Chapter – 3

E-governance in Madhya Pradesh

3.1 Introduction- Madhya Pradesh is pioneer state in E-governance and awarded for best E-governance projects for many years. E-governance in Madhya Pradesh started with NeGP but real starting was with introducing IT policy in 2000. In Madhya Pradesh various departments and agencies are working for designing and developing E-governance system and various E-governance projects are running successfully for empowerment of ICT in the state. To improve social and economical status of citizen and to deliver 24 X 7 X 365 high quality of service good governance is basic necessity of any government. M.P. government is increasing steps towards good governance with tremendous potential of E-governance with use of ICT and computerization.

In M.P. various mission mode projects are running with support and funding of central government. These projects are running for various fields as follows-

- Maintaining and monitoring land record, crops, revenue, irrigation, demand, collection, land type etc using Bhu-Abhilekh (A G2G and G2C system)
- Transport management system for transport department.
- Project for police (crime and criminal tracking network system)
- Property registration system
• Employment exchange management system.
• Project for agriculture department (computerization in M.P. state agriculture marketing board/Mandi Board)
• Projects for different municipality offices.
• Computerization of gram Panchayats
• Atomization of Commercial tax department.
• E-district project.
• E-procurement/ E-tendering project.
• Computerization of Collectorate.
• Computerization of government departments.
• Headstart is a self learning and self evaluation project based on ICT for students and teachers in rural areas of M.P.
• E-uparjan is automated the wheat procurement process.

These all projects were initialized with combine efforts of central and state government with long term planning. In 1999 M.P. government announced IT policy 1999 for these projects and decided target of 10 to 15 years for completion.

But after long period of 15 years we see that these projects are in their transition state and still in development stage and continuous improvement is required. And in this situation it may take several years for full satisfaction. This is proved by this study later in this chapter by highlighting problems of various projects.

In M.P. some projects are running on PPP model which are doing comparatively better than non PPP model projects. Such projects are –

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59 It was observed in UGC minor research project data collection by researcher.
- ICT based project in forest department.
- GIS\textsuperscript{60} based system.

3.2 Approval process of E-governance projects in M.P. -

In M.P. to start any E-governance project various approval and formalities are there, and these are-

1. Step-1 Initiative is to be taken by government department where it has to be start. And that department makes a project proposal and submits to committee. For making project proposal IT department provides consultancy.
2. Step-2 Committee checks the proposed project and decides it has provision for improvement in system, process and procedure.
3. Step-3 To develop approved project CMM-5 level companies are invited for development on bidding system.
4. Step-4 A committee headed by chief secretary will approve the company for development.
5. Step-5 With involvement of cabinet committee for successful implementation of project using their rules and procedure final approval is done.

**Conclusion of project approval process**-

For development of E-governance project there is absence of single agency or committee. Also different committees are involved in this process and headed by non IT persons that makes difficult in approval. Outsourcing makes dependency on third party and lack of coordination

\textsuperscript{60} GIS- Geographical information system
delay the project. Department for which project is being developed is not involved in any stage that makes system less reliable.

3.3 E-governance infrastructure in M.P. :- In M.P. most of the infrastructural components are provided by central government. Only some are developed by state government that shows vision of state government towards E-governance. In M.P. following infrastructural components are available.

(1) MP-SWAN – It is Madhya Pradesh statewide area network. It is funded and supported by central government. It is the network with high speed, great speed to connect interstate and intra state network for G2B, G2G and G2C\(^{61}\) service to all E-governance initiatives in efficient, effective and reliable way.

MP-SWAN provides service at state level, division level, tehsil level and village level government departments, agencies and constitutional parts of government. MP-SWAN is implemented by five-level architecture-

**Level-1** It is at state level connectivity, all the siblings are connected to central system located in Bhopal with one core router and network device. It provides 2 mbps\(^{62}\) link to all divisional level.

**Level-2** It is at every division headquarter excluding state headquarter. There are 9 head quarter at commissioner or divisional level. At this

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\(^{61}\) G2G- Government to Government service  
G2B- Government to Business service  
G2C – Government to citizen  
\(^{62}\) Mbps- Mega Bits per second speed measurement unit for data transfer speed over network
level divisional headquarters are connected with siblings at district level. 32 mbps speed is available at this level to connect nodes.

