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Better Governance is possible through research based E-Gov Solution only

Posted by: Elets News Network (ENN)
Posted on: January 20, 2014
Posted in: Interview

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Rajesh Bagga, Sr. VP, eGov platform, Multi-domain Global Relationship Management

Please tell us about the mandate of MGRM?

MGRM started its research for an e-Governance platform around 16 years back. At that point of time, we were of the mindset that software shall not just become an input and output system,but one needs to study how a process functions.We travelled to educational institutes across globe and studied aided/non-aided schools,private/government schools, and funded/semi funded schools. We studied all and there by we created a platform called M-Star – "An Educational E-Governance Platform". "M" stands for Managing, "S" for scheduling, "T" for tracking, "A" for Analyzing and "R" for reporting. For any management to take decisions, they have to manage all the elements from scheduling to tracking and from analyzing to reporting, which can all be achieved in a single integrated platform "M-Star".It's a well accepted and proven product in the market, commercialized since 2 years and about75,000 licenses all across India have already been sold. To the best of our knowledge, we are the only organization who has provided dashboard as part of Educational e-Governance platform under clusters of schools also. All the schools under NDMC were standardized and brought under a single platform – M-star. Using M-star, management can track all the relevant information from attendance of teachers/students to mid-day meals, health scheme, inventory, infrastructural requirements and grievances from students and more anytime and from anywhere. All this is being supported by our Dashboard platform. M-Star is a complete work-flow driven application which enables easy access of information and availability without dependency of human and location.

In your opinion what indispensable role that MGRM plays in Social Responsibility?

At MGRM we are working with the mission 'to make an individual a complete personality' through the process of rehabilitating only. This kind of an E-governance platform is unique in the world but still we are creating economical models, so that more-n-more institutes are able to make use of such service enabling teachers, parents, students and management to reap long-term benefits.

Further we believe that our platform can be a Governance tool for monitoring of many Governmental policies – further helping governments to provide best of service & transparency to the citizen of this country. The platform enables the policies to reach to the grass root levels in true implementation.

MGRM is catering to which all sectors?

Any institute, corporate, government, organization can just come and use the platform. It's a platform which has the capability to even accommodate many customization/updation/changes.

We wanted to kick start with a particular sector to test it, so we started with education sector as we believe that Education is the first thing through which an Individual can be rehabilitated.And we have successfully deployed our platform over 75,000 licenses/users varying from Schools, Colleges & Universities – who have been successfully running our system for many years now.

Now we want to go to second level, where we wish to offer our platform for the Governance of States.

What is MGRM next target?

We wish to offer our system across Nation and have already incepted our operations in Northern, Southern & Western India. We are pushing for paperless offices – where the entire State Government machinery should work and deliver via MGRM's M-Gov Platform. A State Government Body has already given us a confirmation order to automate their complete Governance.

In these kinds of projects, implementation & training of our products are going to be very critical. Where we plan to start from the user base – which is the most important part and mostly neglected in many large IT implementations. We try to get their inputs first rather than explaining how this products work.

Five years down the line, where do we see MGRM?

We are an organization who is not targeting market cap or leader status. We are looking forward to work with institutes, schools – who are in this industry to serve and provide best user-experience to principals, teachers, students and parents. Our research based product has the capability and credentials to manage any level of complexity and we wish to not only automate an institute or school – but we wish to empower them with an platform which can help them service society better.

What EVP (Extra Value Proposition) MGRM is offering as compared to its competitors?

MGRM's USP is its integrated platform – where every module seamlessly interacts with other.Where even the minutest of details is captured and shared with all related stakeholders. And its smart card based technology captures all the information with minimum of manual data entry.