MPOnline Limited

Proposal for
Online Recruitment Services to
Leaders Pro Pvt Ltd.

July 2015

MPonline Limited

(A Joint Venture between Govt. of MP & TCSL)
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1. About MPOnline

MPOnline Limited is a Joint venture company formed in 2006 between Government of Madhya Pradesh and TATA Consultancy Services Ltd (TCS). MPOnline was formed to facilitate e-enablement and delivery of citizen centric services of GoMP. MPOnline Limited is designed on a

service oriented approach through a Public-Private partnership model, wherein the responsibility of delivering quality and efficient services is the responsibility of JV Company.

MPOnline is a comprehensive and web enabled service portal that acts as an electronic gateway into the Government's portfolio of services provided by the various Government departments. MPOnline portal is a 'one-stop-shop' with end-to-end online processing and delivery of any citizen's service request for services by the respective authorities at state, district and Taluka level headquarters.

MPOnline Portal is the initiative by the Government of Madhya Pradesh, to serve its citizen by providing them with G2C, G2B and B2C services at their doorstep, in the process eliminating the need for coming to the Government offices and avoid standing in long queues.

MPOnline caters to the needs of various departments / Universities of Madhya Pradesh State and provides several e-Governance services to its citizens. MPOnline is involved in creation of 450+ services / applications across departments of Madhya Pradesh Government including applications integration with SMS gateways, payment gateways, GIS, Business Intelligence etc.

MPOnline has its presence in almost every corner of Madhya Pradesh by virtue of approximately 3500+ its own Kiosk's and more than 8000+ CSCs spread across every block of 51 districts, resulting in generating employment for more than 20,000+ citizens of Madhya Pradesh.

MPOnline Offerings:

> ➢ G2C / B2C / G2G / G2B / B2G SERVICES
> ➢ Online Counselling
> ➢ University Services to cover Student Life Cycle
> ➢ Online Examination Services
> ➢ Recruitment Services
> ➢ Portal / Web site Development & Hosting (GIGW W3C/WCAG Compliance)
> ➢ Web Application Software Development (e Gov Standards)

MPOnline has helped the Government of Madhya Pradesh in achieving its mission i.e.

> ➢ Anywhere, anytime delivery of Government services
> ➢ A shift from 'Citizen In-Line' to 'Citizen On-Line'
> ➢ Increased transparency between citizens and their Government
> ➢ Reduction in delays in decision-making
> ➢ Reduction in costs incurred by the departments
> ➢ Reduction in the number of intermediaries between the Government & citizens
> ➢ Availability of a large pool of trained personnel

Further, this has been achieved with:

> ➢ No investment in infrastructure
> ➢ No need to deploy and retain trained IT personnel
> ➢ No cost to any government department

Other Benefits:

> ➢ Citizen Empowerment
> ➢ Availability of 24x7 online Government Services; Government departments allocate more time to efficient service Delivery since tedious data capturing is already done for them thereby making them more efficient in less time

➢ Improved the efficiency and efficacy of Government Officers
➢ Drastically reduced the application processing time
➢ Curtailed the waiting time for documents
➢ Instant MIS reports for planning, budgeting, monitoring & evaluation
➢ Instant identification of delay points has enabled prompt administrative action Collaboration and Public Private Partnerships
➢ Reduction in transaction costs

Annual Turn Over

During the financial year 2014-15, the Company delivered excellent operating performance with strong results from major service lines. Revenue from operations for the financial year 2014-15 is at Rs. 60 Crores which is higher by 22% over last year i.e. Rs. 47 Crores in financial year 2013-14.

The Company has added its presence in almost every part of Madhya Pradesh with an addition of 1024 kiosks during the year.

The Company handled a load of 1.5 Cr transactions as against 89 lakh transactions in the previous year.

The Company collected Rs.595.08/- crores on behalf of various departments as against Rs. 480.06/-crores in the previous year. MPOnline has collected Rs. 2152.00/- crores since inception of the company for the various departments and submitted Rs. 2018.31/- crores to the departments.

Several new initiatives were undertaken by the JV Company to increase the breadth and depth of its service offerings and trying to create a niche for itself in the area of education, B2C, recruitment related services, online assessment and counseling related services during the year.

