

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

FORMAT-I

**Format of Self Certification by the Project Head of the project nominated for the
National Award for Governance for the projects of organization belonging to Central/
State Government**

This is to certify on behalf of the Organization and all team members involved in the Project that :

- (a) the particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).
- (e) the organization is not blacklisted/ debarred by any government body.
- (f) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place: *Bhopal*
Head)

Date: *30/08/2014*

(Signature of Project Head)

जपर मुख्य सचिव
म.प्र.शासन, पंचायत एवं ग्रामीण विकास विभाग
सामाजिक न्याय विभाग
Seal of Organisation

Note:

1. Nominations of all organization belonging to Central Government/ State Government must accompany the above Self Certification
2. The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-production of original declaration, the nomination will be treated as incomplete and will be liable for rejection as per Para 6.1 (n) of the Award Scheme.

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National Awards on e-Governance 2014-15

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Organisation Name :- madhya pradesh samagra
samajik suraksha mission

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Organisation Type :- State Govt.

Note: You can modify upto 31-08-2014 by 05:00 PM

Projects submitted for awards as on 31-08-2014

S.No.	Projectid	Name of the project	Project Head	Mobile	E-mail
1	NAeG/14-15 /00007	SAMAGRA Portal A Common Integrated Platform for Digital Inclusion and Proactive and Entitlement based Model of Governance	Dr. Aruna Sharma	8989005244	psprd@mp.gov.in Modify

Project Details:

Project Code	NAeG/14-15/00007
NAME OF CATEGORY	'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'
Organization	Madhya Pradesh Samagra Samajik Suraksha Mission (Social Security Mission, MP)
Name of the Project	SAMAGRA Portal : a platform for digital inclusion and Proactive and Entitlement based Model of Governance
Organization Type	State Government
Project Head	Dr. Aruna Sharma, Additional Chief Secretary Govt. of Madhya Pradesh
Contact	8989005244
Email-id	psprd@mp.gov.in

Nominees

Sr	Name	Designation
1.	Mr. Veerendra Kumar Batham	Commissioner, Social Justice
2.	Mr. Sanket Bhondve	Mission Director
3.	Mr. Sunil Jain	Technical Director
4.	Miss Geeta Kamthe	Joint Director
5.	Mr. Ajay Kulkarni	Principal System Analyst

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6.	Mahendra Tyagi	Programmer
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NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. **Coverage – Geographical and Demographic**

Geographical Coverage:

National level – No of State covered	1
State/UT level- No of Districts covered	51
District level- No of Blocks covered	690 (313 Rural Local Bodies and 377 Urban Local Bodies)

Demographic spread (percentage of population covered)

- a. Covered 100% Population of the State
- b. Over 7.26 crore residents of the State
- c. Over 1.80 crore families of the State

(ii) Comprehensiveness of reach of delivery centers

- a. Entire State
- b. 23,123 Gram Panchayats
- c. 22,602 Fair Price Shops
- d. 313 Janpad Panchayats
- e. 377 Urban Local Bodies
- f. Over 1.25 lac Schools
- g. 362 Office of Sub-divisional Officers (Revenue)
- h. 313 Block Education Offices
- i. 313 Offices of Food Dept
- j. Over 3500 DDOs
- k. 51 office of Collectors
- l. 51 CEO, Zilla Panchayats
- m. 51 District offices of Social Justice Dept
- n. 51 District offices of School Education Dept
- o. 51 District offices of Food Dept

Departments involved

- a. **School Education Department:** Nodal Dept for scholarships schemes & others education incentives related schemes.

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- b. **Social Justice Department:** Nodal Dept. for implementation of Pension Schemes, Marriage Assistance schemes, Insurance Schemes, ex-gratia and funeral assistance.
- c. **Food and Civil Supplies Dept :** Nodal Dept for Food Related Schemes (National Food Security Act, Mukhya Mantri Annapuran Yojna)
- d. **Health Department:** Nodal Dept for Janani Suraksha Yojna, Maternity leave assistance, Deendayal antodya yojna and other medical & health related scheme.
- e. MP Building and Other Construction Workers Welfare Board
- f. Mandi Board
- g. Tribal Welfare Department
- h. OBC and Minorities Welfare Department
- i. SC Welfare Department
- j. Urban Administration & Development Department
- k. Panchayat & Rural Development Department
- l. Transport Department
- m. Revenue Department

2. Situation Before the Initiative (Bottlenecks, Challenges, Constraints etc with specific details as to what triggered the Organization to conceptualize this project):

Background

As part of its commitment for a welfare State, GoMP strives for the welfare, social protection and social security of all families and residents of the State. This may include, but may not be limited to the low income working population and laborers of the State; people living below the poverty line; elderly including destitute; unmarried and or dependent girls; widows including those deserted by the families and persons with disabilities and other vulnerable groups. GoMP implements a large number of welfare schemes.

Department With Number of Welfare Schemes		
Sl. No.	Name of Department	No. of Schemes
1	Social Welfare	23
2	SC & ST Welfare	40
3	Women & Child Development	19
4	School Education	8
5	Backward Classes & Minorities Welfare	18
6	Farmer Welfare & Agriculture Development	30
7	Fisheries	7
8	Forest	8
9	Higher Education	5
10	Housing & Environment	4
11	Labour	10
12	Panchayat & Rural Development	7

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13	Public Health & Family Welfare	22
14	Transport	1
15	Food and Civil Supplies	1
16	Urban Administration & Development	5

Most of the schemes were designed, implemented, regulated and governed by different relevant departments in isolation. Moreover most of them had common features and benefits and also practically targeted same category of beneficiaries due to seasonality and occupational portability of beneficiaries. It has also been observed that almost all low income informal sector workers profess multiplicity of occupations due to seasonal and livelihoods factors. Different government departments target different groups (including occupational groups) that are associated with their mandate and book the expenses by offering them the benefits. However, since most of the beneficiaries who are geographically as well as occupationally portable across these groups are booked as beneficiaries by these multiple departments. As a result of it while the expenditure is booked by all the implementing departments, the beneficiary in most cases remains one and the same.

Demand- based governance:

- a. Resident had to know the rules, process and delivery point of each and every scheme being run by the government and then demand the benefit under the scheme at the delivery center of the concerned scheme by filling up the form of the scheme and submitting all the supporting documents related to Caste, BPL, labour category, disability certificate and affidavit. He had to prove his identity and credential again and again for each benefit every year.
- b. It was really very difficult for a school student to know the rules and eligibility criteria of 30 odd scholarship schemes being run by different line departments and then to identify the schemes for which he is actually eligible and then obtain the application forms for those schemes and then pursue the matter with the offices of the respective departments
- c. In contrast the SAMAGRA' initiative involves implementation of Entitlement Based Model of Governance. Under this model, the resident need not know the rules and other details. The SAMAGRA initiative has implemented a self learning system that either knows detailed profile of resident and his family, his caste, BPL Status, Disability Status, history of benefits taken by him or learns and records it at the time of the first benefit. The system with the detailed information of the beneficiary and its family automatically generates the list of schemes for which he is eligible and his entitlement under various schemes.

Bottlenecks

Multiple Departments offering same / similar Benefits

- Many Departments offer similar schemes that had overlapping eligibility criteria and there was no standardization of rates and rules.
- In absence of the standardization, implementation of these schemes in a rule-based and transparent manner was a major challenge as the entire work was being carried out in manual and isolated manner.

Decentralized mode of implementation:

- Each scheme had different application form, different service delivery points and different process for sanction and disbursement of benefit.
- Involvement of more than one office was required in collection of application form, sanction and disbursement of the amount to extend the benefit under any scheme.
- There was a lack of coordination between various departments leading to overlapping of benefits within various similar schemes.
- There was no single unique identifier for the beneficiaries of the schemes and there was no sharing of data.
- One was not sure that the resident had actually received the benefits from one or many departments or not received at all.
- No mechanism to track the history of the benefits already taken by beneficiary from any other department for similar nature of scheme
- There was a huge possibility that these departments used to book their expenditure on the same beneficiary
- One person could unlawfully manage to get the benefits sanctioned for scheme of similar nature from two different departments. Department of Mandi Board, Urban Development, Social Justice as well as Building and Other Construction Workers Board (labour Dept) provide similar maternity benefits and while technically the scheme was mutually exclusive, the lack of an integrated shared platform and data base allowed the same beneficiary to pick up benefits from both the departments.

d. Lack of Coordination between Departments, Schemes and Mapping of Beneficiaries:

- The schemes were being designed and run in silos and had not common application/database to identify the beneficiary and implement the scheme.
- It was also not possible to check that a single person may claim the benefit of same social schemes from more than one dept./board by taking advantage of the decentralized mode of implementation.
- There was a lack of effective monitoring, control and evaluation within the departments.

e. Multiple Service Delivery Points for Schemes of Similar Nature:

- Applicant for a certain nature of scheme had to approach multiple offices for seeking the benefits of various schemes for which s/he was eligible.
- This can be easily understood if we take the example of scholarships. A student, who is eligible for more than one scholarship schemes, but s/he would still have to approach different offices for getting these scholarship sanctioned. For seeking the scholarship of SC dept, he had to first approach his school education department authorities, get the application forwarded by them and then coordinate with the SC department officials for seeking the benefits. This case can be best highlighted by using a case study of scholarship.
- A student can be eligible for 4-5 scholarship schemes and he will have to approach different offices for getting these scholarship sanctioned

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Scholarship Type	Forwarding Dept	Sanctioning Dept/agency
Caste related	School Education Department	SC Department for SC Students ST Department for ST students OBC and Minority Welfare Department for OBC/Minority Students
Disability Related	"	Dy. Director, Social Justice and Disabled Welfare, Department
Labour Community	"	Labour Department in case of construction Workers Mandi Board in case of Hammal and Tulawati

- f. The targeted beneficiaries had to run from pillar to post to avail benefits since the offices did not have any system to verify the genuineness of the application and the applicant and know the history of the benefits sanctioned to applicant, this caused delay and duplication and harassment to the beneficiaries and the basic purpose of providing welfare schemes are being defeated.
- g. **Accountability and Transparency:** There was little accountability and transparency in the system and the citizens found it difficult to avail the benefits of the schemes intended for them in a timely and hassle free manner.

Constraints:

- **Geography specific delivery of benefits of schemes:**
 - The resident had to visit the office in block/district for seeking the benefit as the local office maintained his profile and history.
 - Due to non availability of the centralized database of the beneficiaries and the history of the benefits sanctioned, person was not able to seek the benefits from any other district/block/Service delivery point
- Most of the welfare schemes being run by the government use the concept of families and their members for extending the benefits. There was no consolidated and integrated database of all families and residents with their general attributes.
- Most of the welfare schemes being run by the government benefit the families belonging to BPL, SC, ST communities. In addition to it, schemes also benefit the PwDs and labors and their families registered under different categories by different boards/offices.
- Family Unique Identification number required for identifying the families of the State, tracking of their profile and history of benefits sanctioned to them was NOT available.

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- Similarly, Unique Identification number required for identifying the Residents of the State and their linking with the Unique Family ID was also NOT available.
- Thus non-availability of a common system to maintain a online, reliable and integrated databases was a major constraint in identifying and benefitting the families/individuals in a easy and seamless manner :
 - **State Population Register:** Families and members of Madhya Pradesh
 - **Caste:** SC and ST families
 - **Persons with Disabilities:** Database of all PwDs and their disability details and profile
 - **BPL List:** Families belonging to BPL (Below Poverty Line) category
 - **Labour Register:** Individuals registered as labour under different schemes being run by different boards/departments

Category of Labour	Registered and Maintained by
Building and Other Construction Workers	MP Building and Other Construction Workers Welfare Board of Labour Dept
Landless farm workers	By Janpad Panchayats under 'Mukhya Mantri Mazdoor Suraksha Yojana'
Mandi Hammal and Tulawatis	Mandi Board of Agriculture dept
Ricksaw pullers Hand cart pullers Hawkers/Street vendors Urban Domestic Women workers Keshsilpis (Barbers)	Registered by Urban Local Bodies
Beedi Shrimiks	Industry Dept

- Non-availability of single common database and application platform for implementation of schemes being run by different departments
- Multiple service delivery Points for schemes of similar nature

Challenges

The implementation of schemes in a proper and transparent manner will be a major challenge as the entire work was being carried out in manual and isolated manner. There was little accountability and transparency in the system and the citizens found it difficult to avail the benefits of the schemes intended for them in a prompt and hassle free manner.

