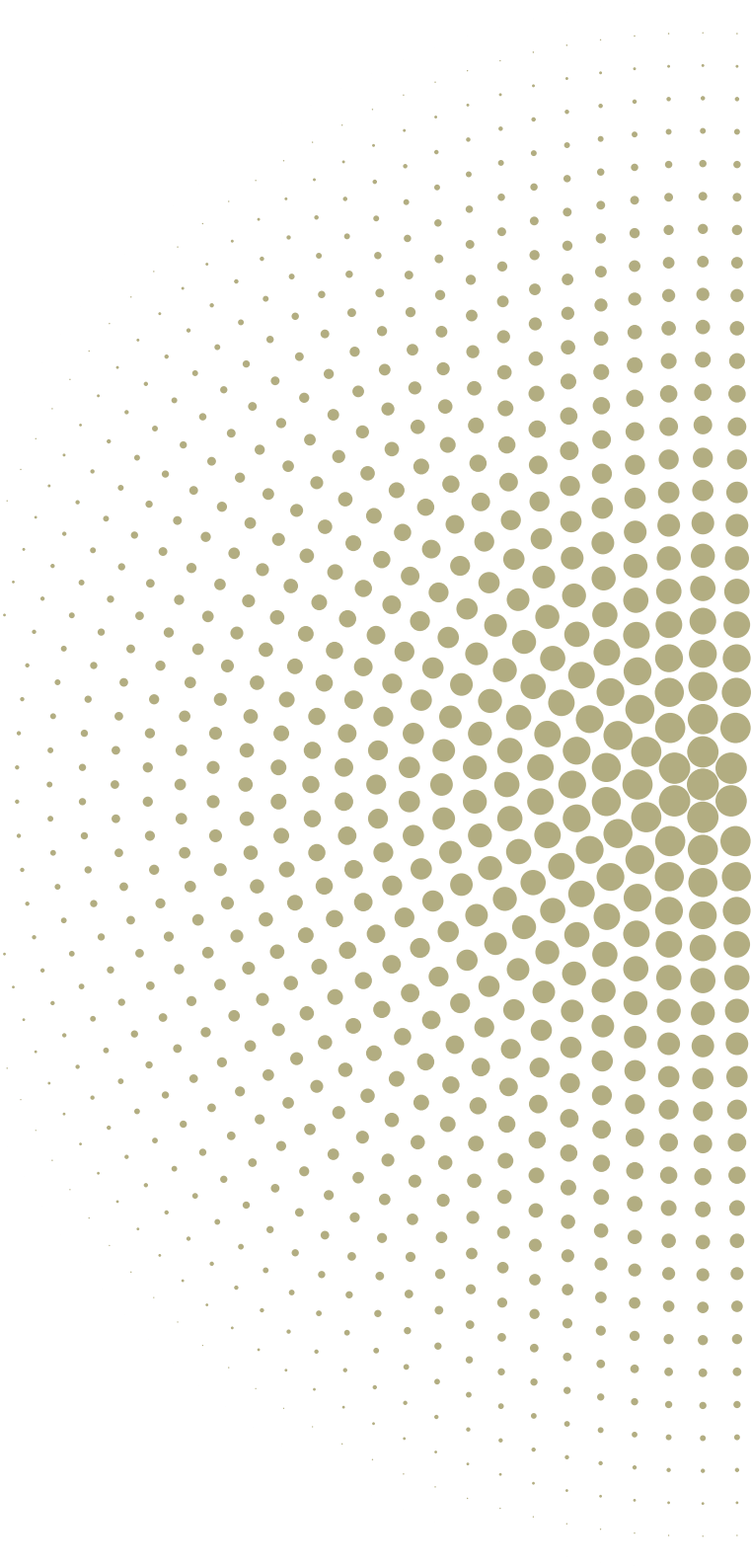## Citizen Friendly Initiatives & Innovation

CMMIDEV/3 SM

CMMIDEV2.0 / Exp. 2025-03-23 / Appraisal #37939

Preface

Good governance is an approach that ideates policies and practices behind the governance to be more transparent and citizen-centric. E-governance is a much narrower term in the realm of good governance umbrella, however a very critical one. The use of technology in delivering public goods ensures transparency, accountability and responsiveness. It is a speedier and more efficient way to deliver public services to the identified beneficiaries with minimum leakages. Further, in the words of our Prime Minister, Shri Narendra Modi Ji, e-governance is easy, effective and economical. In culmination of this approach, this book celebrates the 75 years of Indian independence and is a compendium of 75 e-governance projects and frameworks that have been implemented by Madhya Pradesh State Electronics Development Corporation (a public sector unit fully owned by the Department of Science and Technology, Government of Madhya Pradesh) and Madhya Pradesh-State Agency for Public Service (a registered agency of Government of Madhya Pradesh under Department of Public Service Management).

These projects which are diverse in domain, and in, technology, present a promise the government has kept with its citizens with regard to speedy and efficient public service delivery. The projects are also simultaneously reflective of the progress made by Madhya Pradesh in e-governance capacity building. From building basic online portal to the application of AI/ML, Drones and Data Analytics, the state has come a long way in so far as exploring the technology for delivering public services is concerned. Under the leadership of Hon'ble Chief Minister Shri Shivraj Singh Chouhan, both MPSEDC and MP-SAPS are committed to come up with new and innovative ways of proactive governance and help the state serve its people better and farther. We also believe that these projects will be beneficial for the policy implementation of other states and we are prepared to share our best practices and technical competency with other partnering states.

As the Chief Minister of Madhya Pradesh, I am delighted to announce the launch of Digital Footprints of MP : Citizen Friendly Initiatives & Innovation. Good governance is about creating an environment where every citizen can thrive and reach their full potential. It is about providing quality services, transparency, accountability, and efficient administration.

We are working tirelessly to bring in more transparency, accountability, and efficiency in our administrative processes. Our goal is to make the government more accessible and responsive to the needs of the people. In adherence to the mantra of 'Minimum Government-Maximum Governance' given by by our Hon'ble Prime Minister Shri Narendra Modi Ji, we are continuously striving to improve the quality of services that we offer to our citizens.

e-governance which is one of the critical arms of good governance practices has transformed the way we live, work, and interact with each other. We have made significant progress in the digitization of government services and processes and have launched several initiatives to promote digital literacy among our citizens. Our aim is to create a digital ecosystem that is inclusive and accessible to all.

I would like to reiterate our commitment in promoting the best practices in governance and leveraging the powerful tool of e-governance for the inclusive development of the people of the state. With the support of our citizens, we are confident that we can create a better future for Madhya Pradesh.

I congratulate Madhya Pradesh State Electronics Development Corporation (MPSEDC) and Madhya Pradesh State Agency for Public Services (MP-SAPS) as they strive to provide better and faster services to the people of the state.

Shri Shivraj Singh Chouhan
Chief Minister, Madhya Pradesh

It is a matter of immense joy that MPSEDC and MP-SAPS are bringing 'Digital Footprints of MP : Citizen Friendly Initiatives & Innovation'. Good governance is the cornerstone of a healthy democracy and is critical for the overall progress of any state or country. This book is a collection of our efforts and aspirations in the area of e-governance over the years. I am sure the projects mentioned in the book would not only encourage our departments to infuse e-governance in their existing schemes and projects but would also help other states in India adopt similar practices.

In the digital era, e-governance has emerged as a critical enabler of good governance. It helps in making government services more accessible, affordable, and efficient. Madhya Pradesh has been at the forefront of adopting e-governance, and I am proud to say that we are among the leading states in this area. With the use of technology and innovative approaches, we have made our services more citizen-centric and accessible to people across the state.

Looking ahead, the future of good governance in Madhya Pradesh is bright, and we are committed to making the most of the latest advancements in IT to improve our governance systems. We will continue to innovate and adapt to the changing needs of our citizens, and we are confident that we will emerge as a model state in terms of good governance.

Shri Om Prakash Sakhlecha
Minister, Dept. of Science & Technology, Govt. of Madhya Pradesh

It gives me immense pleasure to announce the launch of 'Digital Footprints of MP : Citizen Friendly Initiatives & Innovation'. This book encapsulates the efforts made by our government in ensuring that citizen-centric services and benefits are provided to the people of the state.

Our government is committed to providing efficient, transparent and accountable governance to the citizens of Madhya Pradesh. We believe that good governance is the key to the overall development and progress of the state. The book showcases our achievements in various sectors like healthcare, education, agriculture, infrastructure, and many others. We have undertaken numerous initiatives like e-governance, Jan Seva Kendras, and Samadhan Online Portal, among others to ensure that our services reach every citizen of the state.
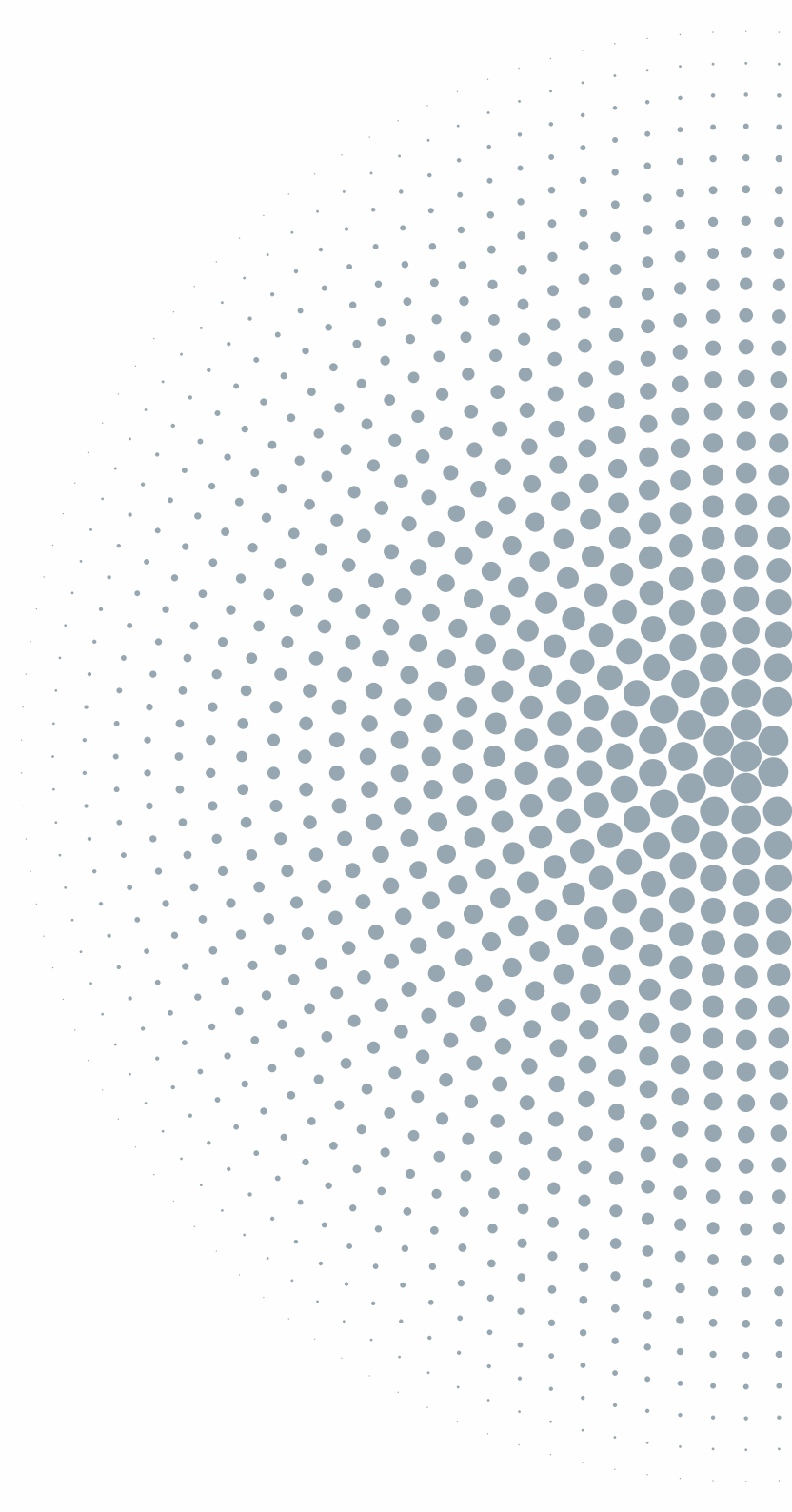
I would like to express my gratitude to the team behind this book for putting in their hard work and dedication to showcase the good work done by our government. I hope this book inspires and motivates everyone to contribute towards the development of our state.

Let us all work together towards building a better and prosperous Madhya Pradesh.

Dr. Arvind Singh Bhadoria
Minister, Dept. of Public Service Management, Govt. of Madhya Pradesh

Contents

e-Governance journey of MP : *Tracing the footsteps*

1999
MAP_IT Under the Department of Science & Technology established in the year 1999 with the objective to propel the growth of IT.

2005
Nominated as e-tendering Nodal Agency

2007
First eGovernance Awards

2011
SeMT Placed

2016
◆CERT-In Empanelled ◆First CPCT Exam ◆MAP IT designated as nodal agency for MPSSDI implementation and GIS works in MP

2015
Center of Excellence formed

2014
State Spatial Data Infrastructure Policy 2014 ◆Email policy of GoMP Notified ◆15 e-daksh Centres launched ◆SMS gateway & MP Code Launched ◆DeGS Framework Formed

2017
◆3-D GIS based analysis for WRD ◆MPTRIFAC & Fasal Girdawari app ◆GIS solutions for Mining,Education, Web Water Resources Information & Management System.

2018
◆MP TRIBAL AFFAIRS AUTOMATION SYSTEM (MPTAAS) launch. ◆GIS solutions for NHM, ECI, SEC, SDMA, UADD, MP Police, UPIMS. ◆GIS Mobile App for CCTNS.

2019
◆245+ IT services/web applications developed by COE. ◆SARTHAK App launched.

2023
MP Science Technology & Innovation Policy Launched

2022
Establishment of Drone schools & dedicated drone centre at MPSeDC

2021
Dissolution of MAPIT & merger into MPSeDC ◆ Designing of Vallabh Bhawan Situation Room & Launching of Disaster Warning Response System

2020
COVID Initiatives: ◆ePass facility. ◆Jeevan Shakti Yojana implemented for mask production.

Projects implemented by
Center of Excellence
Vertical

Portal

01

Samagra Portal

Single Citizen Database is a social registry devised for the state of Madhya Pradesh. It helps to identify and target social welfare programs to households in need of support.

The primary purpose of SCD is to identify beneficiaries and ensure that social welfare programs, such as cash transfers, food subsidies, or other forms of social assistance, are reaching them effectively & efficiently. In addition to identifying beneficiaries, Samagra database can also be used to monitor and evaluate the impact of social welfare programs over time.

Salient features

- Single ID-based service and scheme delivery – citizen does need to submit data repeatedly for registering for a scheme or benefit

- Defining system-based eligibility of the citizen – a citizen can check all schemes he/she is eligible for

- Proactive beneficiary identification – data sharing among different portals

- System-based solutions for schemes and policy planning – eligible demographic estimation

- Evaluation of system footprint and total cost to system, from an individual

Total Families Registered

2.6 Cr.

Total Members Registered

10 Cr.

No. of people verified through Aadhar e-KYC

30 Lakhs

02

Cyber Tehsil

For the faster resolution of undisputed mutation and Faceless conversions without visiting the tehsil/Revenue-Officer.

Cyber Tehsil Module is developed under the Revenue Case Management System (RCMS) web portal which has been developed with an aim to provide the faceless and contactless facility of mutation of land to citizens of MP. It is a Flagship project of the Revenue Department developed by the MPSEDC. In India, M.P. is the first state to develop concepts like "Cyber Tehsil".

Salient features

- Full process of Mutation is automated, hence human errors are negligible.

- Appearance of the parties is not necessary for the mutation at the Tehsil office.

- Minimum involvement of Patwari for the mutation process.

- Procedural & process time is reduced, Mutation process expedites.

- The copy of the Final Order is available through Email / WhatsApp

- Notifications / Intimation to the applicant through SMS.

No of Cases Registered
7,215

Cases Forwarded to Territorial
1,651

Orders Issued
4,906

Courts Cases Pending
658

03

SC/ ST & OBC
Scholarship Portal

The MP Tribal Affairs Department, Government of Madhya Pradesh initiated the development of an Integrated MPTAASC-MP Tribal Affairs Automation System (www.tribal.mp.gov.in) in Feb 2017 This project has been envisaged to make the development of scheduled caste and tribe class and protection of their interests. Now OBC department, Pre Metric Scholarship (DPI) is also onboarded. The process of applicant admission and application submission, schools and hostels management, Inventory Management and Monitoring, allocation of budget to schemes, etc. will be completely automated & performed with minimum manual intervention.

