# Madhya Pradesh

Towards a Transparent and Responsive eGovernance

Edited by KAVITA BARKAKOTY

IC Madhya Pradesh, situated in the culturally rich and historically significant state often referred to as the "Heart of India," has embarked on a groundbreaking mission. Leveraging innovative IT initiatives, the State Centre is dedicated to enhancing transparency, efficiency, and citizen-centric services. In a state adorned with UNESCO heritage sites, mighty forts, and lush forests, the State Centre's efforts underscore a resolute commitment to providing its citizens with a transparent and responsive administrative framework, while promoting the unique treasures of the region.

#### **ICT Initiatives in the State**

NIC Madhya Pradesh has undertaken various ICT Projects for promoting good governance in the state. Some of the major projects are profiled below:

#### eMARG

#### https://emarg.gov.in

eMARG is an end-to-end e-Government solution for maintaining Rural Roads built



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(PMGSY) by the National Rural Infrastructure Development Agency (NRIDA). This transparent and standardised system efficiently manages and monitors maintenance across over 3 lakh kilometres of Rural Roads in 30 States / Union Territories, benefiting government officials, civil contractors, quality control authorities, banks, and citizens.

#### Features

• Effective implementation of PBMC-based maintenance of Rural Roads

• Efficient and evidence-based monitoring of maintenance works

• Ease of doing business has improved efficiency of all stakeholders thus improved quality of road

• Digital empowerment of the contractors, e-payment of over ₹ 2000 crore

#### GeoReach

#### https://gismp.nic.in/georeach

Geomatics based Rural Roads Enterprise Application for Connecting Habitations (GeoReach) is an enterprise e-Government solution designed to streamline the construction of Rural Roads under the MP Rural Connectivity Project. Funded by the World Bank and AIIB, it encompasses rigorous quality checks, efficient billing procedures, and comprehensive project management, addressing technical and financial aspects. Implemented for 87 Project Implementation Unit (PIUs) of 52 districts of MP, this system assists the MPRRDA, World Bank, civil contractors, banks, SQM, and citizens. **Features** 

• Digitized Bill of Quantities (BoQ) and payments through PFMS

• Effective and efficient monitoring and evaluation system alongside fast claim disbursement

• Improved quality, performance and transparency for implementation of the scheme

#### Access Permission Management System (APMS)

This G2C application grants rule-based access permissions for land use along State Highways/ MDR Roads under MPRDC jurisdiction. Permissions cover infrastructure projects like Retail Outlets, Petrol Pumps, Cable Laying, Pipelines, Drainage, Over Bridges, Canals, Hoardings, and Gates, among others.

#### Features

- Online application submission and tracking
- Collected approximately 27 Crore in fees via PayGov payment gateway from 2300 applications
- Simplified the business process for both

applicants and departmental officials

• Improved standardization and transparency in government procedures

#### Jan Akansha

#### https://janakansha.mp.nic.in

Jan Akansha is a comprehensive platform for government departments, consolidating various functions into one interface. It encompasses features such as news feedback, Jan Shivir management, officers' diaries, tour details, court case monitoring, team management, VVIP letter tracking, notice boards, address books, user activity monitoring, and time limit work tracking. Accessible as a Progressive Web App (PWA) on all device ranges, it is readily replicable.

#### Features

- Implemented in 60 offices with 5500 users
- Effectively monitors time-limit papers
- Offers online application tracking
- Makes public redressal systems transparent

• Recommended by the GAD for implementation in government offices

### Ayushman Bharat Niramayam (ABN)

https://niramayamp.nic.in

ABN under the PM Jan Arogya Yojana provides free medical treatment up to ₹ 5 Lakh in empanelled Hospitals for low-income earners. The portal identifies eligible beneficiaries by integrating data from SECC (Socio-economic Caste Census), NFSA (National Food Security Act), BOCW (Building and Other Construction Workers) Board, Sambal Scheme (Labour department) of the State and NHA dataset.

