



Department of Information Technology, Government of Madhya Pradesh

The Government of Madhya Pradesh has laid great emphasis on Computerization in Government departments, which are revenue earning and the departments where there is a large public interfacing. All the initiatives taken by the IT Department in the field of Information Technology have been oriented towards real empowerment and growth of the millions of our masses.

DIT, Govt. of MP is responsible to undertake various State initiatives for IT upliftment such as:

- Creating and enabling environment and niche marketing.
- Marketing the State as an attractive IT destination for investment.
- Promotion of Infrastructure, Industry and Investments.
- Promotion of IT in Government.
- Promoting IT in the Social Sector.
- Manpower Development for IT.

DIT, Madhya Pradesh has taken up the following major computerization projects:

- Smart Cards in Transport Department
- Computerization in Land Records Department
- Computerization in Commercial Taxes Department
- Computerization in Treasury operations
- Computerization MP State Agricultural Marketing Board (Mandi Board)
- Setting up Information Kiosks

MAPIT and MPSEDC are the core agencies of the state working towards promotion & implementation of IT and e-Governance.

MAPIT:

Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT) is the society promoted by Government of Madhya Pradesh to serve as nodal agency to meet the larger objective of implementing IT and e-governance in MP.

MAPIT responsible to manage the following initiatives, currently underway:

- MP eDistrict

- e-Procurement
- Policy Initiatives
- Implementation of National e Governance Plan

MPSEDC:

MPSEDC is committed to generate IT business for the public/private sector with a mandate from the Government to develop IT in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses. It is the single-point of access to any IT business opportunity in Madhya Pradesh and encourages various players in the field of IT to come forward and invest in the state of Madhya Pradesh.

Activities of MPSEDC also include promotion of IT infrastructure in the state. Corporation has developed the first Software Technology Park of the state at Indore with 100% power back up and international gateways for data communication. Expansion of existing STP in Indore is already under progress. MPSEDC plans to develop more STPs in Bhopal and Gwalior.

PROJECTS BEING IMPLEMENTED IN INFORMATION TECHNOLOGY DEPARTMENT, GOVERNMENT OF M P

M P STATE WIDE AREA NETWORK (MPSWAN)

The M P State Wide Area Network is a common infrastructure project under National e-Governance Plan. The MPSWAN is envisaged as a Highway of connectivity between G2G, G2C,G2B providing minimum 2 Mbps connectivity between 50 Districts and 310 Blocks/Tehasils 24 Hrs. x 365 days.

- Data Communication, VOIP, Video Conferencing and Internet available at all Locations
- Last mile connectivity through Lease line or ISDN
- Last mile connectivity through Wireless wherever wired line is not available.
- Guaranteed uptime of 99.5% at district & 95% at Blocks/Tehasils
- Power backup at all Locations
- Total Project cost Rs.175 Crores
 - Govt. of India funding – Rs.117 Crores
 - Govt. of M P funding – Rs.58 Crores

Implementing Agency – M P State Electronics Development Corporation Ltd.

Network Operator – Tulip Telecom Ltd.

The Tender for MPSWAN has been awarded to M/s Tulip Telecom Services Ltd. at a cost of Rs.99 Crore. M/s Tulip is carrying out installation and commissioning of the State Wide Network with 360 Points of Presence (PoPs) at block, Tehsil and District Headquarters. The Network management centre will be commissioned at the State Capital and will provide real time monitoring of the complete network from a single location. M/s Tulip will operate and maintain the network for a period of 5 years after completing the installation. In addition, the Government will be investing approximately Rs.60 Crores for providing Horizontal connectivity to Government Officers from the PoPs and Bandwidth from BSNL.

As on date a total 317 no of PoPs have been commissioned and a total of 207 numbers of horizontal connections have been provided to Transport (32), Treasury (51), Municipal Corporation Bhopal (7), Electricity Board (15) , Excise (13) and Panchayat (74) etc.

STATE DATA CENTRE (SDC)

State Data Centre (SDC) has been identified as one of the important element of the core infrastructure for supporting e-Governance initiatives of NeGP. The MP State Data Centre will consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. These services shall be rendered through common delivery platform seamlessly supported by M P State Wide Area Network (MPSWAN) and Common Service Centre (CSC).

State Data Centre would provide functionalities like Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration.

GoI has sanctioned the Project for a total cost of Rs.55.75 Crores out of which Rs.14.56 Crores have been allocated for capital expenditure and Rs.41.19 Crores for operation and maintenance for a period of 5 years. The sanction of GoI covers the cost of IT Infrastructure Computing Environment, Site Preparation and Support infrastructure like HVAC, Electrical Works, DG set, UPS, Access Control and building management systems etc.

The building is to be provided by the State Government. The State Government has provided the Budget for building construction. The construction of the building is under process for which MP Road Development Corporation is the implementing Agency.

NIC has been designated as the implementation partner and will provide a dedicated core team of domain experts/professionals for the State Data Centre. A MoU has been signed with NIC to this effect on 27th April, 2009.