Salient features

- Scholarships also include financial assistance to cover living expenses, such as accommodation, books, and other educational materials.

- Streamline the scholarship process to reduce paperwork and create trust between the government and beneficiaries.

- Offer Scholarship assistance for students who cannot afford College fees. Avoid debt and provide financial relief.

- Protect the educational rights of students from SC/ST/OBC backgrounds.

- Many scholarships also offer specialized courses to help students gain the skills and knowledge required for their chosen field.

- Government scholarships for SC/ST/OBC students offer a waiver of college fees. This helps to reduce the financial burden of pursuing higher education.

Total Scholarship Amount (ST)	Total Scholarship Amount (SC)	Total Scholarship Amount (SC)
1100.29 Cr.	**850.40 Cr.**	**202.19 Cr.**

NO. of Beneficiaries (ST)	NO. of Beneficiaries (SC)	NO. of Beneficiaries (OBC)
1101620	**583184**	**606286**

04

MP e-Services Portal

MP e-Service is a web portal which has been developed with an aim to deliver all the important citizen services though a single portal. The objective behind the Portal is to provide a single window access to the information and services being provided by the Madhya Pradesh government for citizens and other stakeholders. An attempt has been made through this portal to provide comprehensive, accurate, and reliable and one stop source of information about Madhya Pradesh and its various facets. This is the Official Portal of the Government of Madhya Pradesh.

Salient features

- Single Portal for Citizens and Business Users of Madhya Pradesh to avail online services provided by the Madhya Pradesh Government.

- MP eService Portal is centralized portal for multiple services provided by the Government of Madhya Pradesh to the citizens.

- Developed on Micro Font End Based Architecture, enabling services to be developed using different programming language, database and software environment.

- Promoting Code reusability for more than one service / module depending on the need.

- Payment Integration with Multiple Payment Gateway Integrators allowing fund collection and disbursement into respective departments account on real time basis.

- Application workflow can be designed using integrated business role engine.

No. of Services
35

No. of Departments
11

05

Laadli Laxmi Yojna 2.0

Ladli Laxmi Yojana 2.0 has been initiated to provide financial assistance to girls whose parents are natives of Madhya Pradesh for admission in colleges & pursue higher education. The objective of the scheme is to:

- Lay foundation of a bright future for girls

- To create a positive and competent environment for development of girls

Salient features

- The system is based on the work flow based structure.

- The system is based on Samagra (Single Citizen Database).

- Self-registration by the beneficiary.

- Aadhar e-KYC for Beneficiary Authentication.

- Notification by SMS/WhatsApp.

- Integration with Shiksha Portal for Scholarship.

- Dash Board for valuable information at a glance.

Total girls who have received scholarships
1331637

Total Registrations
4450957

Scholarship Amount
365.02 Cr.

06

Gatishakti Sanchar Portal

"GatiShakti Sanchar Portal" is a collaborative institutional mechanism between all stakeholders including Central and State/UT Government(s), Local bodies, and Service Providers to facilitate the Right of Way (RoW) Application Process through a single interface. This portal envisages bringing transparency, accountability, and responsiveness to all stakeholders while processing the application. This has further been taking a giant leapfrogging towards "Ease of Doing Business" as the application process for installation of digital infrastructure is being delayed due to inconsistency and uncertainty of policy and process and it requires maintaining a fast-tracking application process to overcome the challenges of implementation of Right of Way Rules-2016. This would provide a robust mechanism to achieve our "Broadband to All" goal as envisaged in the National Digital Communication Policy-2018.

Salient features

- Single Window Processing Platform
- 10 States Portal Developed also for ROW Applications
- Integrated with 26 States/UTs
- Department/Authority Login
- Online Fee Payment System
- Online Approval letter download
- Online Disposal Process

- Application Tracking System
- 5G Applications forms
- Developed Ministry of Defense Portal (DGMO, DGDE & Army).
- Integrated with the Ministry of Railways Portal
- Integrated with Road Transport & Highways Portal
- State-wise Pendency reports
- MIS/Dashboard

Total Applications Received
9568

Total Applications Approved
6784

07

Integrated Forest Produce Management System (IFPMS)

The solution is developed to equip and enable the digital transformation of forest produce. IFPMS enables department for managing their produce/products and organize E-Auction through the portal. An end-to-end Integrated System that is capable enough to increase the efficiency of the Forest Department, increase revenue, and competition with lesser cost.

Salient features

Provide an intuitive user experience with a web-based solution which shall facilitate department & vendors to use features to perform the specific tasks of Auction and other activities.

- Automate the manual process of Auction Management.

- Automate all the workflow processes of the Forest Department.

- Improve the work efficiency of a system so that their users' work efficiency can be maximized and cost/loss can be reduced to minimize the leakages.

- Cover the complete work lifecycle.

- Minimal communication gaps.

- Ease of Approval Process and Decision making.

- Real-time reports and dashboard for Key Management.

- End-to-End Automation, Optimization of Processes & Functions.

No. of Lots Auctioned/Sold	Upset value of Lots Auctioned/Sold	Value of Sold Lots
13580/5780	**225 Cr/151Cr**	**180 Cr**

No. of Auctions	No. of Depot Covered	Average Hike
35	**22**	**20%**

08

CCTNS : Crime and Criminal Tracking Network and Systems

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through the adoption of principles of e-Governance, The project aims to create infrastructure and mechanism to provide the basis for evolution of an IT enabled state of the art workflow (processes) automation system in a planned manner from Police Station level upwards and provide public service delivery systems. It will not only automate police functions at police stations and higher levels but will also create facilities and mechanisms to provide public services like registration of online complaints, ascertaining the status of cases registered at the police station, verification of persons, etc. CCTNS also provides for a citizen's interface to provide basic services to citizens.

Salient features

- e-Vivechana Mobile Application (Digital India Awards 2022)
- Commissionerate System for Bhopal & Indore
- Integration with FSL, MedLePAR, iRAD, ICJS
- Data digitization
- 47API - DG Dashboard

970+

Police Stations using GIS Digital Boundary.

Citizen Services

- Road accident cases documents download
- Character certificate registration & verification
- Missing person registration & search
- Seized vehicle/ stolen vehicle search
- Unidentified dead body search
- E-fir registration
- Fir search
- Single woman registration
- Sr. Citizen registration
- Domestic helper registration & verification
- Tenant registration & verification
- Arrested person search

Portal

09

Sambal 2.0

Chief Minister Jan Kalyan (Sambal) Yojna was started in the year 2018 to provide social security to crores of unorganized workers of the state. Under the scheme, funeral assistance (Rs. 5 thousand), general death assistance (Rs. 2 lacks), accidental death assistance (Rs. 4 lacks), partial disability assistance (Rs. 1 lakh), and Permanent Disability Assistance Scheme (Rs 2 lakh) assistance amount is made available to the needy worker. Sambal 2.0 portal has been created to maintain simplification and transparency in the scheme.

Salient features

- Application for Antyeshthi and Anugrah Sahayata Scheme
- Appeal Provision
- Online and digitally signed electronic payment order generation
- End-to-end application processing including payment disbursement

Samagra Based Registrations	Funeral Assistance	Grace Assistance
1.50 Cr+	**2.5 Lacs+**	**2.20 Lacs +**

	Beneficiaries	Amount Disbursed
Antyeshthi -	**43713**	**218565000**
Anugrah -	**42859**	**9212200000**

27

10

MP Farmers Subsidy Tracking System (MPFSTS)

Madhya Pradesh Horticulture Department provides the facility of online registration to the farmers of the state. Farmers of Madhya Pradesh can get the benefit of Madhya Pradesh Horticulture Department schemes by registering online through the official website of Horticulture Department by the state government.

Farmers of the state can register as per their convenience on the official website of Citizen Facilitation Centre / MPOnline Kiosk, Horticulture Department to get grant from the Department. Madhya Pradesh Horticulture Department provides online facility to the farmers of the state for grant distribution and registration of cluster farmers.

Salient features

- All details are available to Farmers online and through SMS, email alerts.

- Reduced administrative burden, efficiently minimized use of resources and service delivery.

- Strategy, planning, execution, and target achievement are very easy with this solution portal.

- This portal is going to help a lot in Public Financial Management System (PFMS) which is being implemented by the central government recently

- Online service on MPFSTS is very transparent, based on target availability farmers can apply on a first come first serve basis

- The application process is straightforward for Farmer, Vendor, and Department thus executing ease of doing business and delivering services timely to farmers.

- Knowledge sharing among the farming community, Agril Universities, Krishi Vigyan Kendra, and other institutions dealing in advanced agriculture practices

Total registered farmers
8.19 Lakh+

Total beneficiaries
1.47 Lakh+

Total Registered Vendors
1527

Total Applications
11.48 Lakh+

Portal

11

CM Kissan Samman Nidhi Portal

To make farmers of the state self-reliant, to use advanced technology for agriculture & to increase the income of farmers with faster & smooth transactions. Under the 'CM Kissan Samman Nidhi' scheme, farmers of MP will get the payment of Rs. 4000 in two instalments directly transferred to their respective bank account from Government of Madhya Pradesh. CM Kissan Samman Nidhi Module is developed under the Smart Application for Revenue Administration (SAARA – Web & Mobile interface) which has been developed with an aim to provide the benefits of scheme to famers of MP. It is a project of the Revenue Department developed by the MPSEDC. Beneficiary data gets verified at two levels (Patwari & Tehsildar): Patwari verifies & updates the farmers details (Aadhar, Bank Account details, whether person is alive or not) and Tehsildar accepts & approves the details. As per the approval final order is passed & payment for 'CM Kisan Samman Nidhi' gets transferred to farmer's bank account or Aadhar linked account.

Salient features

- MP State level payment through single click to farmers under 'CM Kisan Samman Nidhi' scheme.

- E-KYC - Verification of farmers' data & details. Records get saved in database.

- Procedural & process time is reduced. Farmers avail the benefits provided by Government of Madhya Pradesh.

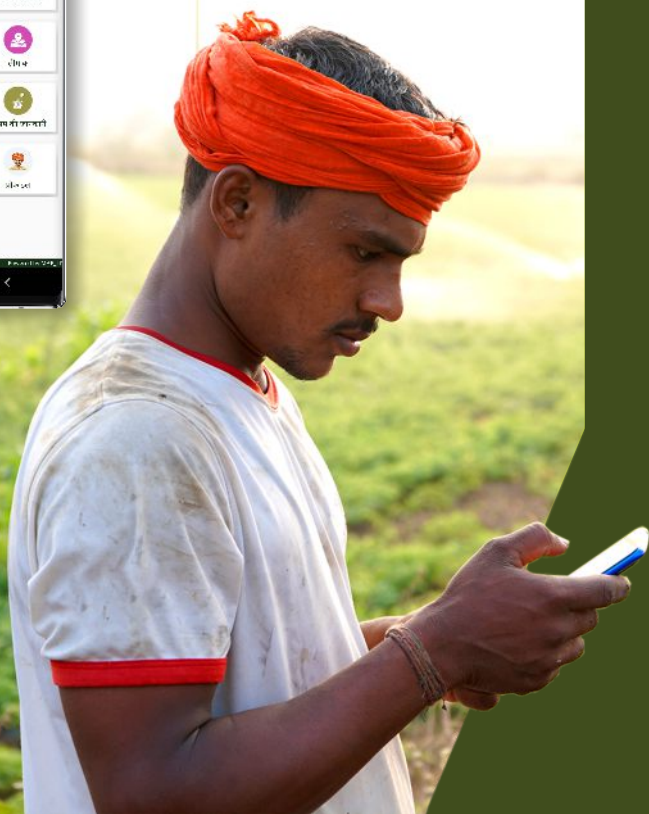- Process is automated hence errors are less.

Total Beneficiaries
91,59,484

29

12

MP KISAN APP

The objective of MP Kisan is to provide one-stop solution to farmers related to agriculture issue. The farmers need not to visit Govt offices for all kind of problems and can obtain solution sitting at home. The major achievement under this app is that it has brought transparency in Girdawari where farmers can declare the crop sown and claim objection on disagreement with Girdawari registered by Patwari.

Salient features

- **Fasal Swaghoshna:** This allows farmer to declare the crop sown by him thrice in the year for Kharif, Rabi and Zaid season.
- **Girdawari Jaankari:** Farmers can verify the Girdawari registered by Patwari
- **Dava Apatti:** Kisan can claim objection in the form of Dava Apatti on account of mis-match in the crop entered by Kisan and the crop declared by Patwari.
- **E-Uparjan Panjeeyan:** Food grains are procured (purchased) from the farmers by the procurement centres. This allows farmers to register for Uparjan.
- **PM Kisan:** Farmer can check their eligibility status with respect to PM Samman Nidhi Yojna
- **Khasra Khatauni:** The details of the amount of agricultural land owned by an individual or any one family can be ascertained by Khatauni. Kisan can download e-copy of khasra of his own land.
- **Adhaar Linking:** Enable farmers to link own Khasras through Aadhar Number

- **Krishi Yojna:** This section shows district wise agriculture scheme and other information
- **Bajar Bhav:** This gives pricing information of crop according to Mandi and Fasal
- **Weather Based Tips:** This provides suggestion based on climatic condition. Crop wise suggestion and climate information is provided for particular dates. This helps pubic user (kisan) to gain climate information for sowing the crop.
- **Solar Pump:** It gives detailed description of solar pump yojna. In this section, rates of different types of solar pump, terms and conditions are given.
- **Fertility:** This gives the soil fertility of a particular land area. It gives values of nitrogen, phosphorus and potassium. This data is prepared with the help of Department of Agriculture & Farmers Welfare

🌐 Portal

13

CM SOLAR PUMP IRRIGATION PORTAL

The Chief Minister Solar Pump Irrigation Scheme Portal has been developed by the MPSeDC for the farmers of the state. Through this scheme, farmers will be given a subsidy by the government for the purchase of solar pumps to irrigate their fields. With the help of this, farmers will be able to do good irrigation and their income will also increase. Under this scheme, up to 90 percent subsidy will be given to the farmers by the government. Mukhya Mantri Solar Pump Yojna 2021 has been started by the Government of Madhya Pradesh. Through this scheme, the state government will install solar pumps in place of diesel pumps for irrigation of fields. Even today, there are many villages where electricity has not reached, so farmers have to face difficulties with irrigation. Apart from this, while irrigating the fields with diesel pumps, on the one hand, the expenditure of the farmers increases, on the other hand, the level of pollution also increases with the use of diesel. Keeping all these things in mind, Madhya Pradesh Chief Minister Solar Pump Scheme was started.

Salient features

- Under the scheme, free solar pumps will be provided to the farmers of the state.

- The areas of the state where there is no arrangement of electricity, solar pumps will be made available to the farmers there.

- Solar pumps will be provided in areas where the power line is more than 300 meters away.

- Solar panels will be installed in such areas of the state, where there is high consumption of electricity despite being near a river or dam. Due to this water will be available easily and less electricity will be consumed.

Total Applications
Received
14516

Total Approved
Application
13688

14

RCH Anmol

ANMOL MP is a mobile and web application being used by ANMs/SMO/CHO, facilities, and health officers at the block/district/state level for increasing the coverage of Reproductive Child Health (RCH), and maternal health interventions by improving the performance of public health functionaries through better data management and developing technology-based job aid. ANMOL MP digitizes ANMs' multiple registers including RCH Register.

ANMOL was initially started as a multifaceted mobile tablet application by the Ministry of Health & Family Welfare (GOI). It had been designed to meet the requirements of the RMNCH program by incorporating additional functionality and features of the RCH. It facilitates early identification and tracking of the individual beneficiary throughout the productive lifecycle. ANMOL ensures the tracking of beneficiary for proper health care and promotes family planning methods being adopted by them.

Salient features

- Improved transparency, responsibility and decision making in officials.
- Effective national level planning based on the data collection of key indicators.
- Reduced burden on ANMS from carrying 12-15 paper registers for data collection.
- ANMOL connects to the central RCH (Reproductive Child Health) portal to save and retrieve the information of the beneficiaries such as visits and schedules for child/infant immunization.
- Improved data accuracy by eliminating the manual updation of data into registers which carries risks of mandatory data not being entered, data getting corrupted and latency in entry.

Total eligible couple (EC) registered
1.66 Cr.

Total Pregnent Women Registered
1.31 Cr.

