

(Review by Chief Secretary, Govt. of MP) (मध्यप्रदेश के मुख्य सचिव महोदय द्वारा समीक्षा)

Format for IT/E- Governance Project Detail

आई.टी./ई-गवर्नेन्स परियोजनाओं की जानकारी

Project Name: परियोजना का नाम :	MPOne Limited.
Department Name: विभाग का नाम	GOVERNMENT OF MP
Implementing Office Name क्रियान्वयनकर्ता कार्यालय का नाम	MP STATE ELECTRONICS DEVELOPMENT CORPORATION
Project Head (Name, contact no. and email) परियोजना प्रमुख का नाम, फोन नं. एवं ईमेल	Mr. Anurag Jain IT- Secy, Govt. of MP CHAIRMAN, MPOne Limited.
Contact/Incharge Person (Name, contact no. and email) संपर्क अधिकारी/कर्मचारी का नाम, फोन नं. एवं ईमेल	Mr. Pramod Bhargava Chief Operating Officer Tel- 0755-4019408/ M-+9039016825 E-mail- p.bhargava@tcs.com
Website Detail (if any) वेबसाइट की जानकारी/नाम (यदि हो तो)	https://www.mponline.gov.in
Date of Commencement प्रारंभ दिनांक	11th July 2006
Project Overview in Brief/Bullet Points (Not more than 10 Points) परियोजना का बिन्दुवार संक्षिप्त परिचय (अधिकतम 10 बिन्दुओं में)	
1	MPOne is an acronym for 'MP Online Information for Citizen Empowerment', the citizen services portal of Government of Madhya Pradesh (GoMP). MPOne Limited is a Joint venture company between the Government of Madhya Pradesh (GoMP) through Madhya Pradesh State Electronics Development Corporation (MPSEDC) and TATA Consultancy Services Limited (TCS) with the objective of developing and operating the official portal for the Government of Madhya Pradesh.
2	MPOne Portal is the initiative by the Government of Madhya Pradesh, to serve its citizen by providing them with G2C, G2B and B2C services at their doorstep to the common man via its portal- https://www.mponline.gov.in.
3	MPOne has generated employment helped build capacity and motivated IT literacy in the state. MP is the only state where CSC's are viable and the state Portal is running successfully
4	Our turnover has grown from Rs. 14 Lakhs in 2007-08 to Rs. 2.83 Crores in 2008-09 to Rs. 10.71 Crores in 2009-10 and 13.02 crores in 2010-11 and collection has increased from Rs 20 Lakhs to Rs 305 Crores in five years.
5	The number of successful transactions has increased from 25.53 Lakhs in 2009-10 to 70 lakhs in 2010-11.
6	MPOne has increased its presence in almost every corner of Madhya Pradesh, expanding from less than 100 delivery centres in 2007-08 to over 2500 in 2009-10. We have added over 4500 CSCs to our delivery network and have also started

	<p>operations in other states through approximately 100 Kiosks. The total kiosk count is around 7400+ in 2010-11.</p>
7	<p>The MPOnline infrastructure has been enhanced for increased processing and storage capability that lets us cater to high volume services. Our infrastructure now includes multiple high-end hex-core servers with 64 GB RAM, increased bandwidth of 45 MBPS link with a 16 MBPS back-up link and two fully functional SAN storage networks. Should the need arise; we have the flexibility to further scale up our infrastructure at a short notice.</p>
8	<p><u>Financial model</u></p> <p>The project is being implemented on a Public Private Partnership mode adopting a Build-Own-Operate (BOO) model with no upfront financial burden on the State.</p> <p>As per the Cabinet mandate given to MPOnline, all revenue is to be earned via a User Pay Model in which users pay for the services availed via the MPOnline portal. However, in a few cases, the department in question chooses to bear the costs instead of passing them on to the citizen.</p> <p>As MPOnline does not charge any fee from the department for which the service has been developed and the application software is free for the department, there is no development cost at all. The development, server, maintenance and other indirect costs are initially incurred by MPOnline and have to be recovered via the user pay model over a period of three years.</p>
9	<p><u>Delivery Mechanism</u></p> <p>One of the unique challenges India faces is the lack of computer literacy of the very citizens at whom this initiative is aimed at. Until the Digital Divide is bridged, the 'Assisted Access' model is being used to deliver online services to citizens.</p> <p>Under the Assisted Access model, MPOnline has established an extensive network of kiosks that provide infrastructure and trained personnel to deliver our online services.</p> <p>For availing services on MPOnline Portal, citizens / businesses will have to pay a "service charge" over and above the "fee" for the Service. This service charge is shared between MPOnline Limited and the KIOSK. The "fee" collected will be passed on to the department / institution concerned for each service by MPOnline Ltd.</p>
10	<p><u>Payment Methods</u></p> <p>As with the service delivery mechanism, our payment methods are also suited to both those who use information technology comfortably and those who are challenged.</p> <p>MPOnline Limited provides two types of modes mechanisms to its customers.</p>