RFP for the Project has been issued for selection of a Private Partner for installation of State Data Centre and Operation and Maintenance for a period of 5 years. The Bids have been evaluated and approval has been obtained from the Apex committee headed by Chief Secretary. Administrative Approval for issue of Work Order is to be obtained.

STATE PORTAL AND STATE SERVICE DELIVERY GATEWAY (SSDG)

The objective of the project is providing easy and convenient services to the citizens through remote access primarily through Common Service Centres (CSCs) and enabling the State Portal (by Implementing the Key Components State Portal viz. SSDG, electronic Form (“e-Forms”), Application and Computing Infrastructure). Further one of the goals of the State Government is to cooperate, collaborate and integrate information across different departments in the State. To simplify the above task, the concept of e-Governance Service Delivery Gateway has been conceptualized that will act as standards – based messaging switches and provide seamless interoperability and exchange of data across the departments.

GoI has sanctioned the Project at a total cost of Rs.10.84 Crores out of which Rs.4.83 Crores have been allocated for capital expenses, Rs.1.81 Crores for Professional Services, Rs.2.55 Crores for implementation cost, Rs.1 Crore for Training and Workshops and Rs.0.65 for Travel and Contingency.

The detailed Project Report was prepared by PwC and approved by Government of India. The RFP has been prepared by M/s PwC for selection of a private partner for implementing the Project for Operation and Maintenance for a period of 3 years.

COMMON SERVICE CENTRE (CSC)

The CSC Scheme, as approved by the Government of India, envisions CSCs as the front-end delivery points for Government, private and social sector services to rural citizens of India, in an integrated manner. The objective is to develop a platform that can enable Government, private and social sector organizations to align their social and commercial goals for the benefit of the rural population in the remotest corners of the country through a combination of IT- based as well as non-IT-based services.

Under the Common Service Centre scheme 9232 IT Kiosks will be setup in Rural Areas of Madhya Pradesh on Public Private Partnership Basis. These IT Kiosks will act as the service delivery outlet for government and private services in rural areas. The division wise details of Kiosks to be setup are as follows:

The Project is being implemented through 4 Service Centre Agencies (SCA) in the State. The progress made by SCAs. Status of rollout in various divisions, as reported by SCAs, has been tabulated below:

SCA Name	Target as per MSA	No. of CSCs connected with MP Online	No. of CSCs commissioned
AISECT	2916	2311	3156
CMS	2136	500	1990
Reliance	1765	1550	1825

NICT	2158	656	2151
AISECT	257	-	56
Total	9232	5017	9178

IT PARK (Gwalior)

The construction of IT Park at Gwalior under the ASIDE Scheme is under progress MP Housing Board has been entrusted the job of construction of the IT Park wherein approximately 100,000 Sq. ft. of bare space will be constructed for subsequent sale/lease to IT Companies. Work Order has been issued to the Contractor in January, 2009. 90% of the civil work has been completed and selection of Electrical Contractor is in process.

MP ONLINE

MPOnline is the citizen services portal of the Government of Madhya Pradesh (GoMP). The main aim of establishing MPOne is to provide one-stop shop services to all the citizens of MP, any service, anywhere, and any time. MPOne is a One Stop Window and integrated with other Government departments like Municipality, Forest, District Collectorate, Urban Administration Department, Commercial Tax, Agriculture, Regional Transport Office, Panchayat, Rural Development Department & Social Welfare Department, Public welfare Department, Education Department, Health Department, Electricity Dept, Police Department, etc. By delivering a wide range of G2C, B2C and G2G services from MPOne, the Government has improved transparency and accountability and reduced delivery cycles, thereby reducing cost of compliance with government regulation.

The portal was developed by MPOne Limited, a joint venture between GoMP and TATA Consultancy Services Limited (TCS). MPOne is an acronym for 'MP Online Information for Citizen Empowerment'. MPOne Limited was formed in 2006 and the first services were delivered via the portal in 2007.

The MPOnline project has realized the vision of the Government to provide Government services at the doorsteps of citizens and businesses. During the relatively short term since its establishment, the benefits of the project have penetrated deep into the urban as well as rural areas, and deliver a very wide spectrum of services.

There are approx 6000 designated Kiosks of MPOnline offering 130 services. The portal has provided more than 28 Lacs of service transactions with a turnover of more than Rs 215 Crores. The Pilot testing of Land Record Project has been completed for Bhopal and Sehore Districts and the Project is to be formally launched.

CALL CENTRE

The “Citizen Facilitation Centre” commonly known as Call Centre aims at making the citizens of the state, aware of the schemes run by the government for the benefit of theirs. This center also aims at anonymous forwarding of grievances lodged by the grieved citizens against the departments of the state government. With the help of the Call Center the Government, under the supervision of the department of IT has set up a channel for every single citizen of the state to convey his thoughts/ pains/ regards/ complaints/ suggestions etc. to the respective departments.