Human Resources

The Company has a team of dedicated and professional staff. The number of employees as on April, 2015 was 200 employees. The female employees constituted 17 % of the total employee strength as on April, 2015. Around 72.2 % of employees are engineers and post graduates.

MPOnline Infrastructure

The MPOnline infrastructure has been enhanced for increased processing and storage capability that lets us cater to high volume services.

Our infrastructure includes 21 hex-core servers with 64 GB RAM, increased bandwidth of 90 MBPS Primary and 40 MBPS Secondary back-up link and two fully functional SAN storage networks.

Our infrastructure is fully redundant of power devices and bandwidth. Should the need arise; we have the flexibility to further scale up our infrastructure at a short notice.

MPONLINE DATA CENTRE INFRASTRUCTURE

MP✷nline Limited

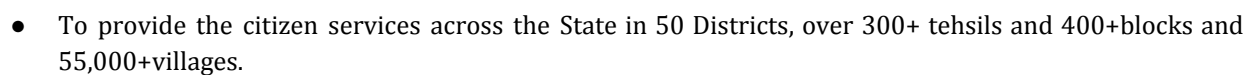Proposed Network Diagram
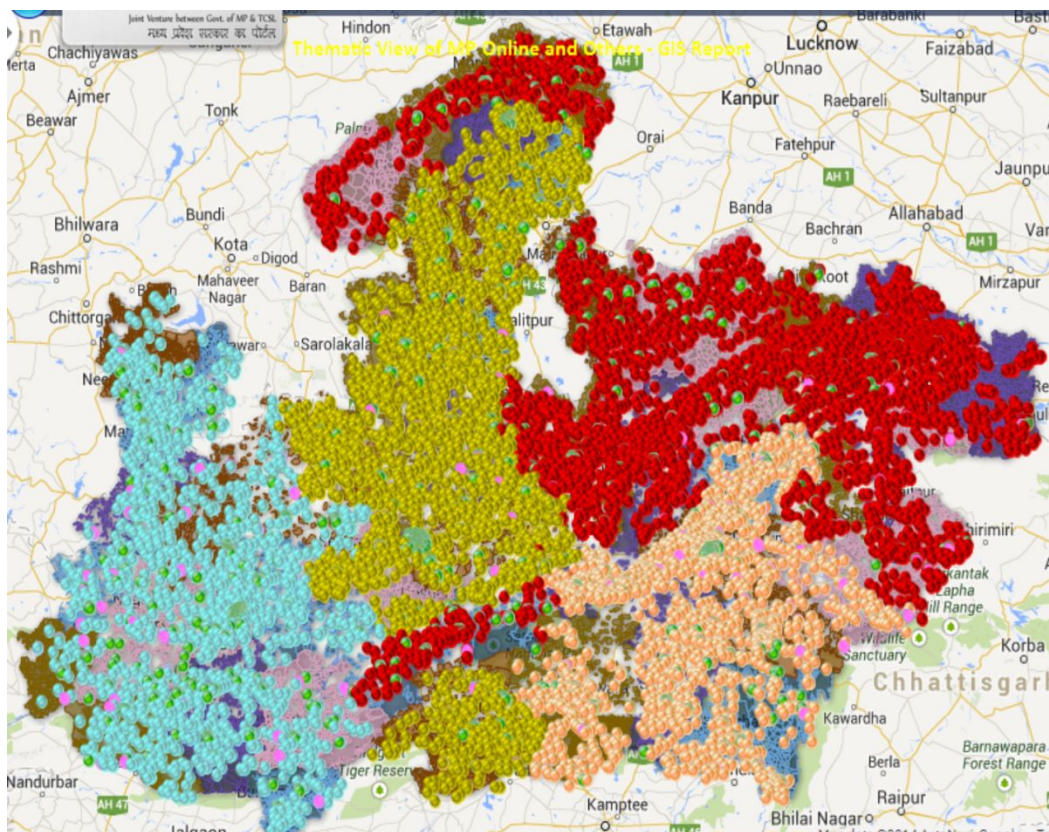Of Near Disaster Recovery
Solution
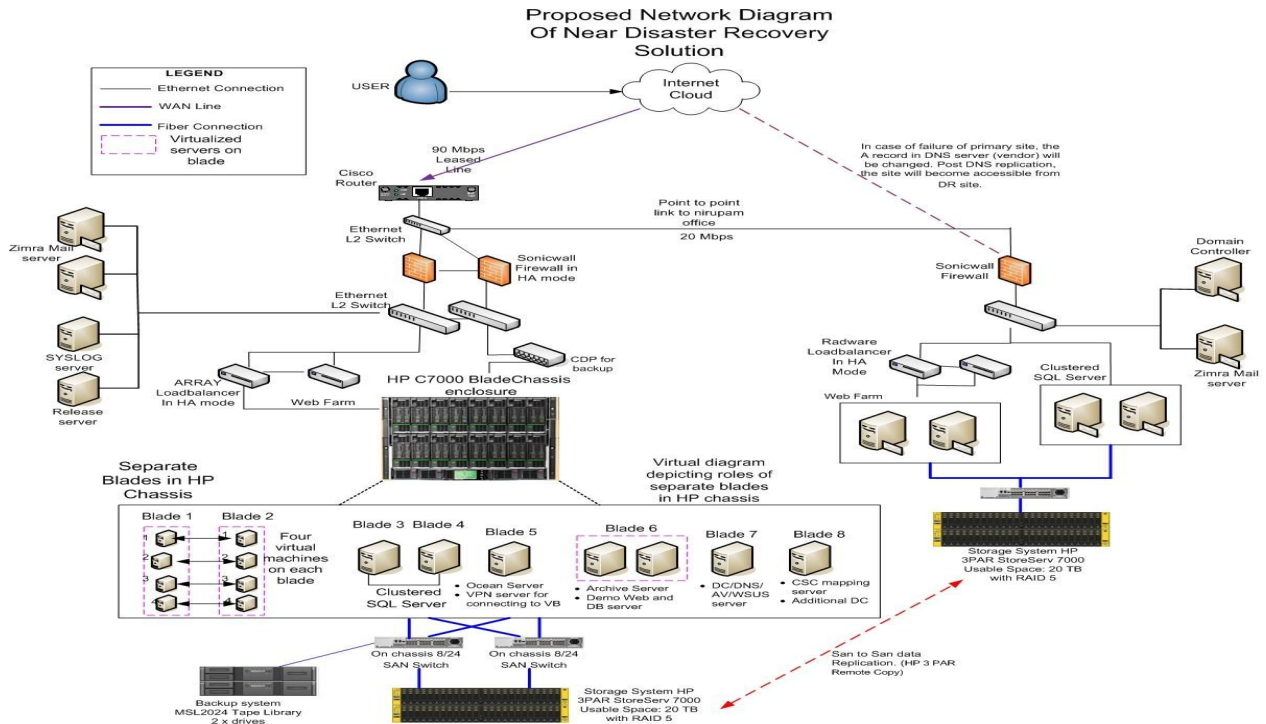
1.1 Our Reach