<p>Citizens and Business can either pay by Credit Card, Internet banking or by Cash. For Cash payment, citizens and business will have to avail services via an MPOnline Limited authorized Internet KIOSK.</p> <p><u>Cash</u> – The ground reality of the vast rural areas of India is that eCommerce is either unheard of, or is not trusted and that people still prefer to deal in cash. Our service delivery mechanism is geared to address this divide, too.</p> <p>When a user has a preference for cash transactions, availing a service hosted on MPOnline is as simple as walking to the neighbourhood kiosk and paying for the services in cash.</p> <p><u>Internet Banking</u> – Any customer who has an account with State Bank of India can initiate an online transfer from his/her account to the MPOnline account to pay for services availed.</p> <p><u>Credit/ Debit cards</u> – The MPOnline portal is integrated with ICICI bank’s payment gateway and a user can use any Visa or Master Credit/Debit card to pay for services.</p>					
Attachment/enclosures detail for more information अधिक जानकारी हेतु संलग्न दस्तावेजों की जानकारी		<i>(Relevant documents, presentation, pictures, brochures, study reports, success stories, if any)</i> (संबंधित दस्तावेज, प्रस्तुतिकरण, फोटोग्राफ, ब्रोशर, अध्ययन प्रतिवेदन, सफलता की कहानी, इत्यादि यदि हो तो)			
Project Services – परियोजना के तहत दी जाने वाली सेवायें					
Govt. to Citizen (G2C) आम नागरिकों को दी जाने वाली सेवायें		Govt. to Business (G2B) निजी व्यवसायियों को दी जाने वाली सेवायें		Govt. to Citizen (G2C) शासकीय कार्यालयों की आंतरिक व्यवस्थाओं को मजबूत करने वाली सेवायें *	
1	Free download of departmental forms	1	Online payment of insurance premium <ul style="list-style-type: none"> • LIC • SBI LIFE • ICICI PRUDENTIAL 	1	Open School Online Admission for 10th standard, 12th standard
2	Online payment of electricity bills <ul style="list-style-type: none"> • Bhopal • Jabalpur • Katni 	2	Online Payment of phone bills <ul style="list-style-type: none"> • Airtel (Landline) 	2	Online application for examinations held by the Professional Examination Board (VYAPAM) – About 30 exams PPT, PMT, MCA/MET, GNST/PNST, PEPT/PAT, PAHUT, Pre-PG, Examination for jobs
3	Online registration for Driving License, Learners’ License,	3	<ul style="list-style-type: none"> • Tata Indicom (Mobile & Landline) 	3	Online Application for the MP Board of Secondary Education