#### Features

• Citizen-centric application enabling more than

#### 10 Crore beneficiary status searches.

 Identification of 3.5 Crore eligible beneficiaries, ensuring timely medical interventions and reports enable monitoring at the grassroots level

• Leading the state in ABM Cards generation

#### eOffice MMP

Office Automation suite, a part of the AtmaNirbhar MP initiative, empowers digital transformation in the G2G and G2E domains with modules like eFile, Knowledge Management System (KMS), eTour, and e-Leave. It operates across 54 Mantralaya Departments, 99 Departments, 3 Divisions, 22 Districts, and 65 Tehsils, with over 40,000 users onboarded. It eliminates document mishandling, automates routine processes, and encourages paperless offices, fostering transparency.

#### **SPARROW**

This workflow-based system handles Annual Performance Appraisal Reports (APARs) and Immovable Property Returns, maintaining comprehensive employee appraisal records with alerts, dashboards, and status checks. It ensures data security and integrity through audit trails and electronic/digital signatures.

As of now, 23,500 users from 38 State Services have boarded the system.

#### PM Poshan

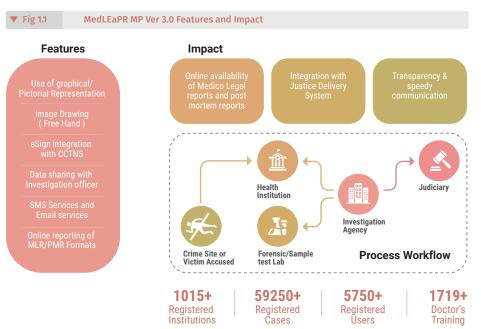
#### https://pmposhan.mp.gov.in/

MP PM Poshan Portal facilitates the rulebased execution of the PM Poshan Shakti Nirman Scheme, providing cooked meals to approximately 6 lakh students in Government and Aided schools and madrasas. This is achieved through process automations, integrated centralized food grain allotment, e-Payment for cooking costs and **N**<sup>IC</sup> has played a pivotal role in implementation of e-Office Mission Mode Project across all the levels of government functioning in the state which includes 54 Departments, 99 HoD offices, 3 Divisions, 22 Districts and 65 Tehsil-level offices. This office automation product suite has significantly impacted the government machinery by bringing in transparency, accountability and efficiency in processes. Central Registry Unit (CRU) at Mantralaya, has streamlined the receiving, registering, distribution and tracking of DAAK meant for various departments. Rollout of SPARROW has been an important breakthrough towards digitalization of core administrative processes and led to drastic reduction in delays. Madhya Pradesh ranks second in terms of number of onboarded SPARROW services.

I appreciate and congratulate NIC team for its sincere and sustained efforts towards effective implementation and handling change management. Project has been included under the IT pillar of AtmaNirbharMP initiative

potential to lead MP towards the path of Digital Empowerment in G2G and G2E domain.





honorarium. Mobile app-based inspections ensure timely and transparent evaluation of midday meals.

#### Features

• Efficient management with a componentdriven design and dashboards for major KPIs

- Seamless integration with existing systems like the State Education Portal, PFMS, and AePDS.
- Improved student enrollment, retention, and attendance
- Enhanced logistical planning for food-grain delivery, resulting in more nutritional meals

#### MedLEaPR MP Ver 3.0

#### https://medleapr.mp.gov.in/

This is a web-based reporting system designed to capture Medico Legal Reports and Post Mortem Reports. This system addresses the challenge faced by courts, prosecution, and defense in deciphering illegible handwritten

#### From the States

NIC Madhya Pradesh is playing a vital role as a trusted ICT provider in the State. Their initiatives have helped the State improve the quality of service delivery and promote the IT ecosystem. I want to acknowledge the contribution of NIC in key e-Gov initiatives such as e-Uparjan, e-Mandi, e-Transport, e-Marg, e-Abkari, and e-Office, to name a few.

