

Anuppur: Serving Administration and People with ICT

Situated in the north eastern part of Madhya Pradesh, Anuppur shares its geographical boundaries with Shahdol and Dindori districts of Madhya Pradesh and Bilaspur and Korla districts of Chattisgarh. The district was formed in the year 2003 and is popular among tourist for 'Amarkantak', the originating point of river Narmada.



SENDIL KUMAR
District Informatics
Officer
NIC Anuppur
kumar.sendil@nic.in

Edited by
Anshu Rohtagi

NIC, Anuppur is a relatively new setup, coming into existence in the year 2009. However, it has taken giant strides in spreading IT in the district and inculcating eGovernance culture in this tribal dominated district. The ICT based activities started in the district way back in 2005 with the commissioning of video conferencing setup in the collectorate and provision of email facilities to the district officials. Since 2009 many more IT based projects have been rolled out to improve the functioning of district administration and delivery of government services to the citizens.

VIDEO CONFERENCE IN BLOCKS

A major step towards improving the functioning of district administration has been establishment of video conferencing infrastructure in all the blocks of the district and interconnecting them with the VC studio in collectorate. NIC, Anuppur took the lead and was the first district to implement this in Madhya Pradesh. The system is successfully operational since January 2010 and more than 200 VC sessions have already been conducted.

The setup has enabled all the district level officials including the district collector to interact with the block level officers through video conferencing with ease and without travelling. The VC setup has been declared as the official medium for all departmental meetings and monitoring of various government schemes by the district collector.

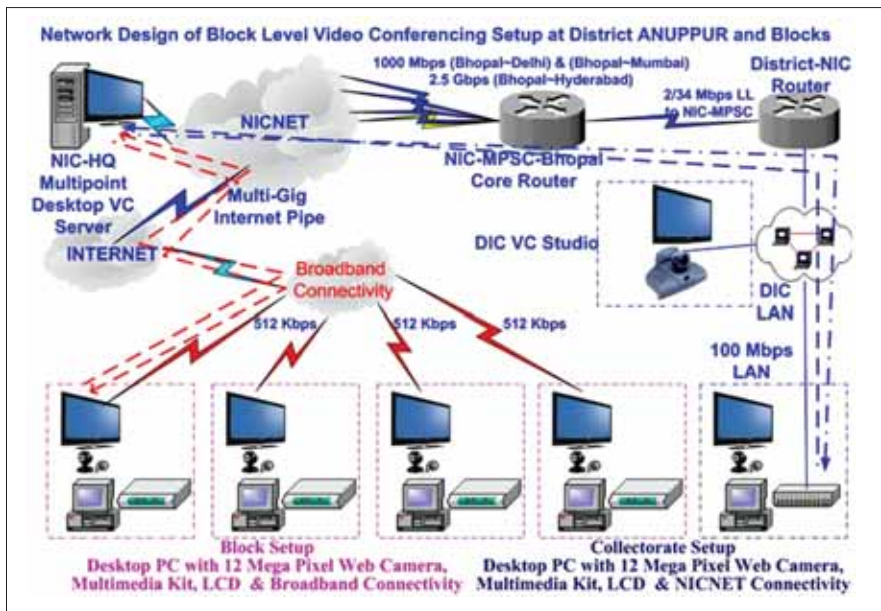
JANSUNVAI ONLINE COMPLAINTS MONITORING SYSTEM

The Jansunvai Online Complaint Monitoring System has been developed and implemented to automate the applications which are received by the district collector and other designated district officers on every Tuesdays during "Jansunvai - Public Grievances Programme". This online monitoring system allows the authorized users to capture application/complaints into the system. Once the applications/complaints are entered into the system, acknowledgement receipts are generated and issued to the applicant. Subsequently, all the applications/complaints are forwarded to the respective department for resolution. User accounts have been provided to all the departments to access the system.

The departments periodically login to the system and check applications/complaints pending with them. They enter their feedbacks or replies related with the application/complaint in the Jansunvai online system. The administrator at the collectorate can generate various reports on the applications/complaints as per the require-



Chief Secretary, Madhya Pradesh, interacting with Block level officials through VC setup



SH. KAVINDRA KIYAWAT
IAS, Collector,
Anuppur (MP)

The block level Video Conference system has enabled us to conduct meetings with block and Gram Panchayat level employees and it has greatly changed the style of district administration thus improving overall efficiency of the administration by way of constant guidance and monitoring.

ment. So far more than 4000 application /complaints have been registered in the system.

HELLO ANUPPUR - CALL CENTER MANAGEMENT SYSTEM

‘Hello Anuppur’ is a Call Centre Management System developed and implemented by NIC, Anuppur where the complaints/grievances can be lodged telephonically. The complaints received are entered into the call center management system and forwarded to the concerned department. The system generates various reports like department wise statistics of complaints, call center operator attendance, date wise complaint statistics etc. This software also has contact details of all the government employees posted in the district.

MALNUTRITION MONITORING SYSTEM

This is an online monitoring system to track the malnourished children in the district. The Women and Child Development department identifies and collects the basic data pertaining to the malnourished children such as their height, weight, family background, etc that is entered into the system. Subsequently, the children are screened

by sub health centres and if necessary provided treatment in Malnutrition Rehabilitation Centres. The screening details together with the health progress of the child are entered into the malnutrition tracking system to track the progress of the child.

NIC, Anuppur is also providing technical support to many other eGovernance initiatives of the state government & district administration to facilitate the common man. 'Dil Se Chalo Gaon ki ore' is one such programme where district level officials spend a couple of nights in a village once every month to gather the welfare parameters of the villages. The "Dilse" software captures these details and generates various reports for the administration. NREGA Monitoring System & Election Software for Zila Panchayat Poll were developed and implemented to facilitate the district administration in these two important activities of the government. Crop Insurance system, E-Khanij, Agmarknet, BRISC, IDSP, Minor Irrigation Census, CMMIS, BPL Survey, SGSY are some of the national level projects which have been successfully implemented in the District by NIC, Anuppur.

The eGovernance initiatives of District Anuppur have not only benefitted the tribal population of the dis-

trict but have also provided IT based tools to the district administration for proper monitoring and control of various schemes launched by them. These efforts have taken Anuppur ahead from many of the older districts in terms of eGovernance.

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For further information

SENDIL KUMAR
District Informatics Officer
NIC District Center,
Collectorate, Anuppur
Madhya Pradesh-484224
Ph: 07659-222970
kumar.sendil@nic.in