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Madhya Pradesh has emerged as a frontrunner in digital governance and technological innovation. Could you share the state's overarching vision, strategic roadmap, and policy initiatives aimed at fostering a digital-first government?

Madhya Pradesh has embraced a dual strategy for digital transformation, placing equal emphasis on attracting investments and improving services for citizens. While many tend to associate departments such as Science & Technology and IT primarily with investment prospects, the state understands that true success is measured by the effectiveness of technology in enhancing the lives of its citizens.

On one side, Madhya Pradesh has actively implemented investor-friendly policies, which include specialized frameworks for drones, semiconductors, global capability centers (GCCs), and IT. These initiatives aim to streamline the investment process, minimizing the need for manual intervention.

Conversely, the state has positioned itself as a national frontrunner in e-governance. Numerous digital initiatives are not only functioning at scale but are also being replicated throughout the nation. The strategic vision is to maintain this leadership by consistently evolving and incorporating advanced technologies into the delivery of public services. The roadmap emphasizes minimal interaction between citizens and the government, reduced discretion at various touchpoints, and complete digital enablement of

MP'S DIGITAL BLUEPRINT INSPIRES REPLICATION ACROSS INDIA

Madhya Pradesh has emerged as a trailblazer in India's digital transformation journey, combining cutting-edge innovation with a strong citizen-centric approach.

Sanjay Dubey, IAS, Additional Chief Secretary, Department of Science & Technology, Government of Madhya Pradesh believes that with in-house platforms like SAMPADA, e-HRMS, and e-Cyber Tehsil, Madhya Pradesh has redefined how governance is delivered, efficiently, transparently, and remotely. Leveraging AI, blockchain, and data analytics, MP's digital ecosystem is designed for scalability, sustainability, and inclusivity. Its proven models are not just transforming services locally but are also being replicated across other states, setting new national standards.

government services. The ultimate objective is to create a system where citizen services are provided efficiently, transparently, and remotely, eliminating the necessity for physical visits to government offices.

In conclusion, Madhya Pradesh's digital governance framework is characterized by its capacity to merge innovation with accessibility, utilizing technology not only to enhance economic investment but also to facilitate seamless governance that prioritizes citizens.

The Department of Science and Technology has played a key role in driving digital transformation in the state. What are some of the flagship initiatives or programs under the DST that have had a significant impact on this journey?

Madhya Pradesh has established itself as a national frontrunner in e-governance, not only by drawing investments through forward-thinking policy measures but also by providing citizen-focused services via strong in-house technological solutions. In contrast to numerous other states



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that depend on external consultants, the Department of Science and Technology and IT in Madhya Pradesh has internally developed, enhanced, and sustained its complete range of digital governance tools.

One of the most revolutionary initiatives is the enhanced version of the SAMPADA platform, which was launched in August 2024. SAMPADA facilitates end-to-end document registration from any location, available 24/7. Citizens can now remotely register property transactions, calculate stamp duty, utilize built-in document templates, make payments, complete Aadhaar-based e-verification, and receive registration documents instantly through email and WhatsApp. This platform removes the necessity for physical visits, notarial assistance, and manual processing, simplifying an otherwise intricate process. The automation of mutation and land records updates is incorporated into the workflow, ensuring smooth service delivery. This innovation is unmatched in India and worldwide.

Another significant initiative is e-HRMS, a digital human resource management platform that maintains comprehensive records for over 700,000 government employees in the state. It tracks data from recruitment to retirement, encompassing promotions, transfers, performance records, and disciplinary actions. With a single click, the government can retrieve the complete employment history of any individual, promoting transparency, administrative efficiency, and eliminating the need for last-minute record collection at retirement.


The state also uses facial recognition, authenticated by Aadhaar, for marking attendance at the Secretariat, likely one of the largest such implementations in the country. In agriculture, the e-Crop Insurance platform has revolutionized claim processing. By mapping every farm monthly via drones, and comparing historical data with post-damage imagery, the system calculates real-time losses and initiates insurance settlements, often within hours. This

removes discretionary delays, prevents false claims, reduces corruption, and ensures timely relief to farmers, while also reducing premium costs for the government.

