

## **Madhya Pradesh Public Service Guarantee MIS** **Training session held at NIC Dhar on July 22-23, 2011**

Madhya Pradesh Public Services Guarantee Act/Lok Sewa Adhinyam, 2010 is first of its kind in India! No other state has come up with such a groundbreaking legislation to uproot corruption and facilitate Public services to common man. The Act will be instrumental in curbing corruption on the lower levels bureaucracy. Public Service Guarantee Act, 2010 shall make Madhya Pradesh a model state in terms of rendition of public services.

A Management Information System has been designed and developed by NIC, Mantralaya Informatics Division, Bhopal. The salient features of the act are

1. Enable registration of requests for all services covered under the act and the subsequent work flow management of the request.
2. Enable online tracking of the request by the applicant.
3. Allow senior officials to monitor the performance of a officer dispensing a service.
4. A "Notice Board" which details the list of services offered by a designated officer along with the documents required to avail the service and the senior officials who could be approached to file appeals in case the service is not delivered in the time limit specified under the act.

District Informatics Centre, Dhar organised a training session to educate the District Officials on the Management Information System. The training session involved

1. Dry run of several requests being logged to demonstrate the work flow and the salient features of the MIS.
2. Suggestion on the best practices involved with using a MIS
  - i- Secrecy involved with the user accounts being assigned to the users.
  - ii- Importance of having a structured Office Procedure to monitor/register progress on the MIS.
3. A hands-on exercise for a select group of participants to demonstrate the proficiency acquired after the session.
4. Brain Storming session to resolve network connectivity issues with remote offices.

Training session was a success due to the sincere interactive participation of the Officers in the exercise. The session was attended by around sixty people on both days. The participants included District Magistrate B M Sharma, City Magistrate Sandeep Soni along with officials from Department of Food and Civil Supplies, Public Health Engineering, MP Electricity Board, CEO Janpad Panchayats, Chief Municipal Officers, Sub Divisional Magistrates and Tehsildars.

**District Informatics Centre, Dhar**