

MGRM

Multi-Domain Global Relationship Management



M-GOVERNANCE

MGRM Net Limited

December, 2014

INTRODUCTION

e-governance is the application of ICT for delivering government services, integration of various systems & services between G2C, G2B, G2G, office processes & interactions within the entire government framework. Through e-governance, government services are made available to citizens in a convenient, efficient & transparent manner.

To meet the vertical & horizontal growth standards of governance, MGRM has developed an Multi-Completeness platform (M-Governance) for state/central governments, covering the life cycle of a citizen. These offerings meet the vertical & horizontal needs of governance through an integrated platform that consists of public, administration & the institutional layers. It is a 24X7, one stop service covering the entire life of an individual from a governance view point.

ABOUT MGRM

Business

- **M**ulti-domain **G**lobal **R**elationship **M**anagement

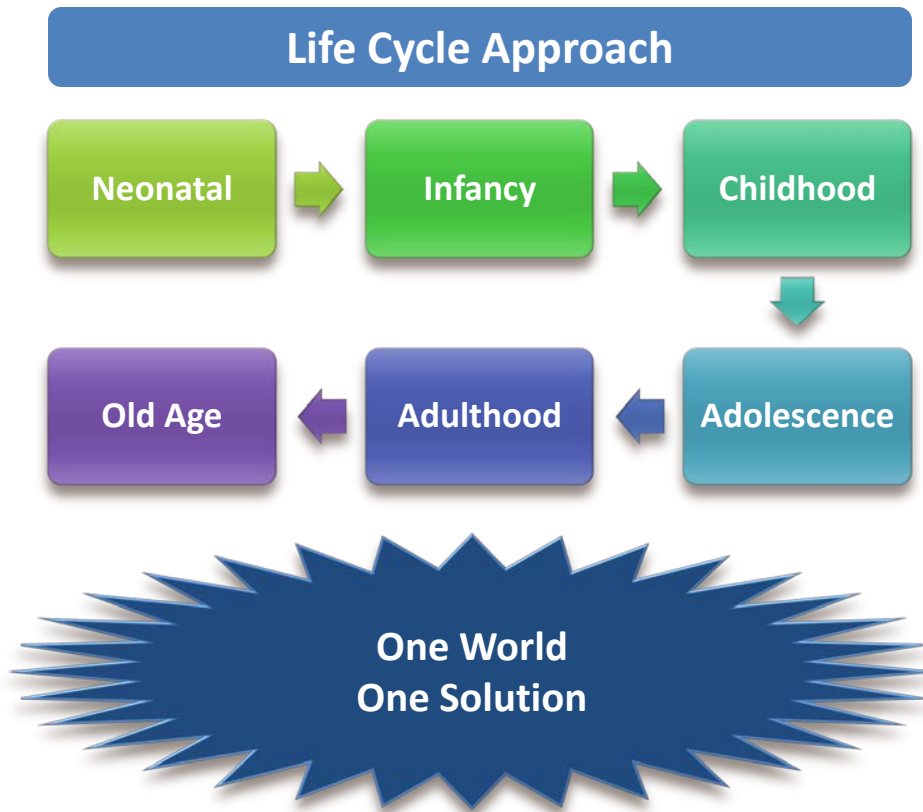
Mission

- Make an individual a complete personality

Key Facts

- Incorporated in 1984, the foundation of MGRM was laid with a strong commitment to address the varied problems and miseries affecting people across borders, nationalities, color and creed, through research based solutions
- Diverse multi-sector, multi-national Group with global presence (US, Pan-Asia, Caribbean, Brazil, CIS), with Global HQ in New York City
- Extensive research base on proprietary technologies in education, healthcare, pharma with over **US\$ 1 billion investment in research**
- CMM Level 4, ISO 9001:2008, ISO 20000:2011 & 27001:2005 Certified
- Recognized as the only company by Ministry of Science & Technology, Government of India for conducting research in education
- All MGRM employees share 3 core values: **Sincere** - **Sustained** – **Hard work**, which help persevere our commitment towards the vision of "*Ultimate Rehabilitation of the Human Race*", the mission "*To make an individual, a Complete Personality*"