I am sure that NIC will continue to provide e-Gov solutions to improve

the delivery of citizen services.

I wish the entire



#### Nikunj Kumar Srivastava

Principal Secretary Department of Science and Technology, Government of Madhya Pradesh

reports during trials, aiming to streamline and improve the process.

#### Features

• Provides online access to electronically signed Medico-legal reports and Post Mortem reports

• Integrates with the Justice Delivery System, enabling faster reference

 Enhances transparency, facilitates speedy communication, and digitizes the reporting and processing procedures

#### Koushalam

#### https://mpskills.gov.in

Koushalam offers a comprehensive solution for managing Industrial Training Institutions and skill development training under various government schemes. It covers ITI management, teaching-learning platforms, trainee registration, and MIS for inspections, civil works, employee and teacher daily diaries, as well as asset management and mobile app-based attendance.

#### Features

• 1682 ITIs in are registered on the portal

• A total of 520,995 tools are registered, each with QR code details

 Jal Jeevan Mission (Pradhan Mantri Kaushal Vikas Yojana) facilitates the registration, assessment, and certification of approximately 172 trainers, 37,787 trainees, and 451 campuses

#### Panchayat Darpan

Panchayat Darpan is an integrated platform developed for PRI to manage their human resource. It also oversees development and construction works of Gram Panchayats, content management, administrative sanctions, salary / payroll, e-payment, financial records, profiles, meetings, revenue assessment, and tax billing.

#### Features

• Generates an average of 19,000 e-POS in a month

• Enables efficient and transparent operations for PRIs and stakeholders via a mobile app

 Integrated with banks and provides a progress monitoring dashboard for UPI-enabled Panchayats and integration with the Sandesh app

#### Social Security Pension Portal

#### https://socailsecurity.mp.gov.in

The Social Security Pension portal is a unified platform, along with the m-Pension Mitra Mobile App, for managing 12 social security pensions/ assistance schemes of the Government of Madhya Pradesh. It enables online applications, sanctioning, and payment disbursements, serving approximately 56 lakh beneficiaries with a monthly disbursement of around ₹ 340 Crore through a single ePO. Aadhaar eKYC is used for beneficiary verification, and it integrates with PFMS for three Government of India schemes.

#### Features

Beneficiary information is publicly accessible
Provides online digital pension passbooks for beneficiaries

• One-click facility for pension disbursement

• Enhances fund utilization and payment monitoring, facilitating reviews of payments

#### **Shram Seva Portal**

#### https://labour.mp.gov.in

Shram Seva Portal automates and streamlines all activities and core processes of the Labor department. It facilitates online rule-based approval for benefits of 19 welfare schemes, with registration currently done through e-KYC.

#### Highlights

• Service delivery within an average of 1 day through 753 providers

#### ▼ Fig 1.2 : PM Poshan

Houses a digital repository of 17.15 lakh registered workers and 79.59 lakh family members
 Collects CESS amounting to over ₹ 250 Crore through the payment gateway annually

• Facilitates e-Payments of approximately ₹ 600 Crore to 6.5 lakh beneficiaries

#### **Scholarship Portal**

#### https://scholarshipportal.mp.nic.in

The Scholarship Portal serves as a platform for various scholarship and financial assistance programs, including Gaon ki Beti, Pratibha Kiran, Mukhya Mantri Jan Kalyan Yojana, Mukhya Mantri Maidhavi Vidhyarthi Yojana, Awas Sahayata Yojana, Foreign Study (Application Registration), and Post Matric Scholarships (Renewal) offered by different departments, with assistance provided through the m-Scholarship Mitra mobile app.

