Khargone District

Citizen Centricity is the way forward for eGovernance

Edited by **AK DADHICHI**

Known for its hot weather conditions, Khargone is an emerging hub of Chili and Cotton production in Madhya Pradesh. The district mostly irrigated by the waters of River Narmada has Satpuda Hill range that borders with Maharashtra.

By developing need-based timely IT solutions NIC Khargone is leading the way in taking initiatives that qualitatively assists the administrative decision making and helps in improving the lives of the citizens. The new avatar of the district website on the trinity of 'Scheme Information', 'Online Services' and 'Forms & Contact information' together formed a semi-faceless information system for the Citizens of Khargone in particular and citizens of the state in general.

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Situated in the Nimad region of Madhya Pradesh, Khargone used to be known as West Nimad. NIC District Centre right from its inception has been the most significant entity in taking initiatives and helping district administration in almost all domains of its work. There were a plethora of applications developed for the computerization of various administrative tasks and process such as PPMS, ARMS, HRMS and One-day Governance are among the most notable of them.

NIC Khargone developed a series of web applications from WMS, CCMS, PBMS, m-Pahal, Pension Monitor etc. National projects such as NDAL-ALIS, IVFRT, NADRS, MCTC, National Tracking System of Missing Children, CCTNS, LG Directory, QuickSMS, DigiLocker, Jeevan Praman etc. are being successfully implemented. State projects such as Samagra, UTTARA, Scholarship Portal, Education Portal, Labour Portal, BRISC Portal, eDistrict Portal for public services, eUparjan, CM Tirth Darshan, mShiksha Mitra, VQRMS etc. have been implemented flawlessly.

ICT Initiatives in the District

The District Website (khargone.nic.in)

What beauty without substance! Therefore, the soul of our website is its content. Therefore, this website has the latest information on Govt. schemes in a simple and lucid form. The scheme data on our website empowers our citizens to open the gateway of opportunities with a single click at their comfort without visiting govt. premises. The ease at which the common man gets the information on schemes, online services and application forms makes the real difference towards face-less services delivery.
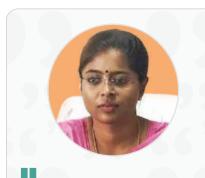
The website has good and quality information on 'One India' components such as Tourism, Places to Visit, How to reach, Festivals, Culinary Delights & Produce.

Citizen Participation

People visit the website. They write to use. They give suggestions and pose queries using the feedback form. We help them out with their queries and take appropriate action on their grievances and promptly reciprocate with email replies.

Outcomes

- Just like a faceless information system the website provides comprehensive information on Govt. Schemes such as scheme details, beneficiary criteria, scheme benefits, how to apply, and whom to contact if needed etc.
- The availability of scheme details along with its forms and online services is helping the citizens by not only saving their efforts and money but also preventing them from COVID-19 risks.

> NIC has always been a trusted institution to rely on for most IT interventions and solutions for the district administration to provide transparent and quick services to the citizens. The new S3WaaS based district website is one such example that focuses on citizen-centric information such as Schemes, Online Services and up-to-date contacts of important institutions. Efforts have been put to enrich the website by including themes on Produce, Tourism, and Culture. The ICT infrastructure and Video Conferencing Services of NIC have been commendable.

ANUGRAHA P.
District Magistrate and Collector
Khargone, Madhya Pradesh

Geo-reference Based Works Monitoring System [WMS]

WMS is a unique project implemented using web-based and mobile technologies whereby all construction work details along with stage-wise Geo-Referenced images are captured. Work photographs with EXIF Information are the key to this system concept. Every work created on this system requires four images to be uploaded by the work agency engineer. The first photograph 'Site Photograph' which is taken before the work begins with latitude and longitude information is uploaded first and holds the key to transparency.

As of now more than 4650 works have been fully completed/ monitored using this system. Gwalior district of Madhya Pradesh is also using this application.

Court Cases Monitoring System

A web-based solution has been designed,

▲ Home page of Khargone district website

▲ Court Cases Monitoring System – A Case Entry Form

developed and implemented locally is being maintained for progress monitoring of various court cases of different courts of the district. All the pending court cases are entered and regular follow up entries as the case progress are being fed in the system. To date, as many as 1118 court cases are being managed by this web application.

Other Key Initiatives in the District

Cyber Security Awareness Campaign

NIC District Unit Khargone has launched a drive to educate govt. employees and college students to 'Cyber Security.' The self-motivated and self-designed program of awareness creation on 'Cyber Security' issues among govt. officers and colleges are one such activity where more than 800 participants benefited.

Polling Booth Mapping System (PBMS)

PBMS (http://dic.mp.nic.in/khargone/pbms/home.aspx) is a web-based application with SMS integration for geo-tagging of Polling stations and Poll day monitoring system successfully implemented in all the districts of MP during the Loksabha Election 2014.

Video Conferencing Services

NIC District Centre Khargone is actively providing quality video conferencing services at all levels. Owing to the Covid-19 pandemic the dependency of conducting meetings and training were solely on the Video Conferencing Services. From the webcast to VCs, from National to state levels and from District to block levels, the NIC Video Conferencing Services

▲ Cyber Security Awareness Training by DIO Shri Rajendra Patidar to the Staff of Collector Office

were proven to be a boon for district administration and governance.

Important Events organized

Khargone VISIT of Shri Nagesh Shastri, DDG & State Co-ordinator, MP

Shri Nagesh Shastri, DDG NIC, visited District Collector of Khargone, Mrs. Anugraha P. Innovation in IT, solution-oriented IT applications, Artificial Intelligence, Blockchain Technology and NIC's Contribution etc. were discussed during the meeting.

Shri Shastri was briefed by DIO Shri Rajendra Patidar about the works being done by NIC District Centre which were appreciated by him. Shri Shastri also visited the newly built District Collector office.

Awards and Accolades

- The Khargone district website has been selected for 'Digital India Awards' in the 'Excellence in Digital Governance – DISTRICT' category in the year 2020
- The project Works Monitoring System (WMS) received the 'SKOCH order-of-merit' award at India Habitat Centre, New Delhi by SKOCH group in the 'Innovative Technology Use' category in the year 2015

Way Forward

IT and ITES are an essential part of administration and governance. NIC District Unit Khargone would proactively provide quality information services and system to make lives better.

▲ Shri Gajendra Patel, Hon'ble Member of Parliament, Khargone, is interacting with Participants in DISHA meeting supported by NIC Video Conferencing System

▼ Receiving Digital India Award 2020