

DISTRICT UJJAIN, MADHYA PRADESH

Achieving a New Horizon with Efficient G2C Services

Many key eGovernance initiatives have been implemented successfully in the District to empower citizens and making Ujjain one among the prominent Districts of the State enabled through ICT. NIC District Centre has always been pro-active and pivotal in providing ICT support to District Administration for delivering better Government services



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NIC District centre in Ujjain was set up in the year 1989. Ujjain, popularly believed as the abode of Lord Shree Mahakaleshwar, one of twelve Jyotirlingas, is also known as Temple City for its numerous religious shrines of different eras. The world's largest religious gathering, Mahakumbha, is held in Ujjain on the bank of river Shipra once in every 12 years. The district Ujjain is spread over an area of 4,464.87 Sq. Kms. and has a population of 15,27,628 as per the 2011 Census. For the efficient management of religious tourism and people gathering, decision making has utmost importance. e-Governance, hence has key significance in the administrative aspects of Government functioning. NIC-Ujjain continues to successfully play its significant role in various successful ICT implementations in the District.

KEY ICT INITIATIVES

In the District administration, digital literacy and ICT integration has improved working efficiency and effectiveness to a great extend. The key to this has been ensuring transparency, security, 24x7 availability of services, information dissemination to citizens, maintaining the system responsible and accountable, ensuring citizen participation in development and decision making processes.

NIC-Ujjain has implemented many successful projects and initiatives in the District of which, following are few of them.

SHREE MAHAKALESHWAR TEMPLE MANAGEMENT SYSTEM (SMTMS)

A Temple ERP (Gateway of Temple Services)

(www.mahakaleshwar.nic.in)

Developed in-house by NIC and implemented in temple, this system has been working hassle free since the last three years. The system functions as:

- A gateway of all the services to all its



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Activate m-Governance for impugning digital tools to achieve proactive governance. Increasing access of information and augmenting the process of information exchange, ICT along with integration of technology has the potential to increase efficiency, productivity, competitiveness and growth in various services delivery mechanism and also in social sectors.

SANKET BHONDAVE, IAS
Collector & District Magistrate
UJJAIN

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stakeholders.

- Responsive, transparent, responsible to all its service holders, while keeping it secure, at the same time expanding its services areas.

SYSTEM FEATURES

- **Centralised architecture:** TRM (Total Resource Management)
- **Transparency:** Anyone can do and anyone can view
- **Scope of services:** Shifted from local (temple premises) to global
- **m-Governance:** Confirmation of all services delivery through SMS
- **Electronic Fund Transfer Facility:** All payments are made through payment gateway using internet banking/ credit card / debit card and in all the modes



Hon'ble Chief Minister inaugurating Shree Mahakaleshwar Portal from his resident office at Bhopal

processing charges are free.

- **Ease of Operation:** Kiosk based operation i.e. self-service with barcode checking system.
- **Crowd Management:** Awareness to people in advance, resulting in better crowd management
- **24x7 Free live darshan** of Deity
- **Security:** Printing of photo and ID's on every receipt and bar-code checking mechanism, followed by SMS. Total campus covered with structure LAN cabling, deployment of 125+ CCTV cameras, NVR/ DVR with remote monitoring through web as well as on mobile.
- **Multilingual** Portal has bilingual facility i.e., Hindi and English
- Effective feedback mechanism
- **Key services** such as e-Darshan, e-Bhasma Aarti, e-Dharmashala, e-News, e-Tender, e-Complaint, e-Pass, e-Clock room, e-Prashad, e-HR, e-Donor list,

e-Inventory and Dynamic Photo gallery Back office system such as file management bank reconciliation is part of the portal

- **Role based Architecture:** Entire system is role based as well as workflow based
- **Technological integration:** It has the features like bi-lingual, SMS gateway, Payment Gateway, Bar-coded receipts and barcode scanning for extracting information, image and photo capture through webcam and token display for queue management
- **Quota System:** It has booking modules of Arti (Bhasm Arti), Dharmshala etc. All bookings are based on quota system.

MOBILE APP FOR SHREE MAHAKALESHWAR TEMPLE

An Android based Mobile App for Shree



Mobile App

Mahakaleshwar Temple was developed which is fully integrated with Temple portal. The App has features such as integrated payment gateway, SMS gateway, GPS to trace location, Unicode compliance, Bar-coded Receipts. Modules of the App include live darshan, online Dharmashala booking, online donation, online Darshan ticket, Arti videos, MyTransaction and Photo gallery.