• Application tracking for students / institutions

• Hosts 35 lakh applications with required scanned documents

• eKYC compliant and integrated with NSP portal

#### Swachh MP Portal

#### https://www.swachh.mp.gov.in/

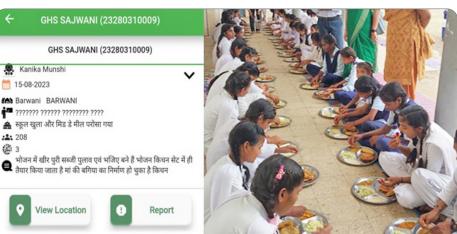
The Swachh MP Portal is a role-based system designed for automating, managing, and monitoring the implementation of Phase-II of the Swachh Bharat Mission (Grameen). It allows for online activity submissions, and Swachha Grahis can report from the field using the ODF Plus Mobile App, aiding in incentive calculations. The portal covers planning, progress tracking, and the implementation of SLWM projects and activities.

#### **MP Vivah Portal**

#### https://mpvivahportal.nic.in

The Vivah portal operates under the Mukhyamantri Kanyadan/Nikah Yojana and Kalyani Vivah Yojana, offering financial assistance for group marriages. It facilitates online scheduling, publication of group marriages, registration, document submission, verification, and application approval.

Features



 Mobile app for online attendance registration.
 e-Sign for the sanctioning of Kalyani Vivah Applications

Approved beneficiaries for Vivah/Nikah Yojana:
 66,000 couples, approximately ₹ 364 crore

#### **Ration Mitra**

#### https://rationmitra.nic.in

Ration Mitra manages PDS beneficiaries and activities, including FPS allotment, FPS and Welfare Institution management, and FPS inspection. It integrates with central repositories, AePDS, Ayushman Bharat Mission, and Samagra portal. Data from 1.26 crore ration cards and 5.32 crore beneficiaries across 27,377 Fair Price Shops are available, with 99.8% of the data Aadhaarseeded. The mobile app, m-Ration Mitra, assists beneficiaries.



▲ Fig 1.3 : m-Ration Mitra App

#### MP eUparjan

#### https://mpeuparjan.nic.in

MP eUparjan is a farmer-centric e-Government ecosystem that computerizes the entire chain, from farmer registration to procurement centres, grain procurement, quality acceptance, transportation, and storage warehouses. It ensures Minimum Support Price (MSP) for registered farmers with integrated databases of land records and girdawari. Payments are made through JIT ePayments, integrated with PFMS, SLIA, and Aadhaar. With over 29 lakh farmers registered and 132 lakh metric tonnes of procurement, it has infused payments exceeding ₹ 33,108 Crore into the rural economy, enhancing food security. Serving farmers since 2012 for Kharif, Rabi, and Zaid season crops, it has established MP as a leading agricultural state.

#### **MP eDistrict**

#### https://mpedistrict.gov.in

The MP eDistrict portal ensures prompt

delivery of services to citizens, as mandated by the Lok Seva Guarantee Act 2010. It offers time-bound services, including Certificates, Licenses, Permits, Social Welfare, and more. The portal emphasizes transparency, efficiency, and administrative accountability. Its key features include:

- Generates Digitally Signed Certificates
- Integration with Digilocker and WhatsApp for added convenience
- Provides access to 342 services from 29 different government departments
- Provides 62 services available under the Samadhan One Day Scheme
- Offers an extensive network of over 1.5 lakh delivery channels

• Facilitates over 50,000 applications for various services

#### Civil Supply Monitoring System (CSMS) https://csmsmpscsc.mp.gov.in

CSMS manages food grain supply in the state, optimizing transportation by rail or road for PDS and FCI, with dynamic godown allocation for costeffective storage. It includes paddy milling for CMR and Fortified Rice, payments to millers, fund management, and disbursal for various schemes, along with FCI billing. The system ensures quality testing and inspection of stored commodities in godowns, with payments totaling around ₹ 1,500 Crore for storage, labor, commission and transportation. It also ensures an adequate supply of gunny bags during procurement.