Total Amount Transferred (FY 22-23)
339.06Cr.

15

Street Vendor Portal

Street vendors represent a very important component of the urban and rural informal economy and play an important role in ensuring the availability of goods and services at affordable rates at the doorsteps of city and village residents. The goods supplied by these vendors include vegetables, fruits, ready-to-eat street food, tea, dumplings, bread, eggs, textiles, apparel, shoes, artisan products, books, stationery etc. The services include barber shops, cobblers, paan shops, laundry services, etc. The COVID-19 pandemic and the resulting lockdown have adversely affected the livelihood of street vendors. Therefore, through the scheme, street vendors are provided credit for working capital to restart their business. Working Capital (WC) of up to Rs 10,000 is provided to the needy for a period of 1 year. For this loan, no collateral is taken by the lending institutions and on timely or early repayment of the loan the seller becomes eligible for the next cycle of working capital loans with increased limits. No prepayment penalty is levied on vendors for repayment before the due date.

Salient features

- Aadhar based eKYC.
- UNI pay interaction.
- Vendor ID card and digital signature certificate generation.

URBAN STREET VENDORS

Total Approved Vendors	Certificate Issued
941712	916580

RURAL STREET VENDORS

Total Approved Vendors	Certificate Issued
1015038	937058

16

MP Rojgar Portal

MP Rojgar is a portal created by Directorate of Employment, Government of Madhya Pradesh for unemployed youth. At present M.P. State Electronics Development Corporation Limited is operating the employment portal through its e-service portal as per the instructions of Directorate of Employment, in which all interested unemployed youths of Madhya Pradesh who want to work in the government or private organisations, are registering themselves. The employment portal has been developed to assist job seekers and employers through a common platform under the desired criteria or as per the demand of the employers. This portal will also help in career and vocational guidance. Through this portal the department provides information to Madhya Pradesh government for various schemes of unemployed youth of Madhya Pradesh.

Salient features

- To provide matchmaking platform for jobseekers and employers.
- To provide job related information through SMS/email to registered jobseekers and employers in new perspective.
- To acquaint with the employment opportunities available in government and private sector through online/offline career counselling.
- To make such efforts that maximum employment opportunities are available to the scheduled castes, scheduled tribes, other backward classes and women of the state.

Registered Job-Seekers

24,66,186
Urban

14,66,853
Rural
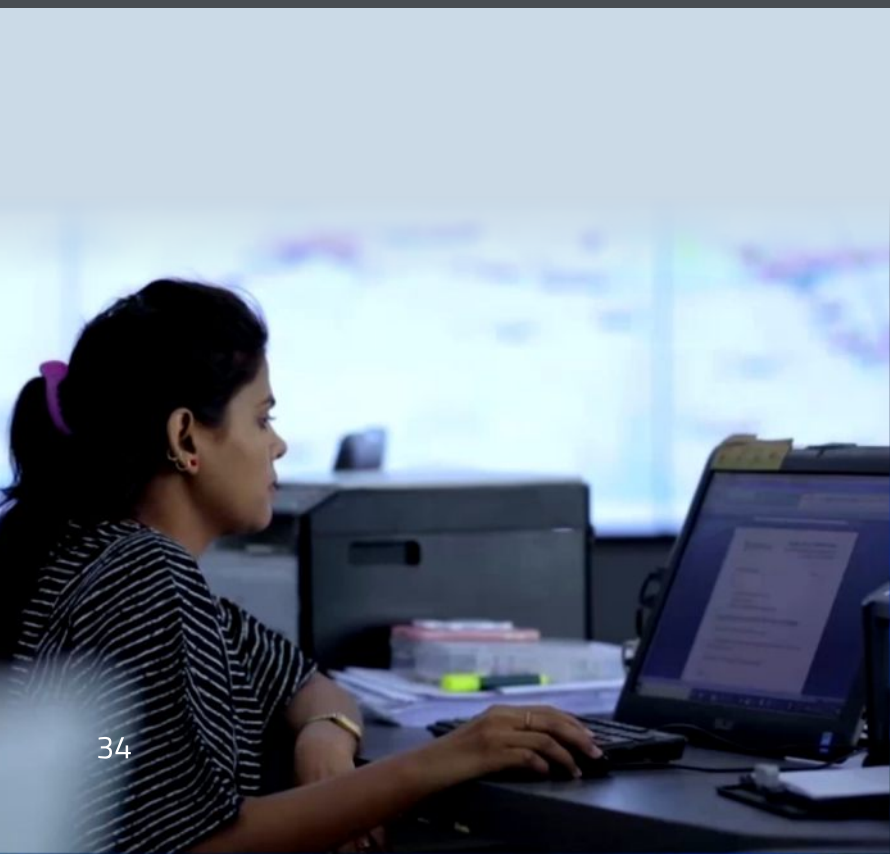
17

Unipay

Unipay is a centralized platform to facilitate various departmental applications with different payment services, whether payment collection or payment disbursement. Earlier, departments used to hire different agencies/vendors to provide such services wherein different integrations had to be placed between departmental applications and vendor's solutions, those were very time-consuming and complex activities starting from onboarding of the vendor/agency to the technical integration.

Salient features

- Multiple Payment gateways with a single integration

- All the payment options available in the market

- No need to onboard payment gateway agency

- Treasury challan payments

- Hassle-free reconciliation

- Reports for various purposes

- Payment Settlement report

- Ready for adhaar bridge payment system also.

Total Transactions
128116

Total Amount Collected
14.42 Cr.

18

Learning Management System
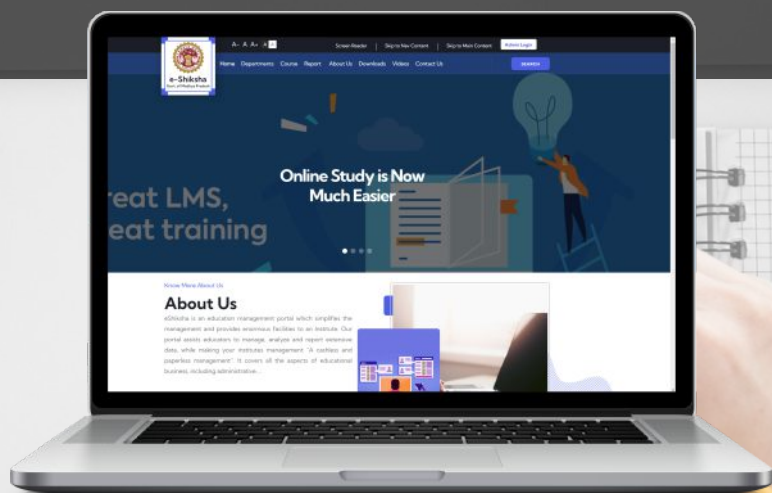
MPSeDC has been actively conducting IT-related training for different departments at both state and district levels. To overcome the limitations of classroom-based training, MPSeDC has developed an online Learning Management System (LMS) with the name www.eshiksha.mp.gov.in. It is a Virtual Learning based E-Learning (VLE) platform that can be used for training and acquiring new skills.

Salient features

- Departments can create their own courses and upload course content, which can be in the form of videos, pdf files and doc files.

- Flexibility to enroll in any number of courses as per requirements.

- Content of the courses are available in English/Hindi.

- LMS also has the feature to set-up online test.

- A Certificate is generated after a successful attempt of the test.

Active Users
12 Lakhs

Departments on boarded
12

19

Case Management System

The case management project focuses on delivering an online mechanism for managing complaints, appeals, and various cases from multiple departments of the Madhya Pradesh government. It allows users to reduce the offline paperwork and allows them to keep a tab on reports regarding the complaints and cases lodged.

Salient features

- Online application form, tracking applications, digitization of formats for notices, order sheets, and orders.

- The star feature is the accessibility of the application from various places as it is a web-based application and hence can be used from any of the systems.

- Case Management System is a citizen-centric application, which creates a transparent environment between the citizens and the courts.

6,757
Applications for the property mutation process

4,652
Has been ordered for the mutation in SUGAM
(Municipal Case Management System)

20
SUGAM Portal

Sugam Portal has been created by the Urban Development and Housing Department to make the process of property transfer online. Through the Sugam portal, applicants can register cases by filling the online form for transfer of property. For registration, the applicant will be able to get the available details of the property through the property ID. After receiving the information of the property, the applicant can complete the registration process by filling the information of the property owner, address of the property (building / land), information of the applicant, information of the current land owner, information of the transfer, information of the property owner after transfer, etc. Through the application, the Urban Development and Housing Department will ensure appropriate action. The applicant will also continue to get full details of the action taken by the department through the Sugam portal.

Salient features

- This portal has been linked through integration with the Registration and Stamp Department (Commercial Taxes) in Madhya Pradesh.

- Integrated with e-NagarPalika for the centralized process across the state.

- Automated process: The applicant accepts the application for transfer to the urban body at the time of registry.

- Alert-based system: The applicant will also continue to get full details of the action taken by the department through the Sugam portal.

- Online payment facility from all medium.

- Urban Local Body (ULB) Adopted.

Count of Application
6757

Total Order
4652

Total Notice
221

*(Data belongs to Bhopal District)

21

RERA Portal

The Real Estate (Regulation and Development) Act, 2016 is an Act of the Parliament of India which seeks to protect home-buyers as well as help boost investments in the real estate industry. The bill was passed by the Rajya Sabha on 10 March 2016 and by the Lok Sabha on 15 March 2016. The Act came into force from 1 May 2016 with 69 of 92 sections notified. The Central and State governments are liable to notify the Rules under the Act within a statutory period of six months. This act has been made in accordance with the increasing complaints against builders or promoters and the real estate agents. These complaints are mainly regarding the late possession of a house to the buyer, irresponsible behaviour of promoters after the signing of the agreement and many such issues.

Salient features

- Operationalization of a web-based online system for online application received and management for projects/ Promoters, Agent and Complaints

- Project Registration – makeover (70% of process is paperless) Document verification/ approval/ rejection online by Member (Technical) & Member (Judicial), checklist implementation for project registration

- Project Extension Application and approvals – multiple times

- Web Form for Project Registration Fee Calculation Sheet

- Multiple Section Complaint Management System for Refund, Possession, Compensation / Interest on Compensation, Miscellaneous and Execution of disposed complaints.

- Complaint filling & speedy dispute redress and Board Diary

- Transparency between Promoters, Real Estate Agents & Allottees (Citizens)

Portal

22
Sand Mining Portal

The sand mining portal automates the monitoring of mining and activities about its location which is taken care of by the Department through a process defined by the government.

The sand portal capturing master data has the facility to register the corporation's mines. Along with this, all those vendors onboarding were rewarded in the tender process conducted by NIC. All master data of such contractors are taken care of.

Mapping of all contractors is also carried out with the package specified in the system. Through the Sand Mining Project a process has also been created for the vendor in the flow of approvals related to mine allocation such as mining plan, EC clearance, and CTO clearance. Also, arrangements have been made to integrate the payment gateway with the application for payment transactions through the application.

Salient features

- Mine Registration: Registering mines for the corporation in the sand portal capturing master data.

- Contractor registration: Onboarding all the vendors who got awarded in the tender process arranged by NIC. Taking care of all the master data of the Contractor.

- Package Creation: Mine contractor mapping.

- Mine-Package Mapping: Mapping of Mines with the package.

- Package-Contractor Mapping: Mapping all the contractors with their designated package in the system.

- Integration with Land Records and GIS

- E-TP Generation: Issuance of eTP as per defined criteria through Web and Mobile App with all the security measures.

| Packages	Mines	Contractors	Stockist	Total Temporary Sand Quarrying e-TP
67	813	55	209	18655

40

23

WMS
(Work Management System)

WMS (Work Management System) is a Product suite developed by MPSeDC-CoE. It provides all possible E2E features required in any work management system. It's features or Work modules facilitate User Management, Legacy Management, Work Registration, Estimation, TS, AS, Tender & Agreement, Physical & Financial Monitoring, Inspection, Billing, Completion, and O&M. It reduces manual work, increases efficiency & effectiveness, and productivity of work.

Salient features

- It is a Web-based online application that can be accessed from anywhere, anytime, and on any device.

- It centralizes all the information in digital form and is available to all key stakeholders internally and to the public based on the type of information.

- It captures all possible related information, manages, maintains, monitors, tracks and helps in decision making.
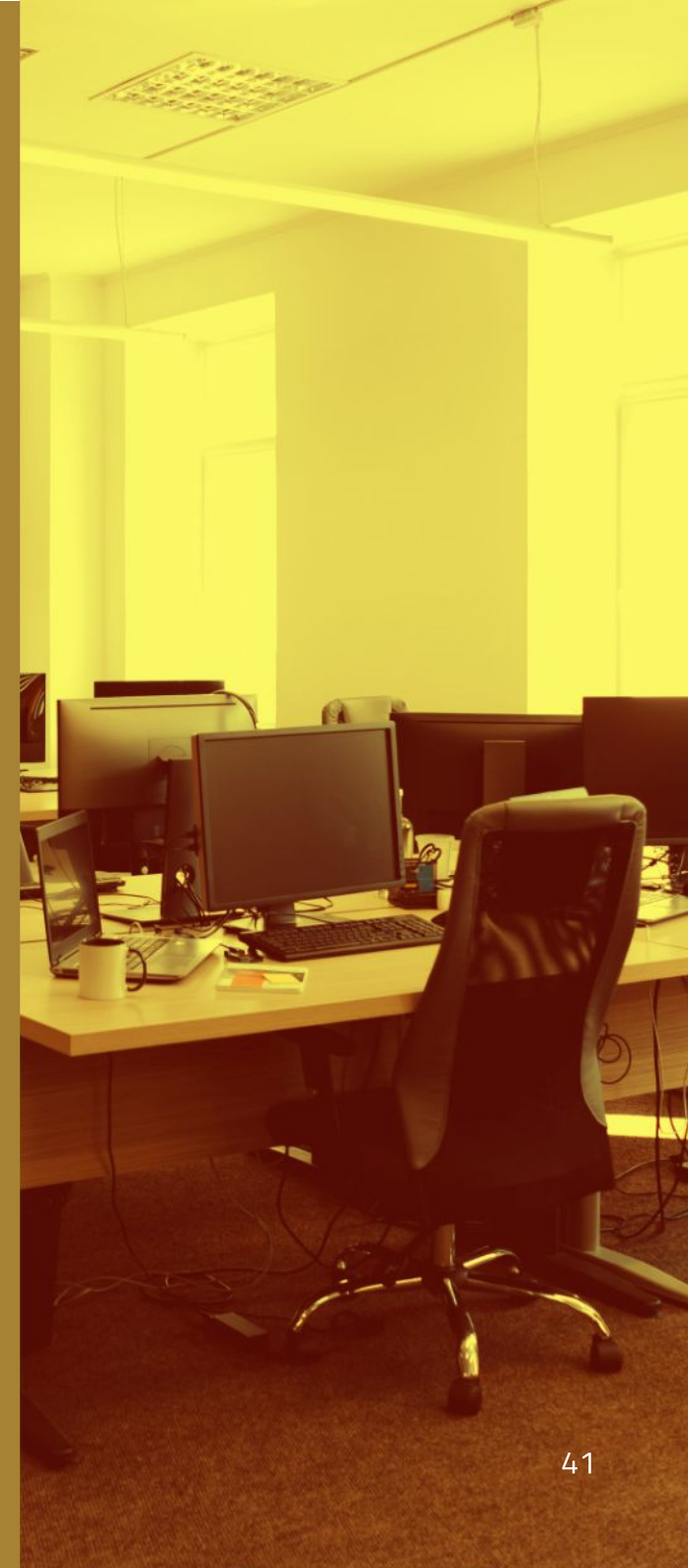
24

E-procurement

E-Procurement (E-Proc) System is developed by MPSeDC, CoE that provides features or modules like Administrator, Indenter, Supplier, Inspection Agency, Consignee and other value add-on features based on department's requirements. It reduces manual or offline work and increases the efficiency & effectiveness of dept work by making Online Web Application. It is developed & implemented based on the department's functional requirements.

Salient features

- e-Commerce & Supply chain portal with rate contract management.

- Online ordering, online service charge payment, mobile app based inspection and penalty calculation.

- e-Commerce and Supply chain portal for all scheduled items with online ordering, payment, work assignment to production units, delivery and billing modules.

- Unique barcode generation for items, invoice generation, reporting.

25

CONTENT MANAGEMENT SYSTEM

Content Management System is a utility that can be used to manage the creation and modification of digital content. Content Management is the collaborative authoring for websites and may include text and embed graphics, photos, video, audio, maps, and program code that displays content and interacts with the user.

