Mahbubnagar, Telangana

Adopting citizen-centric approaches for better eGovernance

Edited by **SANGEETHA MANJUNATH**

In the heart of Telangana, NIC Mahbubnagar stands as a beacon of technological advancement and digital empowerment. Since its inception, the District Centre has been at the forefront of driving innovation, efficiency and transparency in governance through the effective use of Information and Communication Technology. It has consistently played a pivotal role in providing technical support to various government organizations and initiatives.

ICT Initiatives in the District

Mana Badi Kosam Mobile App

The app was created in response to a proposal by then District Collector, Shri S. Venkata Rao, to encourage families to voluntarily contribute ₹ 100 each for school welfare. Designed by NIC, this app allows the collection of donations from both parents and alumni. This app was also featured in the "District Mobile App Challenge."

eOffice

The District Centre led the successful eOffice implementation across all district departments, making it the first district in the state to achieve this milestone. Following the district's bifurcation into Narayanpet and Mahabubnagar in 2019, eOffice support ensured smooth file migration between departments of both districts, boosting transparency, accountability, and eGovernance efforts. As of now, over 800 users from 132 offices and 76 departments are

AEBAS

Aadhaar Enabled Biometric Attendance System (AEBAS) was first implemented in key district departments like Health, Women Welfare, and the

M. Satyanarayana Murty
Technical Director & DIO
msmurty@nic.in

NIC Mahbubnagar has been a cornerstone of technical support and skill development among diverse stakeholders. With strong ICT expertise, it efficiently executes several national and state-level ICT projects, ensuring transparency. The centre has successfully raised awareness about the significance of ICT applications, and citizens now experience their practical benefits in daily life.
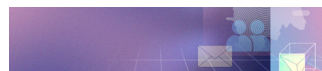
District Collectorate. After the move to the new collectorate building (IDOC), AEBAS was extended to all 67 departments. Employees were issued ID cards with Mi-fare RFID technology, streamlining attendance tracking and eliminating manual ID entry, leading to substantial time savings.

Praja Vedika

http://prajavedika.mbnrgov.in

Praja Vedika is a G2G and C2G public grievance portal. It offers a dedicated platform for citizens to submit petitions and grievances, directly to the Office of Chief Minister, both online and in-person, with the primary goal of ensuring efficient resolution.

Dharani

https://dgts.telangana.gov.in

Dharani Collector Grievances Tracking System is a G2G application for tracking grievances within the Collectorate and Tahsildars. It captures complaints submitted to the District Collector and facilitates communication between Tahsildars and Collectorate sections. This streamlines grievance handling, allowing the District Collector to promptly review and respond to grievances.

File Disposal Management System

http://filedisposal.mbnrgov.in/

File Disposal Management System streamlines the disposal of old files. It enables the District Collector to review disposal status weekly, aiming to complete the process within a month. Additionally, it uploads all active files to eOffice for convenient access.

Prajavani

http://cpgrams.ts.nic.in/

Since October 2017, the District Centre has been providing technical support for Centralized Public Grievance Redress and Monitoring System (Prajavani / CPGRAMS) to district administration. Additionally, this system has been successfully implemented by the District Centre in Wanaparthy, Nagarkurnool, Narayanpet, and Jogulamba Gadwal Districts, expanding its coverage beyond Mahabubnagar.

Mahbubnagar District Website

https://mahabubnagar.telangana.gov.in/

Mahabubnagar District website, developed using the S3WaaS Framework, stands out as the first official website to provide content in three languages: Urdu, Telugu, and English. This multilingual approach boosts accessibility and user engagement, ultimately enhancing digital governance and government transparency.

eLaabh

http://elaabh.telangana.gov.in

eLaabh is a web-based system that manages government subsidies for dairy farmers and fishermen in Telangana. It requires one-time registration, after which users can apply for eligible schemes online. The system generates a unique ID and sends SMS acknowledgments. Field officers verify applications, and eligible applicants receive subsidies directly in their bank accounts. Necessary support has been provided to User Department for making the initiative a success.

Other Key Initiatives

SPARROW

https://sparrow.eoffice.gov.in/

SPARROW is an online system used by the State and Central Government for comprehensive performance appraisal of their employees. It allows officers to electronically fill out their Performance Appraisal Reports (PAR) conveniently.

