

# Madhya Pradesh State Pension Portal

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The Social Justice and Disabled Welfare Department, Government of Madhya Pradesh runs 9 pension schemes to provide assistance to its citizens in case of old age, sickness and disablement, and in other deserving needy and underprivileged cases. Nearly 33 lac persons are being covered under these schemes. Total annual outlay of the schemes is Rs.1000 crores.

The initiative involves effective use of various available ICT technologies eg. Data Mash-up, Web, Mobile App, SMS, GPS, Aadhaar, QR codes, predictive computing for adoption of proactive & entitlement based model governance so as to ensure transparent & effective implementation of various social security pension and other schemes in Madhya Pradesh. The IT platform, MIS, Resident Database, seamless integration with other databases like database of Persons with Disabilities, Database of Below Poverty Line families, facilitates predicative computing.

Further, the system also allows rule-based identification of the people eligible for benefits and facilitates sanction of benefit of schemes proactively by deputing the concerned officials for completing the formalities with minimal interventions and sanction of the benefits on the date of eligibility. The system also facilitates online requests for benefits, online verification, automated switching to schemes with higher benefits on the date of eligibility. The system facilitates Direct Benefit Transfer and may be considered as an example of Minimum Government and Maximum Governance.

Various available technologies for design, development & implementation of an application and database platform have been used by National Informatics Centre, NIC (project developers) to facilitate proactive and entitlement based governance, **to yield the following benefits:**

- Facilitate rule-based, error-free, effective & transparent implementation of social security pension schemes in a holistic manner.
- Analyse various databases, predict and identify residents who are prima-facie eligible for Pension schemes.
- Facilitate Door-Step-Delivery of services by proactive identification of potential beneficiaries and ensuring that the individual gets benefit of pension scheme on the day s/he becomes eligible.
- Ensure that pensioner is automatically switched to a better pension scheme with higher entitlement on the day s/he becomes eligible.
- Ensure that pension amount is provided to the pensioner every month by Direct Benefit Transfer.
- Minimize need of persons to visit various offices for application/follow-up & eliminate need to repetitively provide documents for scrutiny and migration to a better scheme.

- Identify & weed-out duplicate, fake and non-eligible pensioners effectively utilizing budget and financial resources

The MP State Pension Portal which is a part of the Samagra Samajik Suraksha Mission (SSSM) is not only an e-Gov initiative but a mission to ensure that the State is able to reach out to the disadvantaged members of the society and ensure that they receive the benefits of the social security assistance schemes based on their needs. It has solved the problem of a lack of repository of citizen – related data for implementation / management of government schemes, similar benefits by different departments & duplication of efforts in data capture, use & management by different departments. Technology has been an enabler in this initiative of Government Process Re-engineering (GPR) through sharing of data between departments / authorities resulting in efficient service delivery. This Mission in a way has highlighted how the governments can use the new technologies to provide people with more convenient access to government information and services, to improve the quality of the services and to provide greater opportunities to participate in the democratic institutions and processes. These include gains in efficiency and effectiveness from better use and management of information, whether in support of policy making or the administration of programs. Intranet technologies offer the possibility of establishing knowledge bases and cross departmental working. Moreover, the SPR has been leveraged for extending the benefits of scholarships in the education sector, public distribution system along with birth & death assistance.

The various steps involved in the implementation of the MP State Pension Portal are as follows:

Phase 1: Survey of all families & residents of the state to collect information for the State Population Register (SPR)

Phase 2: Creation of the SPR through the digitisation of the information collected by survey and registration on the SSSM Portal. Subsequently, verification of the existing beneficiaries should be undertaken.

Phase 3: Generation of Proposal & sanction Order by the Authorised Officers of the Panchayat or Urban Local Body. Drawing and Disbursing Officers (DDOs) at District level to authorize the benefit transfer to beneficiaries account. Finally, Direct Benefit Transfer would be transferred to beneficiaries' bank account through Centralised State Financial management System.

Although the state of Madhya Pradesh had implemented the SPR & the Pension Portal state-wide, the same can also be scaled-up for a district initially and furthermore extended for the state-wide coverage.

# Mysore Intelligent Transport System

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An Intelligent Transport System (ITS) builds intelligence for transport system by the convergence of technologies that provide a synergetic transformation in the commuter experience.

Karnataka State Road Transport Corporation (KSRTC) has successfully implemented the Mysore ITS Project, the first of its kind covering entire bus fleet in Mysore city. This accelerated the modal shift from use of personal vehicle to public transport and also addressed the critical issues like road congestion and pollution levels.

Mysore, a popular tourist destination and hub for education, industries, central government offices, IT Companies has a population of around 10 Lakh, where around 3 Lakh travel daily by public transport. The city has 500 buses, 2400 bus stops, 6 bus terminals, and 45 platforms. This system is managed by nearly 2000 personnel. The overall project cost, not including implementation costs incurred by KSRTC and Mysore City Transport Division was Rs.20.14 crore. This was partly funded by the World Bank under the Sustainable Urban Transport Project.

KSRTC Mysore Division has established a Central Control Station to handle the bus operations effectively by introducing GPS Services in bus fleet to monitor and track the bus movements in real time. Through a Passenger Information System (PIS), they have introduced LED Display boards at all bus stations, platforms and major bus stops of the city to provide real time information about bus operations for disseminating the bus arrival and departure timings and introduced in-bus display and announcement System.