Salient features

- **Centralised Repository –** A fully-centralized repository that enables authorized users—both inside and outside an organization to quickly and easily find and retrieve any digital content maintained by the company.

- **Workflow Automation -** The process of creating and managing a digital asset such as drafting, reviewing and approving, editing, and updating.

- **Rapid Content Import-** Import existing files, documents, and materials, as well as unstructured digital information, into the environment.

- **Dynamic Tracking and Alerts -** Administrators can closely monitor all activities, such as which files are being accessed most frequently, which users are retrieving which content, and more.

Content Management System Solutions have been developed across various departments.

104

26

RTI (Right to Information) PORTAL

This is a portal to file RTI applications/first appeals online along with a payment gateway. Payment can be made through internet banking of SBI, debit/credit cards of Master/Visa, and RuPay cards. Through this portal, RTI applications/first appeals can be filed by Indian Citizens for all Ministries/Departments and other Public Authorities of the Central Government. RTI applications/first appeals should not be filed for other Public authorities under the Central/State Govt. through this portal.

Salient features

- Highlights the applications, exceeding the due disposal date

- File Application Online from anywhere and anytime

- Collection of Application Fee / Intermediate Payments via online mode

- Online Tracking of Application Submitted

- Integrated with SAMAGRA for BPL / non-BPL identification

- End to End Automated Workflow for RTI

- Offers Online Transfer Facility - Intra & Inter Department Both

- Offers facility to issue notices in predefined format through Digital Signature

- Provides User Dashboards & MIS for monitoring and control

Total Application

5,687

Application Disposed

2,972

27

e-HRMS

eHRMS was envisaged to cater the needs of MP government employees for maintaining their physical Service book and Generating Digital Service book. In essence, it aims to replace the manual HR system with an eHRMS in order to replace the legacy one. As part of this project, an eHRMS was developed in order to maintain uniformity among government employees. This was achieved by integrating eHRMS with IFMIS data so onboarding can be completed quickly and departments can obtain complete information about all employees. Information system gives various reports to get a quick overview of total offices under any department, total employees working, office-by-office and designation-by-designation, and class-by-class statistics.

Salient features

- A single database for MP government employees

- IFMIS(integrated financial management information system) API integration

- Maintaining employee personal information (Basic Details, First Appointment Details, Education and Qualification Details, family details, nominees, education, qualification, transfer history, annual confidential reports, leave records, etc.)

- Service Book Digitalization

- Quick access to e-Service Book

- Online Appraisal Process

- Online Filling of Annual Property Return

- Online Transfer Process

- Online Leave Application and Approval

- Online Attendance through Sarthak

- MIS Reports

- Dashboard

Onboard-Department
12

Registered Employees
23516

Self Verified Employees
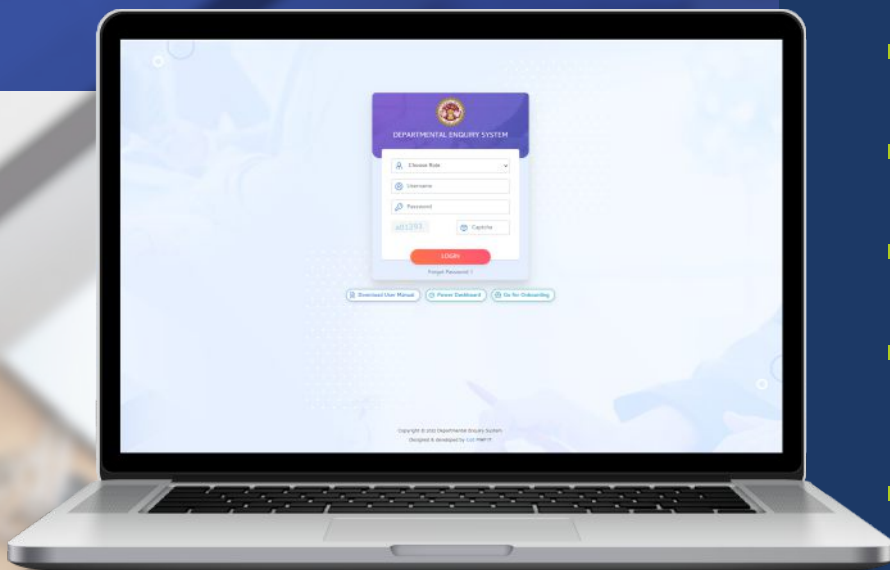**564**

Approved Employees
2249

28

DEPARTMENTAL ENQUIRY SYSTEM

Departmental Enquiry System is a project aimed at all state government departments. Any government official who is charged with misconduct may undergo Departmental Enquiry. The whole process has been automated. From the issuance of the chargesheet to the final hearing by Disciplinary Authority, all the steps are covered in the application.

Salient features

- Departmental Enquiry Work flow automation

- Online issuance of charge sheet / office order etc

- Appoint IO/PO, perform hearing, record proceeding

- Online submission of response to the chargesheet

- Notification to the charged official/witness for appearance in the hearings

- Record proceedings of the hearing

- Online submission of enquiry reports & subsequent orders.

- MIS & Dashboard

- Provision for legacy entry, linkages with work flow.

- Planned integration with IFMIS & eHRMS applications of GoMP in future.

Offices Onboarded	Department Onboarded	Departmental Enquiry cases
99	17	548

29

RIGHT TO EDUCATION (RTE) PORTAL

Every child of the age of (6-14) years shall have a Right to Free & Compulsory Education in a neighborhood school till completion of elementary education (Class-8). No child shall be liable to pay any kind of fee or charges or expenses which may prevent him or her from pursuing and completing the elementary education.

MP is the first State in the country to have used online and centralized system for allotment of 100 % seats under the RTE quota for all schools of the State.

No student is admitted using any other offline process under RTE MP is the first state to grant recognition online to all private schools. MP is the first State to have an online system for RTE fee reimbursement, Centralized allotment process has resulted in significant savings of the government funds and parent's money.

Salient features

- Integrated, online & end-to-end system to facilitate transformation of key processes & online lottery for allotment of seats.
- Online registration by private schools
- Online school profile management

- Online application management
- Online submission
- Online verification by BEO
- Online approval by DEO
- Digitally Signed Recognition Certificate

Recognized Private Schools	Schools (for which applications have been received)	Verified Application
26,718	278587	173742
Option registered by the applicants	Seats available for free admission (2022-23)	Application filed for free admission
634245	278587	201304

30

INTEGRATED HIGHER EDUCATION PORTAL

Madhya Pradesh Higher Education Quality Improvement Project (MPHEQIP) is a collaborative effort of the Government of Madhya Pradesh under the Department of Higher Education, GOMP, and the World Bank to improve the quality of higher education in the state. The strategic objective of the project is to improve education outcomes for students in higher education in government institutions and to increase the effectiveness of the higher education system in Madhya Pradesh.

Salient features

- Acts as a vehicle for improving the quality of education by reducing redundancies for information gathering.

- Increases efficiency by eliminating unnecessary paperwork.

- Provides higher education leadership with a decision support tool for more effective resource management and outcomes

- Eliminates redundant or unnecessary processes in governance and management of colleges, universities, and state-level office

- Improves reporting and monitoring of activities at DHE

- Creates a potential platform for feedback gathering from various stakeholders

- Facilitates efficient deployment of emerging technology in education sector

- Provides a backbone of technical infrastructure to leverage national and State-level initiatives

Total Colleges Onboarded	Courses Onboarded	Students (In Process)
529	**300**	**15 Lakh** (Approx.)

31

DIRECTORATE OF SKILL DEVELOPMENT PORTAL

The Directorate of Skill Development (DSD) is the department under The Government of Madhya Pradesh responsible for the development of skills of the youth for generating skilled manpower to serve the requirement of Industries at the State, National, and International levels. In order to fulfill the above objective, DSD office felt the need of end-to-end & integrated IT Solution, which gave birth to the IQAMS (Integrated Quality and Academic Management System) project.

Salient features

- CMS-based website
- User Management
- Integration With MP Online
- Trainee Management
- Batch Management
- Question Bank Management System (QBMS)
- e-Content and Video Management
- Trainee Marks Management

- Data exchange mechanism to share State Council for Vocational Training
- (SCVT) marksheet Digi Locker portal
- Exam Management
- Employee Transfer Management

Zone-wise Admission	District wise Admission	Verification Status
50,000	18,696	2,36,744

32

INFORMATION SECURITY TEAM
CoE, MPSEDC

The Security Audit Team at MPSEDC is responsible for conducting the security audit of Websites, Web apps, and Mobile apps as per CERT-In guidelines. We conduct regular Web Security Audits, VAPT, and Security Testing so as to ensure that the hackers/attackers do not get access to important data associated with these Websites, Web App, and Mobile App. MPSEDC is empaneled as an IT Security Audit Organization with CERT-In (Indian Computer Emergency Response Team). It is the first organization in the state of Madhya Pradesh and overall, the third Government Organization in the country to be CERT-In Empaneled.

Salient features

- The team consists of well qualified and motivated team of IT Security professionals with overall industry experience of over 10+ years having experience working in top MNCs around the world.

- These IT Security professionals have Global Standard Security Certifications such as – CISA, CEH, CPSA, ECSA, ISO2100:2013, MS AZ500, Paulo Alto Cloud++, AWS Cloud Security Specialty, PRINCE2, and PMP.

- Being CERT-In Empaneled for two block years – 2016-2020 and 2021 to 2023

Undertaken many crucial projects of State and Center.

- Our team has expertise in analyzing and identifying emerging threats, allowing us to stay ahead of potential attacks and mitigate risks.

- Our team stays up-to-date on the latest regulations and compliance requirements, ensuring our auditee remain in compliance with all relevant laws and standards.

- We offer a comprehensive range of cyber security services, including threat analysis, Mobile Application VAPT, Web App Security.

Applications Audited
488

Applications In Process
96

33

CMMI Software Engineering Process Group (SePG)

The software engineering process group (SEPG) is the main group that leads the Quality Initiative in the CMMI organization and is responsible for conducting many process activities in the organization. This group takes care of CMMI Process improvement activities all over the organization. SEPG facilitates acquiring and maintaining Level-3 certification for M.P. State Electronics Development Corporation Ltd.

Salient features

- **Process Improvement:** The primary objective of SEPG is to improve the software engineering processes used in an organization.

- **Best Practices:** This helps in ensuring that the organization is up-to-date with the latest trends and technologies.

- **Standardization:** This helps in ensuring that the processes are repeatable, predictable, and can be improved upon.

- **Training and Education:** This helps in ensuring that all employees are aware of the processes and follow them correctly.

- **Metrics and Measurements:** This helps in identifying areas of improvement and helps in making data-driven decisions.

- **Continuous Improvement:** SEPG members work towards continuous improvement of the processes used in the organization. This helps in ensuring that the processes are always up-to-date and effective.

Total internal audits done spanning across COE, GIS & TCU/HR

529

34

MP PARICHAI

MPSEDC is the Global Aadhaar Authentication Agency (AUA) and offers Aadhaar authentication services to various departments of Government of Madhya Pradesh through the MP PARICHAI project.

Salient features

- M.P. EMPLOYEES SELECTION BOARD is now able to automate exam candidate verification with Aadhaar authentication, eliminating manual screening errors and speeding up the entire examination process with a secure, flexible, and automated candidate verification process.

- Samagra (SCD) is leveraging Aadhaar to uniquely identify families and ensuring service delivery and allowing departments to focus on delivering their citizen-centric services sitting at home

- Food Department uses e-PoS based PDS transactions in Madhya Pradesh that are Aadhaar authenticated, ensuring a high degree of transparency in the Public Distribution System.

- School Education Department is able to distribute scholarship to school students by verifying the identity of the students using Aadhaar authentication.

Aadhaar data Vault (ADV) Services
21.87 Cr.

e-KYC Services
11.52 Cr.

Authentication Services
34.84 Cr.

Projects implemented by
Madhya Pradesh State Spatial Data Infrastructure (MPSSDI)
# Vertical

35

Geoportal-MP (Gateway to MP's SpatialData & Applications Infra)

A geoportal is a type of web portal used to find and access geographic information (geospatial information) and associated geographic services (display, editing, analysis, etc.) via the Internet, developed using open-source technology and stack. Geoportal Madhya Pradesh contains 150+ GIS layers including administrative boundaries, POI's, thematic layers, Road infrastructure, waterbodies, khasra, forest also having the timeseries standardized satellite data ranges resolution from 56m to 0.5m, topographical data (10m, 2m and 10cm for specific ROI).

Geographic information users/providers including government dept./agencies are using geoportals to access/feed the spatial information, descriptions (geospatial metadata) of their geographic information. Geographic information consumers, professional or casual, use geoportals to search and access the information they need. Thus, geoportals serve an increasingly important role in the sharing of geographic information and can avoid duplicated efforts, inconsistencies, delays, confusion, and wasted resources.

Salient Features

- A single repository of Orthorectified Satellite images, Drone data and standardized GIS data (Spatial Data) of the state
- OGC Standards based web Services
- Customized Spatial Decision Support System (SDSS) for end users
- Integration with other citizen and government applications
- Direct access to spatial data in multiple formats, complete metadata, online visualization tools so users can create maps with data in the portal
- Interpretation, and sharing or exporting created maps in various formats. Open portals allow user contribution of datasets as well
- Offers various readymade tools i.e. Routing, Proximity Analysis, Measurement Tool, KML upload /download, geocoding/reverse geocoding
- In-house development & maintenance of different base maps i.e. satellite, terrain, street etc.
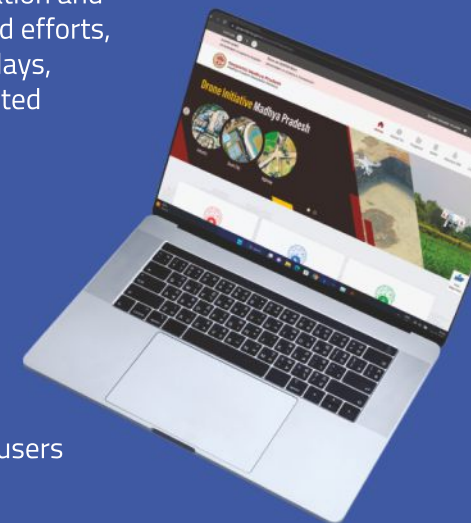
Application
Portal

36

ALPASS (Automated Layout Process Approval and Scrutiny System)

MPSSDI-MPSEDC has launched Automated Layout Process Approval & Scrutiny System (ALPASS) along with T&CP. Hereunder on the land where development permission is required, the architect will have to make a layout map by taking GIS location and upload it online for permission. The software automatically submits the scrutiny report after checking all the rules including the master plan.

Madhya Pradesh has become the first state in the country to grant permission for this type of GIS-based maps. With the introduction of this system, the process has become more transparent. File movement has become faster and the 60-day time taken for development permissions has come down drastically. For the convenience of higher officials, a dashboard and report module has been prepared, so that every update of the file can be seen immediately.

Salient Features

- GIS Based Decision Support System for Layout Approval.

- Interface to check all compliance for User/Applicant before submission of the Application.

- System Driven Scrutiny and Verification of Layout drawing in Real Time for improve efficiency.

- Single window facility for approval of layout including interdepartmental NOCs.

- Uniformity and transparency in entire approval process.

- All the calculations based on uploaded GIS-based drawings.

- Consultant/Applicant/Architect can apply for the layout permission from anywhere anytime online.

- Mobile App for site inspection where Site Engineers and Consultant/ Applicant/ Architect get notifications on mobile app and sms/email.

https://dtcp.mp.gov.in/alpass

37

Disaster Warning and Response System (DWRS)

DWRS is based on the dynamics of GIS technology with 3 tier structure of SDERF i.e. District Command & Control Center (DCCC), State Command & Control Center (SCCC) and Vallabh Bhavan Situation Room (VBSR) to facilitate the associated authorities to view affected areas, send & receive alert, which assist to deal with the disaster. Additionally, DCCC situated at all 52 Districts HQ via SCCC based at SDERF HQ Home Guards to VBSR at Secretariat has also been integrated through DWRS. The system allows the associated authorities to view & respond reported Incident, Dam & River – water level details, flood affected areas on map and allow to add ground data by authorities, so that actual ground details can be viewed & analyzed to plan actions accordingly.