From crop insurance and mining to water supply and mapping, Madhya Pradesh has rolled out dozens of such digital-first governance models. Each initiative emphasizes transparency, speed, and citizen convenience, anchoring the state's strategic roadmap to remain a frontrunner in deploying emerging technologies for public good.

How is Madhya Pradesh leveraging emerging technologies such as Artificial Intelligence, blockchain, and data analytics in public service delivery? What have been the key outcomes or measurable benefits of these integrations?

Emerging technologies such as AI, data analytics, and blockchain are revolutionizing governance in Madhya Pradesh by facilitating predictive, data-driven decision-making.



One of the most impactful applications of AI is in crime prevention through the Crime and Criminal Tracking Network System (CCTNS). The state examines extensive datasets of FIRs to forecast crime hotspots and offender profiles. For example, by pinpointing specific times and locations that are susceptible to chain snatching, often in poorly lit areas near colleges, authorities can proactively deploy constables, leading to a significant reduction in incidents.

AI is also utilized in health and nutrition, particularly under the Integrated Child Development Services (ICDS) program, to identify malnutrition risks among children based on indicators such as recent illnesses, inadequate weight gain, or disease outbreaks.

Blockchain technology is being implemented for the efficient issuance of caste certificates. Once a parent possesses a verified certificate, blockchain guarantees tamper-proof records that automatically establish eligibility for their

children, eliminating the necessity for repeated verifications.

In urban governance, municipal authorities are harnessing AI and blockchain to evaluate property taxes with greater accuracy. Drones are employed to map properties, assess covered areas, and integrate geospatial data with ownership records to identify defaulters and enhance tax collection processes. Collectively, these initiatives illustrate how technology is being effectively integrated into essential public services, thereby enhancing transparency, efficiency, and public trust.

With increasing emphasis on citizen-centricity and sustainability, how is the state ensuring that digital initiatives are inclusive, accessible to all sections of society, and aligned with long-term sustainability goals?

Madhya Pradesh has focused on inclusive digital governance by minimizing entry barriers related to language, access, and affordability. All platforms are available in both Hindi and English, ensuring language inclusivity. Services can be accessed via mobile apps (iOS and Android), websites, Common Service Centres (CSCs), and MPOnline kiosks, ensuring last-mile reach across towns and villages. The state consistently ranks among the top in Government of India's e-governance performance indices due to timely service rollouts and widespread accessibility.

Importantly, Madhya Pradesh emphasizes continuous improvement and citizen feedback integration. For example, suggestions led to the

evolution of SAMPADA 2 and the development of a comprehensive e-HRMS system that tracks employee data from recruitment to retirement. Unlike many states, MP ensures longevity of digital platforms by regularly upgrading them. Other states like Jharkhand, Tamil Nadu, and Rajasthan have studied these models for replication, reflecting their scalability and sustained relevance. These efforts reflect a strong, citizen-first digital governance model.

Several initiatives of the Madhya Pradesh Government are being replicated by other states. In your view, which path-breaking initiatives have had the most significant impact and are now being adopted at the national level?

Back in 2011, while heading the Rural Roads Development Authority under PMGSY, GIS technology was introduced in Madhya Pradesh to monitor road quality. Citizens could upload geotagged photos of potholes, triggering contractor-led maintenance, enforceable for five years post-construction. This model evolved into e-MARG, later adopted by central and state agencies. Similarly, e-SAMPADA—offering Aadhaar-based property registration without physical visits—has attracted interest from 17 states and influenced national policy. The state's e-HRMS tracks a government employee's full lifecycle, and e-Cyber Tehsil, which enables online land mutation without visiting government offices, recently earned the Prime Minister's Excellence Award for its innovation and replicability. □