Mission Bhagiratha

https://missionbhagiratha.telangana.gov.in/

Mission Bhagiratha, a flagship initiative of the Telangana government, aims to provide safe, treated piped drinking water to both urban and rural populations in the state. To enhance its

▲ Fig. 5.1: "Naa Badi Kosam" mobile app inaugurated by then District Collector & Magistrate, Shri S. Venkata Rao, IAS, in the presence of the District Informatics Officer and District Education Officer.

NIC Mahabubnagar District Centre is at the forefront of implementing various e-Governance projects, including the eOffice Project, across all departments of Mahabubnagar. It plays a pivotal role in driving the adoption and promotion of e-Governance initiatives.

With the active support of NIC Mahabubnagar, our District has achieved remarkable success and garnered numerous Awards and accolades. In addition, we have developed a mobile app called "Intiki Vanda – Badiki Chanda" to collect a voluntary contribution of 100 rupees from each family. This initiative aims to allocate funds for the developmental work of schools in our District.

Furthermore, we have created dedicated websites for the Hon'ble Excise Minister's Camp Office, facilitating the collection of grievances. We have also established the DGTS Portal to streamline grievances related to the Dharani Portal.

The determination and initiative of NIC District Centre in Mahabubnagar have fostered a favorable environment for the implementation of numerous e-Governance projects. This progress has paved the way for the District Administration to expand its efforts and take a leading role in this domain, positioning our District at the forefront of digital governance.

Ravi Gugulothu, IAS
Collector & District Magistrate
Mahbubnagar

effectiveness, the program utilizes advanced technology through the Progressive Web Application (MB-TAP). This app is instrumental in capturing geo-location details and photographs of Overhead Service Reservoirs (OHSRs) and household beneficiary tap connections. This tech-driven approach underscores Mission Bhagiratha's dedication to ensuring portable and safe drinking water for all Telangana households, promoting transparency and efficiency in the program's delivery.

NDAL-ALIS

This system streamlines the issuance of arms licenses, a crucial responsibility of the District Magistrate. It simplifies record-keeping for arms licenses, ensuring accurate tracking of licenses issued for individuals and their intended purposes. ALIS is employed across all 5 districts of the former Mahabubnagar region, with training provided to NFEs and department staff to facilitate its usage.

Jeevan Pramaan

https://jeevanpramaan.gov.in

NIC Mahbubnagar has implemented Jeevan Pramaan at the district level, a biometric-enabled digital service for pensioners of government organizations, using Aadhaar for authentication. Successful authentication generates a Digital Life Certificate stored in the Life Certificate Repository. Pension Disbursing Agencies can access it online, and the service includes a Face Recognition app for added security.

PDS

https://epos.telangana.gov.in

Public Distribution System (PDS) enables the distribution of food grains and essential items to a significant number of economically disadvantaged individuals. This is accomplished through a network of Fair Price Shops, offering subsidized prices on a regular basis. Additionally, monthly allotment support for Mid-day meals is provided to support educational department and Scheduled Castes Development Department (SCDD).

Technical Support

NIC Mahbubnagar has played a pivotal role in providing support to various organizations, with notable contributions including:

● Assisting in achieving the "Guinness World Record for 2-crore Seed Balls preparation by SHG Women" in 2021

● Offering extensive support during COVID-19, from serving as a Nodal Officer for Covid-19 grievances and setting up a COVID-19 Command Control Room to aid in the establishment of COVID-19 helplines, telemedicine rooms, and more

● Provided technical assistance for elections, including Assembly Elections 2018, Loksabha Elections 2019, among others

Awards

● Skoch Order of Merit 2021 for Computerisation & Digitization of Record Room

● Governance Now Digital Transformation Award 2019 for eOffice

● Digital Web Ratna Gold Award 2019 for Mahbubnagar District Website

● Skoch Order of Merit 2018 for eOffice

● Gems of Digital Telangana 2017 for eOffice

Way Forward

NIC Mahbubnagar is committed to fostering an ICT-enabled environment for transparent and efficient swift service delivery by the district administration, ensuring citizen welfare and grassroots development, with a focus on adapting to evolving technology for future enhancements.

Contact for more details

District Informatics Officer
NIC Mahbubnagar District Centre
29, Ground Floor, Integrated District Offices
Mahbubnagar, Telangana - 509002
Email: dio-mbn@nic.in, Phone: 08542-241903