

## Chapter 42

### *Jabalpur District, Madhya Pradesh*

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#### **I) OVERVIEW**

The District Administration Jabalpur has adopted e-Governance with a view to provide quality service to the citizens. Computerisation of major back office jobs / processes also helps in better planning of resources and speedy decision making. With the availability of computerized data monitoring becomes easier and effective and eventually helps in better delivery of services.

District Administration Jabalpur has taken a number of e-Governance initiatives. 'Samadhan-ek-Din' counters at Collectorate Jabalpur has been running successfully for the past four years now. With a view to provide this facility to the rural masses the project has been implemented at all Tehsil headquarters of the district. This ensures delivery of services almost at the doorsteps.

With a view to have better monitoring certain back office processes that have been computerized include Arms Licenses Monitoring System, Time Limit Papers Monitoring System, Court Cases Monitoring System.

During elections e-Governance / ICT was used to achieve two major objectives :

1. Planning and monitoring of various election processes
2. Polling Personnel Facilitation Measures.

A number of e-governance projects were developed at the time of elections to achieve these objectives.

- Polling Personnel Facilitation System was developed with an objective to provide relevant information like training schedule and venue details, Collection Centre Details, Date and time of Reporting at the Collection Centre, Counting Duty Details etc. through SMS on their mobile phones. This was an innovative effort and was implemented successfully probably for the first time in the country.
- Enhanced Communication Plan was a major feature of this system which was of tremendous help to the District and Police Administration on the day of the poll.
- Tabulation of election results is a major event in the process of Elections. With a view to achieve smooth and fast tabulation Election Results Tabulation System was developed by NIC, Jabalpur. The

system is web-enabled and has been developed in ASP.Net with SQL Server as back end database. The system was very effective in smooth tabulation and early declaration of results. Jabalpur was the first to declare the results in the state.

- Mock Poll Status Information System and Use of ICT for vulnerability and Criticality mapping of Polling Booths were also used very effectively for monitoring of back office processes.
- Transparency of information and providing data in the public domain has been a major objective of the District Administration. District Administration Jabalpur has its web site as <http://jabalpur.nic.in>. Attempts have been made to provide various information to the public on this web site. Details of works sanctioned under MPLADS / MLALAD, Sanctioned Mining Leases, Sanctioned Drug Licenses and many other information of public interest is being displayed on the web-site and is being regularly updated.

## **II) RESULT INDICATORS**

### **1. Key Performance**

- a. What services ( G2C, G2B, G2G and G2E) are delivered using ICT ; provide impact in terms of time and cost of delivery of services*

#### **G2C Services**

- Samadhan-ek-Diwas at Collectorate, all tehsil headquarters.
- Common Service Centres : at about 100 Gram Panchayat locations
- MPONLINE Kiosks : at about 80 locations in the Jabalpur Municipality Area
- SMS Services to the Polling Personnel at the time of Election
- Jabalpur Municipal Corporation's e-Governance services and Services being provided through their portal.

#### **G2G Services**

- Elections Result tabulation System at the time of Count of votes during General Elections.
- Mock Poll Status Information through SMS on the day of Poll during General Elections.
- Use of ICT for Vulnerability and Criticality mapping of polling booths during General Elections.
- Court Cases Monitoring System
- Arms Licenses Monitoring System
- Time Limit papers Monitoring system

*b. Implementation coverage till date and during the year (geographical areas covered under pilot, roll-out, future plans )*

Most of the projects implemented are for the use of District administration. Some of them like 'Samadhan Ek-Din' has been rolled out to the 'tehsil' levels. 'Samadhan Ek-Din' project has been implemented at MPONLINE kiosks (one per SDM area) in the urban area and at CSC kiosks (one per Tehsil) in the rural area. The software has been rolled out to other districts in the state. All the election related projects were implemented at the District level only.

**2. Government Efficiency improvement initiatives**

*a. Time and cost efficiency improvements in the working & delivery of services*

Samadhan-ek-Diwas has improved the time taken for the delivery of various services. With the implementation of 'Samadhan-ek-Diwas' the services are being offered on the same day of application. The project has also helped in generation of a large amount of revenue which is being used for local needs.

*b. Specific innovative ideas implemented in eGov area; and their impact on services*

The innovative idea of using SMS for sending information to Polling Personnel was a great success and was widely appreciated by all. The surety of the delivery of the message in time and its ease of access by the user were the major advantages. Enhanced Communication Plan was also prepared and was exported to PDF. This PDF file was loaded to mobile phones of the Collector, SP and other officers of the District.

*c. To what extent the services are integrated with other offices/departments*

It has been felt that certain applications / data needs to be integrated between different departments. Attempts are being made to achieve this integration. The major task in achieving this integration is the networking of all departments. Local Area Network in the Collectorate Campus is being done to facilitate integration.

**III) ENABLER INDICATORS**

**1. District Policy & Strategy**

*a. eGov/ICT vision roadmap for District and its current status*

District Administration aims to provide most of its services and information on all the schemes of Central and State Govt. in public domain so that they can be accessed with ease. A separate website providing information on various schemes of the Government and the application forms required thereof has been hosted.

*b. To what extent the common infrastructure (national, state, other District; delivery channels) is being shared*

NICNET is being used as the major mode of communication. Most of the online applications and the data transfer is being done using NICNET. The infrastructure built-up for SWAN has been completed in the District and very soon it may start its operations. CSC's and MPONLINE Kiosks are operational in the district for delivery of services close to their place of residence and they do not have to travel long distances for this.

## **2. Process reengineering & Legal Reforms**

*a. Major front end process changes planned and current status*

LAN for the Collectorate building is being planned. The work order has been issued and probably the work would be completed by the end of September.

*b. Major back end process changes planned and current status*

For Samadhan-ek-Diwas the application process needs to be completed on the same day. For this purpose one Tehsildar per day has been put on the roster. Major backend process reengineering cannot be done at the District Level and can be done only at the State Government level.

## **3. Capacity Building**

*a. Change management strategy defined and status thereof*

It has been decided that most of the communication to the Government be send through e-mails. This not results in cost-cuts but also helps in maintaining a proper record of delivery and receipt. Type-writers have been done away with and all letters are being generated with the use of computer and printers. Almost all the officials have been provided with computers so that they can save their data and documents for further reference. LAN is being established to enable e-mail and internet access.

*b. Capacity building plan and its implementation status*

Collectorate Jabalpur is ISO 9001:2008 certified. Regular trainings are being organized for the Officers and staff on the Quality policy and the improvements thereof. In addition, trainings are organized for staff on basic computer operations like MS Word, Excel, E-mail, Internet browsing, scanning etc. The achievement is that most of the staff have acquired proficiency in computer operations and are so used to computers that, in case, they are asked to revert back they would certainly refuse to do so.

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