- Reluctance of the departments
 - to simplify their schemes
 - run their schemes on a common platform
 - to allow the convergence of their schemes of similar nature

- to handover the scheme and budget to nodal department for facilitating single office for sanctioning of benefits of all schemes of similar nature
- Bringing so many departments/agencies agree to be a part of a common platform 'SAMAGRA' that uses the common and integrated 'State Population Register' that has detailed and verified information of all families and beneficiaries. State Population Register also incorporates BPL List, List of persons registered as labour under various schemes, List of differently able persons, List of SC/ST families.
- Making all the departments/agencies to agree that they will and discontinue the implementation of schemes and lose their authority of sanctioning the benefits.
- to create a common integrated platform, integrated family and resident database and an enabling environment, so as to simplify and rationalize schemes, automate back-end processes and provide benefit to beneficiaries of same type through one common and integrated system using a rule-based system, to bring about transparency through direct fund transfer without manual interference after sanctioning.
- Biggest challenge was to take a conscious decision to initiate yet another citizen database project (Aadhaar, NPR, Socio-economic survey etc.), start from a scratch and go ahead with a fresh survey and create a database of all families and members.
- Carry-out door-to-door survey to capture the details of all families and residents along with their general attributes required for ascertaining their eligibility for various schemes and also entitlements.
- Creation and maintenance of integrated and consolidated database of over 1.80 crore families and over 7.26 crore (as per census 2011) members was biggest challenge.
- Verification of the data captured after the survey by the concerned department
- To create an enabling system to facilitate the implementation of the entitlement based governance in place of the existing demand-based governance
- Budget Management: Sanctioning and Disbursement Process – Intricacies, Inefficiencies and Inertia

3. Extent of Process re-engineered (Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows – before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled)

Details of the initiative:

With the bottlenecks, constraints and challenges as listed in above sections, a strong need of an integrated approach for running and implementing the schemes was felt most necessary and the idea of SAMAGRA 'समग्र' meaning 'All Inclusive' was conceptualized at highest levels of government.

Decision were taken by Cabinet to implement the Integrated Social Security Program of Madhya Pradesh (मध्य प्रदेश, समग्र सामाजिक सुरक्षा कार्यक्रम). Understanding the importance of the program and its expected outcomes, the Executive Body decided to run the program in Mission mode and Integrated Social Security Mission (समग्र मिशन) (SSSM) was formed.

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As per the philosophy of the program, SAMAGRA Mission initiated clubbing of the schemes of same nature; exploring the ways and mechanism for their rationalization and the implementation all such schemes of common nature in a simplified manner using a common platform by designated one Nodal department.

SAMAGRA Mission was also initiated efforts to facilitate a platform for convergence, BPR, standardization and simplification of the schemes so as to provide entitlement based benefits to the residents. It has also created an enabling environment and eco-system. Online SAMAGRA portal was designed and developed to automate various progress, facilitate collaborative and work-flow based functions, enhance the efficiency, introduce the transparency.

To carry out the welfare functions in a holistic manner, SAMAGRA Mission created an online, live and integrated State Population Register (SPR) after door-to-door survey by the local bodies. SPR provided the platform for implementation of all beneficiaries and family oriented schemes.

The SPR contains details of all families and residents and all their general attributes that are required to confirm their eligibility for various schemes, and their entitlement. It also has information on bank account for Financial Inclusion and Direct Benefit Transfer of the sanction amount of various schemes. Further information on disability status, BPL status etc. allows the government functionaries in identification of potential beneficiaries eligible for various schemes.

SAMAGRA has a concept of family. Each family of State has been issued a unique SAMAGRA Family id and Each Resident of the State has been issued SAMAGRA ID. Samagra ID of the resident is linked to the SAMAGRA Family ID. Thus the concept of SAMAGRA Family Id and member ID allows seamless implementation of the family and individual specific schemes and tracking the individual beneficiaries and families benefited.

SAMAGRA has thus created a common integrated digital platform for e-governance, proactive governance and door step delivery of services. The government now knows about the entire population and its nodal departments can sanction the benefits after one time verification of their information.

The attributes of the family/resident's are to be verified only once in lifetime by the designated authority and then the family/individual continues to get the benefits as per the eligibility in subsequent years without requiring any further verification.

As on now the State has already created the online database of all families/residents, Samagra IDs have been issued. Benefits of Food security (PDS), Social Security Pensions, Scholarships, Marriage, insurance, National Family benefit scheme and other schemes are being processed and sanctioned thru the SAMAGRA platform.

Convergence and BPR of the core database infrastructure used for the creation and implementation of SAMAGRA platform for proactive and entitlement based governance:

Item	AS-IS (before SAMAGRA)	To-BE (after SAMAGRA)
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State Population register – Register of Families and Unique identification of Families	Maintained offline on paper registers by Gram Panchayats/Ward	Workflow based system to facilitate creation and maintenance of centralized, Live, Integrated Online Population Register of State SPR.Samagra.gov.in
Identification Number of Family	With in a Gram Panchayats/Zones	Unique SAMAGRA Family ID to Each State top be used for sanctioning and tracking of benefits
Identification Number of Residents	Did not exist for all residents	Unique SAMAGRA ID for all residents
Reporting of birth	No proactive action was taken	-New born is registered and SAMAGRA ID is generated for the new born -A new e-Ration card is automatically generated for the family and quota of ration is also enhanced automatically State Population register is automatically updated. -Process is initiated for the Benefit of JSY Process is initiated for sanction of amount for loss of compensation of Wages for the couple belonging to the registered labour categories
Reporting of Death	No proactive action was taken	*The person is marked as dead in the Population Register *Spouse status updated to Widow/widower *Process initiated for the sanction of following schemes as per the profile of the family/resident -Widow pension to the widow -National Family Benefit Scheme -Insurance claim -Funeral Assistance -e-Ration card is automatically generated for the family and quota

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		of ration is also reduced automatically
Register of Families Below Poverty Line (BPL)	Maintained offline by local bodies on paper registers	Online and integrated register (Digital Depository) of BPL families, integrated with the State Population Register and available to all for confirmation, social audit - BPL.samagra.gov.in
Register of individuals belonging to various labour communities (श्रमिक) registered under various schemes of various departments/boards	Maintained offline by concerned offices on paper registers	Online and integrated register (Digital Depository) of all families/individuals registered by various departments / boards under various schemes for the welfare of unorganized labour. The labour register has also been integrated with the State Population Register and available to all departments for confirmation and public at large for social audit. SHRAMIK.samagra.gov.in
Register of SC/ST/OBC families and their members	Maintained offline by SDO offices on paper registers.	The register containing the details of the caste certificates issued to the residents have been made online and it has also been integrated with the State Population Register. Digital Depository of caste certificates can be used by to all departments for confirmation. PRAMAN.samagra.gov.in
Mechanism for authentication of caste certificates	Request was to be sent manually to concerned SDO office that has issued the caste certificate	Request for confirmation and verification of the caste certificates can be submitted online to the SDO office that had originally issued the caste certificate
Register of Persons with Disabilities and their members	Maintained by local bodies.	Online and integrated register (Digital Depository) of all Persons with Disabilities registered by local bodies and their integration

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with State Population Register

Details of Convergence and BPR in the implementation of the schemes on SAMAGRA platform using above mentioned core infrastructure:

- Various welfare schemes being run by different departments/boards of the State have been now rationalized, converged and grouped into various logical groups.
- The responsibility of implementing the schemes of similar natures / group has now been designated to one nodal department that will now implement the schemes on behalf of the other departments.
- The parent departments have also transferred the sanctioning authority to the nodal department.
- Parent departments have also transferred the budget to the nodal department.
- It may be treated to be a huge convergence and BPR exercise in any Government set-up.

Education Assistance and Scholarship Schemes:

'Education Department' was designated as nodal department for implementing and sanctioning of 30 scholarships and education assistance related schemes that were earlier being run by following departments/boards

- Tribal Development
- SC Welfare
- OBC & Minority Welfare dept
- Labour/MP Building and Other Construction Worker Board
- Agriculture/Mandi Board etc.
- Rajya Shiksha Kendra
- Commissioner, Public Instructions
- Urban Development Dept
- Social Justice Dept

Item/Process	Before	After
No of application forms	30, one each for different scheme	1, Single, Unified Scholarship application form for all schemes
No of implementing departments	9	1
No Applications to be filled	One for each scheme	Only one for all schemes
Application submission/sanction to	Concerned dept	To Block Education Officer/DDO
No sanctioning authorities	6675	3237
Need of knowledge of rules to DDOs	Yes	No, software reads the profile of the student from unified scholarship application form and confirms the eligibility of the student for various schemes and calculates the entitlement of each of the scheme
Model of Governance	Demand based Governance	Entitlement Based Governance
Need of knowledge of budget head to DDOs	Yes	No, system identifies the relevant budget head as per the scheme

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Software	No Centralized and integrated workflow based software	Centralized and integrated workflow based software
Submission of Identity and other documents/certificates for each instance of application for each scheme : Birth, SC/ST/OBC, Minority, BPL Status, Disabled Status	Need to provide each time for each application	A verified digital identify of the resident is available online after one time verification by the designated authority.

Change in process

Process	Before BPR	After BPR
Application Form	individual forms for each scheme, very complicated	Single, simple application form for all schemes
Printing and distribution of Forms for various schemes	Application forms for different schemes had to be printed in bulk and then distributed to schools.	Form available online
Dependence on availability of application form	Student could apply only when he had a physical copy of the form prescribed for the scheme	No dependency.
Application Form Submission	Student had to submit individual forms for each scheme	Student has to now fill in only one application form for all Scholarship Schemes
Attachment of Documents	Caste, BPL, Special category, Labour category, Disability and other documents were supposed to be submitted for each application for each scheme and each year	Required only once for creation /verification. Once verified most caste Certificate, Disability details etc. will be available to all service providers for complete lifetime of the individual
Sanctioning Process	Applications for various schemes were processed and sanctioned by individual offices of the different departments at different points of time	Applications are now processed and sanctioned by a single office and benefits of all scholarship schemes gets sanctioned at one go
Sanctioning Authorities	District/State offices and staff of 9 departments used to do the repetitive work of scrutiny and sanction of scholarship applications of their departmental schemes and operate as sanctioning authorities	Due to convergence and BPR, Only School Education dept is involved in the entire exercise and other departments and their staff has been relieved from the repetitive work pertaining to scholarships.
Identification of the schemes for which the student is eligible	Do be done manually by the teacher/parent	System identifies the schemes for which the student is eligible/entitled as per profile of student and his family profile
Calculation of the amount	Amount for various schemes was to be done by the sanctioning authority manually. Error Prone process	System calculates the amount automatically as per the profile of student and his family profile. No human intervention
Scope of error	Manual system was prone to	No scope of error. No human intervention

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	discretion and intentional and unintentional errors in calculation of amount	scope for discretion as the calculation is done by software
Disbursal	Each dept used to disburse the amount at different points of time	Amount disbursed in one go
Financial Inclusion	Not required	Bank accounts opened to facilitate DBT
Mode of disbursal	Cash, Cheque, transfer	Only DBT/e-Transfer. NO cheque/Cash
Tracking of application	Manual. Student/parent used to run from pillar to post and coordinate with different departments/offices for seeking the status	Tracking facility available online on portal
SMS	Not used	SMS alerts are sent on various important events. Pull SMS facility available for seeking the latest status of the sanction/dispursal
Proactive governance	Not possible	Portal indicates the list of the students that are technically eligible for various scholarship schemes as per their profile and their family profile but their application not received/registered on portal
Budget control	With the BCO of the respective dept	Transferred by various departments to BCO of the Education Dept.
DDOs	DDOs of 9 Departments were involved in the process of dealing with treasury	DDOs of only School Education Dept now involved in this exercise and DDOs of remaining departments are relieved from the repetitive work
Budget Globalization	No	Yes

Social Sector Schemes:

Social Justice and Person with Disable Welfare Department has been designated nodal department for implementing and sanctioning all social security schemes like **pension, marriages, insurance, funeral, welfare of PwDs related schemes** of following categories schemes being run by following departments/boards

- Urban Development
- Rural Development
- MP Building and Other Construction Worker board (Labour)
- Mandi Board
- Transport

The individual parent departments have also transferred the sanctioning authority and the budget to the nodal department. It may be treated to be a huge convergence and BPR exercise in any Government set-up.