MGRM APPROACH



*... to make an individual,
a complete personality*

*MGRM specializes in recognizing needs of an individual across various stages of the **life cycle** – **physical**, **psychological** & **social** and addressing these through various services & solutions*

ABOUT MGRMNET

We are

- India's Leading e-Governance Technology Company (est. 1998), offering education expert systems & e-Governance systems
- Using patented concepts of Delivery to Development & Multi-Completeness Solutions, our systems address the multi-dimensional, life cycle based needs

We are

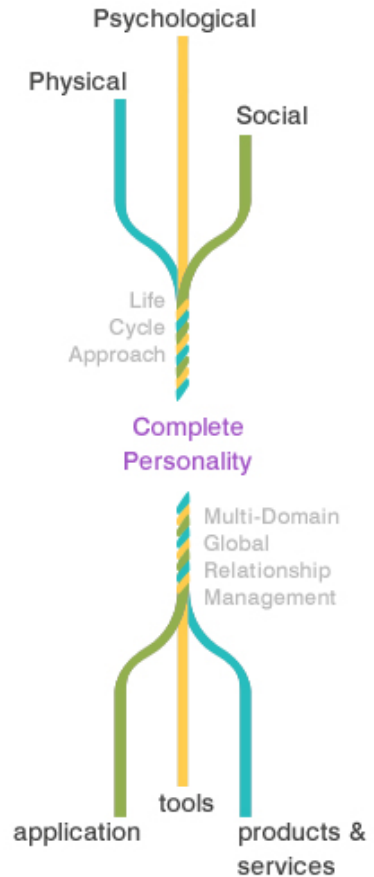
- 1st to bring education rehabilitation through e-governance at State, Country level

Offering

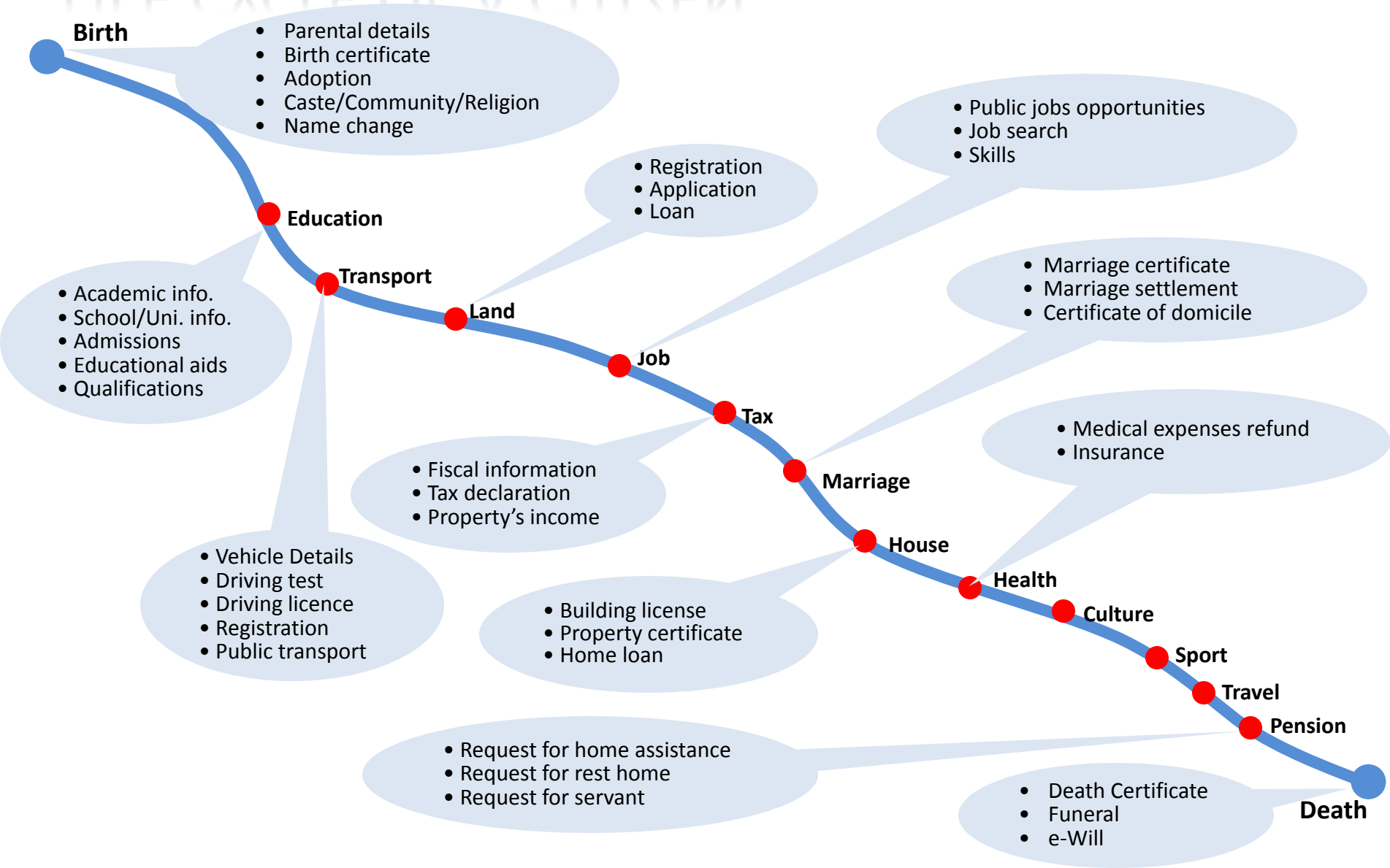
- M-Completeness (Multi-Completeness) Platform for e-Governance