The USP of MPOnline Portal lies in the widespread coverage of kiosks and CSC spread across the State of MP from urban areas and right up to the Gram Panchayat level, providing number of rural services to the villagers at their door step. The MPOnline project has realized the vision of the government to provide government services at the doorsteps of citizens and businesses. During the relatively short term since its establishment, the benefits of the project have penetrated deep into the urban as well as rural areas, and deliver a very wide spectrum of services.

The success of the MPOnline Project is amply demonstrated by its reach within the state, the breadth of services offered, the confidence of government departments in the portal to increasingly offer services exclusively through MPOnline and the ever increasing number of citizens accessing the portal to avail services.

MPOnline KIOSK/CSC Count	
Service Center Agency (SCA)	**No of Kiosk's / CSC's**
CMS	1018
Reliance	1820
NICT	561
MPOnline	3534

AISECT	2967
University	1937
Total	11,837

MPOnline has associated with various Service Centre Agencies (SCAs) formed under NeGP, 2006 to utilize their CSCs to deliver service in the Rural Areas. It is worth mentioning here that Madhya Pradesh is one of the prime States where CSCs are financially sustainable.

- To provide the citizen services across the State in 50 Districts, over 300+ tehsils and 400+blocks and 55,000+villages.

MPOnline Limited

1.2 Modes of Payment on MPOnline Portal:-

1. Online Payment – MPOnline Payment Gateway has the following facilities :

   a) Net Banking Facility –

      i) 52+ National Banks
      ii) HDFC Payment gateway
      iii) SBI (Only for SBI A/c Holders)

   b) Credit Cards/ Debit Cards – VISA/ MASTERCARD/ MAESTRO

      i) HDFC Bank Payment Gateway
      ii) SBI Payment gateway.
      iii) Bill Desk.

2. Cash Payment - Cash is acceptable at any of the 11,500+ Kiosk or CSC of MPOnline.

1.3 Our Valuable Clients

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School Education :

➢ Madhya Pradesh Board of Secondary Education
➢ Madhya Pradesh State Open School
➢ Madhya Pradesh State Madarsa Board
➢ Rajya Shiksha Kendra- NTSE, NMMS Applications
➢ Maharshi Patanjali Sanskrit Sansthan

Universities -

➢ Madhya Pradesh Nurses Registration Council, Bhopal
➢ Barkatullah University, Bhopal
➢ Makhanlal Chaturvedi Journalism University, Bhopal
➢ Vikram University Ujjain
➢ Awdhesh Pratap University, Rewa
➢ M P Bhoj (Open) University, Bhopal
➢ Devi Ahilya Vishwa Vidhyalaya, Indore
➢ Madhya Pradesh Para Medical Council, Bhopal
➢ Jiwaji University Gwalior
➢ Rani Durgawati University, Jabalpur

Online Bookings -

➢ National Parks booking- Online Excursion Booking National Parks of MP
➢ Madhya Pradesh Tourism- Online Bus Booking
➢ Online Chartered Bus Booking

Departments handled for Online Counseling –

➢ Directorate of Medical Education- MBBS and Pre PG Online Counseling
➢ Department of Health and Family Welfare-Nursing Counseling
➢ Department of Health and Family Welfare- Doctors Internship Counseling
➢ Department of Skill Development- Online ITI Counseling
➢ Chattisgarh Directorate of Medical Education- MBBS and Pre PG Online Counseling
➢ AYUSH Department– Online Counseling for admission on Homeopathy, Ayurveda and Unani Seats
➢ Directorate of Technical Education- Online & Offline Counseling of 13 Courses
➢ Lakshmibai National Institute of Physical Education, Gwalior– Online Counseling for admissions in B.P.Ed and M.P.Ed courses
➢ Jawahralal Nehru Krishi Vishwa Vidhyalaya– JNKVV & RVSKVV's joint entrance exam for P.G. & Ph.D. Courses 2014
➢ Department of Higher education- B. Ed. Counseling
➢ MAP_IT– Counseling for recruitment of E-Gov Officers
➢ Police Department- Counseling for recruitment of Constables
➢ Department of Public Integration- Samvida Shikshak Counseling

Online Assessment -

MPOnline proudly states that it has successfully performed the Online Assessment for more than 5,00,000 candidates for following Departments so far.

Online Examination Conducted for following Departments-

➢ Department of Land Records- Patwari Recruitment
➢ MAP IT- Recruitment of E-Gov Officers and Data Entry operators
➢ Department of Agriculture– Recruitment in ATMA Vacancies
➢ Public Health Engineering Department– Recruitment of Engineers and Assistant Engineers
➢ Department of AYUSH– Pre-PG Entrance exam for Ayurveda
➢ Jawaharlal Nehru Agriculture University– Recruitment of Field Extension Officers & Online Entrance Exam for P.G. & Ph. D Courses
➢ National Rural Health Mission– Various recruitment for Grade 1, 2 & 3
➢ Department of Skill Development- Recruitment of Training Officers
➢ Department of Women and Child Development– Recruitment of Counselors, Accountants and Field Officers
➢ MP State Agro Industries Development Corporation– Recruitment for 34 Backlog positions
➢ Rajiv Gandhi Mission for Watershed Management (Panchayat & Rural Development Department)– Recruitment of Team Leaders & Team Members

