

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)
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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.
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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

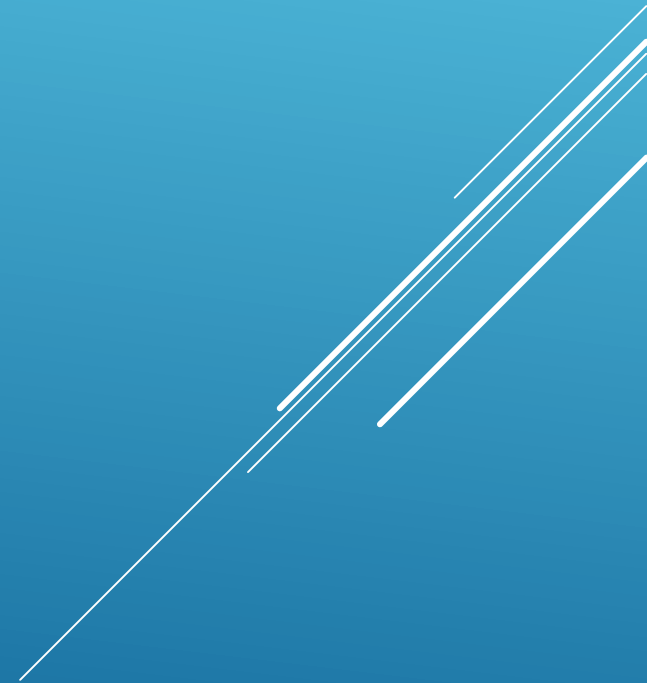
- ▶ Political Concurrence
 - ▶ GPR (Government Process Reengineering)
 - ▶ Pilot Run
 - ▶ Change Management & Capacity Building
 - ▶ Institutional Support
 - ▶ Technology Interventions
 - ▶ Risk Analysis & Mitigation
- 

POLITICAL CONCURRENCE


- ▶ Convincing Top Level Leadership (CM/Ministers/CS)
 - ▶ Onboarding of PRIs
 - ▶ Regular monitoring by HCM & CS through VC
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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
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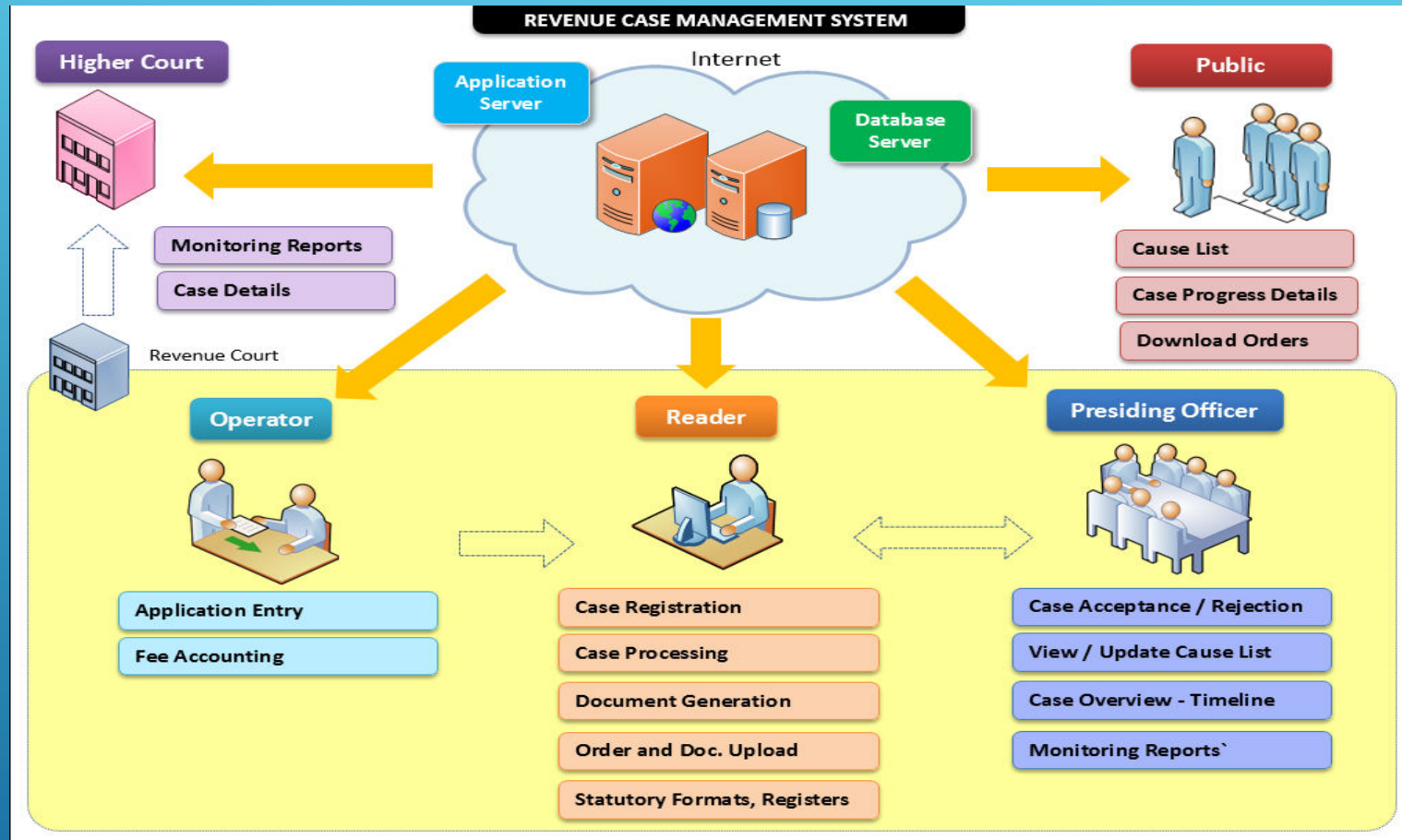
RISK ANALYSIS & MITIGATION