#### CM Dashboard

CM Dashboard offers comprehensive statistics and interactive reports for essential projects and schemes, including CM Relief Fund, CM Ghoshna, CM Monitoring, CM File movement, CM Visit, Letter to GOI, and Presentation to CM. It features complete workflow automation and encompasses all 56 administrative departments and 52 districts.

#### Stats

- Cases Registered: 139,801
- CM Relief Fund Applications Registered: 197,933
- CM Meetings Registered: 746
- Presentations given to HCM: 343
  Letters sent to GOI: 589

#### e-Uttar

e-Uttar is a streamlined G2G application designed for efficient compilation and submission of digitally signed replies to the State Assembly from the State Secretariat. It includes all administrative departments, their directorates, and state field offices. This process is smooth, error-free, and limits manual intervention. Its key features are:

- Online access to approved questions
- E-Repository for questions and replies
- Reduced paper usage, human effort, and manual intervention

• Enhanced transparency, integrity, security, and authenticity

Govt. of MP is committed to citizen service delivery in a time-bound, transparent, and convenient manner to its citizens; M.P is the first state to enact the Public Service Guarantee Act in 2010, ensuring timely delivery with a framework for appeals for citizens and a penalty clause to penalize the public servants for dereliction in their duties.

It's incredible to see the NIC MP's in-house software solution embedded with the provisions and rules of PSGA Act'2010 for Lok Sewa (https://mpedistrict.gov.in) consistently raising the bar since its inception in year 2013 with the addition of more and more citizen services.

I am happy that the efforts of NIC have resulted in impressive outcomes with the sustained online delivery of 9.78+ crore applications belonging to 342 services in 29 departments. I congratulate the NIC team for their efforts and consistent support in building

form, which is building ease and comfort for thousands of lives daily across the state.



#### Manish Rastogi, IAS Principal Secretary Revenue Department

#### eMandi and eANUGYA

#### https://eanugya.mp.gov.in

Integrated eMANDI and eANUGYA are utilized by all 259 Agricultural Produce Market Committees (APMCs). These platforms capture trader, hammal, and tulawati registration within the Mandi Yard. In the APMC Yard, farmers/sellers can auction their crops openly. After gate entry, auction, weighment, and payment, eANUGYA generates a No Objection Certificate (NOC) for crop movement outside the state or in secondary trade. It also maintains trader stock records and accounts for Mandi Cess. The M.P Farm Gate App integrates with online trading platforms and includes an exports module for exporter subsidies, extending procurement to farmers' doorsteps.

#### MP State Cooperative Portal

https://www.mp.nic.in/ecooperatives

The MP State Cooperative Portal adheres to the MP Co-operative Societies Act, streamlining workflow processes such as society registration, legacy data maintenance of cooperative societies, departmental auditor allocation based on PRORATA, CA empanelment, service records for over 2000 employees, a judicial system for

#### From the States

tribunals, and monitoring of housing, complaints, RTI applications, and audit notes/levies. This system has been replicated in the state of Goa.

## Common Election Management System (CEMS)

CEMS is an online application for managing election personnel at the state, district, and office level, categorized by hierarchy. Its offline version assists District Election Officers in randomizing polling and counting parties. It also manages manpower for training, randomization, and party formation according to Election Commission guidelines.

#### Features

 Individual mobile app for personnel to review and edit their records

- State / District-level initialization and standard master tables for national-level consistency
- Multilingual support in the application menu

#### eGranthalaya

eGranthalaya is a cloud-based platform offering online access to catalogs, e-books, and research documents. It provides cross-library access to over 300 libraries and serves more than 1 lakh users from colleges and universities in the state. The platform offers access to a vast collection of 45,39,308 books.

#### eVidhanSabha

#### https://evidhan.mp.gov.in

e-Vidhan Sabha is a web-based solution connecting the MP State Legislature and the State



It boasts impressive achievements, including successfully completing 47 sessions with over 1.5 lakh questions/notices registered. It also ensures the receipt of 100% digitally signed answers from departments and maintains an archival data repository of over 10 years with immense value.