**Level-3** It is at every district Head Quarter and there are 40 districts are connected via distribution/access router to divisional level. Here speed of data transfer is 32 mbps.

**Level-4** It is at block level and 310 talukas are connected to district for providing services to citizens at their place.

**Level-5** It is at village level. Near about 6000 villages are connected to talukas via MP-SWAN.

MP-SWAN provides connectivity between state center to division, divisional center, divisional center to district center, district center to tehsil center and tehsil to village center in vertical manner and connectivity to government offices to divisional center, tehsil and village in horizontal manner.

With above key points objectives of MP-SWAN can be summarized as below-

(1) It provides integration of government departments vertically and horizontally with high speed link for better service delivery.

(2) Greater reach of government services and power full interface to citizens.

(2) **MPSDC** (Madhya Pradesh state data center) - It is one of the core infrastructure element provided by central government to states for
E-governance and computerization. In M.P. it provides center storage of application and data of state government and its departments, government agencies and constitutional parts with interconnected network.

**Responsibilities of MPSEDC –**

1. It provides services to constitutional parts of government.
2. Provide central storage facility with high capacity server and security.
3. 24 × 7 Connectivity to everyone.
4. Backup and recovery of data in case of failure.
5. Searching of data with high speed.
6. Monitoring of services provided by portals of government.
7. For design and development of IT infrastructure.
8. Secure transfer of data and electronic payment.
9. RAID based system of storage.
10. Virtual data storage.
11. 24 × 7 × 365 helpdesk of government.

(3) **MPGIS** - Madhya Pradesh Geographical Information System is combination of Hardware (computer, digitizers, optical scanner and plotter) and software (GIS software package and remote sensing interpretation software). It is mainly used for planning, reporting and monitoring. In M.P. GIS is mainly used for rural development, healthcare system, agriculture, watershed management and many more activities. GIS center is established at NCHSE\textsuperscript{63} Bhopal.

\textsuperscript{63} NCHSE- National center for human settlement and environment.
Following GIS projects are running in M.P.-

- Health information management system for M.P.
- The village level mapped database for MPGIS.
- The computer package for watershed micro planning.
- Digitized city map (Bhopal).

(4) CSC (Common Service Center) – It is another major infrastructural element of E-governance that provides service to citizens. In October 2008 M.P. government started CSC schemes in state. CSCs are Indian telecenters that are being established under the framework of Indian national E-governance plan. The CSCs are expected to facilitate citizens’ access to both public and private service in rural areas.

In 2011, 9316 CSCs are working and target was to establish 9232 CSCs up to 2014.

Main objective of CSC was to provide a common platform for government, private and social sectors to align them for social and commercial goal for the benefits of the rural population in the remotest corners of the country. All CSCs are developed and working under PPP model and divided as follows-

- NICT (For Indore and Ujjain division).
- CMS (For Gwalior and Bhopal division).

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64 www.itu.in
65 Report from MPSEDC
66 NICT-Network for Information and computer technology
67 CMS- Computer Maintenance and Services is computer ltd company
- Reliance (For Jabalpur division).
- AISECT\textsuperscript{68} (For Chambal, Sagar, Hoshngabad and Rewa Division).

Following services are offered by CSC are-

- Issue domicile certificates.
- Issue SC/ST/OBC certificate.
- Issue income certificate.
- Issue solvency certificate.
- Issue nationality certificate.
- Payment facility for water and electricity bill.
- Payment facility for gas bill in some city.
- Railway and airline reservation.
- NREGS wages payment.
- Issue kissan credit card.
- Recurring and fixed deposit.
- Loan allotment, payment and loan recovery
- Application form for college admission
- Conducting online examination.
- Result of examination.
- Financial services for LIC and United insurance.
- Entertainment services with TATA sky.
- Pnachayats and rural level information for various governments.
- Driving license and various certificates issuing facility.

\textsuperscript{68} AISECT-All India Society for Electronics & Computer Technology
(5) **KIOSKS** - It is a booth that provides online public services to end users. In Madhya Pradesh various Kiosk are working as SBI kiosk for banking operations, MPONLINE kiosks for services provided by MPONLINE portal. Kiosks are one type of common service center that provides citizen oriented services.