Offering Focus

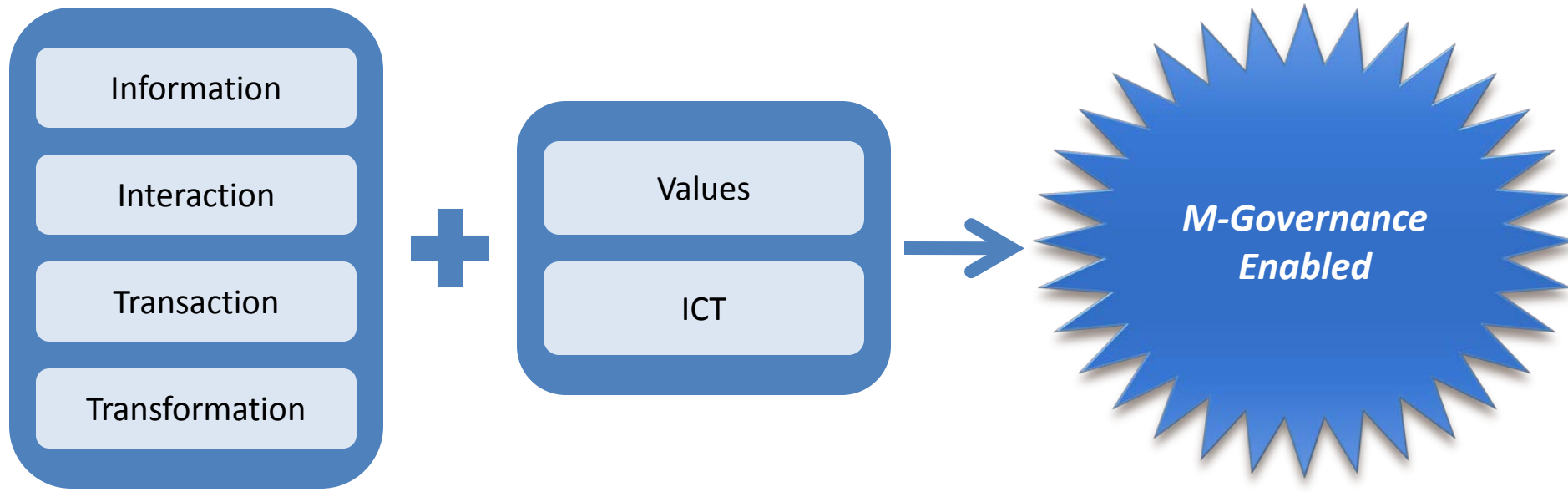
- Current focus is on Education & e-Governance, our global research, data & analysis enriches our offerings to be complete in education & e-governance domains
- Our portfolio of solutions and services is indomitable, our integrated solutions are end to end, addressing all requirements of each stakeholder at every step of the user's life cycle



