

(Review by Chief Secretary, Govt. of MP)
Format for IT/eGovernance Project Detail

Project Name:	Madhya Pradesh eDistrict
Department Name:	DIT,GoMP
Implementing Office Name	MAP_IT
Project Head (Name, contact no. and email)	Mr. Anurag Shrivastava, OSD-IT
Contact/Incharge Person (Name, contact no. and email)	Ms. Awantika Verma
Website Detail (if any)	www.mpedistrict.gov.in
Date of Commencement	08/08/2008
Project Overview in Brief/Bullet Points (Not more than 10 Points)	
1	The e-District project aims at providing support to basic administrative unit i.e. District Administration to enable delivery high volume, citizen centric services at various District/Tehsil level, which would optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe Data storage, and Common Service Centers (CSCs) as the primary front-ends to deliver services to the citizens at doorstep
2	Through e-District initiative, the Administrative Services procedure has been transformed into electronic work flow using ICT
3	e- District Project is live in five pilot districts of Madhya Pradesh which are Gwalior, Guna, Indore, Shivpuri and Sagar
4	<p>The state envisages meeting the following objectives through the implementation of eDistrict Project:</p> <ul style="list-style-type: none"> ▪ To establish efficient electronic workflow system for District Administration ▪ To create an efficient IT enabled delivery mechanism for citizen services and information dissemination from District Administration and its subordinate offices ▪ To bring more transparency, accountability and overall efficiency in citizen service delivery mechanism ▪ To process public cases / appeals / grievances in faster manner and dissemination of information meeting timelines as per the Public Service Delivery Act ▪ End-to-End process tracking and monitoring starting from application submission stage till final delivery of the service

- Monitoring of pending applications at every stage with pre-defined service periods and automatic escalation
- To develop the FIFO (Fast – In – Fast – Out) based approach in the overall service delivery mechanism to bring transparency and fairness

Attachment/enclosures detail for more information

(Relevant documents, presentation, pictures, brochures, study reports, success stories, if any)

Project Services –

List of Services through eDistrict

SCHEDULE – 1 [Please refer to Madhya Pradesh IT Rule 5]

S. No	Service Category	Services
1	Certificates	<ul style="list-style-type: none"> • Domicile Certificate • Income Certificate • Birth Certificate • Death Certificate • Solvency Certificate
2	RTI / Grievances	<ul style="list-style-type: none"> • Providing information about various schemes/departments • Registration of grievance, Tracking and monitoring, Redressal, Appeal registration & Appeal Redressal
3	Licenses & permission	<ul style="list-style-type: none"> • Issue, Renewal, Addition and Deletion of Fertilizer / Insecticide / Seed License • Issue / Renewal of Agency License • Issue / Renewal of Stamp Vendor License • Issue / Renewal of licenses for Cinema and Video Parlor • Permission to Organize Fair / use Loud Speakers • NOC for foreign liquor shop
4	Education - Vyapam	<ul style="list-style-type: none"> • Admission forms, fees collection, Admit card, mark sheet delivery, Online tests
5	Utility Services	<ul style="list-style-type: none"> • Booking of rail tickets • Payment of utility bills – electricity, telephone, mobile etc
6	Marriage Registration	<ul style="list-style-type: none"> • Application for registration of marriage

List of Services to be delivered through Authorized Agents

SCHEDULE – 2 [Please refer to Madhya Pradesh IT Rule 6]

List of Services to be delivered through Department

S. No	Service Category	Services
1	Certificates	<ul style="list-style-type: none"> Disability Certificate Caste Certificate
2	Social Welfare	<ul style="list-style-type: none"> Old Age, Widow & Physically Handicapped Pension Janshri Insurance scheme Rahat Sahayata Yojana Sahariya Development Abhikaran Freedom Fighter Honorarium Scholarships - Tribal, SC/ST
3	Revenue Court Cases	<ul style="list-style-type: none"> Issue of notices, adjournments and tracking status of execution, listing of cases, stay and final orders of cases
4	Government Dues & Recovery	<ul style="list-style-type: none"> Issue of notices, track default loan processes and recovery of government dues Collection of Diversion Tax Recovery of Nazool land covering lease, rent and premium Renewal of Lease
5	Public Distribution System	<ul style="list-style-type: none"> Issue of New / Duplicate Ration Card - APL, BPL, AAY Miscellaneous Services - Addition / Deletion / Change of Name, Change of Address
6	Licensing	<ul style="list-style-type: none"> Arms License Issue of New / Renewal / Duplicate arms license Miscellaneous Services - Addition / Deletion / Permission to carry / NOC for sale of weapon, extension of purchase period, Change of address, Addition/deletion of retainer Cancellation of license Transport Tax or Fees payment/Vehicle Registration details/Tax Report/License Report Mining Quarry lease Temporary permission for Government mining (Auction) Temporary permission for mining
7	Land Records	<ul style="list-style-type: none"> B1/Khasra Nakal

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

Application Software	MPSeDC / Humanitics Dimension Software, New Delhi
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developed by: <i>(Vendor Name)</i>	
Application platform	Microsoft CRM
Project Cost <i>(Hardware, Software, Training, etc.)</i>	Rs.16.19 Cr
Source of Fund/project investment	DIT,GOI
No. of Dedicated Project Staff:	At HQ Level.....1(One)..... At Field Level2 (Two).....
Current Status <i>(if project is not fully implemented)</i>	Project work in Progress
Project Outcomes/benefit/ achievements <i>(in bullet points)</i>	<ul style="list-style-type: none"> • Citizens will be able to access Government to Citizen (G2C) services close to their houses through Common Service Centers (CSCs) in an integrated manner. • Service delivery of G2C services will be responsive, transparent and accountable at Districts and Sub-District offices. • Citizens will have to travel less distance, make less trips to Government offices and also will have to wait for much less time to get these services delivered to them. • Citizen can track the progress of the application/request online. • Offices and Sub-Offices of district administration will get modernized and Government processes automated which will ultimately empower the citizens.