KIOSK provides following types of services which are registered at MPONLINE -

- Examination form filling, admit card and attestation form downloading.
- In some cases result display for various university or government exams.
- Enrollment for admission for different universities.
- Bills of telecom organizations like BSNL, TATA indicom, DOCOMO, Airtel etc.
- Insurance facilities for LIC, reliance, Tata etc.
- Kiosk provides some types of tax filling facility like municipalities’ tax, property tax, water tax etc.
- Online death and birth registration facility.
- Online counseling, registration, choice filling etc facility.

**Summary** - This online portal is not dedicated to industrial sector. It is citizen centric E-governance system dedicated for education sector, tax and bill payment system.
(6) Telesamadhan Kendra –

Portal- www.telesamadhan.mp.gov.in

It is ICT monitoring system and call center working from 2008. It covers 20 departments and 325 services. Approx 4000 calls per day and 300 complaints per day is its output. It is equipped with free telephone number and portal for complaint. Portal has facility to register complaint regarding government services and departments. Also portal has facility to find government schemes run by various departments and if there is complaint against any scheme that can be registered with this portal or calls can be made for the same.

Summary- It is also citizen centric E-governance system. This E-governance and telegovernance system is dedicated to citizen and not for industries.

(7) Madhya Pradesh state service delivery gateway (SSDG)/State portal

Portal- www.mp.gov.in

Main purpose of SSDG is to provide services delivery to end user, all government service from MP state. State portal is integrated portal of M.P. government to access services of various departments online through single click. It is funded by central government. At this portal following links are available -

- Land record system.
- Education portal of M.P. education department.
- Scholarship portal.
In future SSDG is implementing single state portal for citizen to fill form online or electronically that will routed offices of concerning departments and field offices of that departments. Here involvements of field officers make a proper action against complaints. In future SSDG will provide following services-

- Online interaction between departments and secure interaction between outsiders and departments.

**Summary**- This is a citizen centric services but integration of all departments is too much far from practical because existence of departments is as individual entity and there is difference in their work culture. Also still in both the states there is no latest future plan for integration of departments. Also there is no any option for link to industrial sectors.

### 3.4 Citizen centric E-governance projects of Madhya Pradesh -

#### (3.41) e-Treasuries-

**USER**- Government departments

e-Treasuries / ITCP (Integrated Computerization project) - It is one of the E-governance project initiated by M.P. Government to make transparency in payment and elimination of physical cheque. It covers 53 district 159 treasuries and 229 locations for financial management of
This project was first launched in India for maintaining budget process. It includes:

1. Financial management of state departments of M.P. government.
2. Proper budget allotment to various departments to regulate deposit and withdrawal of funds.
3. Maintain revenue and expenditures head wise and department wise.
4. Maintain salaries and PF allotment that is major budget part of budget expenses.
5. It maintains up to date records of employees and pensioners of M.P. government departments.

(3.42) E-Governance for land Records-

Portal - http://www.mpbhuabhilekh.nic.in

USER- Citizen

Land record management system maintains Bhu-Abhilekh, it is a computerized database of land records of M.P. It is G2G and G2C type used by the commissioner Land record. It covers-

1. Thirty five million Khasra (Plot/Survey) with 11 million landowner records are maintained.
2. 100% computerized record of land according to size, ownerwise, crops wise, revenue generation wise, land type wise, irrigation wise and so on.
(3) Data can be retrieved, change and update as per requirements.

(4) Generation of periodic reports.

(5) Printing facility of Khasra, the record of rights (ROR) and Khatauni.

(6) Allotment of SMART cards for interfacing and servicing any time, anywhere.

(7) Provide E-busta for patwaris for proper service delivery.

(8) Interface application is user-friendly.

(9) It provides exclusive data of diverted land and individual liability.

(10) Availability of records in local language with Hindi and English language.

(11) Bio metric authentication for owner.

(12) Protection of data using password and authority providation.