LIFE CYCLE OF A CITIZEN



MGRM'S M-GOVERNANCE



An integrated platform to meet vertical & horizontal growth standards of e-Governance systems (Public, Institutional & Administration Layers) which provides **Information**, **Interaction**, **Transaction**, **Transformation** at the **same time**, **same place**, in a **one-stop**, **non-stop**, **anytime**, **anywhere** manner with e-citizen Complete Relationship Management

M-GOV ARCHITECTURE



M-Power Portal

SERVICE RADAR / EXECUTIVE DECISION SUPPORT SYSTEM

Registration

Pregnant Women
Children
Students
Family
Learners, Dropouts
Institutions



Admissions

Anganwadi s
Health Centers
Schools
College / University
ITI / Polytechnics



Services

Pregnancy Registration
Mother & Child Tracking
Health Checks
Mobile Health
Neonatal Health
Immunization & Vaccines
Nutrition & Supplements

Virtual Schooling
Scholarships
Books, Uniforms , Midday Meals
Exams, DISE Reports
Skills Training, Transcripts
Recruitments, Counseling

Certificates

Marriage Certificate
Birth Certificate
Transfer Certificate
Diploma / Degree

M-GOV E-SERVICES (WOMEN & CHILD)

National Mission on Women Empowerment

- Social Empowerment & Education
- Health & Nutrition Literacy Programs/ Institution Service Delivery
- Adolescent Girl Program
- Women Empowerment Programs (Leadership, Knowledge and Skills Development)
- Gender Mainstreaming

Consumer Awareness Program (Ministry of Consumer Affairs, Food & Public Distribution)

National Rural Health Mission

- Pregnancy Registration
- Pregnant Women Health Checks / Home Visits
- Pregnant Women Literacy Programs
- Child Birth & Delivery Counseling
- Birth Registration & Certificates
- Mother & Child Tracking
- Integrated Childhood Development Service
- Immunization & Ante Natal Care
- Worker & Health Functionaries Training

M-GOV E-SERVICES (HEALTH)

School Health & Fitness Program

Telemedicine

Disease Surveillance

Medical Early Warning System

Medical / Disaster Advisory

Training & Certification Programs

- ASHA Workers
- Primary Health Centers (PHC)
- Community Health Center (CHC) Functionaries



M-GOV E-SERVICES (EDUCATION)

Govt. Workers Enrollment / Unique ID through OmVcard

Nativity / Caste / Domicile Certificates

Nutrition & Supplements Delivery

School Enrollments

Books, Uniforms Distribution

Scholarships

M-Star Virtual School Education

Literacy Programs for Girl Child, Adult, Women, Geriatric

Early Warning Systems

Computer Literacy for All (Manpower Development Scheme)

Formative & Summative

Assessments

- Digital Libraries
- Institution Statutory Reporting & Accreditation
- Midday Meals
- Gifted Child / Special Child / National Talent Scheme
- Teacher Training / Train the Trainer Program
- Educational Survey



M-GOV E-SERVICES (PANCHAYAT & ADMINISTRATION)