	License Renewal and Duplicate License				<ul style="list-style-type: none"> • Supplementary Examinations • Retotalling, Answer Book request, Duplicate Marksheet, Migration Certificate etc IX, XI Enrollment forms; X, XII Examination Forms
4	Online reservation and admission tickets for national parks Kanha, Bandhavgarh, Panna, Pench	4	<ul style="list-style-type: none"> • BSNL Mobile – All MP 	4	IGNOU - Application forms for paramedical courses
5	Online bus booking	5	<ul style="list-style-type: none"> • BSNL Landline – Bhopal & Indore SSA 	5	Apply Online for Various Universities Services- JIWAJI/ BHOJ/ MAKHANLAL/RGTU/ MANIT/ DAVV <ul style="list-style-type: none"> • Enrollment Application • Admission Application • Examination Application • Revaluation & Retotalling Application • Application for Migration Application for Degree/ Provisional Degree
6	Urban Administration Dept <ul style="list-style-type: none"> • Property Tax Calculation • Property Tax Payment • Water Tax Calculation • Water Tax Payment • Birth Certificate Registration • Death Certificate 	6	Tata DOCOMO (Mobile & Landline)	6	

	Registration				
7	Online Recruitment for MPMKVVCL	7		7	
8	Department of Technical Education- Counseling, Registration, Choice Filling, Allotment, Admission, Cancellation	8		8	
9	Online B. Ed Registration, Choice-filling, Counseling & Admission	9		9	
10	MP Public Services Commission - 100% online Civil Services (Preliminary) Examination	10		10	

* जैसे एम.आई.एस. सिस्टम, ऑन लाईन रिपोर्टिंग एवं कम्यूनिकेशन सिस्टम, मानव संसाधन डेटाबेस, एकाउन्टिंग सिस्टम, प्रोजेक्ट मैनेजमेंट सिस्टम)

Application Software developed by: (<i>Vendor Name</i>) एप्लीकेशन साफ्टवेयर तैयार करने वाली कम्पनी/संस्था का नाम	MPOnline Limited, Bhopal in joint venture with Tata Consultancy Services.
Application platform एप्लीकेशन की टेक्नालॉजी/ ऑपरेटिंग सिस्टम/आर्किटेक्चर	MICROSOFT PLATFORM We are operating on VISUAL STUDIO 2005, DOT NET FRAMEWORK- 2.0
Project Cost (<i>Hardware, Software, Training, etc.</i>) परियोजना लागत (हार्डवेयर एवं साफ्टवेयर, प्रशिक्षण, आदि)	2.72 CRORES
Source of Fund/project investment परियोजना का वित्तीय स्रोत	SELF
No. of Dedicated Project Staff: परियोजना तहत कार्यरत समर्पित स्टाफ की संख्या	At HQ Level - 70 At Field Level मुख्यालय स्तर पर मैदानी स्तर पर
Current Status (<i>if project is not fully implemented</i>) वर्तमान स्थिती (यदि परियोजना पूरी तरह क्रियान्वित नहीं हुई है तो)	The Project is running successfully and more and more services are being added to it
Project Outcomes/benefit/ achievements (<i>in bullet points</i>) परियोजना से प्राप्त लाभ/परिवर्तन/ उपलब्धियाँ (संक्षिप्त बिन्दुओं में)	The beneficiaries of the project are citizens, commercial organizations and Government Departments. The benefits delivered to citizens and commercial organizations are: ➤ Information dissemination to citizens

- ▮ Single window of access for services
- ▮ Faster delivery of services
- ▮ Faster, efficient redressal of grievances
- ▮ 24/7 access to government services
- ▮ Access to government officials
- ▮ Effective inter-departmental collaboration
- ▮ More accountability and transparency

The **benefits to the GoMP** can be summarized as:

- No Government expenditure
- No Trained IT / Technical Staff Deputation
- No Software Development Cost to Department
- No additional license cost for horizontal and vertical scalability
- Indirectly generating employment

MPOnline is proud to announce that we have been the recipient of four National and one State Level award.

- 'CSI Nihilient E-Governance for Excellence -2009-10.
- Editors Choice Best Website India E-Gov 2.0 (Year 2010).
- NASSCOM/ CNBC- TV 18 'IT Users Awards 2009.
- National Awards for E- Governance- Golden Peacock Awards 2010 for Citizen- centric services.
- Best IT for Masses Project' of Madhya Pradesh – 2009-10.
- Good Governance Awards – 2010 (Regional Category)