(3.43) E-governance in MADI -

Nature- Citizen/Business centric/Mandi Board

It is public private partnership project that bring the farmers and traders under one common platform. This is the project that computerized mandi operations enabling e-commerce based transparent and fast transactions as well as single window access to the information. The project empowers the farmers with the latest information on the rates, arrivals etc. in the neighboring state / national Mandis. This will

69 www.mapit.gov.in
not only improve the effectiveness of trading in the Mandis but also brought transparency in the Mandi operations. It includes benefits for-

**To the Farmers** -
- Availability of latest information on rates, arrivals etc. in various state Mandis and also in the web site of the Mandi Board which is accessible through Internet from any Kiosk.
- Choice to decide when & where to sell.
- Choice to decide on the crops to be cultivated based on the future trading information available.
- Sell the product at the door step trading through e-Mandis (when established), resulting in reduction in losses due to transportation & handling.

**To the Traders** -
- Transparent procedure
- Single window disposal
- Reconciliation of daily sales, accounts, transit permit
- Availability of rates in various mandis’ will help in offering better rates to farmers
- Reduction in Transportation losses.

**To the Mandis** -
- Instant reconciliation of accounts, transit permits, receivables & payables.
- Effectively monitor its activities
- Facilitate implementing contract farming
• Ensure transparency in operations
• Ensure stoppage of leakages of Mandi fee revenue.

To the Government -

• Speedy collection, analysis and dissemination of information to farmers and traders.
• Improved tax revenue collection by collecting this data with commercial tax, income tax etc.
• Instantaneous access to even remote locations through VSAT connectivity.

(3.44) MPONLINE –
Nature-Citizen/ business centric
Portal- www.mponline.gov.in

It is GoMP’s online citizen services portal. It is joint venture of MP government and TCS company ltd.

It is G2G system that provides citizen services in the areas of health, education, agriculture, government services, and business to the majority masses in the Rural Madhya Pradesh. It improved transparency and accountability and reduced delivery cycles, thereby reducing cost of compliance with government regulation. The Portal and applications is built on the latest technology.

Features of this portal are-

• Delivery of administrative apparatus through innovative use of ICT.
It fulfills the needs of citizens and business by integrating various departments like forest, district Collectorate, administrative departments, commercial tax, agriculture, panchayats, rural developments, education, health, electricity, police and many more.

It provides service to educational, recruitment and business to citizen based services including filling and submitting application forms for exam, admission, death and birth certificates and driving licenses etc.

Services of MPONLINE can be accessed by ONLINE kiosk/CSCs. etc.

Payment can be made via credit/debit card, internet banking or payment gateway of different banks.

(3.45) **MAP IT (Madhya Pradesh Agency for Promotion of Information Technology)**

**URL** – http://mapit.gov.in

**USER** - Citizen

MAP-IT is a government agency mainly deals with promotion of and growth of IT in Madhya Pradesh. It also monitor the implementation of IT policy in the state. It is high powered Government unit of state headed by chief minister of Madhya Pradesh, powerful ministers, bureaucrats of M.P. govt., Member’s of NIC, members of different sectors of state, industrialist, educationist and technical expert from companies and institutes.
Features of this portal are -

- Designing, development and implementation of IT in M.P.
- To provide coordination between industrial sector, investors, business organizations, bankers for growth of IT in M.P.
- To provide skilled human resource in govt. departments.
- To promote IT related activities in bilingual mode i.e. Hindi and English for hardware and software for government departments and services to citizens.
- To develop IT infrastructure for Govt. departments and constitutional parts of Govt.
- To promote M.P. as IT destination.
- To develop, maintain and implement e-Procurement system.
- To make joint adventure between M.P. and other states and national agencies for research and development in the field of IT and E-governance.

This portal is mainly divided into following sections-

(a) **HOME**- This section provides information about events, newsletters, new announcements and important link for circular, downloads presentations, RTI tender notices, awards and publications.

(b) **POLICIES**- In this section following policies are given with detailed specifications-

- IT policy
- Industry policy
- Investment policy
(c) **ABOUT US-** In this section Aims and Objectives are described. This section also contains information related to Board of directors, Organizational structure, MAP-IT directory and services offered by MAP-IT.