Local Body Empowerment

- Panchayati Raj Media and Publicity Scheme (Outdoor Campaign through New Innovative & Digital Media; Audio Visual Component, Online Seminars / Workshop)
- Rashtriya Gram Swaraj Yojana (RGSY) (Training & Capacity Building) for Panchayati Raj Institutions
- National Policy on Training (for District / Block / Village Functionaries) & Trainer Development
- Rashtriya Gaurav Gram Sabha Puraskar (Award Program for Panchayati Raj)



Administration Reforms

- e-Sugam; Web-enabled Public Grievance Monitoring and Redressal system

M-GOV E-SERVICES (SKILLS & LABOUR)

National Rural Livelihood Mission / North East Rural Livelihood Project

- Virtual / Self Help Group
- Institution Building
- Virtual Rural Self Employment Training Institutes (RSETIs)
- Skills Programs Online
- Micro-Enterprise Tele-Consultancy
- Capacity Building
- Skills Development in women, unemployed youth, others
- Counselling
- Placements

M-Star Virtual Skills School

Skill Schools - Industry / Cooperatives

MSME Training Programs

- Entrepreneurship / Management Development Training, Skills Development

Child Labor Protection Scheme (CLPS)

- Child Protection Awareness Program
- Child Skills Development
- Child Special School (CLPS)

Labor Intelligence & Labor Research

Pension & Pensioner Benefits



M-GOV E-SERVICES (CULTURE)

Cultural Heritage Youth Leadership Program

Linguistics Survey

Anthropological Survey of India

Archeological Survey

National Mission on Monuments and Antiquities

- Awareness Programs / Capacity Building for Involvement of Larger Community
- Identification and Database Creation, Digitization, Linkage / Link Building (NGO, Local Administration, Institution, Others)
- Networking for conservation



M-GOV E-SERVICES (AGRICULTURE)

Farmer Extension Education /Extension Reforms Scheme (MANAGE)

Mass Media Program

Extension for various Horticultural Missions (NHM, Bamboo / Micro Irrigation / etc)

Agricultural Technology Management Agency (ATMA) Scheme

Central Sector Scheme 'Mass Media Support to Agriculture Extension'

Farmer-Farmer Extension Program

Agricultural Technology Information Center Program

National Animal Disease Reporting System

Agricultural Clinic

Tele-Agricultural Clinics

Agricultural Business Centers

Promotion of Agricultural-Enterprise

Sustainable Agriculture

National Rural Livelihood Mission



M-GOV E-SERVICES (SURVEYS)

Household Survey

Industrial Survey

Agricultural Census

Linguistic / Anthropological Survey of India

Archeological Survey

Wealth of India

Education / Higher Education Survey

Employment Survey



M-GOV E-SERVICES (OTHERS)

Voters ID

Marriage, Marital Status Change, Death Certificate

Registration – Educational Institution, MSME Industry, Agencies, NGO*

Conditional Cash Transfer



M-GOV BENEFICIARIES

Health

- National Rural Health Mission
- Rural Health Insurance
- Rural Worker
- Sub Center / PHC / CHC / Institutions & Functionaries

Women & Child Development

- National Mission on Women Empowerment
- Pregnant Women
- Integrated Child Development Service, Neonatal Child
- Child / Girl Child
- Adolescent Women
- Women

Education

- Universal Literacy / Mid Day Meals
- Educational / Skills Dev.
- Enrolled student
- Dropout, Un-enrolled, Juvenile, Addicts, Unskilled
- Parent / Adult Education
- Management
- Alumni
- Teacher / Training Institutions
- Welfare & Dev. of SC, ST, OBC, Minorities & Weaker Sections
- Disabled