Redressal of public grievances and providing maximum benefits of the government's schemes and programs to the citizens is the prime objective of the government. In order to fulfill these objectives there is a strong traditional system in place that necessitates the individual to meet the concerned official and give his request on paper. Generally, it takes reasonably required time for paper work and field investigation. This is true in the case of providing information about the scheme to the public as well. The delay in the disposal defeats the very purpose of welfare administration. In order to compliment the present system and to make it more robust, citizen friendly through the use of IT and communication tools, it was decided to establish a “Citizen Facilitation Centre”.

The services are being provided through a Toll Free Number 155343. The services are presently being provided for 19 departments. The details of services provided are as under:

1. Total calls received till date	1516154
2. Total number of Information disseminated	1157220
3. Total number of Grievances lodged	46279
4. Total number of Grievances Redressed	42301
5. Other calls, including calls out of scope of the call center	312656

e-DISTRICT PROJECT

e-District is envisaged by Government of Madhya Pradesh (GoMP) as automation of workflow and internal processes of District Administration with the possibility of seamless integration of various departments for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual department services through Common Service Centers (CSCs), Samadhan Ek Din centers, MP-Online kiosks and internet, which would be the primary front end channels as envisaged in the project. Madhya Pradesh Government has chosen following five districts to pilot the e-District project and provide integrated citizen centric services in the district. These pilot districts are - Guna, Gwalior, Indore, Sagar & Shivpuri

The Roll out of 3 services has been initiated and Pilot testing of new services is in progress. The Project is to be formally launched.

State e-Governance Mission Team (SeMT)

The Government of India had approved National e-Governance Plan (NeGP) to leverage e-Governance initiatives across the nation. Under the Plan, 27 Mission Mode Projects has been identified for implementation by central and state governments. The Capacity Building Scheme has been initiated to build up necessary proficiency at State and UT level, necessary for success of NeGP.

The State e-Governance Mission Team (SeMT) is one of the integral parts of Capacity Building scheme and is being setup at every state & UT level. Government of Madhya Pradesh has defined SeMT as a part of its e-Governance Institutional Infrastructure in its Capacity Building Road Map (CBRM)/e-Governance Road Map (EGRM).

In view of the above, DIT, GoMP has established SeMT in MAP_IT for implementing NeGP in the State. The team is involved in providing extensive support to various state government departments, agencies and other organization which fall under the purview of 27 MMP directly or indirectly.

These departments include Police, Transport, Water Resources, Panchayat and Rural Development, Public Works, Technical Education, General Administration Department (GAD, Mining & Geology, Women and Child Development, Food and Civil Supplies, MP State Civil Supplies Corp. and Warehouse & Logistics Corp , Employment exchange & Industries, Agriculture, Public Health & Family Welfare, Medical Education etc.

The services include DPR preparation, IT Audit Reporting, Review of ongoing IT implementation documents, RFP preparation, IT infrastructure Assessment , Bid Evaluation Document, policy documentation and anyother support which leads to the actual facilitation of the IT projects.

Till date MAP_IT has made its presence in almost all the departments specified above and giving its support for the betterment of the IT initiative of the concerned department.

E- Procurement Project:

Government of Madhya Pradesh has selected NexTenders (India) Pvt. Ltd. in consortium with Wipro Ltd. as an Application Service Provider for implementation of e-Procurement System in the State of Madhya Pradesh across all its Departments, Agencies, Boards, Corporations and other Organizations and Undertakings of State of Madhya Pradesh. An agreement was signed between NexTenders (India) Pvt. Ltd, Wipro Ltd. and Madhya Pradesh Agency for Promotion of Information Technology on 16th November 2006.

Till date 48 Government Department, Agencies, Boards, Corporations have given individual work orders on basis of this agreement to start e-tendering for processing tenders online on portal <http://mpeprocurement.gov.in>. More than 7400 tenders have been processed / completed till date using the e-Procurement System. Tenders of aggregate value of more than 12000 Crores have been processed using this system. More than 5000 Vendors / Contractors from all across the state and many Vendors / Contractors from outside the state have registered themselves to participate in various online tenders processed through the system.

The e-Procurement System implemented for the State of Madhya Pradesh encompasses variety of features like Centralized Vendor Registration, Online Tender Preparation and Authorization, Online payment of Tender Document fee through integrated e-Payments Gateway Service which supports multiple payment option through more than 30 banks; Tender Download, Secure Bid Submission, Online Tender Opening and Generation of Comparative Statements. E-Procurement System provides high level of data security and offers features like Data Encryption and Decryption with PKI, Secure Login by Hashing of Password and also using Digital Certificates to login, secure audit trail for all the activities (both buyer and supplier) through workflow process, digital time stamping and hashing.

For more information please visit the following links:

MP eDistrict - <http://www.mpedistrict.gov.in>

MP eprocurement - <http://www.mpeprocurement.gov.in/>

DIT/GoMP - <http://www.dit.mp.gov.in/>

MPSEDC - www.mpsedc.com/ -

MAP_IT - www.mapit.gov.in

MPOnline - <https://www.mponline.gov.in>

MP CSC - www.mpcsc.gov.in/