(d) **IT Initiatives** - In this section various initiatives of MAP-IT and M.P. government are mentioned. These initiatives are-

- **IIIT (Indian Institute of Information Technology Bhopal)**-
  This is joint venture of Ministry of HRD Govt. of India and Govt. of M.P. to promote IT market, highlighting the IT market and working on challenges faced by Indian IT industry in Bhopal city. This was established on a “Not-for-profit Public Private Partnership' (N-PPP) basis with 50:35:15 sharing basis of Govt. of India, Govt. of M.P. and Industrial partner respectively.

- **M-governance** – This is emerging trend in the field of E-governance in which mobile technology is used for government activity. MA_IT has initiated use of wireless technology services to citizens, business and Govt. units. After implementation of this service government can reach to mass of citizens and services can became lucrative. With this M-governance following services are running –
  - IRCTC based SMS for Tourism Department
  - SMS based Monitoring of rural development like MGNREGS, Zila panchayats
  - Mobile technology for maintaining law and order in some district.
• **E-Office** – This concept is for atomization of Govt. departments to control activities of govt. offices and smooth flow of information and services to its constitutional parts.

• **DTR (Divisional Training Center)** - This unit is mainly involved in training of Govt. Employees with boosting the knowledge of IT.

• **Virtual Classroom** - This is the concept of availability of virtual classes for 9th and 10th standards students for difficult subjects like math, physics and English language.

(e) **Projects** - This section includes introduction to different Mission mode projects handled by IT department and various projects run by departments of GoI and GoMP.

(f) **IT back Bones** – In this section information regarding SSDG SWAN, NKN, Network and training center is given

(g) **Capacity building** – In this section capacity building for government employees, citizens and state level policy and decision making bodies is given with objectives to provide technical support and specialized skill for E-governance.

(h) **NeGp** – In this section .pdf format of guidelines for capacity building, SWAN and CSS is given. Also this section include E-governance assessment framework designed by IIM Ahmedabad and NISG Hyderabad for Department of Information technology, Govt. of India
(i) **Photo gallery, Career and Contact us** – In gallery section photos from different training programs at different centers are displayed, career section mainly focuses on career in MAP_IT and contact us section is giving contacts to MAP-IT.

**Summary** - After visiting and accessing MAP-IT portal following conclusions are obtained:

- This portal is only **informative website** that provides only information.
- It does not provide two-way communication, i.e., no dynamism is available and unavailability of any kind of online service.
- In M-governance section no application and link is provided for accessing, only information is given regarding M-governance.
- M-governance is adopted in only some districts of Madhya Pradesh.
- This portal is **not intended to industrial sectors** except some of the information like policies and taxation information.
- Far from ground reality.

### 3.5 Industry-centric E-governance projects of Madhya Pradesh -

#### (3.51) E-governance project in commercial tax department-

**URL** - https://mptax.mp.gov.in/mpvatweb/

**Nature** – Industry specific

Department of Commercial tax of M.P. regulates the tax collection and administration of various direct and indirect taxes like CST, service
tax, professional tax, entry tax and also responsible to maintain law related to commercial/sales tax in the state. Toward proceeding e-governance M.P. government initiated computerization of department in the year 2010-2011 and launched a portal http://mptax.mp.gov.in. Through this portal commercial tax department is achieving following functions-

- To increase in tax collection.
- To make tax collection process easy.
- Industrialization of state.
- Growth in business area.

To facilitate these functions department’s portal is providing various information and services to end user. Although various services are offering by department through online mode but complexity and manual working is still there and all these are discussed as follows-.

Portal is divided into various sections, these areas-

1. Online registration of new user and new informer.
2. E-payment facility to unregistered dealer.
3. Login facility to register user for –
   - E-return.
   - Registration amendments.
   - Transfer of business place.
   - Online form no 49filling.
   - Online form no 59filling.
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<thead>
<tr>
<th>Online form no 60 filling.</th>
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<td>Online C form filling.</td>
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<td>Online E1 form filling.</td>
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<td>Online E2 form filling.</td>
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<td>Online F form filling.</td>
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<td>Online H form filling.</td>
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</tbody>
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(4) Online generation form no 49 with key provided by department.

(5) New registration for –

<table>
<thead>
<tr>
<th>VAT (Value added Tax).</th>
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<tbody>
<tr>
<td>CST (Central Sales Tax).</td>
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<tr>
<td>PT employer registration (Professional Tax).</td>
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<tr>
<td>PT person registration.</td>
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<td>LEAT registration.</td>
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<tr>
<td>BT registration.</td>
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<td>Transporter Tax registration.</td>
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</table>

(6) Online submitting application and tracking of that application.

