

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

## Format for IT/eGovernance Project Detail

आई.टी./ई-गवर्नेन्स परियोजनाओं की जानकारी

Project Name: परियोजना का नाम :	<b>Citizen Facilitation Centre</b>				
Department Name: विभाग का नाम	<b>Madhya Pradesh State Electronic Development Corporation</b>				
Implementing Office Name क्रियान्वयनकर्ता कार्यालय का नाम	<b>Madhya Pradesh State Electronic Development Corporation</b>				
Project Head (Name, contact no. and email) परियोजना प्रमुख का नाम, फोन नं. एवं ईमेल	<b>Shri Anurag Shrivastava,</b> <a href="mailto:anurag@mp.gov.in">anurag@mp.gov.in</a> , <b>0755-2769814</b>				
Contact/Incharge Person (Name, contact no. and email) संपर्क अधिकारी/कर्मचारी का नाम, फोन नं. एवं ईमेल	<b>Shri. Sanjay Verma , 0755-2769816 ,</b> <a href="mailto:mpsedc@yahoo.co.in">mpsedc@yahoo.co.in</a>				
Website Detail (if any) वेबसाइट की जानकारी/नाम (यदि हो तो)	<b>www.telesamadhan.mp.gov.in</b>				
Date of Commencement प्रारंभ दिनांक	<b>25-Sept-2008</b>				
<b>Project Overview in Brief/Bullet Points ( Not more than 10 Points)</b> परियोजना का बिन्दुवार संक्षिप्त परिचय (अधिकतम 10 बिन्दुओं में)					
1	Time and Place Utility to the caller				
2	Toll Free				
3	Paperless and Instant forwarding				
4	Citizen Satisfaction Monitoring				
5	Empowering the Illiterates				
6	Anonymity				
7					
8					
9					
10					
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)				
<b>Project Services – परियोजना के तहत दी जाने वाली सेवायें</b>					
<b>Govt. to Citizen (G2C)</b> आम नागरिकों को दी जाने वाली सेवायें	<b>Govt. to Business (G2B)</b> निजी व्यवसायियों को दी जाने वाली सेवायें	<b>Govt. to Govt. (G2G)</b> शासकीय कार्यालयों की आंतरिक व्यवस्थाओं को मजबूत करने वाली सेवायें *			
1	Absence of School Teachers	1		1	
2	Distribution of Uniforms/Books/Cycles/Scholarships	2		2	
3	Distribution of Scholarships	3		3	
4	Installation and maintenance of new handpumps	4		4	
5	Ladli Lakshmi Yojana -- The scheme for providing financial assistance to the girl child.	5		5	
6	Janani Suraksha, Janani Express Yojana	6		6	
7	Grievances related to Public Distribution Scheme	7		7	
8	Information related to poaching of endangered species	8		8	

9	Compensation to farmers for damages caused to their crops/cattle by wild animals	9		9	
10	Dindayal Mobile Hospital	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: (Vendor Name) एप्लीकेशन साफ्टवेयर तैयार करने वाली कम्पनी/संस्था का नाम		Spice Bpo Services Ltd.			
Application platform एप्लीकेशन की टेक्नालॉजी/ ऑपरेटिंग सिस्टम/आर्किटेक्चर		Vb Dot Net and SQL 2005			
Project Cost (Hardware, Software, Training, etc. ) परियोजना लागत (हार्डवेयर एवं साफ्टवेयर, प्रशिक्षण, आदि)		On BOOT Basis			
Source of Fund/project investment परियोजना का वित्तीय स्रोत		IT Department, Govt of MP			
No. of Dedicated Project Staff: परियोजना तहत कार्यरत समर्पित स्टाफ की संख्या		At HQ Level 1 At Field Level 0 मुख्यालय स्तर पर ..... मैदानी स्तर पर ..... ...			
Current Status (if project is not fully implemented) वर्तमान स्थिती (यदि परियोजना पूरी तरह क्रियान्वित नहीं हुई है तो)		Working Successfully			
Project Outcomes/benefit/ achievements (in bullet points) परियोजना से प्राप्त लाभ/परिवर्तन/ उपलब्धियाँ (संक्षिप्त बिन्दुओं में)		Total Call Received : 15,16,154 Information Disseminated : 11,57,220 Grievances : 46,279 Redressed : 42,301			

## **Brief Summary of the Application**

### **Background**

Govt. of Madhya Pradesh intended to launch an official Citizen Facilitation telephone service for its citizen. With its initiative to start the "**Citizen Facilitation center**" the Government of Madhya Pradesh took the first step towards the aim of creating a "**Single Contact Number**" (Help line No 155343) for any public services rendered by the State Government and its entities. Contact Centre is a vital IT tool, which is helping Govt. of Madhya Pradesh to improve Citizen Services. The Contact Centre handles incoming and/or outgoing telephone calls, from/to the citizen for services provided by Government of Madhya Pradesh.

To set up the "Citizen Facilitation Centre", the government of M.P. appointed M/s Spice BPO Services Ltd. (Now **SPICE BPO** Services Ltd.), which excels in the field of Customer Relationship Management as vendors, to run the "Citizen Facilitation Centre". The process of establishment of a "25 Seats" state of the art Infrastructure was initiated with an aim to meet all the requirements for a perfect contact center as per the ITes (IT enabled services) sector or the BPO (Business Process Outsourcing) industry norms. The "Citizen Facilitation Centre", working on the principles of Public Private Partnership (PPP), started on 23<sup>rd</sup> August '08 with 25 active seats. 25<sup>th</sup> September, 2008 was the day when the centre received 1<sup>st</sup> call after a formal publicity by "The Department of School Education" through the print media, covering almost all the newspapers in all the districts of the state. Second to join in the pool was PHE, which became functional through the Citizen Facilitation Centre, in the mid of January 2009. Then to follow were Tribal welfare department, Horticulture department, Women and Child development, Technical Education and training, Department of Higher Education, Forest Department. Panchayat and Rural Development Department is functional with the Citizen Facilitation Centre for the Mid Day Meal program.