The categories of the schemes covered under the Social Sector are:

Pensions –

GoI Schemes

- a. Indira Gandhi National Old Age Pension
- b. Indira Gandhi National Widow Pension
- c. Indira Gandhi National Disabled Pension

State Schemes

- d. Pension for Old Age parents of ONLY married female Daughter
- e. Social Security Pension Scheme for senior citizens
- f. Social Security Pension Scheme for widow
- g. Social Security Pension Scheme for divorcee
- h. Social Security Pension Scheme for PwDs

Financial Assistance to MR/MD- Monthly Assistance of Rs. 500/- to MR/MD (Mentally Retarded Persons and Persons with Multiple Disabilities)

Marriages & Nikah:

- Assistance of Rs. 25,000 is sanctioned for the marriages of daughters of BPL families, Labour Communities registered by Urban Development, Rural Development, MP Building and Other Construction Worker board (Labour), Mandi Board, Transport Dept
- Additional Rs. 25,000 in case of either Bride or Groom is a Person with Disability
- Additional Rs. 50,000 is sanctioned in case both Bride or Groom are Disabled

Funeral Assistance: Assistance for Funeral of poor and destitute

Nation Family Benefit Scheme: Assistance of Rs. 20,000 to the BPL families

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Welfare of PwDs: Several schemes are being run to extend various assistance and benefits for the rehabilitation and mainstreaming of the PwDs

BPR Exercise undertaken for the implementation of various Pensions Schemes

Process	Before BPR	After BPR
Governance Model	Reactive and Demand Driven	Proactive and Entitlement based
Application Form	individual forms for each scheme, very complicated	List of all residents that are technically eligible for various pension schemes is available online.
Submission of the form	Individual had to submit the application	Gram Panchayats Functionaries approach the persons that are technically eligible for the scheme and get the formalities completed for sanction of pension
Attachment of Documents	Caste, BPL, Special category, Death Certificate of Husband, Disability and other documents were supposed to be submitted for each application	The information on death of spouse, disability, BPL Status, Age is already available on Population register and is used for identification of beneficiaries and decision making.
Identification of the Pension schemes for which the resident is eligible	Do be done manually by the office staff	System identifies the schemes for which the resident is eligible / entitled as per profile. In case he is entitled for more than one scheme but has to be sanctioned only one scheme, the system will identify the scheme that will offer with higher pension amount
Calculation of the amount	Amount for various schemes was to be done by the sanctioning authority manually. Error Prone process	System calculates the amount automatically as per the profile of beneficiary. No human intervention
Switching of Pensions	Manual, Person dependent and prone to error	The system identifies the persons that are now eligible for other schemes that will offer him higher pension amount.
Scope of error	Manual system was prone to discretion and intentional and unintentional errors in calculation of amount	No scope of error. No human intervention scope for discretion as the calculation is done by software
Financial Inclusion	Not required	Bank accounts opened to facilitate DBT
Disbursal	From local body level	Centralized Transfer of pension amount to the account of the pensioners from the district office
Financial Inclusion	Not required	Bank accounts opened to facilitate DBT
Mode of disbursal	Cheque, transfer	Only DBT/e-Transfer. NO cheque/Cash
Tracking of application	Manual. Person used to run from	Tracking facility available online on portal

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	pillar to post and coordinate with different offices for seeking the status	
SMS	Not used	SMS alerts are sent on various important events. Pull SMS facility available for seeking the latest status of the sanction/disbursal
Budget Globalization	No	Yes

BPR Exercise undertaken for the implementation of various Vivah (Marriage) Schemes

Process	Before BPR	After BPR
No of schemes	Six by different departments	Converged into only one Scheme
Application Form	individual forms for each scheme, very complicated	Common Integrated forms for all schemes
Submission of the form	Individual had to submit the application to the concerned dept	application to be submitted to Local Body
Amount Calculation	Manually	Software calculated
Amount	As per the demand of the individual	Software generates the amount that is entitled for the bride and groom as per their profile. Assistance of Rs. 25,000 by default to the eligible, Additional Rs. 25,000 in case of either Bride or Groom is a Person with Disability, Additional Rs. 50,000 is sanctioned in case both Bride or Groom are Disabled

BPR Exercise undertaken for the implementation of Annapurna Yojana [National Food Security Act / Subsidized Ration under PDS]

The department of Food had no online, unified and authentic database of the ration cards issued (Card number, Description of the family head and members, eligibility (BPL/AAY/APL), Ration Shop) and no transparent online system was available for supply and distribution of foodstuffs. There was no suitable and easy system to update the ration cards following births, deaths and marriage then and there.

The state government decided to implement various provisions of the National Food Security Act, 2013 using the SAMAGRA platform. Under the scheme, 24 classes have been selected in the State to be given benefit of Food Security. To identify nearly 75% of the families and members of the state to be brought under Food Security and get them verified for eligibility within the stipulated time period was a very complex one in view of the short time span available and ensure transparency and effectiveness. It was possible with the State Population register and SAMAGRA application Platform

Process	Before BPR	After BPR
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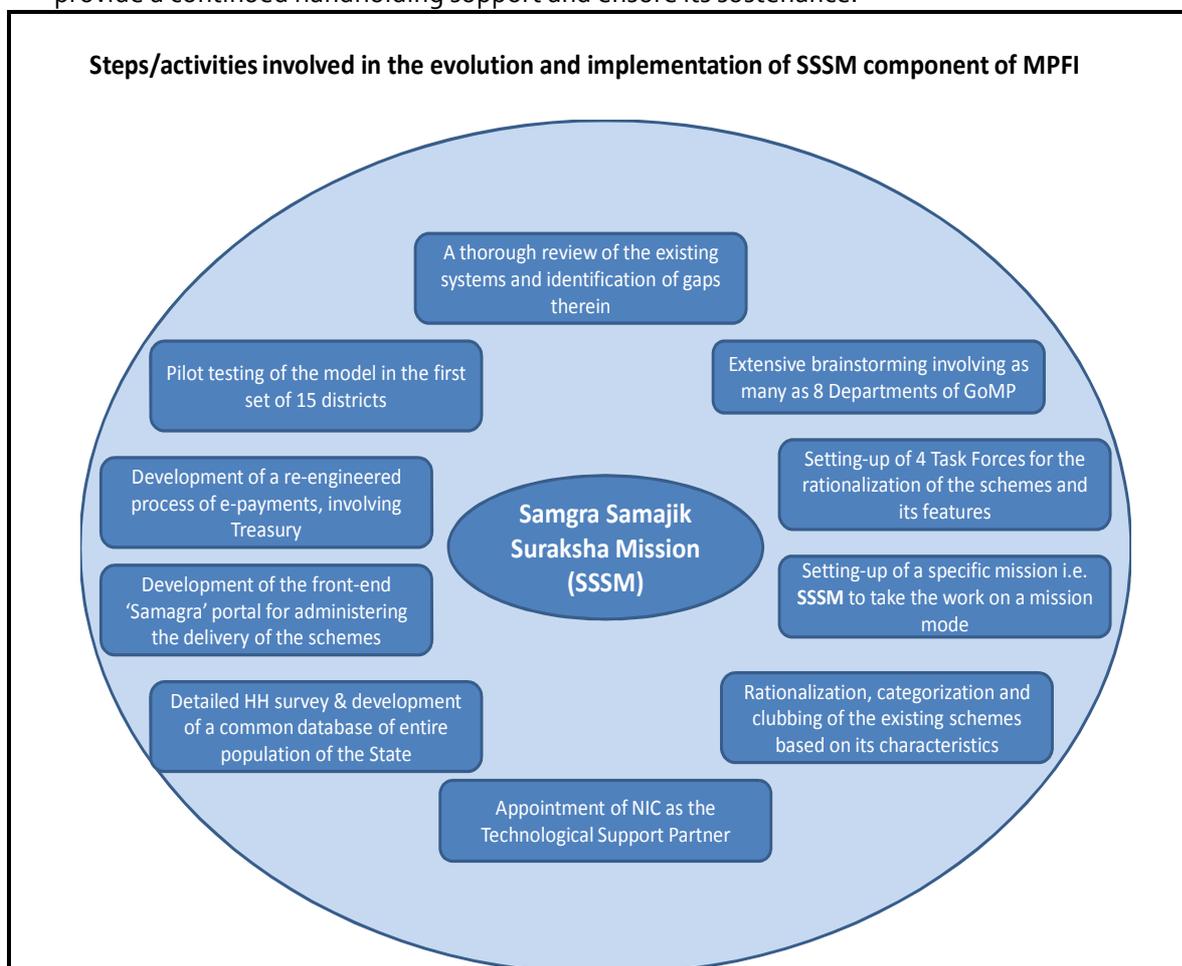
Entitlement for the scheme	Application was to be submitted along with proof of BPL, residence, affidavit and several other documents	Entitlement is generated automatically on registration or verification under BPL, SC/ST, Labour or any other category as identified under the provisions of NFSA.
Ration Card	Paper based	Online, digitized, on Mobile
Generation of the Patrata Parchi / eRation card	Static, manual	Automatic, generated monthly, e-Ration card of the family is generated automatically as soon as he is registered as a priority household by the concerned agency on the SAMAGRA portal
Updation of entitlement of birth	Request for updation on the paper ration card	Automatic on registration of the death on the population register
Generation of the Monthly Allotment to FPS	Was done at district level;	Done centrally after calculating the family-wise allotment

4.0 Strategy Adopted

Considering the significance of simplification, rationalization and convergence schemes and switch from '**Demand-driven and Reactive Governance Model**' to '**Proactive and Entitlement based Governance Model**', and need for holistic approach of implementing the schemes, the Cabinet of Government of Madhya Pradesh approved the Integrated Social Security Programme on 30th April 2012.

- All the concerned departments/boards had to be on board to ensure the effective implementation of the initiative. A committee under the chairmanship of Chief Secretary was formed for inter-departmental coordination.
- Considering the nature of the project and technical challenges, National Informatics Center (NIC) was chosen as the technological partner for design and development of Software solution, SAMAGRA platform and other technological support
- To ensure support of District Collectors and CEOs of Zilla Panchayats & ensure sustenance of the initiative, instructions from the Chief Secretary were also issued.
- Every fortnight the Chief Secretary headed committee of Secretaries of respective participating departments meets and resolves the interdepartmental coordination issues arising in convergence and BPR.
- In view of multiple departments, users, large number of sanctioning authorities, controlling departments and huge array of stakeholders and schemes, one required a platform to facilitate interdepartmental collaboration, coordination, seamless integration of activities, and smooth automation of key processes and updating of key information in real-time. This seemed most easily possible through an online application-based, bi-lingual, database driven, dynamic web-portal which also needed to facilitate information based online monitoring, analysis and dissemination of live information in real-time.

- It was felt that it would not be possible to define the complete requirements & scope of the portal in one go. The needs and requirements would continue to evolve, grow and mature. Therefore, NIC was chosen as the technical partner as an in-house professional agency to address the changing requirements, provide a continued handholding support and ensure its sustenance.



The beneficiary oriented schemes were grouped into following three task force.

- The First Task Force was formed under the Principal Secretary, Health and Family Welfare Department for 'Health' related benefits and covered schemes such as Maternity benefits under the department of Health and Family Welfare Department relating to maternity benefits, maternity leave and medical benefits.
- The Second Task Force was organized for 'Scholarship' issues and promotion of education under the scholarships / stipend ship schemes of the Department of School Education. The second task force was headed by the Principal Secretary, School Education
- The Third Task Force was formed under the Principal Secretary, Social Justice to manage the issues related to 'Social Security'. It comprised schemes under the Department of Social Justice and covered schemes like pensions including IGNOAPS under the NSAS, marriage encouragement, Insurance and Ex-Gratia, for funeral assistance etc.