(7) Online tax payment for–

<table>
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<tr>
<th>Registered dealer.</th>
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<tr>
<td>Unregistered dealer.</td>
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<tr>
<td>NEFT/RTGS.</td>
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<tr>
<td>Chalan generation and payment.</td>
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</table>
(8) Online dealer information-
- Search dealer.
- Know dealer return status.
- Commodity list.
- List of cancelled dealer.
- Defaulter list.
- Exemptions.

(9) Verification of statutory form with form type and form number with cancellation and withdrawing that form.

(10) Online entry of Date/Time in for entry in M.P. state.

(11) Online entry and searching of form no. 50

(12) Status of news and messages for dealers.

Problems with Online portal-

Although various functionality of tax department has computerized but various problems are associated with this portal are-

(1) **Problem in Process for registration**

Registration process is not completely computerized, still various steps are manual.

- Download computer form from portal
- Fill it in offline mode.
- Upload filled form.
• Generate form.
• Take printout of that form and manually sign on the form.
• Now signed form and required documents are scanned.
• Now again upload all scanned document along with form.
• Go to department for physical verification of all documents and submit one photocopy of all documents.
• Verification of all submitted documents by verifying authority officer.
• Verification of business place by verifying officer physically.
• Place verifying office makes a manual Panchnama and verify with five persons near to business place.
• Physical verification by two registered dealers.
• -Upper verifying authority will generate a report and call dealer to physical presence with all documents mentioned in report.
• After cross checking with dealer’s registration certificate will be generated.
• If dealer apply separate application for CST, VAT, PT and other registration then every time above process will be repeated and if submitted simultaneously then it is
performed only once. But after studying all steps we can say manual work is more complex than online work.

(2) **Problems in e-return**-

- If e-filling is done through portal then also physical documents has to submit.
- Print out of e-chhalan is compulsory because it does not contain TIN.
- Physical verification of sales and purchase is compulsory there is no online way for verification.
- In online portal quarterly return is to submit, it should be six monthly because although it is online but overall process involves physical process too, and it takes 15-20 days for completion that is inconvenient to end user.
- Sales below 10 lakh is not required TIN but department’s anti evasion wing raid the firm and imposed three times penalty on sales amount, and if TIN is taken online then tax is to be paid even if sales is of Rs 1/- although it is negligible amount in comparison to 10 Lakh. To handle this situation there is no option on portal. Also when user apply TIN in this situation portal accept the request and when user goes to physical verification department deny providing TIN.
(3.52) E-governance in procurement in government department and its constitutional parts

URL- WWW.meprocurement.gov.in (OLD)
WWW.meproc.gov.in (NEW)

Nature - Business and Industry oriented

This portal is official portal for e-procurement of construction of works, supply of material and procurement of services by Government departments, agencies, boards, state government undertaking, corporations and other organizations of state of M.P.

It was initiated by Department of Information Technology, government of M.P. for e-tendering system using online platform and ICT initiative in 2006 but came in proper working from 2010-2011. But due to various loop holes and problems in portal it was replaced by www.meproc.gov.in in 2012-2013.

e-procurement portal covers whole cycle of purchasing in government department, its associated agencies and constitutional part through online process.

Features of this portal are –

(1) To work with this portal online registration for person/Company/Firm is compulsory. Registration process involves following steps-

- Online purchase registration form and online payment.
- Download purchased form.
“A Comparative Study of the Implementation of E-governance in Gujarat and Madhya Pradesh with special reference to industrial sector”

- Fill that form Online/Offline.
- With filled form scan copy of PAN card, TIN registration, gumasta license from local bodies, character certificate, Notary affidavit on Rs. 100/- stamp, experience certificate given by engineer is to be attached. (This step involves lots of manual process).
- Make FDR (Not online process, physical Copy is to be submit).
- With FDR attested copy of all documents mentioned above is to be submitted physically to PWD establishment department at local level along with verification of registered user.
- After some days a message will be received on registered mobile number regarding registration.