Recruitment Services -

➢ Madhya Pradesh Public Service Commission
➢ Professional Examination Board (VYAPAM)
➢ Madhya Pradesh Electricity Board– All DISCOMS- Indore, Jabalpur and Bhopal
➢ Madhya Pradesh High Court
➢ Chhattisgarh Public Service Commission
➢ Chhattisgarh High Court
➢ Madhya Pradesh Power Generating Company Limited

Other Applications -

➢ MP Transport Department– Online application system for Learner License
➢ Food and Drug Administration– Online application system to apply for Central/State Food License and Food Business Operator's Registration
➢ Lakshmibai National Institute of Physical Education– Online application for entrance exam of B.P.Ed & M.P.Ed
➢ PWD- Online Registration of Contractors
➢ Registrar Firms & Society– Firms & Society Registration
➢ Food and Civil Supplies Department- Ware Housing Application
➢ M P Medical Council– Registration & Renewal of Doctors
➢ M P State Bamboo Mission- Registration of Bamboo Artisans, Entrepreneurs, Designers and Growers.

Utility Bill Payments & B2C Service -

➢ Vodafone Postpaid Mobile Bill Payment
➢ Mobile, DTH & Data Card Recharge
➢ DISH TV Recharge
➢ MPEB Electricity Bill Payment

➢ SBI Life Insurance- Premium Payment
➢ LIC Premium Payment
➢ ICICI Prudential Life Insurance
➢ HDFC Life- Premium Payment
➢ Sanchi Dughda Sangh- Advance Milk Cards

Religious Services -

➢ Shree Devi Mandir Samiti Salkanpur
➢ Shree Sharda Devi Mandir Samiti Maihar

Dry Run

MPOnline will assist department in carrying out sample Dry run of the the system.

➢ Carry out Functional Testing of the complete system to ensure that the system meets the requirements of Department. Following are the major tasks to be carried out:

▪ Creation of Project Plan for Testing
▪ Creation of Test Cases
▪ Carrying out testing based on Test Cases
▪ Documentation of Test Results
▪ Verification of Test Results
▪ Delivery of documented Test Results
▪ Defect Management Activities

MPOnline Testing Team leader will monitor the progress of the activities on an on-going basis and will prepare monthly project status report

The project status report is intended for discussion in the Project Status meetings. These reports will contain the information as per mutually agreed format. These reports may typically include:

● Number of test cases planned
● Number of test cases executed,
● Number of test cases for which expected results did not match for which the defect has been raised,
● Number of test cases that have been tested and closed.
● List of defects raised
● Number of defects raised so far
● Number of Defects closed
● List of defects re-tested
● Number of bad fixes
● List of open defects
● Number of open defects

2. Customer Support/Call Centre

MPOnline has a fully fledged customer support system with 2 PRI lines and 35 dedicated call centre executives who handle various customer queries diligently and professionally. Customer support is

available from 8:30 am to 10:30pm all seven days and 9:30 am to 6:30 pm on Holidays.

MPOnline will appoint two customer care executives exclusively for Complaints Handling. Executives will be thoroughly trained and updated with all the details and procedures.

Call Escalations

Handling of Escalated Calls/ Grievance Handling

Two Level of Escalation are there:

> ➢ First Level Escalation: Handled by the Floor Supervisors
> ➢ Second Level Escalation: General queries handled by the Team lead of Customer Care & for Technical queries handled by Development Team; who in return updates the first level owners with the feedback and the query is resolved.
> ➢ For unresolved technical queries the Team Lead handles the escalated call, if still unresolved it is escalated to the second level i.e. to the development team.

All the calls and grievances are logged on the dedicated software designed by MPOnline for the Customer Support/ Grievance handling.
All the Calls are recorded for monitoring and training purposes and for better rendition of services to the customer. The executives are trained on various services and applications so that proper resolution of grievance can be provided on timely manner.

Expertise in Android Application Development –

MPOnline has a vast experience in the development of Android based applications. We have developed various applications for different departments to provide e-governance in solutions in the hand of citizens.