The taskforce deliberated on the simplification, convergence and BPR required for simplified, rule based and integrated implementation of the schemes in a rule based manner. Each of the taskforce deliberated at length on various issues, possibilities and then submitted the report for transparent and effective implementation.

The different Task Forces prepared the guidelines and circulated amongst themselves as well as the Finance department. There were certain queries from the Finance department and after having satisfactorily answering them; the three task forces had a series of meetings with the Chief Minister on 15th November 2010, 15th June 2011 and 16 February 2012. The consent of the Finance Department was received by the task forces and finally a cabinet note was prepared for attaining the status of Samagra Samajik Suraksha (SSS), an integrated solution for social security. The cabinet of the Council of Ministers headed by the chief minister approved the same on 30th April 2012.

It was then decided to create an online, live and integrated State Population Register (SPR) and issue unique IDs to each Family and each Residents of the State. This was done so as to allow the government functionaries to know their families and residents and allow them to take informed decisions wt the time of the sanctioning of the benefits.

It was also decided to create institutional mechanisms to ensure the regular updation of the population register. It was decided that linking of various benefits with the population register will enforce auto updation of the register. This all benefits and assistance linked to Births, deaths, pensions, scholarships, PDS, Marriages were linked with the population register.

Further, it was also decided to maintain online and live registers of following so as to enable sanctioning of benefits in a hassle free without needing the supporting documents

- BPL families
- SC/ST families
- Persons with Disabilities
- Individuals registered as Casual Labour working in unorganized sector and registered by different departments/boards

The above registered have been linked with SPR and SAMAGRA Family ID and SAMAGRA Member ID is recorded in each of the register to allow the linking and integration of the individual registered with the population register.

The schemes to benefits the families/residents as listed in above categories will be implemented on SAMAGRA platform in a phased manner.

It was decided to create an enabling environment so as to simplify and rationalize schemes, automate back-end processes and provide benefit to beneficiaries of same type though one common and integrated system, to bring about transparency through direct fund transfer without manual interference after sanctioning.

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CREATION OF SPR: A massive exercise on in the lines of the census operation was undertaken to create the SPR. Door-to-Door survey of all households was completed to capture the detailed profiles of all families of the State in following formats : KYR-Know Your Resident, F: Family, M-Member

	Format for Survey of family	Format for survey of Residents
Urban	KYC+F-U	KYC+M-U
Rural Areas	KYC+F-R	KYC+M-R

Survey Format for capturing the details of the Family residing in Rural Areas

1- मकान नम्बर		मध्य प्रदेश शासन – समय सामाजिक सुरक्षा कार्यक्रम (ग्रामीण क्षेत्र) परिवार का विवरण (Version 6.0)				KYC+F-R	
1-संभाग	2-जिला	3-क्षेत्र	ग्रामीण	4-जनपद पंचायत	5-ग्राम पंचायत	6-गांव	
7-मण्डला ब्लाक नंबर		8-मकान नम्बर		9-पिनकोड			
10-परिवार के मुखिया का नाम				11-परिवार में सदस्यों की संख्या			
B 1-वर्तमान में परिवार निवासरत है या नहीं		हैं		नहीं		C 1- क्या परिवार मध्य प्रदेश का मूल निवासी है	
2-यदि नहीं है तो निवासरत नहीं होने के कारण		1. स्थायी रूप से विस्थापित		2. अस्थायी रूप से विस्थापित (रोजगार / शिक्षा हेतु)			2-यदि नहीं है तो वर्तमान पते पर किस वर्ष से निवास कर रहा है
D 1-जाति वर्ग		1-SC 2-ST 3-OBC 4-GEN		2-जाति कोड (यदि SC/ST/OBC है)		3-अगर ST-PTG है तो	
4-अगर SC है तो		4.1-क्या बापका वंशिया समाज है		हैं		1- वैवा 2- भारिया 3- सहरिया	
4.2-क्या अन्वयक धंधे में मिला है		हैं		नहीं		5-क्या विमुक्त एवं पुनर्व्यक्त जाति है	
6-क्या आप अल्पसंख्यक वर्ग से हैं		हैं		नहीं		7-धर्म	
E 1-नामांकित व्यक्ति का नाम							
F 1-क्या परिवार गरीबी रेखा (BPL) सूची में है		हैं		नहीं		2-यदि हाँ तो BPL सर्वे क्रमांक	
4.1-अन्वोदय (पीला) राशन कार्ड है ?		हैं		नहीं		5-कार्ड का नम्बर	
4.2-बी.पी.एम. (नीला) राशन कार्ड है ?		हैं		नहीं		6-कार्ड जारी करने का दिनांक	
7-क्या दीनदयाल अन्वोदय उपचार योजना कार्ड धारक है ?		हैं		नहीं		8-यदि हाँ तो दीनदयाल अन्वोदय कार्ड नम्बर	
9-कार्ड जारी करने का दिनांक							
G 1-APL(सफेद) राशन कार्ड धारक है ?		हैं		नहीं		2-कार्ड का नम्बर	
3-कार्ड जारी करने का दिनांक							
H 1-शौचालय है या नहीं		हैं		नहीं		2-यदि हाँ तो शौचालय हेतु पानी की उपलब्धता	
3-पूर्ण होने के उपरान्त		उपयोगी		अनुपयोगी		दृष्ट हुआ	
4-शौचालय हेतु पानी की उपलब्धता		हैं		नहीं		I 1-क्या मकान स्वयं का है -	
2-यदि हाँ तो		कच्चा है		पक्का है			
J 1-मुखिया के हस्ताक्षर / अंगूठे का निशान		2-सर्वेक्टरों के कोड तथा हस्ताक्षर		3-ग्राम पंचायत सचिव के हस्ताक्षर		4-जोचकर्ता के कोड तथा हस्ताक्षर	

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Survey Format for capturing the details of the residents residing in Rural Areas

1-मकान नम्बर		2-परिवार सदस्य क्रमांक		मध्यप्रदेश शासन - समग्र सामाजिक सुरक्षा कार्यक्रम (ग्रामीण क्षेत्र) परिवार के सदस्य की जानकारी (Version 6.0)	KYC+M-R
1-सदस्य का नाम		2-पिता, माता, पति, पत्नी			
5-लिंग	1-पुरुष 2-महिला	6-जन्म दिनांक	/ /	पिता का क्रमांक	
7-मोबाइल नं.		8-ईमेल		माता का क्रमांक	
9-AADHAR Card No (UID)				पति/ पत्नी का क्रमांक	
10-वैवाहिक स्तर	1-अविवाहित 2-विवाहित 3-विधवा/ विधुर 4-परिवर्तन 5-तलाकप्राप्त			3-मुख्या से संबंध	
11-शैक्षणिक स्तर	1- अध्ययनरत हैं 2- अध्ययन कर चुके हैं 3- निरक्षर हैं			1 स्वयं 2 पिता / माता 3 आई / बहन 4 पुत्र / पुत्री 5 पति / पत्नी 6 पुत्रपुत्र / दामाद 7 पोता / पोती 8 सास / ससुर 9 अन्य (दत्तक)	4-सदस्य क्या कार्य/व्यवसाय करता है
12-अध्ययनरत हैं/अध्ययन कर चुके हैं	1-स्कूल 2- कॉलेज 3- Other (Polytechnic/ITI/Other)				a शासकीय सेवा b अशासकीय सेवा c निजी व्यवसाय, व्यवहार एवं उद्योग d कृषि e मजदूरी / पशुपालन / मत्स्य पालन f अध्ययनरत g बेरोजगार h अन्य
13-यदि अध्ययनरत हैं तो कौन सी कक्षा में अध्ययनरत हैं		14-यदि विद्यार्थी कक्षा 1 से 8 में हैं तो स्कूल का DISE Code		15-कुल वार्षिक आमदनी (स्वयं की) ₹	
16-स्कूल का प्रकार	1- CBSE 2- ISG 3- STATE BOARD 3- OTHERS			17-मतदाता सूची क्रमांक	
16.1-स्कूल का नाम-बोर्ड / कॉलेज का नाम / संस्था का नाम					

1-क्या सदस्य स्वयं श्रमिक संघर्ष की किसी योजना अंतर्गत पंजीकृत हैं	हाँ/नाही	2-कार्ड नंबर	3-जारी दिनांक
मुख्यमंत्री मजदूर सुरक्षा कार्ड			
भवन एवं अन्य संनिर्माण कर्मकार मण्डल कार्ड			
हमनात एवं तुलावटी योजना कार्ड			
NREGA कार्ड			

1-क्या नि:शक्त हैं	हाँ / नहीं	यदि हाँ तो
2-नि:शक्तता का प्रकार क्या है		3-नि:शक्तता का प्रतिशत
1 अंगत 2 मन शक्ति (फिजिकल) 3 कुण्डीय शक्ति 4 श्रम शक्ति का ह्रास (श्रमशक्ति) 5 पालन नि:शक्तता (असिंधु शक्ति) 6 मानसिक मंदता 7 मानसिक रुग्णता		4-नि:शक्तता प्रमाण पत्र क्रमांक
		5-नि:शक्तता प्रमाण पत्र दिनांक
		6-प्रमाण पत्र जारी चिकित्सक / संस्था का नाम

1-कौन-सी योजना/अन्य सहायता का लाभ प्राप्त कर रहे हैं	हाँ/नाही	2-पैशन/सहायता स्वीकृति क्रमांक	3-किस माह वर्ष से पैशन/सहायता का लाभ प्राप्त कर रहे हैं
इंदिरा माछे राष्ट्रीय बुद्धिबल पैशन योजना			
इंदिरा माछे राष्ट्रीय विधवा पैशन योजना			
इंदिरा माछे राष्ट्रीय नि:शक्त पैशन योजना			
सामाजिक सुरक्षा पैशन योजना			
सम्या अतिश्रमिक पैशन योजना			
मोदबुद्धि/ बहुविधता से अधिक सहायता			
श्रमिक संघर्ष की पैशन योजना			
स्वतंत्र सहायता पैशन			
समान्यता पैशन			

1-बैंक/पोस्ट ऑफिस/अन्य	2-वित्तीय संस्था का नाम	3-संस्था का शाखा	4-बैंक का IFSC Code	5-बैंक / पोस्ट ऑफिस शाखा क्रमांक	
व्यवसायिक राष्ट्रीय बैंक					
सहकारी बैंक					
पोस्ट ऑफिस					
शेरोय वामीन बैंक					
1-कुल कृषि भूमि (स्वयं के नाम पर)	2-जिला	3-तहसील	4-प्लॉट नंबर	5-रकबा नम्बर	6-खसरा नम्बर

- It was consciously decided that the SPR database should have seamless integration with NPR and UID databases and the data structure was designed accordingly.
- District SAMAGRA IT teams and Block-level SAMAGRA IT Teams were constituted by the collectors. Members of district IT Teams were trained at State level and they in turn trained the block level IT teams.
- We designed the training module after field study and trained the master trainer for training nearly 40,000 field staff on the survey and online data feeding module.
- Following online Systems were designed and developed to facilitate the common platform, convergence, transparency

SAMAGRA Portal (SAMAGRA.gov.in)

Core Platform following constitutes the core platform for the SAMAGRA initiative

State Population register (SPR.samagra.gov.in)

State Register of BPL families BPL.Samagra.gov.in

State register of Labours of various categories working in unorganized sector SHRAMIK.samagra.gov.in

SC/ST/OBC caste certificate management and digital repository PRAMAN.samagra.gov.in

State register of Persons with Disabilities SPARSH.SAMAGRA.gov.in

Following use the SAMAGRA platform for design, development and implementation of backend automation and MIS systems implementation of various sc

Implementation of National Food Security Act / Ration / PDS (NFSA.samagra.gov.in)

School Education Scholarships and Assistance (SHIKSHA.samagra.gov.in)

Implementation of Pension Schemes (PENSIONS.samagra.gov.in)

Implementation of Marriage Schemes (VIVAH.samagra.gov.in)

5. Technology Platform used-

ASP.NET, SQL, POSTGRES Database server, JQuery, Bootstrap, Google Analytics, facebook Integration, Unicode, XML, SMS gateway integration: PUSH and PULL, Webservices, barcodes, QR codes, DSC, URL routing, caching, Server and client end validation CSS.

