REVENUE CASE MANAGEMENT SYSTEM (RCMS)

DEPARTMENT OF REVENUE, GOVT. OF MP

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.

RCMS

1. CASE REGISTRATION
2. CASE PROCEEDING AND DISPOSAL
3. DASHBOARD
4. INTEGRATION

Stakeholders

CITIZEN

ADVOCATE

REVENUE OFFICIALS

Integration Partner

Registration & Stamps	Board of Revenue	Land Records	Town and Country Planning
Institutional Finance	CCTNS	MP e-District	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 1st, 2016)
- Improvements done in applications based on learnings
- Helpful in finalization for state wide rollout strategy

CHANGE MANAGEMENT & CAPACITY BUILDING

- 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

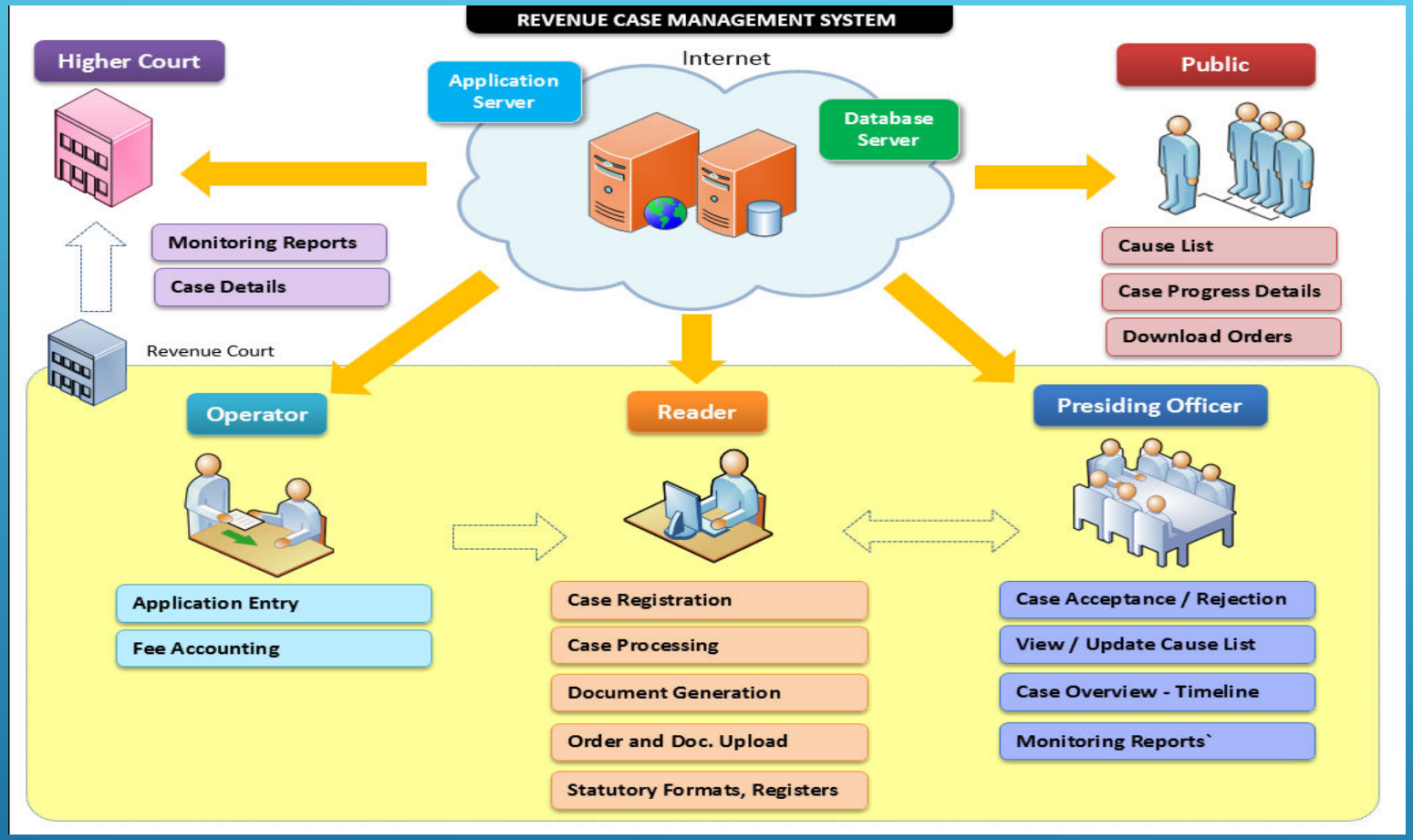
RISK ANALYSIS & MITIGATION

- 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

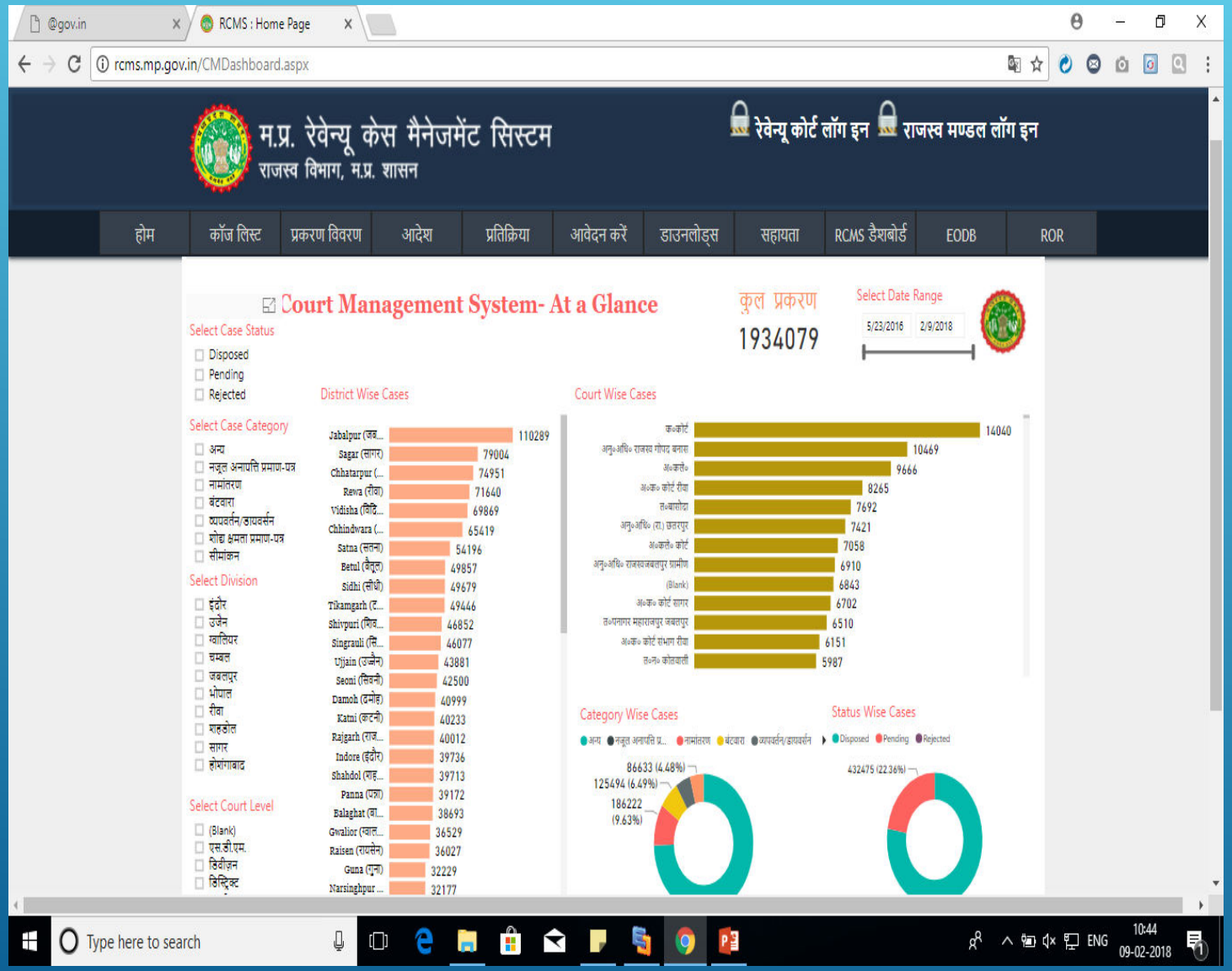
- Revenue Courts -1,470
- Lok Seva Kendra - 412
- CSC Kiosk - 40,000+
- Panchayat - 22,000+

RCMS PROCESS MAP



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