(2) After registration user can participate in bidding process generated by different department centrally. At this portal all requirements are available from local level to state level.

(3) To participate in bidding process first purchase online tender form with e-payment and then download form.

(4) Fill form with required information and amount and upload on portal. Here one point is noted that after entering amount form can encrypted and decrypted so that nobody can see the filled amount.

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70 Here concept of E-governance is not followed, because process is manual.
(5) After two three days bidder has to perform recreation process that is not disclosed by department why this has to perform it is not cleared to bidder.

(6) After recreation process physical documents like earnest money demand draft and registration copy is to be submitted in department at local regional center or office manually.

(7) After last date given by department for tender compilation and finalization is done at department level and bidder is called for work order

**Problems with e-procurement portal -**

(1) Registration process can’t be completed online because physical documents are to be submitted and registration for TIN and PAN are compulsory. To obtain TIN and PAN card separate process has to perform not available directly on site.

(2) Tender process is online but every time it is necessary to submit paper document.

(3) To participate in bidding process earnest money and paper registration copy is to be submitted, there is no online process for participation.

(4) Most of the user who get registration and participate in bidding process are low educated and unaware of online process and frustrated with this cumbersome process. 

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71 As mentioned by Mr. Harsh Sharma who are registered member of e-procurement system in M.P. and Gujarat.
(5) Concept of digital Signature is not properly implemented and it is too much far from reach of contractor involved in process, because most of the contractors are low educated and low techno savy.

(6) Every registered user of this portal should take EPF number and ESI number otherwise will be unable to take part in bidding process, and for small contractor it is not possible to take these numbers.

(7) For any bidding only one tender is submitted by bidder than it will not open, at least two or more bidder is required.

(8) Transition from old portal to new portal requires re-registration process.

(9) Portal must reduce paper document submission process and must conduct training to low educated contractor otherwise they will leave the business and that will be beneficial for companies or firms. This may increase in unemployment in state.

(3.53) E-governance in the field of electricity- 

**URL**-http://www.mptransco.nic.in/  
http://www.mpwz.co.in/portal/Indore_home.portal  
http://www.mpcz.co.in/portal/Bhopal_home.portal  
http://www.mpez.co.in/portal/Jabalpur_home.portal  

**Nature**- Citizen, Business and Industry oriented.

To say all these as portals\(^2\) will not justify because these are websites and provides information. These are not integrated in nature and can be accessed by region. Also these all are not complete E-
governance supportive. Bill payment, tracking bill and grievance is online available. New connection process is paper based, various forms can be downloaded from portals and filled and submitted manually. For industrial sector there is no such specific feature is available to fulfill their requirements.

(3.6) E-governance for industrial development / investment -

Primary requirement for E-governance between industry and Government is online communication and online interaction, in M.P. various corporation, nigam, zones, ministry and directorate are working as part of government of M.P. and these are vary for large scale industry to medium and small scale industries. All these parts having their separate websites but there is no integrated E-governance system is available for industrial sectors. Websites and their features are commonly described as below-

(1) Audhyogik kendra vikas nigam -
It is divided in to five regions
(1) AKVN Indore (www.akvnindore.com)
(2) AKVN Jabalpur (www.mpakvnjb.org)
(3) AKVN Gwalior (www.iidcgwalior.com)
(4) AKVN Bhopal (www.mpakvn.bhpal)
(5) AKVN Rewa (www.akvnrewa.com)

(2) SEZ(Special Economic Zone)
URL- www.indoresez.nic.in

SEZ is dream project of M.P. government established in Indore with world class infrastructure facilities like road, power, developed
plots, connectivity, water, banking, transport, post office and many more but with world class infrastructure still absence of integrated E-governance system. This absence will be major drawback for this project.

(3) Directorate of Industries (No direct website but we can link through various websites)

1. Associated with Ministry of small scale industries.
2. Associated with Ministry of food processing industry.
3. Associated with Department of industry policy and promotion

Chapter Conclusion –

In M.P. there is no integrated E-governance system is available. Some of the websites and portals are providing E-governance services in discrete manner. Some website and portal which are providing services are not in complete manner.

Only Tax, procurement and banking fields are fulfilling the concept of E-governance and telephone, electricity are providing E-governance service in partial manner.

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