A study on the Information Technology Policy of Madhya Pradesh and its seamless connectivity of Bhopal City

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Abstract

The current global era is marked by the growing uncertainties .The Government of Madhya Pradesh has laid great emphasis on computerization in government departments, which are revenue earning and the departments where there is a large public interfacing. All the initiatives taken by the IT Department in the field of Information Technology have been oriented towards real empowerment and growth of the millions of the masses. But the real question is are the common man in Bhopal the capital city of Madhya Pradesh in India aware or are readily accepting these changes .Well it would take a long way to go to answer this.
Index Terms— digital gap, governance, e tendering, kiosks

I.   Introduction

With a strong vision of the Prime Minister of India of "less government and more governance" we find that India is reaching out its hand inviting Global investors to India. We also find that the government of India seeks to lay a lot of emphasis and is providing the impetus for a long –term growth of digital scenario within the National e- Governance Plan . There exists a lot of planned focus on the use of technology by the common mass.. The decade of 1990 was the golden era for Information Technology in India. Before the onset of recession in 2008 , the IT industry had flourished ,thanks to the increase in global IT spending …….???

In 2011, India's growth has reflected new demand for IT products. A recent study by the global technology research firm suggests that IT will power the success story of PSUs in India. By 2015, IT sector is expected to generate revenues of USD 130 billion (NASSCOM). The Madhya Pradesh IT team is working hard for implementing and facilitating the IT initiatives in the state with the aim of bringing reforms in the government functioning. The industry has grown to the fullest in tier I cities such as Bangalore, Hyderabad, Chennai and Delhi. The State has also started promoting investments in Indore, Gwalior, Bhopal and Jabalpur. Madhya Pradesh State Electronics Development Corporation [MPSEDC] is a wholly owned undertaking of the Department of Information Technology to undertake IT business for public/private sector with a mandate from the government to develop IT in the State. The Corporation has developed the first Software Technology Park of the state at Indore with 100% power back up and International gateways for data communication. Expansion of existing STP in Indore is already under progress. The Corporation is setting up STPs in Bhopal, Indore, Jabalpur and Gwalior.

Madhya Pradesh Agency for Promotion of Information Technology [MAP_IT] is a society promoted by the Department of Information Technology to serve as Nodal Agency to meet the larger objectives of implementing IT and e-Governance initiatives in the State.

II. Review Of Literature

Information Technology [IT] is an automation process which controls the information production using computers, telecommunications, software and ancillary equipments such as automated teller machines and debit cards [Khalifa 2000]. It is a term that generally covers the harnessing of electronic technology for the information needs of a business at all levels.

Networking of computers gave birth to Information Technology [IT]. UNESCO considers IT as "scientific, technological and engineering disciplines and management techniques used in information handling and processing their application, computers and their interaction with men and machines and associated social, economical and cultural matters". According to Smith and Cambell [1982] a mosaic of technologies, products and techniques have combined to provide new electronic dimension to information management. This mosaic is known by the name of Information technology. [OECD

1987] treated Information Technology as a term used to cover technologies used in the collection, processing and transmission of information.

According to Darnton and Glacoletto [1992] Information Technology is defined as a systematic study of artifacts that can be used to give form or description to facts . This is done in order to provide meaning or support for decision making. They also defined IT as artifacts that can be used for the organization, processing, communication and application of information. Sansanwal [2000] defined Information Technology as a use of hardware and software for efficient management of information i.e., storage, retrieval, processing, communication, diffusion and sharing of information for social, economical and cultural up-liftmen.

Researches pertaining to e-governance also reveals that lack of awareness among people or the local language of the place also proofs as a challenge for the unsuccessful implementation of digitalization in India .this is also supported by Mittal Pradeep and Kaur Amandeep in 2013 through   their researches. .Nagarajan Naresh in 2013 are of opinion that in the 21st century Information is the oil and an analysis as the combustion engine.

III.   Objectives

1. To study the Investment policy 2012 (amended 2014) of the state of Madhya Pradesh
2. To identify technology updates in Bhopal
3. To reveal various delivery services available for the common mass in Madhya Pradesh under the State Information Technology.

IV.   Research Methodology

The researcher has used the following techniques in order to gather appropriate information to meet the objectives of the study:

- Survey research methods to gather information from respondent's concerning their opinions on the impact of Information Technology;

- Exit interviews were conducted within the state leading centers of Common Services Center dealing with Information under the State Information Technology.
- Experts dealing with the State Information Technology were also interviewed.
- The researcher also gave importance to the survey which was conducted as part of the pilot study
- Journals and magazines were referred to find the latest updating in the IT sector.