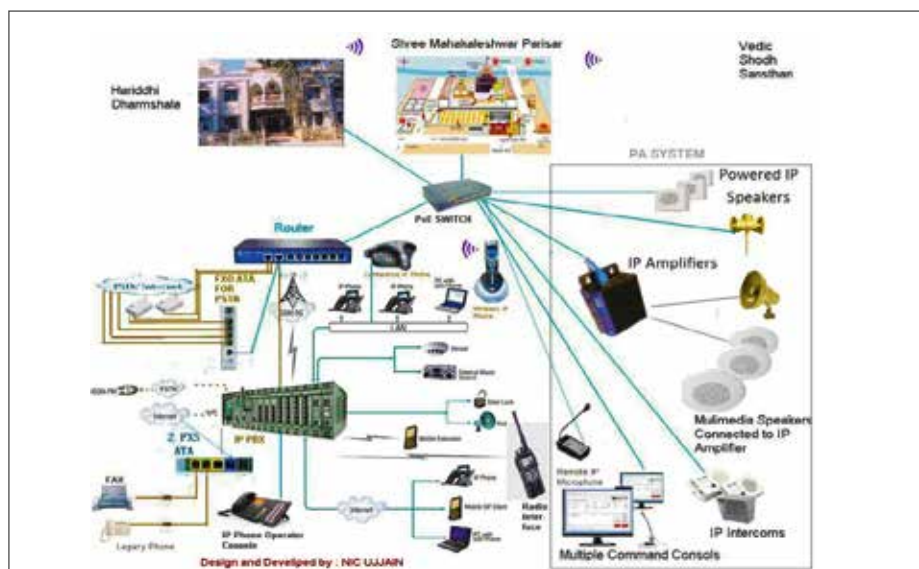
CONTROL ROOM FOR CROWD MANAGEMENT AND CONTROL ENTIRE SYSTEM

A control room was constructed for crowd management and a new product was innovated and implemented with the integration of IPPBX and PA system, enabling zone-wise addressing remotely with the help of IP phone or its mobile client information dissemination system. This is integrated with IP telephony and loudspeakers. The system is a viable solution for crowd management and dissemination of information to specific groups. The system was used efficiently for crowd management in Shree Mahakaleshwar Temple during Simhastha (Kumbha) 2016 and other important festivals. During Simhastha, this system worked 24x7 to manage more than 2 crores visitors. The entire premises of Shree Mahakaleshwar temple is divided into 7 zones.

ICT USAGE IN SIMHASTHA (MAHAKUMBHA) 2016

SIMHASTHA WEBSITE

The website www.simhasthujain.in was developed for dissemination of information on activities, visuals, who-is-who, schedules, alerts etc. of the kumbha. Simhastha training web site (www.simhasthujaintraining.in) was designed and developed for the govt. employees of different departments having Simhasth duty during kumbh for awareness on their deployment.



Pictorial presentation of the IP telephony cum PA System



Shree Mahakaleshwar Temple Management System has been awarded SKOCH Order of Merit India's Best 2013 and Runner-up Award from DST (MAP_IT) Govt. of MP under the Category- Improvement in Citizen Service Delivery



Conferring ceremony of Runner-up Best eDistrict Award from Department of Science and Technology, Madhya Pradesh Agency of Information Technology (MAP_IT) Govt. of MP

Technical support provided for social media such as design and updation of Facebook page of Kumbh, YouTube Channel, Instagram and e-magazine.

SIMHASTHA MELA OFFICE LAN NETWORK

LAN network was set up at Simhastha Mela office and providing NICNET connectivity for smooth and fast operation of all its IT related activities. GIS for Kumbha management, the entire infrastructure, services facilities, zone sector offices, amenities, camps layout etc. were maintained and managed through 51 different GIS layers and most of the essential services linked through GPS for easy monitoring.

SIMHASTHA MOBILE APP

Two mobile Apps were developed for Simhastha Mela. First App is for the visitors in which information on history of Ujjain and Simhastha, travel, stay, gallery, complaints and suggestion etc. were made available. The second App, **SARTHI** is for the employees who were engaged in the duty, especially for the handling of day-to-day complaints and immediate redressal of the complaints.

SIMHASTHA MANPOWER MANAGEMENT

HRMS for kumbh duty allocation and monitoring.

SIMHASTHA CALL CENTRE

For information dissemination, 24x7 Toll Free Call Centre with 25 seats was set up.

VIDEO CONFERENCING

Established temporary video conferencing facilities using NIC Video Desktop in 6 Zones and 22 Sector offices for one to one talk of the senior officials with field staff for receiving minute to minute information.

DIGITAL INDIA CASHLESS PAYMENT CAMPAIGN

Under Pradhan Mantri Gramin Saksharta Mission (PMGDISH) for spreading cashless awareness to citizens upto root level, total approved centres are 188, in which registered students are 20615, training completed 20062 and certified student are 11529.

PROACTIVE GOVERNANCE APPROACH

To minimize governance it is important to

use proactive approach, citizen must get the benefits/services when they become eligible for getting the same. For achieving this following approach has been adapted:

- Target to complete 100 percent aadhaar preparation
- Aware citizen for having Aadhaar number and its seeding/ link with bank accounts, Gas connection etc.
- Linked all the pensioner beneficiary with Aadhar and mobile no till now 95.54 % of different pension beneficiary's aadhaar has been linked with different portals
- Linked all NFSA beneficiaries with aadhar, till now 81.46 % NFSA member beneficiary and 95% families has been linked with the NFSA portal
- Use of NIC Quick SMS and C-DAC SMS gateway for IEC activities the activate citizens, educating them for giving all kind of information related and benefited for them

BEST e-DISTRICT OF MP AWARD

Received Runner-up best e-District Award from Department of Science and Technology, Madhya Pradesh Agency of Information Technology (MAP_IT) Govt. of Madhya Pradesh for eGovernance initiatives, design, developed and implement for citizen benefits, easy monitoring of progress, taking effective decision making and work in a transparent manner.



Cashless Payment Awareness Campaign

For further information, please contact:

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