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ADVERTORIAL

Digital Jabalpur!

JABALPUR IS WITNESSING A SEA CHANGE THROUGH A WELL 'DIGITISED', EFFECTIVE E-GOVERNANCE ENSURING VALUE AND PROMPTNESS IN SERVICE DELIVERY

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Everything is going 'digital' since PM Modi made the clarion call of 'Digital India'. For Jabalpur, the need has become more pressing as the city has been enlisted as a 'smart' city of the future. The basic concept of a 'smart' city revolves around effective e-governance and people's participation along with easy accessibility of fundamental services in a paper-less environment.

In this direction, Jabalpur has already taken important strides. The Municipal Corporation of Jabalpur made an ice breaking attempt to digitally empower people by fully integrating civic services with real-time online accessibility. The mayor and commissioner are available 'online' for grievance redressal, but even beyond that the website also links the councilors responsible for different wards of the city. At the same time, all taxes and bills can be easily paid using links provided on the corporation's website with im-



mediate procurement of records of outstanding taxes and receipts for payments made.

This 'digitisation' of records and services has ushered into a new age of e-governance which is marked with in-

creased transparency. The digital process also clearly reflects the progresses made by the civic bodies in implementing various welfare schemes of the government, like Pradhanmantri Jan Dhan Yojna and social security schemes. It has ended those hectic episodes of bureaucracy when one had to run from table to table for getting a simple ration card or a birth or a death certificate. Most applications can now be processed online, moreover, you can even track the status of your application. Even for booking a community hall for marriage or other ceremonial pur-



poses, a simple citizen had to pass his application through a channel of bureaucratic 'lethargists' who took delight in pestering the common guys. No longer now...you can book a community hall just with a click on your PC or the android phone. And yes, JMC has also launched Android and Windows mobile apps; so all information is just a 'click' away! Furthermore, mobile citizen service vans are also made available for door-to-door collection of water tax, wealth tax, etc.

Building permission records and details of builders are now online while a new feature e-tendering has also been added. It means, no more cheating with the helpless public who did not know earlier which realtor is actually developing a colony or an apartment and whether it is safe or not to invest in that property.

District administration is not far behind in this digital race. The collectorate has introduced an effective file tracking system as well as complaints lodging

portal which really empower people. It also gives details of revenue cases and land diversion in addition to offering details of appropriate officers to be contacted in matters of concern. The police department of Jabalpur is a way ahead in realising e-governance. The criminal details are online and so are the details of recovered vehicles, missing, or dead persons, tenants and general strategies for ensuring law and order.

With all these sincere efforts made by the administrative and civic bodies, Jabalpur is witnessing a sea change. A well digitised, effective e-governance goes beyond ensuring value and promptness, in service delivery; it wins trust and confidence of people as more transparency and ease means more creativity and better cooperation. Jabalpur has already proved its excellence in e-governance by winning best e-governance awards on a number of occasions including the best e-governance awards in 2006-07, 2007-08 and 2008-09 consecutively.

The role of National Informatics Centre (NIC), Jabalpur, cannot be underestimated in this endeavour of making 'Digital Jabalpur'. This premier Science & Technology institution of the Government of India is closely working with civic bodies for providing IT solutions and integrated services. NIC has already handled many ambitious e-Governance activities like Samagra Samajik Surkasha, e-Scholarship, Lok Seva Kendra, and Mahatma Gandhi National Rural Employment Guarantee Act. 'Digital Jabalpur' has been a long-cherished dream now crystallising. Empowered people are the true constituents of a healthy democracy-the upcoming 'Smart' Jabalpur has now started reflecting it well!