Used master pages, user controls and templates enforce a consistent look, feel and behavior. Extensive used jQuery to simplify HTML DOM traversing, event handling and animation to render a functionally rich and dynamic feel to the User Interface.

(i) Interoperability

The system is an ideal demonstration of Interoperability. It facilitates web services and other mechanisms for ensuring seamless integration and interoperability of the data and functions.

(ii) Security concerns

The system and all the sub-systems have been designed and developed in a highly secured manner. All guidelines and recommendation for security have been considered while design and development.

The system supports a role-based system for carrying out various functions. All the employees have been registered and issued user accounts to them individually. The office administrator then delegates the function to the employee. Employee after successful login, can perform only those functions for which he has been authorized by the administrator,

Recommendations for server side and client side validations, security of password, its strength, salted encryption, CAPTCHA and other guidelines have been kept in mind while the development of the system.

Following issues/vulnerabilities have also been addressed: SQL Injection, Broken Authentication and Session Management, Cross Site Scripting (XSS), Insecure Direct Object Reference, Cross Site Request Forgery (CSRF)

Service Level Agreement:

The project is being design, developed and maintained in-house.

6. Citizen Centricity (Give specific details on the following#)

• **Impact on effort, time and cost incurred by user:**

SAMAGRA platform has created a huge impact on the approach of governance. It has successfully demonstrated how the functioning of the departments and their schemes can be rationalized, converged so as to provide a simplified and proactive mechanism for benefits to the residents in a transparent and seamless manner. Convergence of schemes of similar nature being run by various depts. and allowing them to be implemented by a nodal department using the ICT based system that leverages the population register is an excellent demonstration of 'MAXIMUM GOVERNANCE and MINIMUM GOVERNMENT'.

The project has also been able to educate the masses and the government functionaries on the government's approach of 'Proactive Entitlement based Governance' in place of the 'Demand Based Governance'.

The State Population Register, allied core databases (Caste Certificate, BPL, Labour, PwDs etc.) and other scheme databases/MIS has now allowed the platform to launch the self service government where in the resident can directly apply for the benefits using his own user account. The Department/office can seamlessly sanction the benefit based on the online request as it already has detailed and verified information of individuals his family members. It also has the history of the benefits.

The Population register has helped in enhanced targeting of the benefits and services under various Government schemes / programmes.

(ii) Feedback/grievance redressal mechanism

Online facility for registering the feedback/grievance has been provided.

A tele-call help desk has also been provided. ALL Gram Panchayat Rojgar Sahayaks hve been designed as the nodal officer for villages./Panchayats. Each Panchayat has been provided with a PC, Internet and other hardware required for the project.

(iii) Audit Trails

The system maintains audit trails for various important actions/transactions. The audit trail also include IP Address, logged in user account that has performed the action/transaction, old value, new value, date time etc.

(iv) Interactive platform for service delivery

The State Population Register, allied core databases (Caste Certificate, BPL, Labour, PwDs etc.) and other scheme databases/MIS has now allowed the platform to act as the interactive platform for service delivery.

Any person can now logon to the portal and can check his entitlement for various schemes. Individual can also apply online for the benefits like pensions, insurance, PDS, various benefits for PwDs. The Department/office can seamlessly sanction the benefit based on the online request as it already has detailed and verified information of individuals his family members. It also has the history of the benefits.

(v) Stakeholder consultation

- All the concerned departments/boards had to be on board to ensure the effective implementation of the initiative. A committee under the chairmanship of Chief Secretary was formed for inter-departmental coordination.
- To ensure support of District Collectors and CEOS of Zilla Panchayats & ensure sustenance of the initiative, instructions from the Chief Secretary were also issued.
- Every fortnight the Chief Secretary headed committee of Secretaries of respective participating departments meets and resolves the interdepartmental coordination issues arising in convergence and BPR.
- A group of senior secretary level officials were formed to deliberate on the simplification, convergence and BPR required for simplified, rule based and integrated implementation of the schemes in a rule based manner. Each of the committee deliberated at length on various issues, possibilities and then submitted the report for transparent and effective implementation
- Consultation workshops were held with the district and other field level officials for different sectors (Education, PDS, Social Security, Disabled Welfare

- Regular Video Conferencing Sessions were held with field officials to educate them on the concept and seek their suggestions to further improve the service delivery mechanism and implementation of the entitlement based approach.
7. **User convenience** (Give specific details about the followings #)
- (i) Service delivery channels
 - (ii) Entire system is now online, transparent and in public domain
 - (iii) SMS integration has been done, Alerts are sent on various important events
 - (iv) SMS PULL Services have also been made available to pull the information from the web using a plain Mobile phone
 - (v) Smart Phone based Apps designed and developed to allow the citizen to track the status of various benefits and get his details
 - (vi) Email alerts are sent to the offices on various important events
 - (vii) Following lists are available in public domain
 - a. List of the persons that are technically eligible for pensions but whose pensions have not been sanctioned
 - b. List of persons that will become eligible for pension after two month (when they attain the age as per the rules of the pensions)
 - c. List of students belonging to SC/ST and Unorganized sector labour communities that have NOT registered their application for scholarships
 - d. List of CWSN students that that have NOT registered their application for scholarships and other benefits
 - (viii) **Completeness of information provided to the users**
 - The platform provides 360 Degree view of all families and residents to various offices/stakeholders so as to enable them take a prompt, informed and rule-based decisions and this improve the efficiency and enhance the quality of service.
 - It currently has detailed profile of 1.80 crore families and 7.67 cr residents of the State. This also include all BPL, SC, ST, PwD and labour families/residents
 - The system also provides the details of the benefits that have also been sanctioned to the family/individual using SAMAGRA platform
 - (ix) **Accessibility (Time Window)**

The system is a web-based system and is available 24X7 basis to all stakeholders
 - (x) **Distance required to travel to Access Points**

The system aims to facilitate door-step-delivery of services. Any one who is entitled must get the benefit of the scheme at his door-step. The feature can be test appreciated by the following example

-Event- Report of death of the male member of a BPL Family

On this event, the system will fire following events to the concerned officials for sanctioning of the benefits that are entitled to the family / widow of the deceased

- Initiate widow pension, without needing the widow to visit the office and beg for the pension
- Initiate the claim for the Insurance that was done by the government for the BPL families
- Initiate the Benefit under National Family Benefit scheme
- Discontinuation of the benefits : pensions/scholarships/PDS

-Event- Report of Birth of the male member of a BPL Family

On this event, the system will fire following events to the concerned officials for sanctioning of the benefits that are entitled to the family

- Initiate claim for benefit of compensation of wages to the wife of registered labour
- Add he child in the e-ration card of the family and increase the entitlement of ration of the family, without requiring the visit of the family to Food/Local body office for getting the name of the child registered in the e-ration Card

The system is a web-based system and can be used by the residents from anywhere using any Smartphone or PC. Convergence of schemes and their integrated implementation by one nodal department and sanction of benefit from a single office has drastically cut down the travel time. Earlier the resident had to approach different offices of different departments to get the benefits sanctioned. Now the benefits can be sanctioned in one go by the designated office of the designated nodal department, thus eliminating the need to travel.

Availability of the SMS Alerts on important events, status track facility on web, Mobile Apps has now made the visit to the offices redundant.

(xi) Facility for online/offline download and online submission of forms

- a. Facilities available online. Residents can submit the request for
 - i. Pension Sanction
 - ii. Sanction of benefits under NFBS
 - iii. Insurance Claim on death/permanent disability
 - iv. Entitlement for ration under NFSA
 - v. Data change request

(xii) Status tracking

- Pull facility is available for Status checking
- SMS Alerts on important events are sent proactively to update the status
- Facility to track the status of various schemes is also available online on web

- Mobile Apps designed and developed to allow the tracking of Status using smart phones
- SMS alert is sent every month to inform the family about his monthly ration entitlement. Fair Price Shop
- SMS is sent on sanction, disbursement of scholarships
- SMS alert is sent on sanction of the monthly pension bills

8. **Efficiency Enhancement** (Give specific details about the following #)

The integrated family and resident database and allied databases and implementation of the automation systems on the SAMAGRA platform have helped in tremendous improvement in efficiency as per the following:

1. The project aims at the creation of a comprehensive application platform that streamlines and automates all back-end process, that will help the functionaries in taking informed decisions and this bring in significant improvement in their efficiency
2. This database of families and residents would help in enhanced targeting of the benefits and services under various Government schemes / programmes.
3. It will be easy to take a decision on the sanction of benefit as the verified attributes and details of various eligibility criteria will already be available on the portal.
4. Since all the benefits being sanctioned to the family/individuals will be sanctioned from a common system and common database, it will always be possible to track the details of the benefits already sanctioned to the family/individual and then take an informed decision on further sanction of the benefit.
5. Seamless integration of application/database with various departments/offices will automatically cut-down repetitive work and this being in efficiency.

- (i) Volume of transactions processed – over a lac per day
- (ii) Coping with transaction volume growth – Modular and scalable design allows the coping with increased volume
- (iii) Time taken to process transactions – 6-10 seconds
- (iv) Accuracy of output - 100%
- (v) Number of delays in service delivery –NIL

9. **Cost effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

- The system is highly cost effective and it has designed and developed in-house and using local resources.
- It has allowed the creation of the centralized repository of all families, residents, BPL, SC/ST, PwDs, Labour etc. This repository is being used by the Scheme MIS for identifying the beneficiaries, viewing his profile/family profile, history of the benefits already taken and then sanctions the amount as per the system

logics. All this infrastructure has considerably reduced the time taken in various functions and has resulted in manifold increase in efficiency and effectiveness of the government machinery.

- Creation of a common integrated resident and family database and application platform will allow rapid application development for automating any beneficiary/family based schemes in State without any further investment in hardware/software/time etc.
- It can also be used as the basis for identifying and authenticating a person's entitlement to government services and benefits through a single system rather than all government departments individually and independently investing in creating infrastructure, systems and procedures for verifying entitlement of residents under various schemes of the Government.
- The application platform will help in checking any frauds or extension of benefits to any non-eligible person.
- In-house Design and Development for scalability and long term sustainability
- Efficient utilization of budget earmarked by various departments/boards/agencies as all the non-budget funds can be parked into a common pool account.

10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc.#)

- Adequate training programs conducted for all field level officials on enhancing the capacities of the staff and officials.
- The public is getting benefitted from the system and it will be very difficult for any of the feature or function to be discontinued.
- Regular Video conference sessions are conducted to update the end users on various systems and modules and clarify their doubts
- The project has full support of all sections of government departments, politicians and hence is easily sustainable.
- The project extends benefits to all stakeholders and hence everyone has interest in sustaining it.
- The project reduce the workload of the offices in long run and also insulate the officers/staff from the political and other pressures and hence is now acceptable to all.
- In-house development facilitates easy adoption of the portal to the ever growing and changing requirements that come-up at any moment of time.
- It can be scaled up to meet the requirement of any department that want to run its beneficiary/family oriented scheme using the SAMAGAR portal

11. **Accountability**

- The system has facilitated a complete online and transparent platform and MIS where most of the information on the beneficiaries and related process information is available in public domain for social audit
- It has several reports that indicates the skewed processes .i.e list of villages where over 75% population is BPL

- The system has created a rule-based application platform that works solely on the logics that have been written in the system. There is little scope for human discretion and calculations.
- All the operations are performed by the employees using their personal user accounts issued to them by name and hence they are completely accountable

12. Innovation (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

- a) This project is unique of its kind that has implemented the concepts of BPR, Convergence, process simplification, automation, DBT, Financial Inclusion and is helping the government and residents.
- b) First such initiative to create an integrated and related database of all families and residents of the State and option of viewing the history of the benefits taken by the residents/family while sanction of the benefit
- c) First such initiative undertaken at such a large level to rationalize and converge of schemes and facilitate a single delivery point for all schemes of a similar nature.
- d) It is a unique programme in the country and will ease out procedural complexities in implementation of various family and individual oriented welfare and other social sector schemes with the same objectives but are being implemented by different departments.
- e) The project aims at the creation of a front end as well as back end system that will help the functionaries in taking quick and informed decisions, avoid repetitive verifications, and automates the back-end processes to being in significant improvement in their efficiency .
- f) Designed the application architecture and database in such a manner that the individual departments/agencies can always add/verify more attributes/information about the family/individual and own it. The concerned department will have rights to manage (add/update/verify) columns/attributes that are specific to their department/domain but all other departments/agencies can always view and use these columns for taking decisions
- g) Integrated database to facilitate the paradigm shift of extending services to common man. Now we are migrating from demand based service approach to entitlement based approach.
- h) Option of one time verification of major attributes of any family and residents and then these verified attributes to be used by all other depts./agencies for sanctioning the benefits under various schemes.
- i) First any such attempt to create a common platform for implementing all individual and family specific schemes using a single application architecture and single database.
- j) First attempt to create a system that tracks the details of all benefits being extended to any resident/family under any scheme being run by any department/board.