Salient Features

- Dynamics of GIS such as; Administrative Boundaries, River Basins, Drainage, Roads, Railway Boundaries, Habitations, Infrastructure etc.
- Facility for Incident Reporting, Status updating of reservoir Water level, Current Rainfall Alerts, Weather Details, Flood Inundations etc.
- Module for stakeholders based on logins such as WRD, SDERF /Home guard, Revenue, District Administration.
- Integration with various databases such as Panchayat Darpan, CM-Helpline, CWC etc.
- Module for various data entries for WRD, Revenue and Home Guard Command Centre (SSC Duty Officer and action taken by SSC Officer) etc.
- SMS alert at various levels, APIs integration with IMD, CWC, CM Helpline, and SAARA to fetch data related to rainfall, weather forecast, river gauge details, crowd sourcing information about disasters.
- Dashboard for analysing the data at higher authority level.

e-Girdawari (Crop type prediction using AI-ML)

Fasal e-Girdawari project aims to better implement and streamline the process of existing Girdawari operations in the state through AI-ML based model. The model has been trained on a machine learning platform to predict crop types using satellite information and crop survey records. Farmers can register their crops themselves through the MP Kisan App and later Patwari reports the final Girdawari based on mismatched crop (AI and farmer) information. In this process optical satellite data was used for Rabi season while radar (SAR) data for Kharif season due to cloud presence. The developed ML model successfully predicted five crops for Rabi season and two crops for Kharif season and being adopted by the Revenue Department for Girdawari since Rabi 2021.

Salient Features

- Can be used for Crop Procurement and yield estimation
- Successfully predicted Paddy & Soybean in Kharif 2022 with 75%
- Prediction of Wheat and other crops of Kharif season was done with good accuracy
- Uses optical and radar (SAR) data for Rabi and Kharif, respectively

Crop Prediction %

Kharif 2022-23 — % Match (Paddy, Soybean, Other Crop)

Rabi 2022-23 — % Match (Wheat, Other Crops, Non-Crop Land)

39

Drone As a Service (DaaS)

To create a suitable and vibrant ecosystem for utilization of drone capabilities in different sector of governance, a state level Task-force were constituted (23rd Dec 2021) to suggest measures for the purpose of amendment in drone policy for state and use of drone technologies in governance and providing speedy services to citizens. On 18th Dec 2022 government published an order of recommendation of Task-Force, based on Task-force recommendations, state government has declared the Science and Technology department as Nodal Dept. and MPSeDC as the Nodal Agency to promote drone technology as well as to also check its misuse.

MPSEDC has successfully conducted PoC in different sectors with government departments like (MPRDC, MPRRDA, WRD, RERA, Urban, Revenue, Agriculture, Tourism, Industry etc.).

Salient Features

- Topographical mapping with sub-centimeter accuracy (DSM, DTM & ORI),

- 3D model (city/monuments etc), Walkthrough, Video,

- Drone image data single repository of state,

- Planning & monitoring of industry, road, dam, master plan etc.,

- Mapping of Land Parcel, Abadi, industries, tourism site, plantation etc,

- Delivery of medicines, human organs etc.,

- Spraying of fertilizers and insecticides to nurture crops,

- Volumetric analysis for Mining, Water Resources, Road etc,

- Mob Control and management of traffic,

- Solid waste management,

- Automation in drone data analysis by developing AI based techniques for feature extraction,

- Strengthening to district with 10 lacs in a year for taking new initiation in drone technology,

- 25 projects (pilot, research and use cases) have been done in about 15 different sectors.

40

Application
Portal

Sarthak – GIS Enabled Attendance System

SARTHAK is an attendance management system, developed by MPSEDC. Around 1.5+ lakh users, of 1090+ offices, of various departments of MP Govt. uses SARTHAK for their daily attendance and activities. SARTHAK is enabled with Mobile (Android, iOS) and Web based attendance module. It is highly customizable and having intuitive functions of location, image capture, calculating the distance from the base location of the staff/users. It facilitates Attendance, Activities, Tours, and Vacations of employees/users. The web module is role based, enabling Individual users to visualize My Team, Profile, Reports etc. It enables State Admin, District Admin, Reporting Officers to monitor the records and visualize the statistical reports of the staff members.

SARTHAK provides services which are API based. It is integrated with HRMS also. SARTHAK has evolved as a mission critical useful application, serving users, it plays a significant role today.

Salient Features

- Daily attendance
- Collect users' live images, latitude and longitude coordinates, as well as their addresses
- Tours Details
- Activities
- Team Information
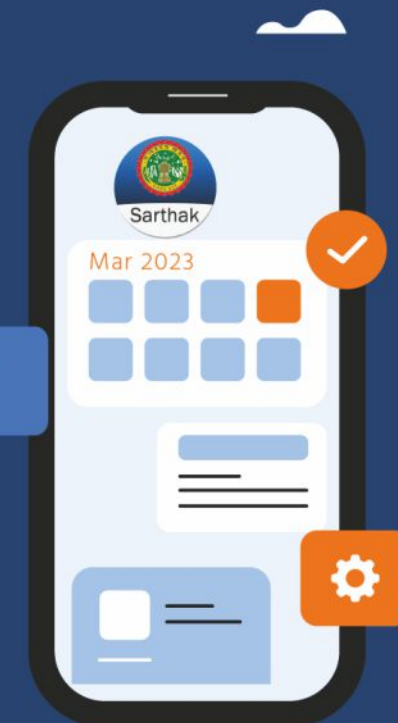- Biometric Devices

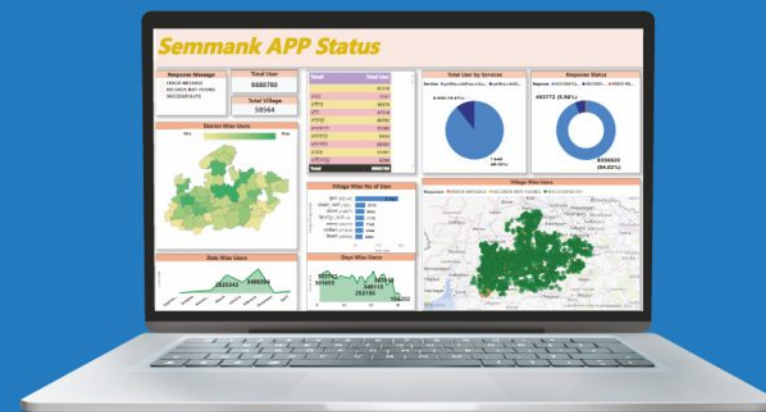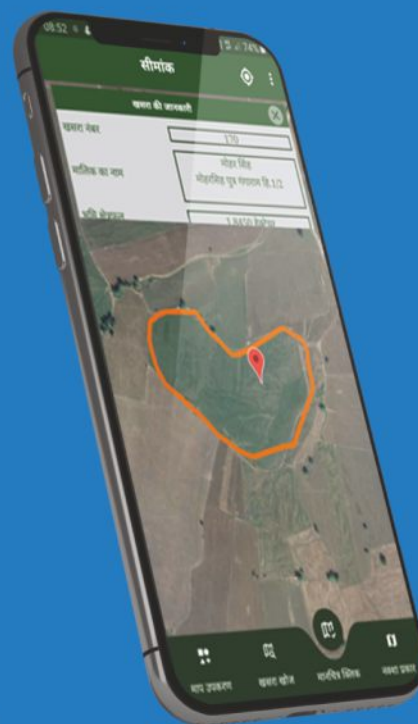| User Registration	Onboarded Departments	Onboarded Department Offices
1.68 Lac	**36**	**1090**

61

41

Seemank

Seemank is a module under MP-Kisan mobile app and is designed developed and maintained by MPSSDI with intent to get the land type, owner and other related information of the land parcel (*khasra*) for a specific location (lat, long). The app found to be very helpful for citizen not only to get the land parcel information (parcel_id, land_type, owner) citizen can also check and compare the area of the parcel, ownership details, loan, case, land use information etc. user can also measure the tentative area and perimeter of the particular parcel based on travers.

Salient Features

- Farmer/citizen can get the status/information of selected parcel i.e. ownership, land type, bandhak

- User can measure the area of the parcel simply by travers on it

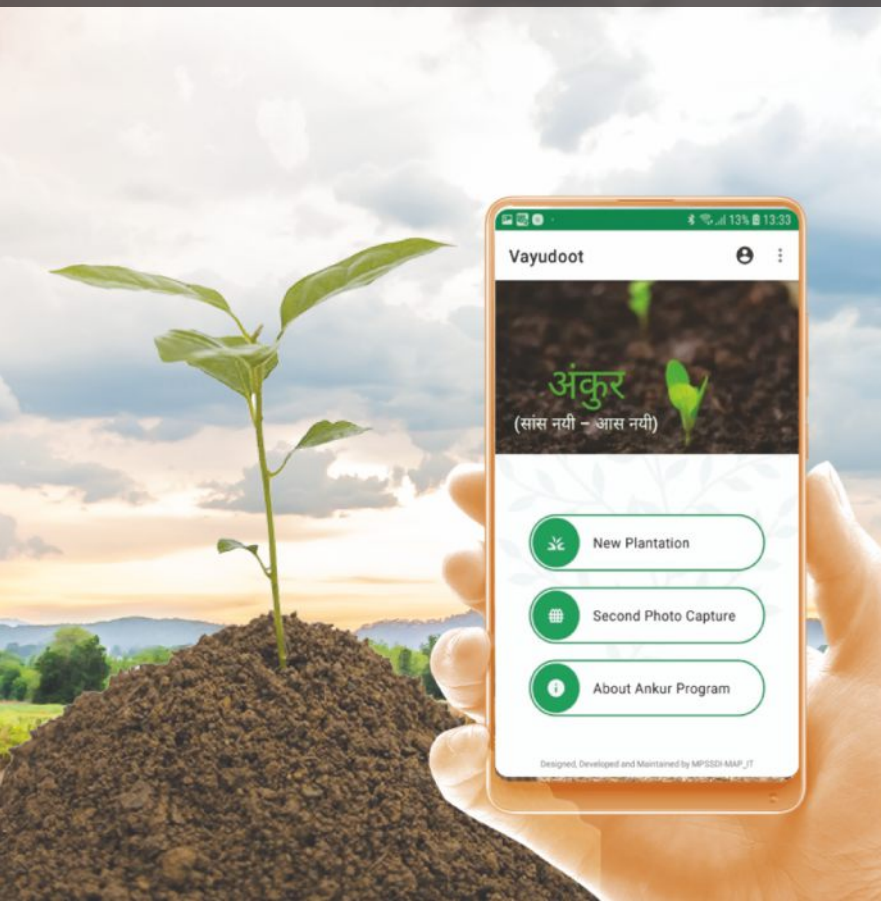- User can get the landuse information of specific location/parcel

42

Ankur-Vayudoot Public participation for plantation

Tree plantation plays an important role to help improve environmental conditions in the future and has positive impact on the individuals to connect with nature and establish green environment around people. An App based tree plantation drive will increase the overall green cover in the state including the following long term goals.

- Making tree plantation a social rite
- Ensuring wider public participation in plantation program
- Make the land of the state green
- Making nature rich with Oxygen
- Cleaning the environment by controlling air pollution
- Helping in Ground-Water Enhancement

Download Ankur Vayudoot

GET IT ON Google Play

Download on the App Store

Plantation operations can occur anywhere and require frequent care until the plant is mature enough to survive on its own. So, regular monitoring of such behavior is crucial and requires system processes to help users complete their tasks. MPSEDC, Bhopal, has created a smart monitoring system with a web application and a geo-fenced mobile app to monitor residents' (users') actions in different regions, add comments to records, and present current status.

Modules include:

- Citizen registration (mobile-based)
- Verifier registration and monitoring (web and mobile)
- District-wise nodal officer registration
- Periodic Maha Abhyan for mass plantation

43

Geo-spatial Data Monetization

MPSeDC is the nodal agency for SSDI in the state (MPSSDI policy 2014), since 2014 nodal agency is continuously collating, creating, procuring the spatial data of the state of Madhya Pradesh, these datasets are continuously standardizing as per the standards and schemas of MPSSDI policy.

Easy access to the geospatial users including individuals, stake-holders, govt. departments and entrepreneurs to the datasets available in the MPSSDI repository, govt. of MP came with the data monetization policy where user can register their self to search and select the desired spatial data by paying a nominal fee. Same may be available to download or access through the digital link.

User may be able to sign up and shall select the spatial data layers for procurement. Data shall be visible on the map and able to download after the online payment.

Salient Features

- Easy signup process and data cataloguing
- Easy access of geospatial data to end users
- Access of data to individuals, researchers, entrepreneurs and stake-holders (govt. dept.).
- Multiple payment options (integrated with MP-Online)

No of Villages procured/Shared	Revenue Generated/Saved Khasra/ Spatial data	Revenue Saved Satellite Data Sharing	Total Users
3781	1.92Cr	≈73Cr	342

44

SATAT – Geo Enabled Property Tax Survey System

# A digital solution property tax information system

The project aims to develop a GIS-based Tax Information System enabling spatial query, visualization, efficient updating, and processing of property tax records. The spatial dimensions of all structures can effectively be maintained in a GIS (Geographical Information System) environment. The Information system developed incorporates all the spatial and non-spatial details regarding the built-up structures for effective maintenance, collection, and updating of property tax information. The system entails the digitization of all maps with the inclusion of necessary information on every piece of land and the possibility of linkages with other offices.

Development of a comprehensive Spatial Decision support system integrated with the departmental SAP application so that the Urban Department can have a full record of properties in the city and bring them under the tax net. This system will be used as an aid for inspection, verification of owners for the location of properties, generation of vicinity maps, identification of over-lapped properties and to identify duplicate assessment of real properties and land rates defaulters.

Salient Features:

- Increased revenue for the urban local body.

- Buoyancy in revenues to keep pace with inflation and increased costs.

- Simple to understand, transparent citizen-friendly systems and processes.

- Cleaner administration, increasing the faith and trust of citizens in the ULB.

- Good database and information systems to enable better tax planning and policymaking by the ULB.

- All 424 ULB's are mandated to use SATAT for property survey, data linked with eNagar Palika.
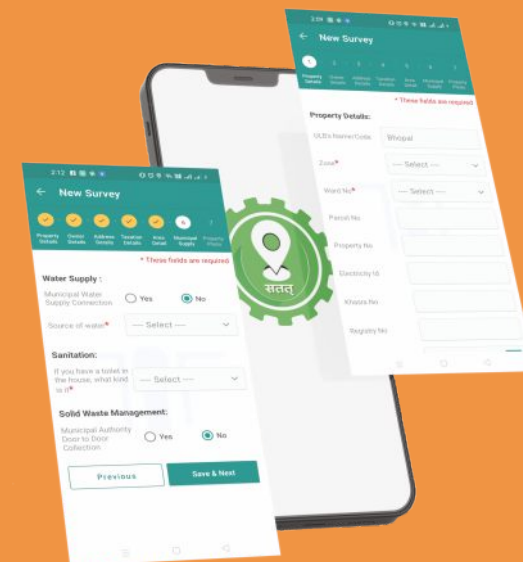
45

## Property Information Management System-(PIMS)

PIMS a Web based GIS application along with GIS database has designed, developed and implemented for better governance, improving operational efficiency and ease of interaction with citizens for all ULBs and ULBs officers of state of M.P.

The customized query panel and tools available is addition to view the dashboard, search, buffer/proximity, base maps etc. using different parameters and get results on the map directly. The stakeholders of this module are Urban Department, Local Bodies (Municipal Corporation, Nagar Palika, Nagar Panchayat Parishad) and Citizen which are to be separated as their user roles.

Salient Features

- Dashboard

- Defaulter list

- Buffer Analysis

- Spatial Layers

- Owner details with Tax information

- Map query and Report generation through various criteria

- New property to be added based on temporal analysis
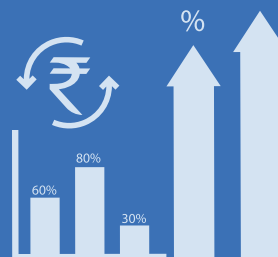
46

No Objection Certificate (NOC) by Forest Department

The Madhya Pradesh Forest Department wanted to set-up a web application to improve the state's No Objection Certificate (NOC) process for non-forest property. MPSEDC created a GIS-enabled NOC Certificate system (2020) for non-forest land. The Web application allows the forest department to evaluate the Khasra information of applicants and issue NOCs through the system within a set timeframe. A public dashboard shows the application process.