Agriculture

- Farmer
- Rural Women
- Rural Youth
- Extension Institutions

Panchayati Raj

- Rashtriya Gram Swaraj Yojana (RGSY)
- PRI Institution
- Members

M-GOV BENEFITS

Government	Individual
Good Governance	Involvement
Efficient Management	Empowerment
Accountabilities	Enablement
Increased Participation	Informed
Deeper Penetration	Feedback Mechanism
Innovative Governance	Better Service
Cheaper Governance	More Accessibility
Productive Governance	More Convenience
Quality Governance	More Satisfaction
Revenue Growth	Cost Savings



M-GOV IN GRENADA



PRIME MINISTER

GRENADA

MINISTERIAL COMPLEX
BOTANICAL GARDENS
TANTEEN
ST. GEORGE'S, GRENADA

7th April, 2006

MGRM Net Ltd
C-6/5 Safdarjung Development Area
New Delhi - 110016
INDIA

Attention: Dr. K.V.R. Murthy - Group Chairman

Dear Sir,

Subject: Letter of Intent - Education E-Governance Project: Government of Grenada, W.I.

This is in reference to our meeting dated 29th March, 2006 at my office in St. George, Grenada.

With reference to your initial proposal emailed and subsequent presentation, we would like to confirm in principle our strong interest in implementing the MGRM Net's countrywide Education and E-Governance Project, at both the administrative and institutional level subject to the availability of the financing package.

Please advise what are the necessary steps needed to move this project forward so that we can give direction to the concerned people to assist in the smooth implementation of this programme.

Yours sincerely,



Keith Mitchell
PRIME MINISTER



Dr. Hon. Keith Mitchell, Prime Minister of Grenada addresses staff in MGRM Office, New Delhi

M-GOV (GRENADA) SERVICES

Ministerial Services

- Finance & Planning
- Agriculture, Land, Forestry, Fisheries, Public Utilities, Energy
- Carriacou & Petit Martinique Affairs
- Communications, Work & Transport
- Education & Labour
- Foreign Affairs & International Trade
- Health, Social Security, Environment & Ecclesiastical Relations
- Legal Affairs
- Social Development
- Sports, Community Development & Cooperatives
- Prime Ministers Ministry
- Tourism, Civil Aviation, Culture and the Performing Art

Interactions between Ministries

- Collection of statistical data (all)
- Receive requirements from Ministries and departments (all)
- Budget and inform (all)
- Release funds (all)
- Receive funds utilisation note (all)
- Audit (all)

M-GOV (GRENADA) SERVICES

Citizen Services

- **Pregnancy Services** - HIV, genetic screening, Disease profile, Habits - drugs, Diagnostics, Nutritional, Medication, etc.
- **Birth Certificate** - Parental details, Delivery MIS, Maternal health, Birth details, Neonatal health, etc.
- **Citizen Card** - Citizenship, status & details, Domicile & ethnicity, Relationships & antiquity, Access to services, Dual / multiple citizenships, etc.
- **Healthcare Services** - Health Profile, Medical, dental history, Emergency Healthcare, Social screening, etc.
- **Childhood Health Services** - Childhood developmental milestones (Language, Physical, Sensory, Cognition, Speech, others), Childhood developmental profile, Online counseling, etc.
- **Adolescent Health Services** - Health Education (Sex education, Drugs, HIV, AIDS, STD, Developmental profile), Adolescent health services (Health packages, Screening, Nutritional supplements), Adolescent counseling
- **Women & Adult Health Services** – Education (Relationship, Health), Health packages (Diagnostics, Nutrition), Medical History, Adult counseling
- **Geriatric Health Services** – Education (Relationship, Health), Health packages (Diagnostics, Nutrition), Medical History, Geriatric counseling, Palliative care