A.   Information Technology Investment Policy 2012 (As Amended 2014)

The main objectives of the Information Technology Investment Policy 2012 by the Department of Information Technology, Government of Madhya Pradesh states the following :-

1.   To increase the flow of investments in the state in Information Technology Industry.

2.   To maximise direct and indirect employment generation opportunities for the youth in the State.

3.   To extend the development and infrastructure opportunities in smaller cities.

4.   To promote establishment of IT units in IT Park/IT Investment Areas.

B.   Course of Action by the Government Of Madhya Pradesh

- The state of Madhya Pradesh is all geared up to fly high with the IT sector.
- The government is committed for the overall development of IT industry within the state with specialized focus on Indore , Gwalior ,Bhopal and Jabalpur
- The State Government has set up to work in close coordination with private sectors for infrastructure development , marketing and management of IT investment areas
- The Government is also planning to facilitate pooling of private land with mutual consent of land owners for development of IT investment area by the leading and reputed companies who are experienced of making sizable investments in this sector
- Manpower development for IT.
- Creating and enabling environment and niche marketing.
- Promoting IT in the social sector.

C.   Available Incentives

- **Single Window Clearance System**

The department of Science and Technology, Government of Madhya Pradesh would work for attracting investments in the state and would act as a single window for facilitating all mechanisms related to Projects.

- **Applicability Of Industrial Promotion Policy**
  Incentives would be provided under the Industrial Promotion Policy to the IT industries that are established on Government allotted land or any Private land .

- **Incentives On Quality Certificates**
  It says that the Government shall reimburse about 75% of the cost incurred by an IT unit operating in the State on securing quality certification of Capability Maturity Model (CMM/CMMi) Peoples Capability Maturity Model (PCMM) subject to a maximum of Rs. 6 Lakh as ceiling.
  The Government also shall reimburse about 50% of the cost incurred by an IT unit operating in the State on securing quality certification of ISO 9001 or an equivalent or a better certification Subject to a maximum ceiling of Rs. 1 Lakh.
  Both the above incentives will be available only once to the applicant unit.

- **Land and Use Exemptions**
  A minimum 60% of the total IT investment area will be used for IT operations and the balance 40% can be used for ancillary use and support services. All these subject to the relevant provisions of the respective City Development Plan and SEZ rules apply for lands.

- **Stamp Duty concessions**
  Stamp duty payable by IT units on mortgage / hypothecation with banks /financial institutions in IT investment area will be exempted Exemption is also applicable on Sale/ lease by Financial Intuition / Government Agencies /Pvt. Sector

- **Incentive Related To Power**
  No prior permission is required for installation of captive power plant but relevant provisions of the electricity Act 2003 is applicable.

- **Rebate In Cost Of Land**
   Rebate in cost as applicable only on Government Lands.

- **Subsidy on Interest**
  Subsidy depends on Capital Investments.

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- **IT Investment Promotion Assistance**
  All new IT units shall be entitled for Investment Promotion Assistance after adjusting the input Tax Rebate on the amount of Value Added Tax and Central Sales Tax

- **Reimbursement On Skill Gap Training**
  .One time reimbursement will be available to the unit , upto 50% of the cost incurred subject to maximum limit of Rs. 10,000 per employee for providing skill gap trainings to the Engineers/IT/ITES Professionals.

- **Incentive Related To Statutory Regulations**
  Several exceptions under the relevant Acts will be applicable to the IT units of the State

- **Benefit On Entry Tax**

Electronics Hardware Manufacturing (EHM) shall be exempted for Payment of Entry Tax for procurement of raw materials for a period of 5 years.

- **Assistance In Marketing**
  All IT units shall be entitled to receive 50% subsidy on stall rentals for participating. Upto a maximum of Rs. 1 Lakh for National and up to a maximum of Rs. 2 Lakh for International Events.

- **Facilities To The Units On Expansion/Modernization**
  All the existing IT units that shall undergo expansion / modernization of their capacity will get all the facilities on their incremental production as " new IT units". In order to qualify for the incentives the additional Capital investment in expansion should be minimum 50% of the existing capital investment subject to a minimum of Rs. 25 lakh.

The amended policy shall remain in force till the year 2019 or announcement of a New Policy superseding this policy.

D. **Identification of Services**

The department has also taken up the following computerization projects –

- SMART cards in Transport Department.
- Computerization in Land Records.
- Computerization in Commercial Taxes Department.
- Computerization in Treasury operations.
- Computerization of M.P. State Agricultural Marketing Board [Mandi Board].
- Setting up of information kiosks.

MAP_IT is responsible to manage the following initiatives, currently underway –
- M.P. e-District.
- E-Procurement.
- Policy initiatives.
- Implementation of National e-Governance Plan.