Salient Feature

- Completely Faceless & Paperless process

- Minimum information and documentation

- Facility to get preview of certificate before making payment

- The time taken for issuance of certificates has been reduced from 7 working days to a few minutes

- In case of doubtful fields, user gets NOC certificate after verification from the concerned DFO

- Time frame reduced to maximum 15 days erlier it was about 3 months

Revenue Generated (INR)
1909500

Certificate (NOC) issued
7015

NOC Issued

Year	2020	2021	2022	2023
	23	2197	4334	461
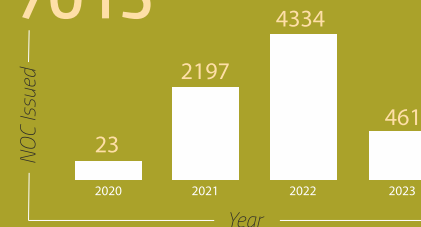
47

Land Use Certificate (LUC) by T&CP

The prominent aim in automation of land use is overcoming the barriers to delivering effective services. Government's major objective is to streamline governance and services so as to become more user-friendly and responsive to citizens' needs.

The GIS based Land Use Certificate (LUC) System has been designed & developed by MPSEDC as an integrated application with multiple functional components, loosely coupled with a common data repository. Implementation of standardized Geo database definition, facilitates data compatibility and interoperability. The status of the LUC applications are seen on the dashboard available to public. Presently, this system caters to 107 towns of MP and is being updated on regular interval.

Using the Web portal user is able to generate the *khasra* parcel based LUC instantly, for all such towns having GIS based Master Plan. User can also submit the online request, to receive the authentic khasra parcel details from land records, for cases where the GIS based Master Plan is not available.

Salient Feature

- Online cadastral based LUC of land falling in Planning Area based on Master Plan.
- Real time certificate generation; previously average time for this certificate was 01 month.
- Integrated with Layout Approval System.
- Online payment and real time generation of LUC.
- Application ID with QR code for verification.

Revenue Generated (INR)

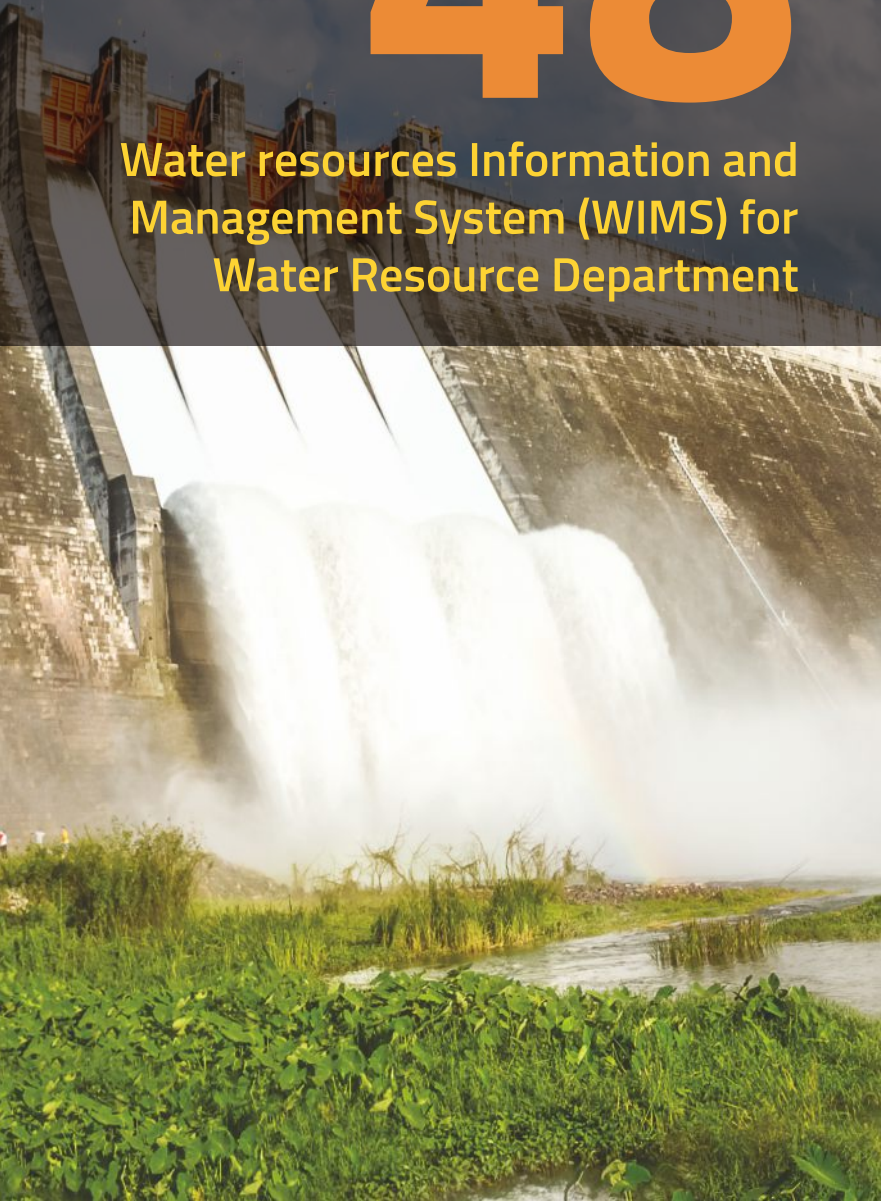**7761150**

Certificate (LU) issued

16407

Non Planning Area — 983

Planning Area — 15424
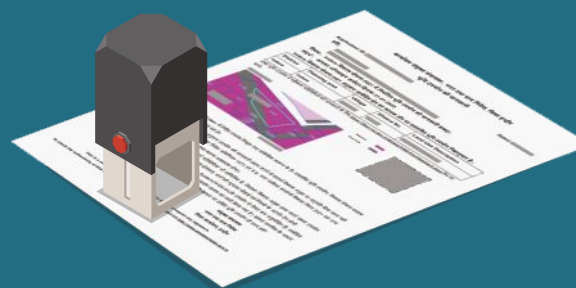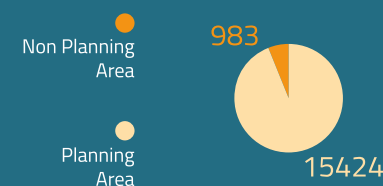
48

Water resources Information and Management System (WIMS) for Water Resource Department

Use of satellite images along with DEM data is being used in creating 3D maps of where Submergence Area and water Volume can be calculated in GIS. MPSSDI has successfully conducted several studies for virtual dam wall creation, catchment area mapping, yield estimation and other topographical analysis required by department.

WIMS is a GIS based decision support tool for departmental user's planner and decision makers with intend to visualize different layers and provides the tools/functionalities for analyzing the water resources management

Salient Features

- To collate available data from various sources, generate new database of water resources in standardized GIS format and provide scalable web enabled information system;

- To provide easier and faster access and sharing consistent and authentic water resources data to various departments, and other stakeholders;

- Water information easily made available to users and the general public, for decision makers, water managers, farmers & experts.

- Real-time data available with one click.

Submergence analysis done for Dams

290

Revenue Saved

≈52.20Cr

49

IGRS–SAMPADA 2–GIS Enabled Guideline & Area Management

E-registration has made title verification and transactions easier and will help prevent land theft. This online registration system (including GIS solution with various analytics) solved many of the issues and loopholes in the traditional land registration process, based on the Land Registration Act of 1925, which involves Powers of Attorney, sale or mortgage of land, and transfer of property under rent. This document covers the following:

Salient Features

- It will let citizens/departments see defined areas linked to guidelines based on numerous filter parameters.

- By clicking on the searched area map, citizens/departments can view guidelines rate.

- Citizens/departments can export guidelines rates in.pdf/.xlxs format.

- Department users can design areas utilizing geo-tagging map services and enter guideline details.

- Department users can save guideline rate draughts.

- Department users can calculate guideline rates from the previous financial year.

- It will allow department users to import guideline rates in excel and make necessary changes for any location.

- Department users can adjust guideline rate according to planned and unanticipated guidelines.

- District registrar publishes correct guidelines prices for public viewing and download.

50

Government Asset Mapping Application: GAM

GAM is an application which has a mobile app for surveying purpose and web application for Data management and Analytics. GAM mobile application is used for Asset Mapping and Monitoring. It is a form-based mobile app that's perfect for field survey. The combination of GPS and GIS features allow user to collect data on their mobile device – text, videos and photos –online or offline. Data from the surveys are sent instantly and integrated into geoportal (web) for real-time monitoring by decision-makers.

Salient Features

- Department wise assets display on the map

- Location based survey

- Automatic geotagging

- Department Based assets Analytics

- Offline access

- Authentication of surveyed assets by departmental officials
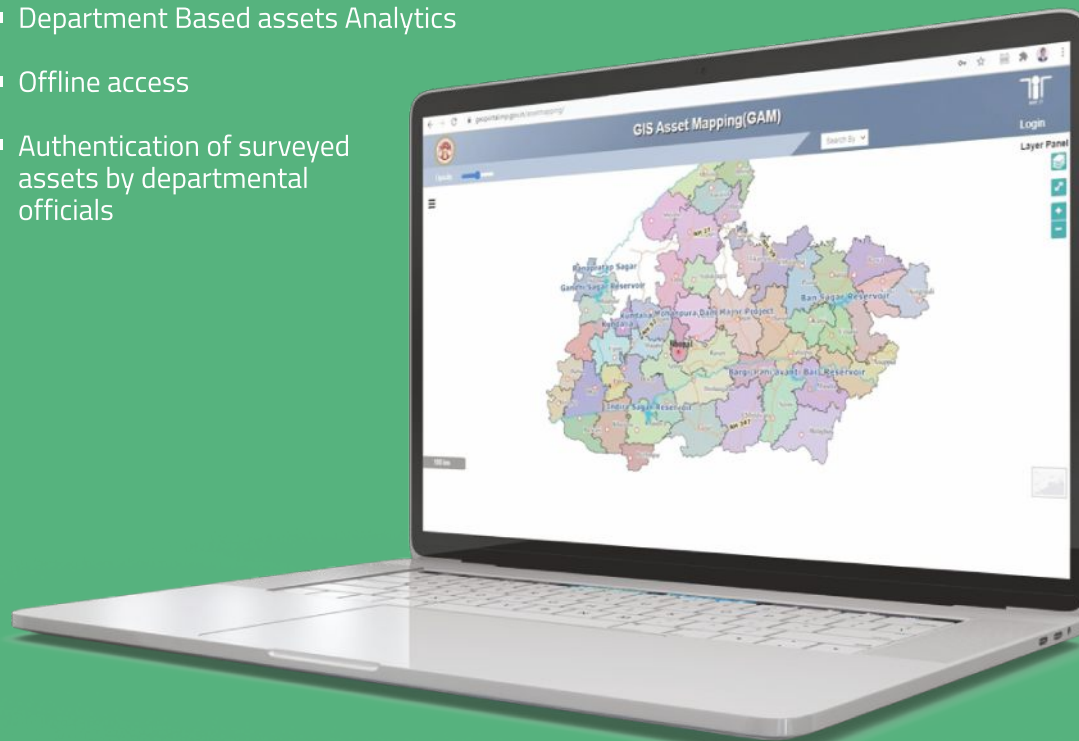
51

Forest Plantation Monitoring System - Green India Mission

The MP Forest Department sought to modernize its plantation management and work operations. Forest Plantation Monitoring System aids MP Forest Department's plantation planning and management.

End-to-end plantation monitoring:

- Forest Plantation Monitoring System tracks plantation area, animals, and work progress in real time.

- GIS-based offline and online systems capture the region and extract data for approval via mobile and web interface/view.

The mobile app-based plantation monitoring solution lets department users register new plantation areas or use old plantations registered in the forest department's MIS system via web services.

Application summary:

- Linking department MIS data to mobile app

- Users will register and sketch new planting areas.

- System generates Plantation ID/Code for registered plantations.

- Plantation boundary

- Auto-create 200*200 meter grids

- Auto-numbering grids.

- To survey fresh grid stocks.

52

Industrial Layout Management System

WebGIS Application has been developed for department of MSME to manage the industrial layouts and the application envisages provisions for public users and departmental user, visualization of plot locations, with their respective details, superimposed over satellite imageries, which can be filtered based on multiple criteria.

Salient Features:

- Search using Zone, District and Industrial Area
- Edit Attribute Information
- Modification of the plots

53

Waterbodies Management System

In 52 districts of Madhya Pradesh, 1,10,399 water bodies up to 0.01 hec are mapped. The GIS database tags 90K. The application maps all district water bodies and their details (name, size, location, etc.) onto a Web page. This software displays waterbody ownership/lease details for Fisheries co-operative societies, Fisheries Groups, and Individuals. It also displays license/lease data, including waterbody expiry notifications and alarms. Gram, Janpad, Jila, District, Division, and State Departments use the program. The MP Fisheries Department uses the Water Bodies Management System for the following.

The MP Fisheries Department uses the Water Bodies Management System for the following.

- GIS technology helps map/tag waterbodies. Authorized users can enter waterbody details like name, area, ownership, etc.

- Record Fisheries Co-Operative/Fish Farming Group/Individual member details.

- Lease/license valuation data for each waterbody level.

- Insert/update waterbody level revenue collecting data.

- Waterbody licensing information and document upload (approved license).

- Waterbody license validity or expiration notification within 6 months.

- Capability to list all water bodies without license/lease.

- Dashboard for monitoring crucial factors.
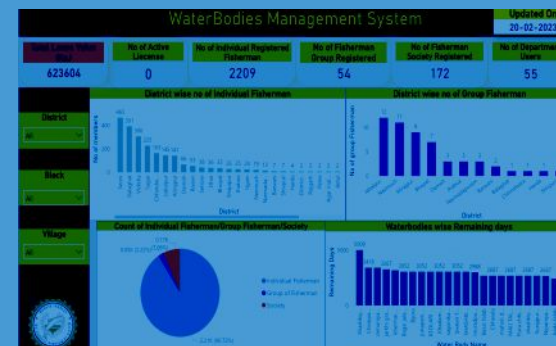
54

Map Services for CM Dashboard

CM Dashboard portal provides a platform to monitor various key performance indicators of Schemes/ projects/ works of State Departments on nearly real time basis through analytical dashboards. Map has been embedded to improve the visualization and understanding for the chosen projects which are as follows.