- ▶ 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
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DELIVERY CENTERS

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



MINISTER/OFFICERS DASHBOARD

म.प्र. रेवेन्यू केस मैनेजमेंट सिस्टम
राजस्व विभाग, म.प्र. शासन

/ राजस्व विभाग ज़ोन / Welcome : minister.revenue

Fri, 09 Feb 2018 05:46:04 GMT

माननीय मंत्रीजी श्री उमाशंकर गुप्ता, राजस्व एवं सूचना प्रौद्योगिकी, राजस्व न्यायालयों की कंप्यूटरीकरण परियोजना में आपका स्वागत है।

मध्य प्रदेश में राजस्व न्यायालयों के प्रकरणों की वर्तमान स्थिति

कुल दर्ज प्रकरण	कुल निराकृत प्रकरण	कुल प्रक्रियाधीन प्रकरण
1935769	1501561	433952

श्री उमाशंकर गुप्ता
मंत्री, राजस्व एवं सूचना प्रौद्योगिकी

- डैशबोर्ड
- District Ranking **new!**
- Top 10 Court(Disposed wise) **new!**
- राजस्व प्रकरणों की वर्तमान स्थिति मदवार
- RCMS डैशबोर्ड

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CM DASHBOARD

@gov.in x RCMS : Home Page x

rcms.mp.gov.in/CMDashboard.aspx

म.प्र. रेवेन्यू केस मैनेजमेंट सिस्टम
राजस्व विभाग, म.प्र. शासन

रेवेन्यू कोर्ट लॉग इन राजस्व मण्डल लॉग इन

होम कॉज लिस्ट प्रकरण विवरण आदेश प्रतिक्रिया आवेदन करें डाउनलोड्स सहायता RCMS डैशबोर्ड EODB ROR

Court Management System- At a Glance

कुल प्रकरण: 1934079

Select Date Range: 5/23/2016 - 2/9/2018

Select Case Status: Disposed Pending Rejected

Select Case Category: अन्य मजदुर अनापत्ति प्रमाण-पत्र नामांतरण बंटवारा धारवर्तन/धारवर्तन शोध क्षमता प्रमाण-पत्र सीमांकन

Select Division: इंदौर उज्जैन खालिपूर सभल खजुरपुर भीमनाथ रीवा गहड़ोल सागर शोरांगवाड

Select Court Level: (Blank) एस.डी.एम. डिवाजन डिस्ट्रिक्ट

District Wise Cases

Jabalpur (जब...)	110289
Sagar (सागर)	79004
Chhatarpur (...)	74951
Rewa (रीवा)	71640
Yidisha (विदि...)	69869
Chhindwara (...)	65419
Satna (सतना)	54196
Betul (बेतु)	49857
Sidhi (सिंधी)	49679
Tikamgarh (ट...)	49446
Shivpuri (शिव...)	46852
Singrauli (सि...)	46077
Ujjain (उज्जैन)	43881
Seoni (सिन्धी)	42500
Damoh (दमोह)	40999
Katni (कटनी)	40233
Rajgarh (राज...)	40012
Indore (इंदौर)	39736
Shahdol (शह...)	39713
Panna (पन्ना)	39172
Balaghat (बा...)	38693
Gwalior (ग्वा...)	36529
Raisen (रायसेन)	36027
Guna (गुना)	32229
Narsinghpur (...)	32177

Court Wise Cases

क-कोर्ट	14040
अनु-अधि- राजस्व गीपय बनाया	10469
अ-कले-	9666
अ-क- कोर्ट रीवा	8265
स-बासोरा	7692
अनु-अधि- (रा) खजुरपुर	7421
अ-कले- कोर्ट	7058
अनु-अधि- राजस्वकबलपुर प्रामो	6910
(Blank)	6843
अ-क- कोर्ट सागर	6702
स-मण्डल मंडलाकपुर कबलपुर	6510
अ-क- कोर्ट राभागा रीवा	6151
स-बा- कोरावली	5987

Category Wise Cases

● अन्य ● मजदुर अनापत्ति प्र... ● नामांतरण ● बंटवारा ● धारवर्तन/धारवर्तन

86633 (4.48%)
125494 (6.49%)
186222 (9.63%)


Status Wise Cases

● Disposed ● Pending ● Rejected

432475 (22.36%)

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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
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THANKS

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