List of Android Apps (with services) developed by the MPOnline

> ➢ MP Mobile – 116 services of various departments like bill payment services, CM Helpline, Universities services, DTE Counselling, Vyapam etc.
> ➢ MPOnline Limited – Payment verification, Grievance register, Autorized KIOSK list, Grievance status etc.
> ➢ MP Board of Secondary Education (MPBSE) – Application status, Duplicate Marksheet request etc.
> ➢ CG Public Service Commission (CGPSC) – Upload photo and signature, pay for unpaid etc.
> ➢ E- Offer System – E-offer system for MP Housing Board.
> ➢ Photo Meter Reading System – E-Bill reading system for MP Pashchim Kshetra Vidyut Vitaran Company Ltd.
> ➢ App for application of Temporary Connection:- App under development for MP Pashchim Kshetra Vidyut Vitaran Company Ltd.
> ➢ Vyapam – App under development for all Vyapam services.

3. Scope of Work

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3.1 Online services being proposed by MPOnline –

> ➢ Online Property Tax payment

> ➢ Online Water tax payment

➢ Online Building Permission

➢ Online Birth & Death Registration

➢ Online Hording Wall Painting permission

➢ Online community Hall permission

➢ Online land uses permission

➢ Online Marriage Registration

And many other citizen services of the Ujjain Municipal corporation

3.2 Scope of Work

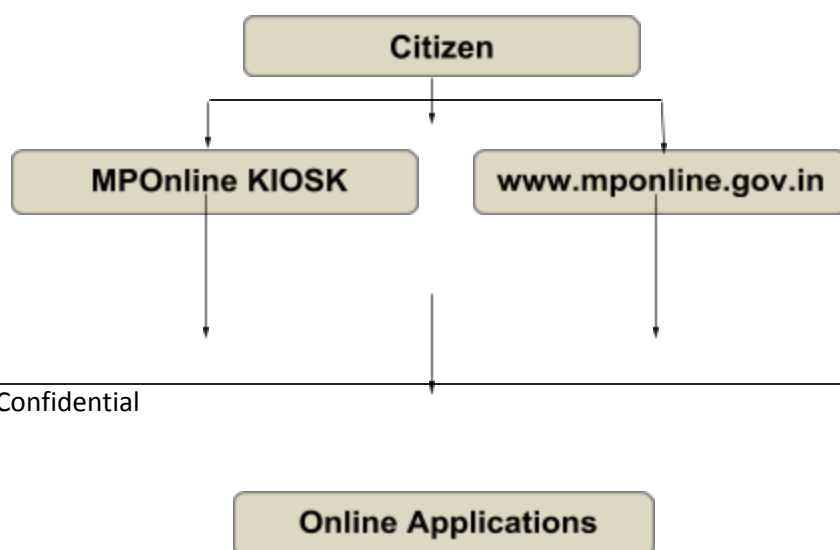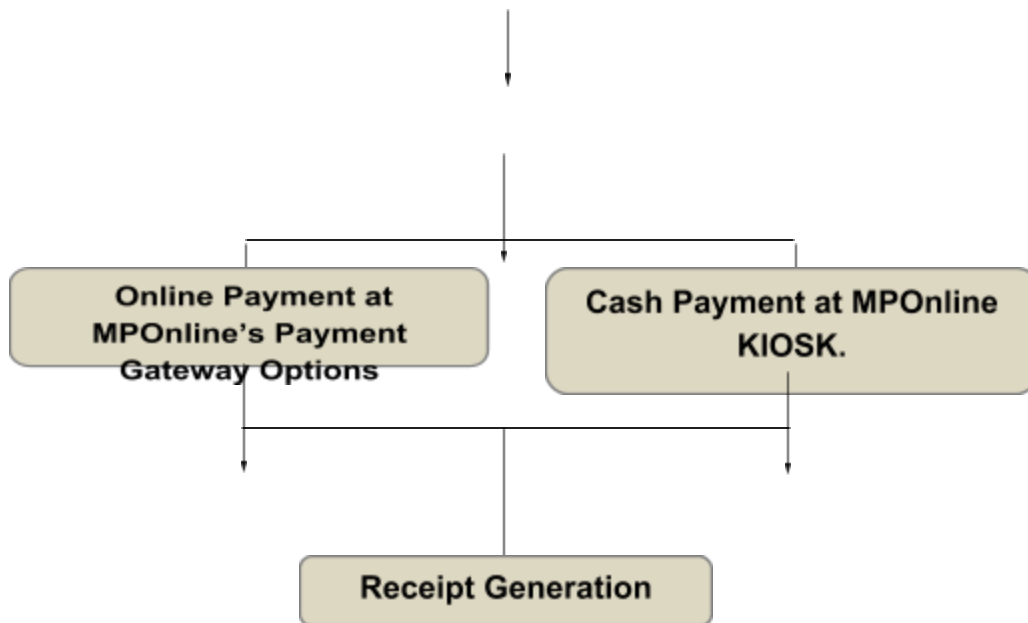The scope of work shall cover the following broad areas.