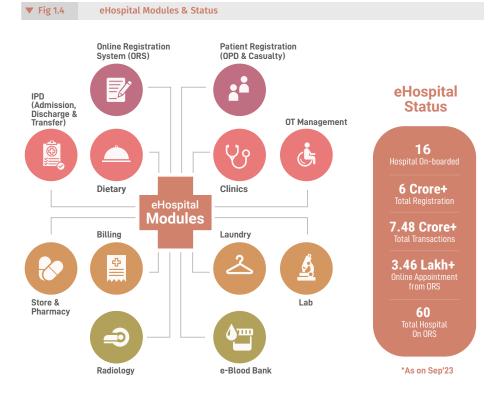
#### **Transport Projects**

Vahan / Sarathi: Since April 2021, Vahan / Sarathi has been successfully rolled out in 51 districts, offering services in both faceless and nonfaceless modes. Approximately 30 lakh Learning / Driving License and Sarathi-related services have been offered, with around 21,000 permits issued.

Revenue collection from these services has reached ₹ 174.13 Crore. There have been around 13,77,349 new vehicle registrations done through these twin systems.

eChallan: This comprehensive solution for Transport Enforcement Officers and Traffic Police was implemented in the state in May 2022, with over 1 lakh challans issued and a collection of over ₹ 4.21 Crore in traffic fines.

**iRAD (Integrated Road Accident Database):** Funded by the World Bank, this initiative aims to address road accidents scientifically using modern ICT tools. Implemented in all 52 districts, MP leads in data capture to combat the road accident menace.



#### eAabgari

#### https://eaabkari.mp.gov.in

eAabgari is a workflow-based solution that transforms the state excise ecosystem. It includes supply chain management, barcodes on permits / passes, QR code-based hologram labels on packages, status and notification alerts, GPS mapping of establishments, business analytics, a mobile app for crime reporting, and asynchronous data capture at retail outlets, enhancing ease of doing business.

#### **MP Tender Portal for eProcurement**

#### https://mptenders.gov.in

This portal enables the state government to manage procurement online, including tender notices for goods, works, and services, receiving and evaluating bids and proposals. It enhances efficiency, transparency, and accessibility for suppliers, reduces administrative burdens, increases competition, and ensures better value for money and sustainable outcomes. Additionally, it reduces tender process cycle times and offers easy monitoring through MIS reports and dashboards.

#### eHospital

#### https://ehospital.gov.in

e-Hospital is a versatile software that encompasses key hospital functions, including patient care, lab services, workflow-based document exchange, HR, online OPD appointment through ORS, and medical records management. It offers features like online lab reports, blood availability, and Scan and Share facility. The NextGen e-Hospital features a microservicesbased architecture, with the NIC MP Team developing OPD and Laundry Modules.

#### **IVFRT**

This system provides a secure and integrated service framework for eVisa, Foreigner Registration, C-Forms & S-Forms filing, etc., enhancing legitimate travellers' experiences and strengthening security at Indore Airport, 52 State Foreigner Registration Offices, and Home Department. It streamlines immigration with automated passenger profiling and ensures traveller identity authentication at all touch points for better tracking.

#### ICIS

#### https://icjs.gov.in

ICJS delivers speedy justice by digitizing, interlinking, and exchanging data among various justice pillars such as Police, Court, Prison, Prosecution, Forensic, etc. It is currently operational in state offices, enhancing the justice system's efficiency.

#### ePrisons

#### https://eprisons.nic.in

This cloud-based initiative manages prisons and prisoners, offering real-time inmate information to courts, prison officials, and entities in the Criminal Justice System. It facilitates online visit requests and grievance redressal, with 129 jails onboarded. It also provides VC-based eMulakat and other citizen services for prisoners and their families.