At the same time "e-Tendering" which is participating in tenders online, has also been assisted by the Citizen Facilitation Centre for the queries of the contractors participating. The contractors can contact the Citizen Facilitation Centre to seek assistance for the process of "Registration", "Purchase and Download of tenders", "Bid formation", "Bid Submission" etc.

## **Scope & Objective (in bullet points)**

**Scope:** - At present information related to schemes and registration of grievances is available for 19 departments (list is enclosed at annexure 1). The department wise listing of the schemes is as follows: -

1. School Education
  - a. Absence of School Teachers
  - b. Condition of the school building.
  - c. Distribution of Uniforms/Books/Cycles/Scholarships.
2. Technical Education/Higher Education.
  - a. Distribution of Scholarships.
  - b. Fee related issues.
3. PHE
  - a. Installation and maintenance of new handpumps.
4. Women and Child Development
  - a. Ladli Lakshmi Yojana -- The scheme for providing financial assistance to the girl child.
  - b. Schemes related to welfare of Children and women.
5. Forest
  - a. Information related to poaching of endangered species.
  - b. Compensation to farmers for damages caused to their crops/cattle by wild animals.
6. Urban administration and Development Department
  - a. Issues related to the Municipal corporations.
7. Food and Civil Supplies
  - a. Grievances related to Public Distribution Scheme.
8. Department of Public health and Family Welfare
  - a. Janani Suraksha, Janani Express Yojana etc.
  - b. Dindayal Mobile Hospital.
  - c. Absence of Doctors.

Details of the other departments and respective schemes and services can be viewed at the website [www.telesamadhan.mp.gov.in](http://www.telesamadhan.mp.gov.in). All the services are fully ICT enabled and are in a paperless environment.

**Objective of the Project** : The objective of the project is to create a simple interface for filing complaints related to public service and to provide information regarding government services. The medium of choice is a toll free telephone number which can be accessed by the citizen from his residence in the state. The facility is available through land line or mobile no. of all the service providers. Once the grievance is registered there is a robust system of monitoring the redressal and a system of escalation if the complaint is not redressed in the given time limit.

### **Application Features (in bullet points)**

The Citizen Facilitation Center is a unique service, which provides-

1. **Time and Place Utility to the caller** – The caller can now get his/her grievance registered and redressed by just calling up the Toll Free telephone number 155343. It is no more a requirement to visit the department in case of any grievance. This facility helps the caller save his time and money. Distant/remote location is no more a hindrance in redressal of one's grievance.
2. **Toll Free** – As the telephone number of the Citizen Facilitation Center is Toll Free, it saves money. The caller does not pay a single rupee to get his grievance lodged.
3. **Paperless and Instant forwarding** – The grievance, lodged with the Citizen Facilitation Center are forwarded to the relevant departments ONLINE, within no time. This not only saves time but also helps the government achieve the PAPERLESS Environment of working.
4. **Citizen Satisfaction Monitoring** – It is also monitored if the grieved party is satisfied with the resolution. The complainant, under this process, is called back to ensure the same.
5. **Empowering the Illiterates** – The Citizen Facilitation Center empowers illiterates to get their appeals heard, as illiteracy is no more a baring factor for them. They can call up the Toll free number and get their grievances registered.
6. **Anonymity** – This is a unique feature wherein the details of the complainer are not revealed, keeping in view the basic thought of anonymous escalation of grievance to the department.

### **Future Plans (in bullet points)**

Till date the service provider has been able to fully comply with the provisions of the service level agreement. The number of calls landing on the number indicates that the citizens have trust and the comfort that their grievance will be redressed in their favour. The call center agents are trained to be polite and when the citizen calls, the satisfaction is of being treated with care and dignity by a government entity. The website has been quite popular and is regularly visited by senior officers for acquiring knowledge of the functioning of the schemes of the department.

The concept of the Citizen Facilitation Centre is a perfect example of flawless functioning with determination and dedication and endless efforts put in by government as a whole and by the departments, at the same time, as the functioning units. The results seen in a short span that the concept of the Citizen Facilitation Centre should not go limited to the departments which have joined in, but should further broaden with more and more departments and entities related get involved. More than that, it would be a great achievement if the concept of the Citizen Facilitation Centre is worked upon by many more states. It will certainly prove to be a great concept once adopted and run by the states with the same level of enthusiasm and coordination as displayed in case of the Citizen Facilitation Centre run in Madhya Pradesh.

Annexure 1

<b>S.No</b>	<b>Name of Department</b>
1	School Education Department
2	Public Health and Engineering
3	Horticulture and Food Processing Department
4	Tribal Development
5	Women and Child Development
6	Department of Technical Education
7	E Tendering ( e-procurement )
8	Panchayat & Grameen Vikas Vibhag
9	Forest Department
10	Department of Higher Education
11	Food and Civil Supplies Department
12	Urban Administration and Development Department
13	Tourism Department
14	MPONLINE
15	Revenue Department
16	Social Securities Department
17	Lok Sewa Prabhandhan Vibhaag
18	PFRDA ( National Pension Scheme- Lite)
19	Public Health and Family Welfare