## **The following benefits have accrued due to the project:**

- The PIS has enabled commuters to make informed choices on their travel modes using the real-time information on bus arrival and departure, real time tracking, next stop bus announcement and display within the bus. This has significantly reduced the passenger wait time. Incident Management System alerting both accidents and incidents made passengers feel safe and secure. Ridership has increased due to these changes.
- KSRTC-Mysore is optimising its operations, improved fleet utilization and schedules, and can now manage vehicle availability with accurate information. Enterprise Management System, MIS Reports, Bus Station Management have made their job easy. Two way communication between bus and control station helps them in assisting the driver in case of any issues.
  - KSRTC have revised all schedules based on the ITS data. By using the travel times from the ITS system they could save buses, schedules or both; or they could reassign and save kilometres. They also found that removing excess

running time reduced buses idling at Central Bus Stand and helped to decongest it.

- 12 MIS reports are generated that help monitor adherence to schedules, bunching of buses, route deviations, breakdowns, arrival and departure punctuality, operational summary among others. The Depot Managers now use the MIS Reports as a primary management tool and have seen an improvement in bus schedules, reduction in complaints accidents and breakdowns.
- Employees too have benefitted due to Over-time Reduction Scheduling Tool, Replay tool to defend Motor Vehicle Cases, driver behaviour analysis tool, etc. Immediate access to accident/incident information has helped the drivers and police department as well.

Such an Intelligent Transport System can form the base for any city aspiring to become 'smart'. The project process can be broken down into the following phases to ensure successful adaptation and scale-up:

Phase 1: Install Vehicle Tracking Units and complete geo-fencing of bus stops, to collect data on server / cloud. This data can be processed to give information like ETA and ETD through a PIS. Setting up a Central Control Station for monitoring and coordinating the system would improve efficiency.

Phase 2: Using aggregated ITS data, bus schedules can be improved. MIS reports on bus bunching, schedule adherence, missed trips, arrival and departure punctuality can be generated and monitored. A comprehensive operations and service analysis would facilitate this.

Phase 3: Integrating ITS with other IT solutions like PoS ticketing machines, material management system and finance system. Movement towards an open data policy would make data analysis easier.

Phase 4: Integrating bus ITS with other modes of transport like metro, bike sharing etc.

# Web-based GIS application at Surat Municipal Corporation (SMC)

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The GIS-based web application was launched in January 2015 to provide a transparent and accountable administration. The GIS initiative is applicable to the city of Surat having 29 election wards with an approximate population of 5.5 million.

The project was initiated by the Town Planning Department of SMC and the department continues to be the nodal agency. Scanpoint Geomatics Ltd. is the key implementing agency. It developed the Integrated GIS and Image Processing Software (iGIS), jointly with Indian Space Research Organisation (ISRO).

Prior to this project, all records related to Town Planning Schemes and the plot numbers were stored physically. The utility network drawings and details were kept manually in the department. People interested in real estate, had to come to the municipal corporation for search of the sanctioned details of the building. The property tax assessment were not automatically fetched after the approval of plans. With the introduction of a geo-referenced base map of the Surat city, all this information related to the municipal governance has been transferred to the public domain. The SMC can now monitor and supervise the projects spatially and non-spatially. This has improved transparency and accountability of SMC's functioning.

Scanpoint Geomatics Ltd. was responsible for developing the web application from start to end. The following steps were followed along with data extraction from SMC databases on property tax, town planning scheme and attributes of different utilities:

- Step 1: Obtaining of satellite maps and verification of Ground Control Points (2 months)
- Step 2: Slum survey + property survey (6-8 months, subject to exigencies)
- Step 3: Digitisation + geo referencing (6-8 months)
- Step 4: Coding + testing for GIS data correction and software (1 year)

The total application development cost was approximately Rs.3.18 crore. About 1.35 million properties are now linked spatially in the form of building footprints to the tax data including name of the owner, etc. Further, 128 town planning schemes have been digitized and integrated in to the base map of Surat City.

The GIS application has been **beneficial to both the SMC departments as well as the citizens:**

- All the departments of SMC can now easily access the centralized GIS database through web GIS application. It facilitates the inter-department functionality easily

because of centralized repository of data and its access. This GIS platform provides support for operational functions and decision making.

- It can facilitate efficient planning and decision making. Master plans can be created with better preparation. About 1.35 million properties are linked spatially in the form of building footprints to the tax data including name of the owner, etc. 128 town planning schemes digitized and integrated in to the base map of Surat City.
- Utility layers and attributes, for instance the position of the sewerage lines and their age, diameter etc., have also been added and this can be used for planning and maintenance. Such information can be used to plan for other projects in a better manner – if there are too many utilities at the junction, then planning department can decide whether a flyover or an underpass or a foot overbridge, requiring digging up for the pillars, is possible or not.
- The application has also facilitated improvement in revenue realisation as it allows for geographical representation of tax defaulters. The application is not exactly used for property tax collection but it can be used to assess which areas are not paying the property tax and due to this ‘automatically’ results can be increased. SMC has been able to achieve 100% property assessment.
- It facilitates the citizens to access the local body data like building plan permission details, utility details, tax assessment details (Outstanding amount). Citizens can now take print of the Part Plan from the web application or check building approvals.
- Citizens can print part plans through the application and do not have to visit the SMC offices anymore. They can also get authorized plot map information and building permission using internet which saves time and money. On an average, 120 users login on a daily basis to use Web GIS application in order to get different information like Form-f, part plan, Utility information, Building permission, BUC etc.