Flagship Yojana Projects

- Jal Jeevan Mission
- PM Kisan Yojana
- CM Kisan Yojana
- Swamitva Yojana
- PMGSY
- PM Awas Yojana-Grameen
- Patrata Parchi
- Ayushman Bharat
- PM Fasal Bhima Yojana

Salient Features

- Facilitates better decision making
- Visualizes data on maps
- Associated spatial search
- Base Map switch
- Effective Visualizations with reports
- Interactive display of information

DASHBOARD
MADHYA PRADESH
Insight of all services at one place

55

Flagship Projects Information System

CM Flagships projects are depicted on WebGIS portal provides a platform to monitor all the projects nearly real time basis. All the projects have been mapped and portrayed on amp with respective near Realtime Photographs and Videos of the work in progress. Selected projected as follows

- Atal Pragathi Path
- Burgi Tunnel
- Global Skill Park
- Bhopal Metro Rail Pariyojana
- Indore Metro Rail Pariyojana
- Rewa-Sidhi Tunnel
- Mahakal Parisar Vikas Pariyojana
- Omkareshwar Floating Solar Project
- Salakanpur Mandir Pariyojana

Salient Features

- Project based Video Management
- Project Based Photo Management
- Prominent Search box for all the projects

56

Pragati Projects Management System using GIS

Pragati Dashboard is part of CM Application dashboards which deals with the department wise project funds distributed in and around Madhya Pradesh. Pragati Dashboard Contains an interactive figurative dashboard along with map dashboard. Furthermore, which gives location wise project fund distribution in with the following stages:

- Tendering
- Complete
- Stopped
- On hold
- Ongoing
- Initiated
- Planning

Salient Features

- Location Wise Search of the Projects

- Summary of the selected projects or all the projects

- An interactive graph depicting Project status Vs status of the Project

- Interactive base map selection
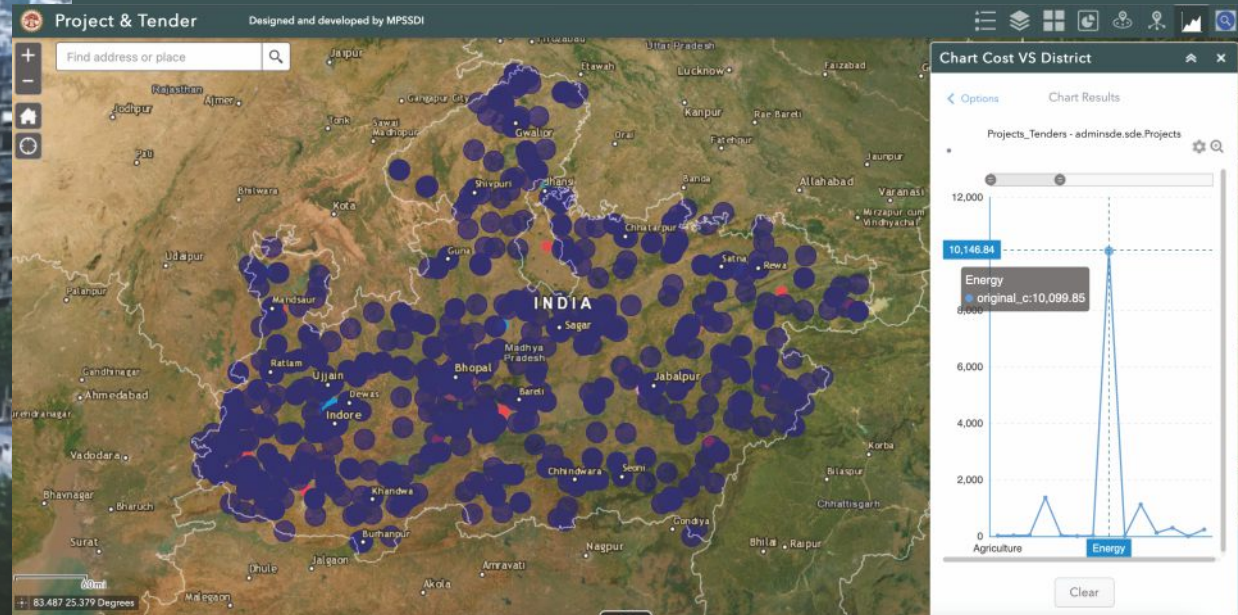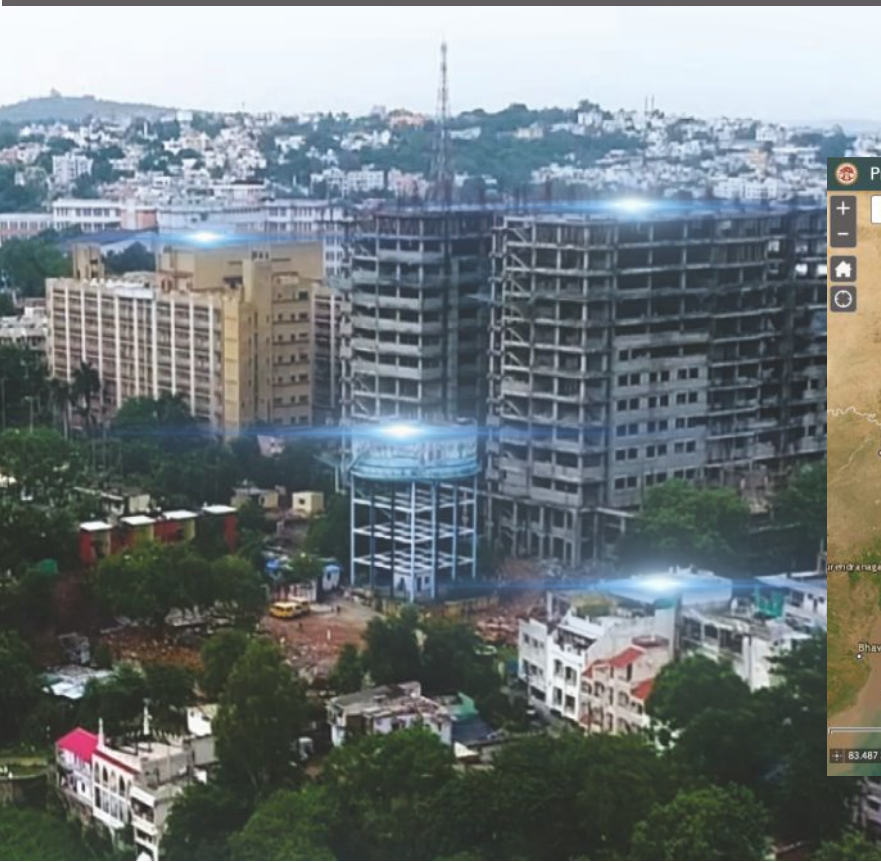
57

Bhu-Jal Samvardhan for MPPHE and Jal Nigam

Wherever potable water is not available in adequate quantity, Madhya Pradesh Public Health Engineering Department (MPPHE and Jal Nigam) have to plan water transfer, its treatment and distribution system. While planning water supply system, operation and maintenance is the most critical aspect. It is important that water supply schemes should be planned efficiently. To ensure that public investments do not go to waste, technological assistance for GIS based planning had been provided.

In order to formulate a reliable GIS based water supply plan, it is necessary to correct, store and access the accurate data effectively. Therefore, a GIS based decision support system has been developed for PHE and Jal Nigam officers as well as citizen.

Salient Features

- Rural Properties to be used for Nal-Jal Beneficiaries

- Mapping of WTP, Intake well, Single Village and Multi Village schemes of PHE and Jal Nigam

- Planning for Recharge Shaft on the web by block officers of PHE.

- Rural Water supply planning

- Ground water and other related layers like lineament etc. for better planning

58

Land Suitability Analysis for NRED, for Solar Parks

Geographic Information Systems (GIS) have proved to be a useful tool for RE potential estimation and support for decision making in energy planning. This is due to their flexible data management and spatial-temporal analysis capability. Furthermore, the visualization function of GIS can connect statistical analysis with visualized spatial data in the integrated RE planning approach. Such visualization maps may make it easy to understand planning for policy makers, private investors, and citizens. It also provides a platform for information sharing and planning participation through GIS.

Contigous Govt. Land Patch AGAR-SHAJAPUR, SOLAR- PARK
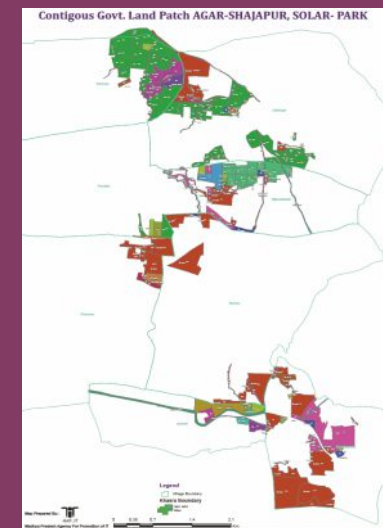
Salient Features

- Identification of land patches and layout planning with different level of administrative unit i.e. Government, Private, Patta

- Successfully done for Rewa-1 (Gurh), Agar, Shajapur, Neemuch, Omkareshwar Floating solar, Rewa-2 (keoti), Sagar, Chattarpur, Morena, Mandsaur etc.

- Proximity of suitable land identified for solar parks with Protected/ Reserved Forest, Sanctuaries, reservoir/water body etc.

- Land suitability analysis and preparation of layout-plan in Ravines areas of Bhind, Morena, Sheopur districts of MP.

- Preparation of layout for assessing contiguity of land patches suitable for establishing new solar parks.

- Layout and Data of shortest route of transmission line from existing PGCIL substation and solar park power evacuation locations.

- Coordinates and GIS enables PDF layouts for sites identified for establishing of Mast under Wind Monitoring programs.

59

Plastic Waste Management System

Plastic Waste Management System (PWMS) supports Gram Panchayats, Scrap Dealers, Self Help Groups (SHG), Block Officer, Material Recovery Facilitator (MRF) & District Coordinator to create awareness on curbing the use of single-use plastic and effective management of plastic waste. For the control of plastic waste three key steps are suggested: Recover, Reduce, and Reuse. PWMS provides the facility to manage these three key aspects. The collection of the plastic from the gross root level and then enabling the R- Recycle, by handing over to scrap dealers for further recycling; is the workflow of the plastic waste management system, PWMS.

PWMS is a mobile based application, and having web module, that facilities to maintain the supply chain management of plastic waste from rural areas of Madhya Pradesh. It helps to visualise the progress, improve the collection chain, generate revenue from the same, and also empower and provide earning opportunities to various key stakeholders involved in the chain. Encourage cost-effective and appropriate technologies for ecologically safe and sustainable sanitation.

35%
65%
43%
70%
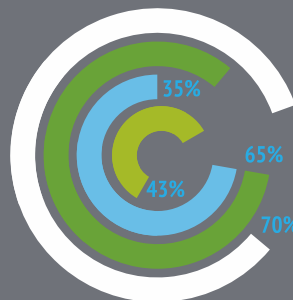
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60

Wetland Monitoring System

## State Wetland Authority - Wetland monitoring using Satellite Images

Wetlands are the most significant natural resources and home to numerous plants and animals. Mapping and monitoring wetlands is crucial due to their rapid deterioration. A mapping and monitoring programme establishes and operates the equipment, methods, systems, and procedures needed to monitor, compile, and analyse condition data to discover changes and trends over time. Satellite imagery in GIS is the most effective technique to map wetlands. The State Wetland Authority and MPSEDC began monitoring the Bhoj Wetland in Bhopal District. As advised by MoEFCC, GoI, this initiative monitored the Bhoj wetland area using satellite data.

WorldView 1 and 2 satellite images were used for pre- and post-monsoon water level monitoring. LISS4 satellite images will track bimestrial changes throughout the year, except during the monsoon season. Swiping two-time period maps shows seasonal and monthly changes in a web app.

Salient Features:

- Three time-period maps and satellite data of LISS 4 and World view were made available to swipe and differentiate the changes

- All the maps represent a total of nice land use and land cover classes

- High variability in waterbody cover was observed between pre and post monsoon

- System also allows compare several other base layer information against the prepared map
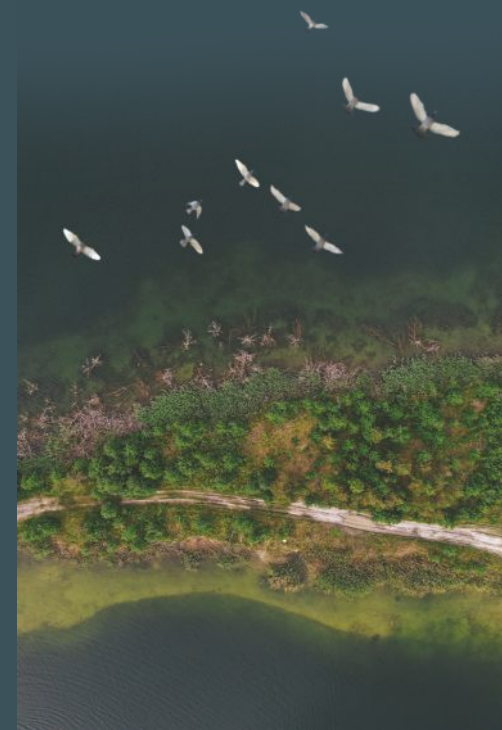
61

GIS For MP-SWAN

Geographic Information Systems (GIS) have proved to be a useful tool for coverage analysis of vertical and horizontal PoP(Point of Presence) of MP-Swan network, Web-GIS based application is providing the facility for dark (grey) area analysis and suitability analysis for installation of new locations.

Line of sight analysis from vertical PoP to client locations for hassle free network utilization at client locations. Such visualization maps make it easy to understand planning for departmental users. It also provides a platform for information sharing and planning participation through GIS.

Salient Features

- Mapping of Vertical and Horizontal PoP locations

- Mapping of ISP's location

- Dark (grey) area analysis for ISP's coverage

- Line of Sights analysis for establishing new PoP

- Routing analysis for laying of shortest distance fibre to cover maximum locations

- Cluster analysis for shortest distance to cover maximum PoP by a site engineer
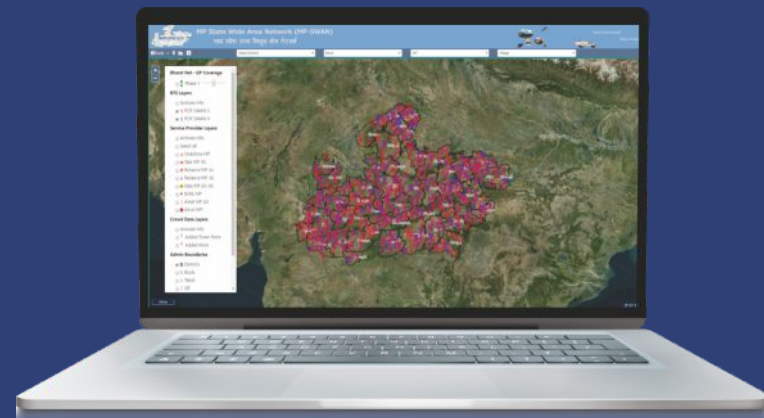
62

Road Information & Management System (RIMS)

Efficient and effective road management is a typical task unless a Road Information Management System exists. Road Information Management System is developed by MPSSDI to assist MPRRDA to Provides an interface to manage all the road information with respected to specific department. Further, Road Information Management System (RIMS) provides a set of decision support tools, based on standardised road data sets, that is used in the road management process to help make decisions in a better manner. All the roads of Madhya Pradesh are being captured at different levels like

1. National Highways

2. State Highways

3. Major District roads

4. Other District roads

5. PMGSY

Salient Features

- Road name and Road id search

- Information of bridges

- Department Wise list of roads

- Availability of Road Authority information

- Road edit and update tool

- Drawing new Roads

- Upload a drawn road/Kml

63

Soil Nutrients Information to Help Farmers for Crop Suitability

A Soil Health Card (SHC) is used to assess the status of soil health and, when used over time, to determine changes in soil health that are affected by land management. SHC contains the status of soil with respect to 12 parameters, namely N, P, K (Macro-nutrients); S (Secondary- nutrient); Zn, Fe, Cu, Mn, Bo (Micro - nutrients); and pH, EC, OC (Physical parameters). A total of 13 lakh ground sample points distributed all over the state was used on a GIS platform to create a raster based spatial layer. The GIS technique based on Krigging method was used which is quick, accurate, and simple and has the potentiality to supply soil health cards accurately and precisely to the farmers and other stakeholders in a given timeframe with future editing possibility.

Two types of outcomes have been generated for all the nutrient layers.

- Nutrient Information value – Village wise

- The interpolated nutrient value was calculated for each village of the state for every 100 m pixel. A specific value is assigned to each 100 m pixel for all the targeted nutrients. This is not only useful for policy prescriptions but also for farmers to know the value of different nutrients for almost every farm parcel.

- Nutrient Information value – Grid wise

- Grid based distribution of all the nutrients value are also created for seamless distribution. For this 2.5 ha grid was created for an irrigated area and 10 ha for a rain- fed area and nutrient value map were created accordingly.

64

UNNATI-AGRI-GIS

Stepping Towards
Digital Agriculture Infrastructure for Crop Identification, Monitoring and Yield Estimation

UNNATI Agri-GIS project initiated by the Department of Farmer Welfare and Agriculture Development, M.P. Government is a unique project envisaging to leverage the Remote Sensing, and Geo-ICT tools and technologies like satellite imagery, drone data, GIS, GPS, mobile etc. for informed decision making and planning, and for risk mitigation in agriculture and allied sectors. Use of ML models for crop yield estimation and development of user-friendly Dashboards-Application for Agriculture Decision Support in the state, are the main focus of the UNNATI project.

Salient Features

- Satellite based mapping of major crops and total season's crop area

- In-season crop health monitoring and reporting of mid-season adversaries (crop stress, natural calamities, etc.)

- Providing feasible crop insurance solutions for effective crop insurance management, timely and unbiased settlement of claims.

- Methodology development for crop yield estimation and implementation in semi-operational mode

- Farmer advisory services

65

Natural Resource Based Dynamic Decision Support System (Green Platform)

Environmental Planning and Coordination Organization (EPCO) intends to develop a comprehensive Green portal application in integration with various departments and seeking technical help from MPSEDC to consolidate the various environment related data which departments can enter into the application. This data can be visualized using GIS technology and could be showcased on the map, allowing superimposing of different layers of data.

Environmental related data from various departments as Images, Vectors, Maps, Visual Interpretation, datasets and other spatial and non-spatial data, were collected and converted to GIS format, which was later made available on Green Platform web portal, developed by MPSEDC. The available GIS layers were converted into same format with proper cartographic details so they can be overlaid over each other. A total of more than 130 layers are now being hosted related to environment on the web portal with facility of Decision Support System.

Salient Features

- Green Platform offers to see and analyse 130 different GIS layers including 64 environmental indicators 359 data points at a single window

- Decision Support System allow superimposition of two or more GIS layers to compare different environmental parameters

- Data tables can be prepared and studied up to district, tehsil, and village level.