13. Appropriate Delegation (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

CEO, Zilla Panchayats/CMO Urban Bodies	SPR, BPL, Labour, Pensions, Marriages, NFBS and other social Sector schemes
CEO Janpad Panchayats	''
Gram Rojgar Sahayaks at Gram Panchayat level	;;
Schol teacher	Scholarships and other education related schemes
BEO	Scholarships
District Supply Officer	National Food Security Act
Block Supply Officer	''

13. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

The whole idea of SAMAGRA is to target the beneficiaries and provide to them the services under of a '**One Stop Shop**' concept so that the vulnerable population of the state does not have to run from pillar to post and repeatedly provide the same and identical documents for different schemes. On the supply side, human resources have been employed for a one time exercise to capture the data sets and later only to update and maintain them.

(i) To organization/Government

The project has also allowed the adoption of Entitlement based approach of governance as per the following:

The 'Entitlement' means Benefits guaranteed to an individual, such as dividends for shareholders or government aid for those who qualify. The integrated and verified database of the families has all the attribute information required to confirm the eligibility and entitlement of any scheme. It also stores the history of the benefits already extended to the individual/family for other schemes by other departments/agencies. Thus the database throws the list of the individuals entitled for a certain scheme. The concerned agency/office can now proactively approach the individual and extend the benefits after completing the verification and bare minimum formalities. Thus the person/family gets the benefits even if it was not aware of the scheme. . Thus, in case of entitlement based approach since the probable eligible person is known, instead of waiting for the eligible person to stand in queue and applies, the government machinery proactively verifies the eligibility and provides the services to the citizen. In the holistic approach if the universe is known i.e., details of all families/residents, and basic attributes of all citizen, the software throws the entitlements of the citizens using certain variables. In a planned way the officer in charge of the scheme can transparently verify the credentials of the citizen thrown by the software based on the attributes

fed in the software and sanction the benefit which is due to the citizen instead of waiting for the eligible person to run pillar to post.

- The system has allowed creating a common, Self-learning and integrated platform that can be used by any department of State/Gol to run the MIS for the automation, online efficient and effective implementation of all family and individual beneficiary oriented schemes.
- Currently the platform is actively being used by various departments like Rural Development, Urban development, School Education, Social Justice, Tribal Welfare, Sc Welfare, OBC & Minority Welfare, Revenue, Transport, Health, Labour for the implementation of their schemes. Agriculture, Fisheries, Animal Husbandry Department are expected to be on board very soon.

- Streamline and automate the back-end processes for efficient and reliable and timely service delivery.
- Create an integrated database of the residents and all families of the State that would enable a single point access to a variety of Government services
- Standardization and rationalization of schemes, involved processes and benefits being offered & will be offered by various departments/boards.
- Simplification of schemes and its application and benefit delivery procedures.
- Identification and verification of the target groups for various schemes.
- Bring about convergence of schemes and single service delivery point for similarly placed schemes under one nodal department for hassle-free delivery.
- MIS to facilitate quick and informed decisions and sanction of benefits
- Track the history of benefits being provided to a single individual from birth to death
- Track the benefits being provided to a family
- Eliminate frauds and bogus beneficiaries
- Eliminate the possibility of same beneficiary availing the benefit of schemes of same nature from different departments/boards
- Prompt and proactive services to the eligible beneficiaries
- Person/specific monitoring in place of number based monitoring
- Identify the persons/families that are not getting the benefits that are legally due to them (for eg. SC/ST/OBC/CWSN children not getting scholarships)
- Transparency and digitized information of beneficiaries.
- Better monitoring, control and implementation

(ii) To citizen

- Convergence of schemes and single service delivery point for similarly placed schemes under one nodal department has facilitated hassle-free delivery to the citizens.
- The citizen has been relieved from approaching different offices of different departments and submitting individual and complicated application forms for each scheme along with Xerox copies of all supporting documents. He now needs to fill in a simple unified form for the scheme and submit it to the nodal dept that will ensure the processing in a time bound manner.
- The citizen also need not submit the Xerox copies of the documents each time to prove his identity and credentials. System records the credential at the time of the first benefit and then sanctions the benefits in subsequent years on the basis of the earlier data.

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- The citizen need not know the details of all schemes of various categories. He simply needs to fill in a simple unified form; the system will allow him the benefit of the scheme that offers him highest amount as per his entitlement, without any human intervention.
- Entitlement based Model of governance allowed the citizen to be sure of his dues/benefits

15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

The project has been highly successful in achieving the objects and proving the concept of the Integrated and holistic 'SAMAGRA' approach for running the schemes on the population register. It offers several G2G, G2C services. It has helped in benefits to the all sections of the society and specially population belonging to the following categories

BPL, SC, ST, Labour and other categories of families that are getting the benefit of Subsidized ration under the provisions of the National Food Security Act	over 5 crore residents, over 1 crore families
Students that have got the benefits of the scholarships	Over 75 lacs
Pensioners	Over 28 lacs
Persons with Disabilities	Over 6 lacs
Labour of unorganized sector	Over 30 Lacs
BPL families	Over 63 Lacs
SC/ST Families	Over 2.7 cr residents

The project has

- Helped in creation online and live register of all families and residents of the State . '**State Population Register (SPR)**' that is acting as a common and integrated database for the implementation of all schemes
- Allowed creation of an enabling environment for ensuring the regular updation the SPR by enforcing accountability and linking of benefits of various schemes with the Samagra database
- Provided each family a **Digital Identity** i.e unique '**Samagra Family ID**'
- Provided each resident of the State a **Digital Identity** i.e unique '**Samagra ID**'
- Established a sustainable mechanism to create, maintain and disseminate a unique and authentic **digital identity** of the each family and each of the Resident to be used by all departments
- Allowed rule-based system for Identification and verification of the target groups for various schemes.
- Created a Common, Integrated, Intelligent and Self-learning Platform for efficient and effective implementation of all beneficiary oriented schemes in State so as to enable a single point access to a variety of Government services
- Resulted in Streamlining and automation of the back-end processes for efficient and reliable and timely service delivery.
- Resulted in convergence of schemes and single service delivery point for similarly placed schemes under one nodal department for hassle-free delivery.
- Brought out transparency through direct fund transfer without manual interference after sanctioning.

- Allowed 360° **digital view** of all families and residents and track the details of the benefits to any individuals/family from birth to death by any department/board
- Has facilitated proactive mode of governance by identifying the residents/families that are eligible for schemes but are not getting the benefits of the scheme due to ignorance or procedural complexities
- Has facilitated Direct Benefit Transfer by e-Payment
- SPR, Allied core databases of BPL, SC/ST, PwDs, Labour and the Scheme Automation MIS has facilitate quick and informed decisions and sanction of benefits
 - Eliminate frauds and bogus beneficiaries
 - Eliminate the possibility of same beneficiary availing the benefit of schemes of same nature from different departments/boards
 - Prompt and proactive services to the eligible beneficiaries
 - Person/specific monitoring in place of number based monitoring
 - Identify the persons/families that are not getting the benefits that are legally due to them (for eg. SC/ST/OBC/CWSN children not getting scholarships)
 - Transparency and digitized information of beneficiaries.
 - Better monitoring, control and implementation

16. Adaptability Analysis

- (i) Measures to ensure adaptability and scalability: **Can be adopted by any State**
- (ii) Measures to ensure reliability : **Live**
- (iii) Restrictions, if any, in replication and or scalability : **No restrictiona as such**
- (iv) Risk Analysis : **No major Risk**

17 Comparative Analysis of earlier V/S new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

1. **Most of the details have been enlisted under item 3. few others are as under:**
2. 100% identification and verification of all beneficiaries
3. Creation of a professional and accountable working environment
4. The project has now made available a platform that can now further be exploited to make a paradigm shift of service delivery approach from reactive 'Demand-driven service delivery approach' to Proactive 'Entitlement based approach'
5. The project has now made it possible for the government and its offices to ensure that all eligible individuals/families get the benefits of the schemes as per their entitlements.
6. Creation of a framework in which the beneficiary will get the benefit of the scheme as per his verified profile on the portal
7. Creation of a framework in which the entitlement of the beneficiary for a scheme will be automatically calculated by the system thus eliminating the scope of sanctioning the benefits to non-eligible persons or sanctioning the amount that is more than the legibility of the individual/family.
8. Implementation of a mechanism and back-end processes for faster service delivery and direct benefit transfer to individuals.
9. Complete details of all benefits/beneficiaries under various schemes available online for public audit

10. No need for the citizen to visit offices for collecting cheques as all payments will be through ECS directly into the account of the person.
11. No delay in payment due to non-availability of funds and budgets in various offices.

18. Other distinctive features/ accomplishments of the project

- SAMAGRA Portal has provided a platform for digital inclusion and Proactive and Entitlement based Model of Governance
 - This is one of the unique programs/initiatives in the government sector as it exploits the concept of the integrated and live population register for sanctioning the benefits under various schemes. `
 - It has also implemented a self learning/updating system to learn about the profile of the family and residents at the time of the sanction of the benefits.
 - It has also allowed the creation of the 360 degree digital view of all families and residents from the government point of view and allows the tracking of the benefits sanctioned by various sections of the government. This facility allows seamless sanction of benefits.
 - It has also allowed a platform for switch to entitlement based model of governance from the conventional demand based governance.
 - It has also allowed the creation of a platform for door-step-of-services in place of the kiosk/CSC based delivery of services
19. Several other State governments/departments have expressed their keenness to adopt the concept of SAMAGRA

Any other relevant information:

The project highlights the social inclusion agenda of the state government which aims to creating a better future for all residents of the State, particularly for those who start a step behind.

After the successful creation of integrated database of families and residents of the State, several departments have now started approaching MISSION for using this platform for implementing their requirements by adding more attributes to the existing database and running the module for verification and scheme specific work-flows.

This is a win-win situation for all as the existing database is getting further enriched with several other attributes related to family and members. More use of the database mean more verification and hence it is a good partnership.

Dynamic enrichment and maintenance of the database and introduction of valuable functionalities is resulting into more acceptability of the concept of integrated database and application. Food and Civil Supply department has used it to take its advantage for implementation of Food Security Act by identification and verification of BPL and

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priority families that comprise of over 75% of population of State. Further, each family has been mapped with its Fair price shop using the SAMAGRA portal. Once identification/verification of the families and its mapping with the ration shop is over, the system can generate the food coupon 'Patrata Parchi' / e-Ration Card as the eligibility of family and no of members. The ration quota will be dynamically generated and updated as soon as any birth/death or marriage is reported.

Forest department has also come forward for identification of the beneficiaries that were benefited user the Forest Rights Act and also families that are involved in tendu patta collection.