#### **Infrastructure Services**

#### Network Infrastructure

The core of NICNET's backbone in the state has been upgraded to multiple 10 Gbps capacity with redundancy. States are connected through multiple 1/10 Gbps links, and districts have 34/100 Mbps links with built-in redundancy at both state and district levels. Last-mile redundancy for NICNET has been extended to more districts. with primary links from BSNL and secondary links from RailTel/PGCIL.

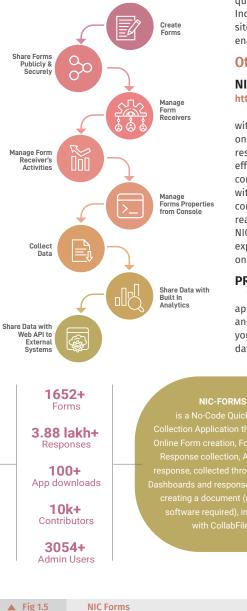


Fig 1.5

**Data Centre and Cloud Services** 

Data Centre Services, including Web Hosting, are provided in a Cloud Environment under NIC National Cloud (MeghRaj) and NIC-MP Mini-Cloud. Services include Security Audit, Remote Publishing, Domain Activation, Internet Dissemination of Results, SSL deployment, and network/device monitoring through OpenNMS Minion.

#### S3WaaS based Hosting

NIC MP State Centre website and the websites of 52 Districts & 10 Divisions of the State Government run on the S3WaaS (Secure, Scalable & Sugamya Website as a Service) Platform of NIC. These websites feature structured and up-to-date data about the state, improving the Indian Government's online presence with enhanced web design, technology, and content quality. They also comply with the Guidelines for Indian Government Websites (GIGW) and reduce site owner dependency on skilled developers. enabling easier deployment.

#### Other Initiatives

#### NIC FORMS

#### https://nicforms.nic.in/

This application simplifies data collection with a user-friendly, no-code tool. It streamlines online form creation, management, sharing, and response collection. Government employees can efficiently gather geo-tagged data and generate comprehensive reports without coding. Integrated with key services, it eliminates the need for complex web or mobile app development. With ready form validations and easy access control, NIC FORMS ensures a seamless data collection experience. Additionally, one can dispose of online forms once their purpose is fulfilled.

#### PRATIBIMB

This is an indigenous, open-source Android app designed for secure document scanning and PDF creation. All PDFs are saved locally on your mobile device, ensuring no confidential data storage on cloud servers or outside India.

> The app digitizes physical documents auickly. organizes them as PDFs, and offers multilingual menu support. Features include image enhancement. quick PDF generation, easy merging. header/footer options, and efficient page PRATIBIMB management. simplifies document digitization, making it portable, space-saving, and convenient for easy sharing and collaboration.

#### Accolades

NIC Madhya Pradesh has earned numerous accolades for its



#### Fig 1.6 : Pratibimb

outstanding contributions to e-Governance including

• 24th National e-Governance Award in January 2022 and the CSI SIG e-Governance Award 2021 for eMARG

• CSI SIG e-Governance Award of Excellence in 2022 for GeoReach

 CSI SIG eGovernance Award of Appreciation in 2021 and the Technology Sabha Award 2022 for MP eTender Portal

 CSI SIG eGovernance Award of Appreciation 2022 and the SKOCH Silver Award 2020 for MP Farm Gate App

 CSI SIG Award of Recognition in 2021 for State **Cooperative Portal** 

• CSI SIG eGovernance Award of Appreciation in 2021 for Sparrow

 CSI SIG eGovernance Award of Recognition in 2020 for eOffice MMP

#### Way Forward

Through its concerted efforts. NIC Madhva Pradesh has played a pivotal role in enabling the government to elevate the standards of governance, enhance the quality of service delivery, and establish more effective channels of citizen engagement within the digital landscape. It will continue to evolve, flourish and engage emerging technologies to enhance the ICT backbone of the state.

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