RCMS OVERVIEW

- An online platform for –
  - Revenue Courts - 1473
  - Registration of revenue case (150+ types )
  - Fixing Hearing Dates & publishing cause list
  - Recording case proceedings till disposal
  - Notice generation
  - Final order uploads
  - Transfer of cases from one court to another
  - Effective monitoring through single Dashboard
  - Integration with other online system to avoid redundancy, reduce total turn around time and improve governance
RCMS STATISTICS

- Number of Registered cases as on 06-Feb-2018 : 19.24 lakh
- Disposed cases as on 06-Feb-2018 : 14.91 lakh
- Average Daily Registration : ~3500
- Average Daily Disposal : ~2600
- URL: http://www.rcms.mp.gov.in
- Project developed and maintained by : MAPIT (MP Agency of Promotion of IT)
RCMS: Advantages for Citizen

- Applicants can register an application online or through nearest Lok-Seva Kendra/Mp-Online Kiosk.
- No need to go to the revenue court.
- RCMS enables Citizens to check the status of the cases right from their homes.
- Citizen can download copy of the judgment online from their homes.
- Information of case hearing date through SMS to multiple applicant/co-applicant or advocates.
- Applicants can register application under Lok-Seva Guarantee Act and revenue officials have to decide cases within the time line specified in the Act.
RCMS: Advantages for Department

► It brings transparency to the system.
► It makes the monitoring effective.
► Presiding officer can request NOC online to TNCP (Town and Country Planning) Nazul Officer.
► Integration with BRISC software for RRC (Revenue Recovery Certificate).
► Proceeding like issuing revenues & other notices becomes easier.
► Improves the efficiency of working of revenue courts.
► Timely and continuous listing of cases improves.
► Now Higher courts can call record of lower courts cases online.
Stakeholders

- CITIZEN
- ADVOCATE
- REVENUE OFFICIALS

Integration Partner

- Registration & Stamps
- Board of Revenue
- Land Records
- Institutional Finance
- CCTNS
- MP e-District
- Town and Country Planning
- CSC
IMPLEMENTATION APPROACH

- Political Concurrence
- GPR (Government Process Reengineering)
- Pilot Run
- Change Management & Capacity Building
- Institutional Support
- Technology Interventions
- Risk Analysis & Mitigation
POLITICAL CONCURRENCE

- Convincing Top Level Leadership (CM/Ministers/CS)
- Onboarding of PRIs
- Regular monitoring by HCM & CS through VC
GOVT. PROCESS RE-ENGINEERING

- Amendment in..
  - MP Land Record Code (MP-LRC)
  - Revenue Book Circulars (RBC)
- Change in Processes..
  - Case registration
  - Hearing date allocation
  - Case transfer
PILOT RUN

- Started in 5 districts (Apr 1\textsuperscript{st}, 2016)
- Improvements done in applications based on learnings
- Helpful in finalization for state wide rollout strategy
Participation of grass-root functionaries right from project conceptualization
Continuous training to revenue officials and other stakeholders through-
  e-Daksh Training Centers (available in every district)
  Regular Video Conferencing
Necessary ICT Infrastructure provided to all the revenue courts
INSTITUTIONAL SUPPORT

- **State Level**
  - IT Apex Committee
    - Policy Decisions, Admin & Financial Approvals
  - Principal Revenue Commissioner (Owner of Project)
    - Project Monitoring Unit
  - Madhya Pradesh Agency for Promotion of Information Technology
    - Dedicated team for app development, support & project management

- **Divisional Level**
  - Deployment of dedicated consultants at Revenue Divisional Level

- **District & Sub-District Level (through District e-Gov Society)**
  - District e-Gov Manager / Asst e-Gov Manager Support
TECHNOLOGY INTERVENTIONS

- Hosted at Tier-III State Data Center
- Web & Workflow based application built on Microsoft Platform
- Service Oriented Architecture for smooth integration
- SMS Integration for alerts & updates
- Robust and Scalable Application
RISK ANALYSIS & MITIGATION

- Participatory approach to mitigate resistance from field level
- Regular trainings to make stakeholders techno savvy & application friendly
- Security Auditing of Application through Vulnerability and Penetration Testing (VAPT)
- Support IT team up to Tehsil level to resolve day-to-day issues
- Application deployment on State of the Art Data Center
- Dedicated SWAN connectivity to all the Revenue Courts
DELIVERY CENTERS

- Revenue Courts - 1,470
- Lok Seva Kendra - 412
- CSC Kiosk - 40,000+
- Panchayat - 22,000+
MINISTER/OFFICERS DASHBOARD
CM DASHBOARD
WAY FORWARD

- End to end automation for achieving paperless governance
- Integration with e-Sign, IFMIS, Registrar of Birth & Death, Panchayat etc.
- Services on Mobile for all stakeholders
- Augmentation of existing help desk (toll free, ticketing tool etc.)
- Predictive system through BI & Data Analytic Tools
THANKS