एक जैसी सुविधाएं एक खिड़की से

एक अप्रैल से लागू हो सकती है नई व्यवस्था, सीएम के समक्ष प्रेजेंटेशन

पौफुल्स संवाददाता • नोपाल

मध्यप्रदेश में आमजन सरल प्रक्रिया से सरकारी योजनाओं का लाभ एक अप्रैल से प्राप्त कर सकेंगे। विभिन्न विभागों द्वारा चलाई जा रही एक जैसी सामाजिक सुरक्षा योजनाओं का दायित्व अब एक ही विभाग को नोडल बना कर दिया जाएगा। जरूरत होने पर कैबिनेट द्वारा नोतिगत निर्णय लिया जाएगा।

मुख्यमंत्री शिवराज सिंह चौहान के समक्ष गुरुवार को इस संबंध में वरिष्ठ प्रमुख सचिवों की समिति ने विभिन्न योजनाओं का एकीकृत प्रेजेंटेशन किया। मुख्यमंत्री ने कहा कि योजनाओं का लाभ पाने की सभी जटिलताएं दूर की जाएं। अभी इस तरह की एक जैसी कई

योजनाएं हैं, जो एकाधिक विभाग द्वारा संचालित होती हैं। पेंशन योजनाएं



शिवराज सिंह

पंचायत और समाज कल्याण विभागों के साथ नगरीय कल्याण विभाग से भी संचालित होती हैं। छात्रवृत्ति स्कूल शिक्षा विभाग तथा आदिम-जाति एवं अनुसूचित जाति कल्याण विभाग सहित पिछड़ा वर्ग एवं अल्पसंख्यक कल्याण विभाग द्वारा भी दी जाती हैं। इसी तरह अलग-अलग विभागों द्वारा भी स्वास्थ्य, बीमा आदि एक जैसी योजनाएं संचालित हैं। चौहान ने त्रैमासिक बैठकों के दौरान निर्देश दिए थे कि हितग्राहियों की

सहूलियत को ध्यान में रखते हुए प्रदेश में योजनाओं का एकीकृत मॉडल बनाया जाए। बैठक में बताया गया कि स्वास्थ्य संबंधी तमाम योजनाओं का नोडल विभाग स्वास्थ्य विभाग रहेगा। एक क्षेत्र विशेष में चा तो स्कूल शिक्षा विभाग द्वारा अथवा आदिम जाति कल्याण विभाग द्वारा भी छात्रवृत्ति दी जाएगी।

विभाग ने पहले भी इस संबंध में काफी कार्य किया है। एक ही स्थान से सुविधाओं का लाभ दिया जा सके, इसकी तैयारी की जा रही है। कैबिनेट के निर्णय के आधार पर अगली कार्यवाही की जाएगी।

श्रीमती अरुणा शर्मा, प्रमुख सचिव पंचायत एवं ग्रामीण विकास विभाग

एक कार्यक्रम में मिलेगा 70 योजनाओं का लाभ

भोपाल (प्रसं.)। प्रदेश में चल रही सभी प्रकार की सामाजिक सहायता योजनाएं अब एक ही कार्यक्रम में समाहित हो जाएंगी। एक कार्यक्रम में 70 योजनाओं का लाभ मिलेगा। इनका क्रियान्वयन एक साथ होगा ताकि पात्र लोगों को अधिक से अधिक लाभ मिले। सरल प्रक्रिया रहेगी। इसके लिए राज्य स्तर पर एक सशक्त समिति गठित की जाएगी। यह निर्णय बुधवार को मुख्यमंत्री शिवराजसिंह चौहान की अध्यक्षता में हुई बैठक में लिया गया। मुख्यमंत्री चौहान ने कहा कि इन योजनाओं की प्रक्रिया का सरलीकरण किया जाए। क्रियान्वयन मानवीय दृष्टिकोण के अनुसार हो। इन योजनाओं का मूल उद्देश्य गरीब और पिछड़ों की मदद करना है इसलिए यह भी देखें कि सहायता हितग्राहियों तक समय-सीमा में ही पहुंचे। इन योजनाओं को लोक सेवा गारंटी कानून के अंतर्गत लाया जाए।

नवंबर तक तैयार होगा कार्यक्रम- योजनाओं को और बेहतर बनाने व इनका दायरा बढ़ाने की विस्तृत कार्य-योजना बनाकर कैबिनेट में प्रस्तुत की जाएगी। मुख्यमंत्री ने निर्देश दिए कि यह समग्र सामाजिक सहायता कार्यक्रम नवंबर तक तैयार कर लिया जाए।

यह हैं योजनाएं- प्रसूति सहायता, चिकित्सा सहायता, विवाह प्रोत्साहन, अत्येष्टि योजना, पेंशन योजना, बीमा और छत्रवृत्ति-शिष्यवृत्ति योजनाएं आदि। हैं। इनमें सहायता राशि की दरों का युक्ति-युक्तकरण किया जाएगा। इन योजनाओं को हितग्राही केन्द्रित बनाकर एक ही प्रदाय बिंदु पर सभी सुविधाएं उपलब्ध करवाई जाएंगी। पूरी प्रक्रिया में पारदर्शिता लाई जाएगी।

वर्तमान में चल रही 70 योजनाएं- वर्तमान में प्रसूति सहायता की 6, चिकित्सा सहायता की 7, विवाह प्रोत्साहन की 9, पेंशन की 6, बीमा की 6, अत्येष्टि सहायता की 5 तथा छत्रवृत्ति की 27 और उच्च शिक्षा सहायता की 4 योजनाएं संचालित हैं।

समग्र पापुलेशन रजिस्टर पोर्टल चालू, पूरे प्रदेश के रहवासियों का डाटा ऑनलाइन

भारकर संवाददाता | उज्जैन

नई ट्रिपल एसएम आईडी बनाने का काम बुधवार से शुरू हो जाएगा। इसके लिए जोन में आवेदन देना होगा। आवेदन के साथ संबंधित दस्तावेज जरूरी है। राज्य सरकार ने अब पूरे प्रदेश के नागरिकों की जानकारी समग्र पापुलेशन रजिस्टर (एसपीआर) पोर्टल पर ऑनलाइन कर दी है। सभी सरकारी विभाग भी इससे जोड़ दिए हैं। परिवार आईडी खोलने पर अब मुखिया और सदस्यों की जानकारी सामने होगी। यानी एक ही पोर्टल पर राशन, पेंशन, छत्रवृत्ति और अन्य योजनाओं का फायदा लेने वालों का पता लग सकेगा। पहले जिनकी आईडी बन चुकी है, उनको यदि कोई गलती सुझवानी है तो यह काम भी एसपीआर पर होगा। इसके लिए भी जोन में आवेदन देना होगा।

कोटी स्थित बृहस्पति भवन में एनआईसी की टीम ने समग्र आईडी का काम करने वाले विभागों के अधिकारियों



संबोधित करते एनआईसी के तकनीकी विदेशक सुनील जैन व उपस्थित विभागयुक्त व अन्य अधिकारी।

अब ये करना होगा

- » शहर में करीब 1.16 लाख परिवारों को पोर्टल पर अपलोड किया है।
- » पहले इस सूची से अपने नाम की आईडी पोर्टल पर तलाश कर लें।
- » आईडी मिलनी है तो उसकी जानकारी चेक कर लें।
- » जानकारी में कोई गलती है तो संबंधित के लिए आवेदन करें।
- » आईडी नहीं मिलती है तो नई आईडी बनाने के लिए नवीन के जोन कार्यालय पर आवेदन दें।
- » सभी परिवारों को आईडी बनवाना जरूरी है।

नागरिकों को फायदा

- » रही व्यक्ति को योजना का फायदा मिलेगा।
- » एक व्यक्ति गलत तरीके से अलग-अलग जगह से फायदा नहीं ले सकेगा।
- » इन्कम टैक्स के लेंगों से बचेंगे।
- » नौकरी पेशा एक शहर से दूसरे शहर में तबदला होने पर भी आईडी के आधार पर

सरकार को लाभ

- » योजनाओं का फायदा 30 से 40 प्रतिशत मात्र लेग भी ले रहे हैं, उन्हें योजना से बाहर कर जब धन के दुरुपयोग को रोक जा सकेगा।
- » घर व्यक्ति को सरकार

अपने आप जानकारी अपडेट

जन्म, मृत्यु, विवाह, जाति आदि के पंजीयन प्रमाण पत्र भी इस पोर्टल पर बनेंगे। इससे आईडी में स्वतः जानकारी अपडेट होगी। विभाग हर महीने अपने विभाग से फायदा लेने वालों की जानकारी रख सकेगा। पोर्टल पर जन्म, प्रसूति, आंगनवाड़ी, स्कूल, खादी, बीमा, अंत्येष्टि तक का पूरा रिकॉर्ड

इनका कहना

अब एसपीआर पोर्टल लागू कर दिया है। इसी पर सभी जानकारी मिलेगी। पूरे प्रदेश के डाटा इस पर है। विभागों को एक-दूसरे से जोड़

एक ही बार होगा दस्तावेजों का सत्यापन

नगर संवाददाता | भोपाल

अब छत्रवृत्ति, सामाजिक सुरक्षा पेंशन और जरूरी दस्तावेजों जैसे कामों के लिए प्रमाण पत्रों का सत्यापन बार-बार नहीं कराना पड़ेगा। सामाजिक न्याय विभाग ने एक ऐसा पोर्टल बना लिया है, जिस पर आधार से जुड़ा 'समग्र' का डाटा बेस है। इसके जरिए संबंधित विभाग आवेदक द्वारा दिए गए प्रमाण पत्रों का सत्यापन कर लेंगे।

एक जनवरी से नई सरकार के हाथों इस पोर्टल को लॉन्च करवाया जाएगा। इस पर ऐसे सभी विभागों के आंकड़े उपलब्ध हैं जो सरकारी योजनाओं से जुड़े लोगों को योजना

की राशि देते हैं। योजना के नोडल डिपार्टमेंट सामाजिक न्याय विभाग ने पोर्टल की डिजाइन तैयार कर ली है। आयुक्त सामाजिक न्याय विभाग एवं मिशन डायरेक्टर वीके बाथम ने बताया कि 12 से ज्यादा विभागों द्वारा आंकड़े व जानकारी उपलब्ध करा दी गई है।

क्या है पोर्टल व 'समग्र' डाटा बेस
सरकार ने ऐसे सभी विभागों द्वारा संचालित कल्याणकारी योजनाओं से जुड़े लोगों, छात्र-छात्राओं व सामाजिक सुरक्षा, वृद्धावस्था पेंशनधारियों से जुड़ी हर जानकारी, जैसे जन्मतिथि, जाति, निवास का पता, आधार नंबर, ड्राइविंग लाइसेंस नंबर, मतदाता परिचय पत्र नंबर,

ऐसे लेंगे जानकारी

मान लीजिए छठवीं या सातवीं कक्षा में पढ़ने वाले किसी किसी छात्र ने छत्रवृत्ति के लिए अपने बारे में जन्मतिथि, जाति आदि जानकारी स्कूल में उपलब्ध करवाई। यह जानकारी समग्र के डाटा में फीड हो जाएगी। इस छात्र ने किसी विभाग में नौकरी के लिए आवेदन दिया तो संबंधित विभाग इस पोर्टल से छात्र द्वारा लगाए गए प्रमाण पत्रों का सत्यापन कर लेगा।

रसोई गैस नंबर के आंकड़े इकट्ठे कर 'समग्र' डाटा बेस तैयार कराया है। समग्र के इस डाटा को आधार से जोड़कर एक पोर्टल बनाया गया है।

समग्र सामाजिक सुरक्षा मिशन स मागारका का मलगा सरकारा याजनाआ का वाजब लाभ

'समग्र' से मिलेगी नई पहचान

शशिकांत त्रिवेदी
भोपाल, 12 अगस्त

मध्य प्रदेश सरकार वंचित लोगों तक सरकार प्रायोजित योजनाओं का ज्यादा से ज्यादा लाभ पहुंचाने और इनमें धोखाधड़ी रोकने के लिए खासी गंभीर है। सरकार जल्द ही प्रदेश के नागरिकों के लिए एक विशेष पहचान व्यवस्था पेश करेगी।

राज्य के शीर्ष अधिकारियों के मुताबिक 'समग्र' भारत में अपनी तरह का पहला मॉडल होगा और कम से कम 13 राज्यों ने इसके नियमों की मांग की है, जिससे उसे दूसरे राज्यों में दोहराया जा सके।