Scope of Work

➢ Online web based applications will be developed by MPOnline. Applicants will apply through this online form.
➢ Online Payment gateway will be incorporated along web based applications.
➢ Complete work flow for online application approval process will be developed.
➢ Online Acknowledgment receipts and certificates generation.
➢ Fees payment facility in cash mode i.e. Cash payment at MPOnline KIOSK
➢ SMS/Email integration
➢ Various MIS reports as per the client's requirements

3.3 Scope of Work of MPOnline (post transaction activity)

➢ Amount received by MPOnline on behalf of the client (If any) will be transferred into Client's Bank Account on T+1 or T+2 basis depending upon the mutual understanding.
➢ Transfer of entire data related to the various services of the department
➢ Any other technical support as may be required for processing of applications, if any.

3.4 Process Flow Diagram :

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Online Payment at              Cash Payment at MPOnline
MPOnline's Payment                       KIOSK.
Gateway Options

                    Receipt Generation
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4   Customer Support/Call Centre

MPOnline has a full fledged customer support system with 2 PRI lines and 35 dedicated call centre executives who handle various customer queries diligently and professionally. Customer support is available from 8:30 am to 10:30pm all seven days and 9:30 am to 6:30 pm on Holidays.

Executives are thoroughly trained and updated with all the services and applications that are made live on the portal.

Call Escalations

Handling of Escalated Calls/ Grievance Handling

Two Level of Escalation are there:

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All the calls and grievances are logged on the dedicated software designed by MPOnline for the Customer Support/ Grievance handling.

All the Calls are recorded for monitoring and training purposes and for better rendition of services to the customer. The executives are trained on various services and applications so that proper resolution of grievance can be provided on timely manner.

5 Benefits

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4.1   Benefits to Citizens

➢ The Online Applications forms would be available on the MPOnline portal. The citizen can avail the services directly from MPOnline portal or he/she can visit the nearest MPOnline Kiosk even beyond the official working hours to avail the services.

➢ Easier for the outstation Applicants who willing to apply for the vacant positions and can make payments.

➢ The prescribed fees for every application can be paid online via net banking, Debit/Credit Cards or by cash at the Kiosk.

➢ No waiting hours/ No long queues

➢ Services are available at the door step of the citizen. Since we have a network of 12000+ established KIOSKs.

➢ Reduces interaction between mediators and citizens.

4.2   Benefits to Department

➢ The Entire data will be provided to the client on G2G login.

➢ The manual work load of receiving applications, issuing Receipts etc would be minimized.

➢ All MIS reports comprises with client's requirement.

➢ Processing of applications will completely be online. No file movements or paper work would be required.

➢ G2G Id and Passwords or the Role based department login ids can be given at the MPOnline Portal to view / print MIS reports.

➢ No need to deploy and retain trained IT Personnel as the system will very simple and easy to use.

➢ No need to pay application development / maintenance cost as we work on per transaction model.

➢ The services can be delivered through all the designated KIOSKS of MPOnline Limited. For authorizing them to deliver services through MPOnline Channel, Department does not need to carry out any legal formalities with individual KIOSK owners. All the formalities are already done by MPOnline Limited.

➢ Government departments allocate more time to efficient service Delivery since tedious data capturing is already done for them thereby making them more efficient in less time

➢ Transparency between Citizen and Client.

6 Commercials

Portal charges for the Recruitment application will be Rs. 90/- per Candidate.

*Portal charges will be borne by the citizen.

Note:

MP🟢nline Limited

➢ The department would advertise in the local and National newspaper to promote services through MPOnline portal.