E. **Common Service Centre (CSC) Services:**

I. **Government to Consumer Services:** The CSCs are required to provide all government services that are offered by the government under this scheme at rates that are fixed by the government. Few of the identified services are :-
a. Land records
b. Vehicle registration
c. Driving License
d. Online tax payment
e. Issue of certificates
f. Government schemes utility

g. Telephone bills online payment
h. Employment Exchange
i. Ration Cards
j. Electoral Services
k. Pension schemes
l. Public Grievances
m. Road Transport
n. Gas connection Services

II. **Business to Consumer Services [B2C]:**
1. Commercial Services – digital photos
a. Web surfing
b. Photo copy
c. Dtp
d. E-mail/chats
e. CD writing
f. Typing
g. Printing
h. Games
i. Forms download/estimates

2. E-Commerce / Online services:
a. Railway tickets
b. Astrology
c. Matrimonial
d. Shopping
e. Resumes

3. Education Services – IT education:
a. English language Training Tuitions

4. Entertainment
a. DTH – Community TV

5. Telemedicine
a. Primary healthcare

6. Agricultural services
a. Agri-inputs
b. Agri-loans
c. Agri-consulting and training

III.   **Business to Business Services [B2B]:**

1. Advertising and Promotion services
a. Space marketing of CSC promotions
b. Data collection services
c. Research data collection
d. Data entry
e. Distribution of services / FMCG products
f. Financial services – loans, deposits, referrals, insurance, etc.

Core services:-
- G2C service available through MPOnline
- AISECT educational programme and IGNOU courses at all AISECT CSCs.
- Popular B2C services like digital photography, audio / video titling, DTP at all CSCs.

Auxiliary services:

- Financial Inclusion; Banking services with SBI Financial Inclusion; Insurance services with LIC and United India Insurance.
- Telecom services with Idea, BSNL and others.
- Entertainment services with TATA SKY.

AISECT centre for e-Governance:

AISECT has established a centre for e-Governance for demonstration of ICT technologies and applications suitable for dissemination in rural areas. The facilities available at AISECT CeG for demonstration are as follows:-

- AISECT placement services
- AISECT e MERGE – the Rural BPO
- AISECT Distribution Services

G2C service kiosk:

- MP Online portal
- More than 103 government websites of various central government ministries, departments and state government.

B2C service kiosk:

- Hughes services [VSAT technology]
- Suvidhaa Online
- IRCTC website
- LIC Online

- SBI Online
- Tata Sky
- AIICB Online
- Idea cellular

Other applications and technologies for rural areas kiosk:

- Hardware assembling by Vigyan Ashram
- MS Office application CDs by Vigyan Ashram
- English language CD by Vigyan Ashram
- Microsoft digital literacy program
- Educational application from Azim Premji Foundation
- Hindi Software tool [Government of India]
- Hospital Management Software
- Trading management software
- Medical Store Management software
- School Management software
- Hotel Management software

AISECT applications and service kiosk:

- E-gyan portal of computer literacy in Indian languages
- CVRU online portal for e-Learning
- AISECT portal for delivery of educational services and B2C services
- In addition to the above, a collection of printed information, audio CDs, training films are also available at the center.

Other services identified :-

- e-Tendering
- e-Khasra

ELECTRONIC MANUFACTURING CLUSTER (EMC)

The Electronic Manufacturing has been declared as the seventh pillar for achieving the vision of "Digital India". The EMC scheme of GOI aims to promote electronic manufacturing for a focussed development that would lead to more efficient industry and infrastructure and promote strategies to convert Madhya Pradesh as a Strong nucleus for attracting further IT / EHM Investments, ensuring self – reliant state.

CONCLUSION:

Globalization has an insightful impact in shaping the Indian Information Technology Sector. The researcher was in an attempt to study the Information Technology Investment Policy 2012 for the state of Madhya Pradesh. The policy talks a lot about the initiatives and the course of action by the government of Madhya Pradesh. The research also analyzed the various projects under the e-Governance Plan within the state of Madhya Pradesh. These projects are highly beneficial for common citizens . The surveyor is also trying to find out the awareness Level among the people in Bhopal. The level of satisfaction among the citizens of the city with growth in the IT sector will go high provided they are aware about the same. The digitalization of Madhya Pradesh is growing steeply and as a citizen of the State, one should always have the awareness on the growth of their own State. The researcher also found mixed reaction from the citizens about why the youth is migrating from Bhopal even after such a happening within the state. The State of Madhya Pradesh has boomed in the field of Information Technology and has opened up various opportunities for the youth of the State which is going unrecognized. Many boards today have many evaluation procedures that are conducted from time to time. These evaluations may be well- structured and well – intentioned but the directors many a times mey be unwilling to disclose the perceived weakness responsible for the effective functioning. It is high time for the Government officials handling the State Information and Technology that they come forward and work for the awareness drive. This would in fact help the youth in discovering opportunities in Bhopal and can make Bhopal an IT Hub

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