- GIS layers can be arranged by priority for selecting layers for superimposition

- A table of data related to the area selected can be made so that the environmental status of the selected area can be known.

66

Madhya Pradesh Public Service Guarantee Act, 2010

To ascertain the delivery of citizen services, the Government of Madhya Pradesh enacted Public Service Guarantee Act, 2010. The act promises the delivery of notified citizen services in defined timelines. This act considers the service as a legal right, service within the stipulated time, and service with accountability through standard operating protocols. The act empowers citizens to appeal against the designated officers for non-delivery or delay in service delivery. Till date, 696 services have been notified under this act.

Salient Features

- Timelines for service delivery
- Provision of appeal for citizens in case application is rejected or service delivered beyond timeline
- Services are provided through Lok Seva Kendra (operated through PPP model with provision of VGF)
- Other service delivery channels – CSC, MP Online, e-District portal
- Improving accountability of public officers

Notified services
696

No. of Departments
48

67

MP e-District Portal

Madhya Pradesh e-District Portal (http://mpedistrict.gov.in) was launched in the year 2012 under the State Mission Mode Projects for electronic delivery of district/sub-district level services under the National e-Governance Plan (NeGP 2.0). The objective of the portal is to ensure application and delivery of citizen services through Lok Seva Kendra. For this, a robust system has been developed using core e-infrastructure of the state like centralized database, SWAN, SDC, CSC etc.

Salient Features

- Centralized Application & Centralized Database

- Integration with Department Portals for seamless registration through MP e-District Portal

- Payment Gateway Integration

- Real time status of application, file movement and documents

Applications received till date
8.96 Crore

Applications disposed
8.90 Crore

Disposal rate
99.33%

68

Samadhan (in) One Day

A novel concept, Samadhan One Day was initiated with the objective to reduce the timelines for services in high demand to just one day. The citizen can apply for the services at LSK in the morning and collect the certificate by the evening of the same day. This project was rolled-out in the beginning of 2018 across all LSKs with few identified services from across the departments.This project was executed by institutionalizing a new framework wherein officials from the cross-functional department were included and authorized for disposal of application belonging to other departments. One dedicated official from a department is available at every LSK on roster basis for approval/disposal of application.

Salient Features

- Government Process Re-engineering has been done for these services

- Administrative & Technical Process has been changed

- Implemented through Lok Seva Kendra

- Designated Officers have been appointed at LSKs on Roaster Basis

No. of services under Samadhan One Day	Applications disposed so far	Disposal rate
42	2 Crore+	>99%

समाधान
एक दिन में
2010

69

Deemed Approval Category

To reduce the delay and pendency in the process of service delivery, provision of Deemed Approval category has been made in the existing Public Service Guarantee Act 2010, according to which if a service is not provided by the designated officer within the stipulated time, it gets automatically generated by the Designated portal and received by the applicant.

Salient Features

- Higher citizen satisfaction level

- Designated officers are bound to act within stipulated timeline on the applications received under Deemed Approval category else approval is auto generated

- Eradication of manual intervention in service delivery in case of delay in processing of application

- Moving from responsive to proactive governance

No. of services
under Deemed
Approval category

26

70

CM Helpline

Government of Madhya Pradesh launched a centralized grievance redressal system and citizen facilitation contact system for its citizens in July 2014 known as "CM Helpline Number (181). Citizens can call from anywhere and at any time and lodge complaints and seek redressal, get scheme information, or provide suggestions and inputs for the development of the state. CM Helpline receives complaints in more than 1500 formats from all departments. Around 18000 officials of various departments have been linked in the CM Helpline system to handle any complaints regarding their respective departments and provide information about schemes etc.

It is a paperless process which exemplifies a transparent and accountable governance. The Chief Minister monitors the helpline on a regular basis so that any problem or complaint of the citizens can be resolved in consultation with the concerned department. Complaints are not closed until the complainants are satisfied.

On the basis of trending and current issues, five subjects are selected by the Chief Minister's Office every month for priority disposal. The matter is resolved by the Chief Minister after discussing with the complainants according to their satisfaction. Monthly review of districts and departments, grading is done and top performing officers are given certificates.

CM
HELPLINE
181
Jan Hetu, Jan Setu

Salient Features

- Integrated Citizen Facilitation Service
- Single contact number '181' for grievance registration
- End to end electronic platform for grievance registration
- 55 Departments with 1500+ Attributes on board
- 18000+ Officers mapped
- 460 Executives working round the clock (24X7) (Inbound)
- 120 Executives working in two Shifts (Outbound)
- 52 District Command and Control Center

Grievances Registered
2 Crore+

Total Resolved
98%

Resolved with
Citizen Satisfaction
70%

Calls Handling
Per Day (Inbound &
Outbound)
80,000

Portal

71

CM Jan Seva

CM Jan Seva is an innovative public service system under the Public Service Guarantee Act, in which service can be obtained through a call on 181. CM Jan Sewa provides services using an exclusive and centralized settlement mechanism integrated with MP e-District Portal & Web GIS Portal.

Presently
1. Income Certificate,
2. Domicile Certificate,
3. Certified copy of Khasra,
4. Certified copy of Khatauni (B-1),
5. Certified copy of Map,
6. Land Rights Book and
7. Khasra, Khatauni (B-1)

services are being provided through CM Janseva Portal.

Salient Features

- Citizens can receive these services at home in a single day by calling 181

- Cost Effectiveness and Citizen Centricity/Friendliness

- Improves accountability in Governance

- Free Services: Income Certificate, Domicile Certificate, Specimen Copy of Khasra, Specimen Copy of B1-Khatoni, Specimen Copy of Naksha

- Services @ Rs. 10 Per Page: Digitally Signed Copy of Khasra, Digitally Signed Copy of B1-Khatoni, Digitally Signed Copy of Naksha and Bhu Adhikar Pustika
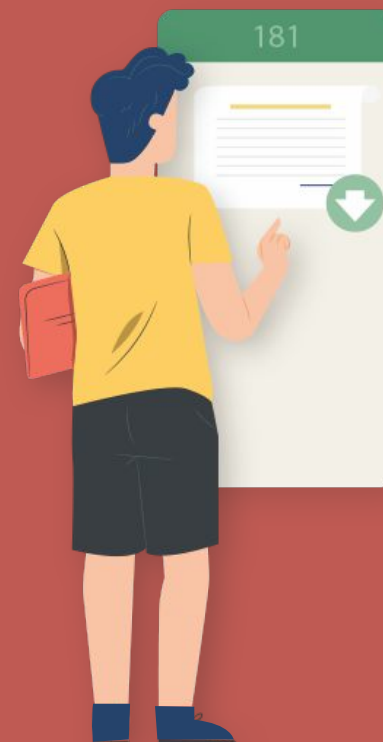
No. of services under CM Jan Seva:

07

Disposal rate

99%

Applications disposed so far

2.65 Lakhs

72

CM Dashboard

Government of Madhya Pradesh was a pioneer in developing CM Dashboard in the year 2017. The dashboards were created to track the progress of various flagship schemes, public service delivery, large infrastructure projects, and activities assigned to State Departments, as well as the progress of various issues in the state under the chairmanship of the Chief Minister. Regular review meetings from the highest levels of leadership ensure that the systems are running smoothly and that benefits are reaching deserving citizens. It has helped in the reform of the state's public service delivery system through nearly real-time monitoring, quality data inputs, and data analytics tools which support quick decision-making and solutions. As a result, the governance system is growing in terms of accountability, transparency, and efficiency. More than 200 analytical dashboards of 33 State Departments are created and published on CM Dashboard for monitoring on nearly real time basis.

Salient Features

- Emphasis on automated data pipeline and integration in Data Warehouse along with Data Quality

- Not just Data visualization through Dashboards but ad-hoc reports and statistical analysis as per requirements from Departments

- Provision of auto updation of Dashboards

- Options available to host Dashboards on-premise or Cloud

- AI/ ML techniques to obtain data from secondary data sources such as Central Govt portal, Internet etc.

State Departments Covered	Data Storage	Flagship Schemes	Application Dashboards	Flagship Projects
33	**30 TB**	**16**	**75+**	**11**

Ranking Dashboards for
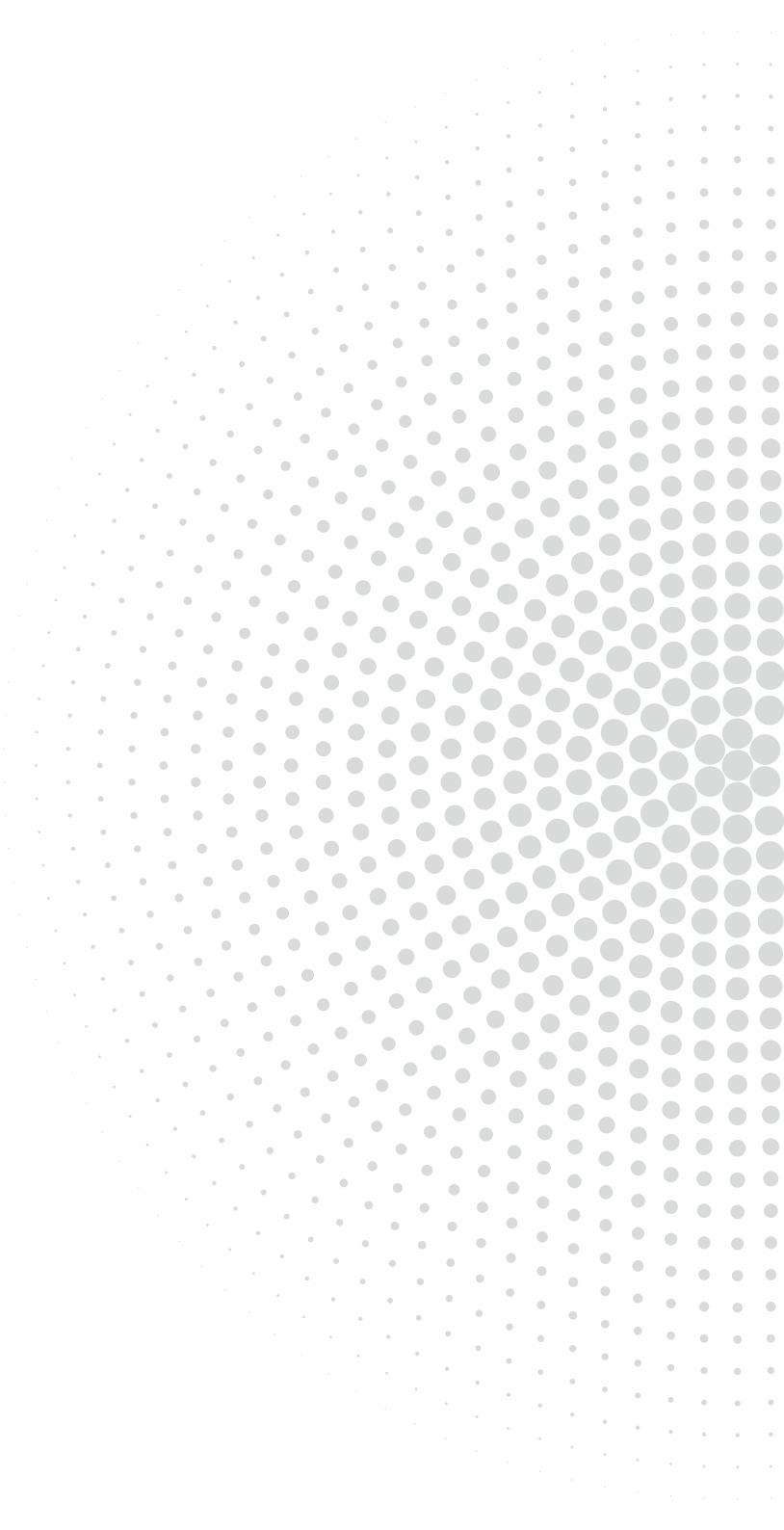**14** Departments

District Dashboards
52

General Information Dashboards
10

Projects implemented by
**Madhya Pradesh State Agency
For Public Service (MP-SAPS)**
Vertical

e-Governance frameworks

73

e-Governance framework for Application Development & Cyber Security

Project e-Mission Team (PeMT)

Project e- Mission Team (PeMT) is a team of Consultants constituted to provide support for IT / e-Governance projects across different departments of Madhya Pradesh. MPSeDC is the nodal agency to provide a team of 5 Consultants in each department. The PeMTs understand the capacity-building needs of the line departments in terms of technical resources and expertise in the e-Governance domain. In line with State e-Mission Team (SeMT) framework, the four domain experts –Technology Management, Program Management, Change Management & Financial Management consultants are hired from the open market. As on date 66 PeMTs have been deployed in almost 35 departments and rendering their services there.

Center of Excellence (COE)

Our CoE team is responsible for providing IT solutions to the other government departments of the state. The team works on understanding the client's problem, analyzing it, suggesting the best solution and then finally executing the ideal IT solution.

The mission of the CoE team is to strengthen the IT objectives of government departments and helping them to achieve their objectives by providing innovative, best-in-class consulting, IT solutions and services while ensuring to maintain the joy and ease for all stakeholders to work with us.

CoE ensure the highest levels of certainty and satisfaction through a deep-set commitment to the clients, comprehensive industry expertise and a global network of innovation.

Security Audit Team

The Security Audit Team at MPSEDC is responsible for conducting the security audit of Websites, Web apps, and Mobile apps as per CERT-In guidelines. We conduct regular Web Security Audits, VAPT, and Security Testing so as to ensure that the hackers/attackers do not get access to important data associated with these Websites, Web App, and Mobile App. MPSEDC is impaneled as an IT Security Audit Organization with CERT-In (Indian Computer Emergency Response Team). It is the first organization in the state of Madhya Pradesh and overall, the third Government Organization in the country to be CERT-In Empaneled.

74

e-Governance framework for Geo Spatial Data

Madhya Pradesh State Spatial Data Infrastructure (MPSSDI)

SSDI has been setup to develop and maintain standard for collation and creation of digital geo- spatial data. GIS, also known as State Spatial Data Infrastructure, (SSDI) engages in regulating remotely sensed data, encouraging GIS & RS technology in governmental processes and to maintain & allow easy access of spatial data among all the stake holders.

GIS lists out the technical protocols, formats and methodology for smooth integration of different IT systems with MPSSDI and helps in increasing the awareness & understanding of the concepts and benefits of geospatial technology. GIS team works on encouraging the creation and usage of interdepartmental, multipurpose, standardized, co-referenced spatial data including satellite imagery and its derivatives for the entire state.

Salient features

- To regulate procurement of remotely sensed data by way of carrying out need-based procurement of high resolution or other required satellite imagery at defined intervals;

- To create / collate and provide seamless and standardized map data to State and other agencies through electronic or other means, including:
  - Satellite imagery
  - Administrative jurisdiction boundaries including those of villages, Panchayats, Blocks, wards, forests and the like.
  - Other required standardized maps.

- To facilitate creation of multipurpose integrated map data for user departments, including department specific assets, for gap identification and further infrastructure development planning

- To develop map-based decision support systems for better informed decision making by state departments

75

e-Daksh

"e-Daksh" Centres (RCBC- Regional Capacity Building Centre) have been established to sensitize the State Government Officials / Employees in e-Governance and IT Projects for the use of Information Technology and to provide necessary trainings. Government of Madhya Pradesh has established the e-Daksh centres across all the 51 District Headquarters.

The Centres are regularly organizing trainings on IT with the objective:

• To enable government employees to get accustomed with various existing and upcoming IT enablement programmes

• To bridge the gap of effective capacity building and training need of government employees

Salient features

- Basic Computer Course – Basic, Medium and Advance Level

- MS – Office

- Internet & E-mail

- Basic Troubleshooting

- BHIM Training

- Cyber Security

- Digital Signature

- Unicode

- Training on various important IT Tools

- Customized - Department Specific Programmes

Participants Benefitted
5.8 Lakh

Number of Centres
36

Services offered by MPSeDC as AUA

- Demo Authentication

- Biometric Authentication (Finger Print/Iris)

- e-KYC (Biometric/OTP)

- Aadhaar Data Vault (ADV)

- Usage of Pre-production system (transactions testing purpose)

- UID token

- Ref key

- SMS: Gateway integrated

- Whatsapp : through Business Partner

- E-Mail : Creating Bulk emails for departments

- E-Sign

- E-Office : act as PIU

- Call Centre Service

- Cloud CSP : AZURE & AWS are available

- Bid process Management

- Video KYC

Contact Us

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