ग्राम विकास विभाग को अपर मुख्य सचिव अरुणा शर्मा ने बिजनेस स्टैंडर्ड को बताया, 'समग्र राज्य के नागरिकों के लिए एक विशेष पहचान होगी। हमने एक व्यापक सर्वेक्षण किया है और ब्योरा जुटाया है, जिसे समग्र पहचान के साथ पहले ही जोड़ा जा चुका है। अगले सप्ताह हम पंजाब नेशनल बैंक के सहयोग से अपने वित्तीय समावेशी खाताधारकों को डेबिट कार्ड जारी करेंगे। उसी समय हम समग्र पहचान कार्ड भी जारी करेंगे, जिसमें कार्ड धारक के बारे में सभी जरूरी जानकारियां होंगी। इसके लागू होने के बाद यदि कोई व्यक्ति कुछ मुआवजा, पेंशन या गरीबी रेखा से नीचे (बीपीएल) जीवनयापन करने वालों को मिलने वाली अन्य वित्तीय सहायता चाहता है तो आवेदन करने की जरूरत नहीं होगी। सरकारी मशीनरी के पास मौजूद जानकारियों के आधार पर कार्डधारक खुद ही इसका हकदार मान लिया जाएगा और जरूरी मुआवजा, पेंशन आदि उसके पास स्वतः



आएगी पारदर्शिता

- मध्य प्रदेश सरकार नागरिकों के लिए पेश करेगी एक विशेष पहचान व्यवस्था
- एसएसएसएम के माध्यम से प्रदेश के 7.2 करोड़ लोगों का डाटाबेस तैयार किया जाएगा
- इस योजना को दूसरे राज्यों में भी दोहराया जा सकता है
- इससे सरकारी कामकाज में आएगी तेजी, लोगों की दिक्कतों होंगी कम

■ हाल के दौर में ऐसे 30 लाख मामले सामने आए हैं, जिनमें लोगों ने वजीफा हासिल करने के लिए दो पहचान बनवा ली थीं

■ समग्र से अब लगभग 375 करोड़ रुपये की बचत होगी, जो आपराधिक गतिविधियों में लिप्त रहे लोगों के पास जाते थे

आवंटन किया जाएगा। हाल के दौर में ऐसे कम से कम 30 लाख मामले सामने आए हैं, जिनमें लोगों ने वजीफा हासिल करने के लिए दो पहचान बनवा ली थीं। उन्होंने कहा, 'समग्र से अब लगभग 375 करोड़ रुपये की बचत होगी, जो आपराधिक गतिविधियों में लिप्त रहे लोगों के पास जाते थे। अब उनकी पहचान कर ली गई है और उनके खिलाफ कार्रवाई की जाएगी। हम फिलहाल ऐसे दोहरी और फर्जी

खाते समग्र पहचान से संबद्ध नहीं हैं।

समग्र डाटाबेस से लोगों की जन्म और मृत्यु पंजीकरण को भी संबद्ध किया जाएगा। परिवार के किसी सदस्य की मृत्यु होने पर मृत्यु प्रमाण पत्र जारी होते ही उसका नाम डाटाबेस से हट जाएगा। इसके साथ ही एक जन्म प्रमाण पत्र जारी होते ही स्वतः ही एक नई समग्र पहचान जारी कर दी जाएगी।

उन्होंने कहा, 'यदि परिवार के किसी एक सदस्य

राशन, पेंशन और छात्रवृत्ति के नाम पर 375 करोड़ रुपए की गड़बड़ी

■ 3.87 लाख पेंशनधारी अपात्र पाए गए ■ 2 करोड़ में से सिर्फ 40 लाख बच्चे स्कॉलरशिप के पात्र निकले ■ 52 लाख फर्जी लोगों के नाम से बांट दिया राशन

राजेश रार्मा | भोपाल

समग्र सामाजिक सुरक्षा मिशन की योजनाओं को ऑनलाइन करने से हर साल करीब 375 करोड़ रुपए की गड़बड़ी होने का पता चला है। इसमें करीब 3.87 लाख ऐसे लोगों के नाम पर विभिन्न योजनाओं के तहत पेंशन निकाली जा रही थी, जिनका कोई अता-पता नहीं है। इसी तरह करीब दो करोड़ स्कूली बच्चों को स्कॉलरशिप बांटी जा रही थी, जबकि सिर्फ 40 लाख बच्चे ही स्कॉलरशिप की पात्रता रखते हैं। इसके अलावा प्रदेश में कुल 1.40 करोड़ बीपीएल और एपीएल कार्डधारकों को राशन बांटा जा रहा था, लेकिन जब राशन दुकानों को ई-राशनिंग सिस्टम से जोड़ा गया तो मालूम हुआ कि 52 लाख फर्जी लोगों के नाम से गेहूँ-चावल और शकर बांट दी गई।

मंत्रालय सूत्रों ने बताया कि हाल ही में सामाजिक न्याय विभाग के अफसरों ने मुख्यमंत्री शिवराज सिंह चौहान के समक्ष समग्र सामाजिक सुरक्षा मिशन का प्रेजेंटेशन दिया तो इस मामले का खुलासा हुआ। मालूम हो कि समग्र के तहत एक विशेष पोर्टल तैयार किया गया है, जिसमें सामाजिक सुरक्षा के तहत पेंशन, विवाह, बीमा, खाद्य, शिक्षा और जाति प्रमाण पत्र के कामों को ऑनलाइन किया गया है।

सर्वे करने में लग गए दो साल

सामाजिक न्याय विभाग के सूत्रों का कहना है कि सामाजिक सुरक्षा मिशन के अंतर्गत सभी योजनाओं का सर्वे करने में करीब दो साल लगे। प्रथम चरण में घर-घर जाकर जानकारी जुटाई गई। दूसरे चरण में फीड बैक लिया गया और तीसरे व अंतिम चरण में सत्यापन राउंड चलाया गया। सर्वे का मैदानी काम दिसंबर 2013 में पूरा हो गया था। इसके बाद ऑन लाइन सिस्टम के पायलट प्रोजेक्ट को 1 अप्रैल 14 से शुरू किया गया। वर्तमान में सभी

ऐसे सामने आया फर्जीवाड़ा

सामाजिक सुरक्षा पेंशन

विभाग के अंतर्गत सभी छह पेंशन योजनाओं के तहत 31.39 लाख हितवाही पेंशन ले रहे थे। लेकिन सभी योजनाओं को ऑनलाइन कर पोर्टल तैयार किया गया तो 27.52 लाख हितवाहियों का रिकॉर्ड ही सामने आया। यानी 3.87 पेंशनधारी फर्जी निकले। इसमें से 50 से 60 हजार लोगों की मौत होने के बाद भी पेंशन निकाली जा रही थी।

नया सिस्टम: पेंशनधारियों को पहले बैंक जारी होते थे, लेकिन अब सीधे खाते में राशि ट्रांसफर हो रही है। यदि कोई पेंशनधारी की मौत होती है तो उसके अधिकृत अथवा परिजन को 15 दिन में वलम भुगतान हो जाता है। इससे सालाना 96.41 करोड़ रुपए की बचत।

छात्र-छात्राओं को स्कॉलरशिप

विभागों की 30 स्कॉलरशिप योजनाओं का लाभ करीब 2 करोड़ छात्र-छात्राओं को दिया जा रहा था, लेकिन सनाथ शिक्षा पोर्टल तैयार कर सनेकित छात्रवृत्ति योजना शुरू की गई। जब हितवाहियों के खरते की जांच हुई तो सिर्फ 40 लाख बच्चों की पहचान ही पाई।

नया सिस्टम: सनाथ शिक्षा पोर्टल तैयार कर 1.5 लाख से अधिक सरकारी और प्राइवेट स्कूलों का पोर्टल पर रजिस्ट्रेशन कर उनके लेनदेन को ऑनलाइन किया गया। इन स्कूलों के 91 लाख बच्चों की मैपिंग का कार्य पूरा हो चुका है। इससे सालाना करीब 250 करोड़ की बचत का अनुमान।

खाद्य सुरक्षा योजना

छह माह पहले 1.40 करोड़ एपीएल व बीपीएल कार्डधारकों को उचित मूल्य पर राशन मिलता था। लेकिन ई-राशनिंग सिस्टम से राशन दुकानों को लिंक किया गया तो सिर्फ 88 लाख हितवाही ही पात्र पाए गए।

नया सिस्टम: सनाथ खाद्य पोर्टल पर लगभग 88 लाख प्राथमिकता परिवारों को चिह्नित कर ई-राशन कार्ड जारी किए गए। पोर्टल पर उपलब्ध कार्ड डाउनलोड किया जा सकता है। यदि किसी कार्डधारक की मौत हो जाती है तो पोर्टल के माध्यम से कार्ड अपडेट हो जाएगा। इस तरह 52 लाख राशन-धारक कम होने से सालाना करीब 29 करोड़ की बचत।

तीन और विभागों को समग्र

■ समग्र सामाजिक सुरक्षा मिशन की योजनाओं को ऑनलाइन करने से जरूरतमंद लोगों को सरकारी योजनाओं का समय पर शत-प्रतिशत लाभ मिल रहा है। इससे सरकार को सालाना तीन सौ करोड़ से अधिक की बचत होना शुरू हो गई है। अब स्वास्थ्य, कृषि और परिवहन



National Family Assistance Pension implementation via Samagra portal now

■ Staff Reporter

ECONOMIC assistance under National Family Assistance Pension Scheme will now be made available through Samagra portal. This amount will be deposited directly in savings bank accounts via treasury system.

Under National Family Assistance Pension Scheme, Rs. 20 thousand

amount in new cases sanctioned with effect from October 2013. On receipt of application, Samagra will be provided to affected families and the deceased by concerned department. Application must be submitted with applicant's Aadhar number, savings bank account number and mobile number. In the process for assistance amount, first of all the deceased

स्कूली विद्यार्थियों की छात्रवृत्ति अब ऑनलाईन जमा होगी बैंक खातों में

शहर प्रतिनिधि, भोपाल

प्रदेश के स्कूली विद्यार्थियों को अब समग्र शिक्षा पोर्टल के जरिए छात्रवृत्ति की राशि सीधे उपलब्ध हो सकेगी। सभी स्कूली विद्यार्थियों की जानकारी इस पोर्टल पर फीड-हो जाने पर अब उनके बारे में बार-बार विभिन्न जानकारी प्राप्त करने की जरूरत नहीं होगी। विद्यार्थियों के समग्र यूनिक आईडी को समग्र शिक्षा पोर्टल पर लिंक करते ही उनसे संबंधित समस्त योग्य प्राप्त हो जायेगा। कक्षा एक से बारहवीं तक के स्कूली विद्यार्थियों को मिलने वाली छात्रवृत्ति राशि अब ऑनलाईन उनके बैंक खातों में समग्र शिक्षा पोर्टल के जरिये भेजी जायेगी। विद्यार्थियों को छात्रवृत्ति

अलग-अलग योजनाओं के संबंध में बार-बार विद्यार्थियों के सत्रों की जरूरत भी नहीं रहेगी। सॉफ्टवेयर से ही कक्षा एक से बारहवीं तक विद्यार्थियों की ट्रैकिंग भी सुगमता से हो सकेगी।

समग्र शिक्षा पोर्टल के जरिये विद्यार्थियों को विभिन्न सुविधाएं आसानी से मिल सकेंगी। इसमें सभी विद्यार्थियों का विद्यालय तथा कक्षाानुसार प्रमाणित बायोडेटा ऑनलाईन उपलब्ध रहेगा। विद्यालयानुसार नामांकन सूची, ग्राम तथा वार्डवार सूची और समग्र विद्यार्थियों के परिवार का विवरण ऑनलाईन उपलब्ध रहेगा। विद्यार्थियों के पालक तथा अभिभावक और शिक्षक सीधे समग्र शिक्षा पोर्टल छात्रवृत्ति की उनकी पात्रता

• समग्र शिक्षा पोर्टल से 30 प्रकार की छात्रवृत्ति मिलेगी

School children's scholarship to be deposited in their bank accounts on-line

NOW, schoolchildren's scholarship will be deposited directly online in their bank accounts through Samagra Shiksha Portal. After feeding information about school students on this portal, there will be no need to seek various information time and again. Concerning information will be obtained as soon as student's Unique ID is linked with Samagra Shiksha Portal. Scholarships of students of class I to XII will now be deposited directly in their bank accounts online through Samagra Shiksha