M-GOV (GRENADA) SERVICES

Citizen Services

- **Educational Services** – Registration, Admissions, Migration, Fees, Attendance, Activities, Library, Health, Hostel
- **Pre-Primary Education** - Access to programs, Activities of child, Childs profile (interest, skills, aptitude, attitude & other observations)
- **Primary & Secondary Education** - Student records, Skills inventory, Interests & hobbies, Career & Life aspirations, Access to facilities, library, Scholarship, fees, financial aid, Examination, results, transcripts, degree / diploma
- **Higher & Technical Education** - Student records, Skills inventory, Career & Life Goals, Access to facilities, library, Scholarship, fees, financial aid, Examination, results, transcripts, degree / diploma
- **Foreign Students** - Immigration clearance, Admission status, Authorizations & approvals, Rights & restrictions, Travel details
- **Vocational Education** - Access to vocational programs, Payment through gateway, Exams, quiz, assignments performance, Transcripts, Diploma / certificates
- **Sports** – Practice (Schedules, Actual & alerts), Participation, Membership (Local, Regional, League & National), Awards, certificates
- **Examinations** – Registration, Exams ID, Results, Transcripts, Degree / Diploma / Certificate

M-GOV (GRENADA) SERVICES

Citizen Services

- **Driving License** - Application form, Exam details, License, Citations
- **Insurance** - Life insurance, Property insurance (Policies, Premium & installments), Payment & default details
- **Land Records** - Land details (GIS coordinates, Landmarks, Picture), e-Deed, Land use regulations, Land possession history
- **Property & Possessions** - E-Deed for house & other properties, Titles for automobiles, Gadget & appliance guarantees & warranties, Ownership details, Service details, etc.
- **e-Will** - Electronic will of individual (Will, Beneficiaries & benefits, Witness details, Will amendments & details)
- **Marriage Certificate** - E-Marriage Certificate, Pledge, Details of individuals, Electronic signatures of both
- **Occupational & Employee Services** - Occupational details (CV, Career & Life Goals, Job responsibilities & access provided, Assignments, Projects & accomplishments, Confidential Reviews, Training details), Employee services (Health services, Insurance, Provident Fund / social security)
- **e-Purse** - Electronic salary deposits, e-Cash (Small Savings, Fees, Food & clothing, Entertainment, ATM card, Credit / Debit card, VISA, MasterCard, AMEX, etc.

M-GOV (GRENADA) SERVICES

Citizen Services

- **Access to Social Programs** - Access to various reform related programs (Health care, Welfare, Nutritional, Human resource development, Civil supplies, etc.)
- **e-Passport** - Citizenship details, Passport & Issuance details, Immigration details
- **Death Certificate** - Date, circumstance & details, Final thoughts, Highlights of life (Personality, Social, Health & medical, Educational, Career, etc.)
- **Automobile Services** - Fleet Management, Petrol & gas , Servicing
- **Mobile / e-Mail** - Telephone directories, Contacts, Mobile cash, Mail, Email (National email account, Access to internet mail, Mobile mail)
- **Governmental Services** - Citizen access to governmental services, Law, policies & details, Forms (Application, Registration, etc.), Form processing & status (Short listing, selection, waitlist, Reports, Alerts)
- **e-Election** - Election card on OMV Card, Visit centre, Select candidate, View results at end of the day
- **Integrated Administration** - Citizen portal (Creation of contents, forms, reports, others, Administration, Processing of application forms based on business rules, Selection & short listing, Creation of privileges, benefits, Downloading onto card & propagating across network, Monitoring)

Education E-Governance for Grenada

MGRM

Present Educational Systems
Non Formal Education
Primary, Secondary, Technical,
Agricultural, Medical & Higher Education

Systems Requirement

Hardware - Card, reader, computer, Network, Servers, other
Application - Public, Administratin and Institution Layers
Services - Career, Health, Online Courses, Nutrition, others
Customer Support - Call Centre, Mstar Certified Person, others
Training Centres - Franchisee centres / Mstar Application Certification and Mstar Network Certification

Present Educational Networks
Village / Block Development Officer, District Education Officer, State Education Departments, Education Ministry

Gap Analysis
Gap Analysis with respect to Hardware, Application, Services, Customer Support and Training for the Various Ministries

e-Governance Techno-Commercial Analysis

Risk Analysis
Low, Medium & High Risk Areas with respect to implementing tasks

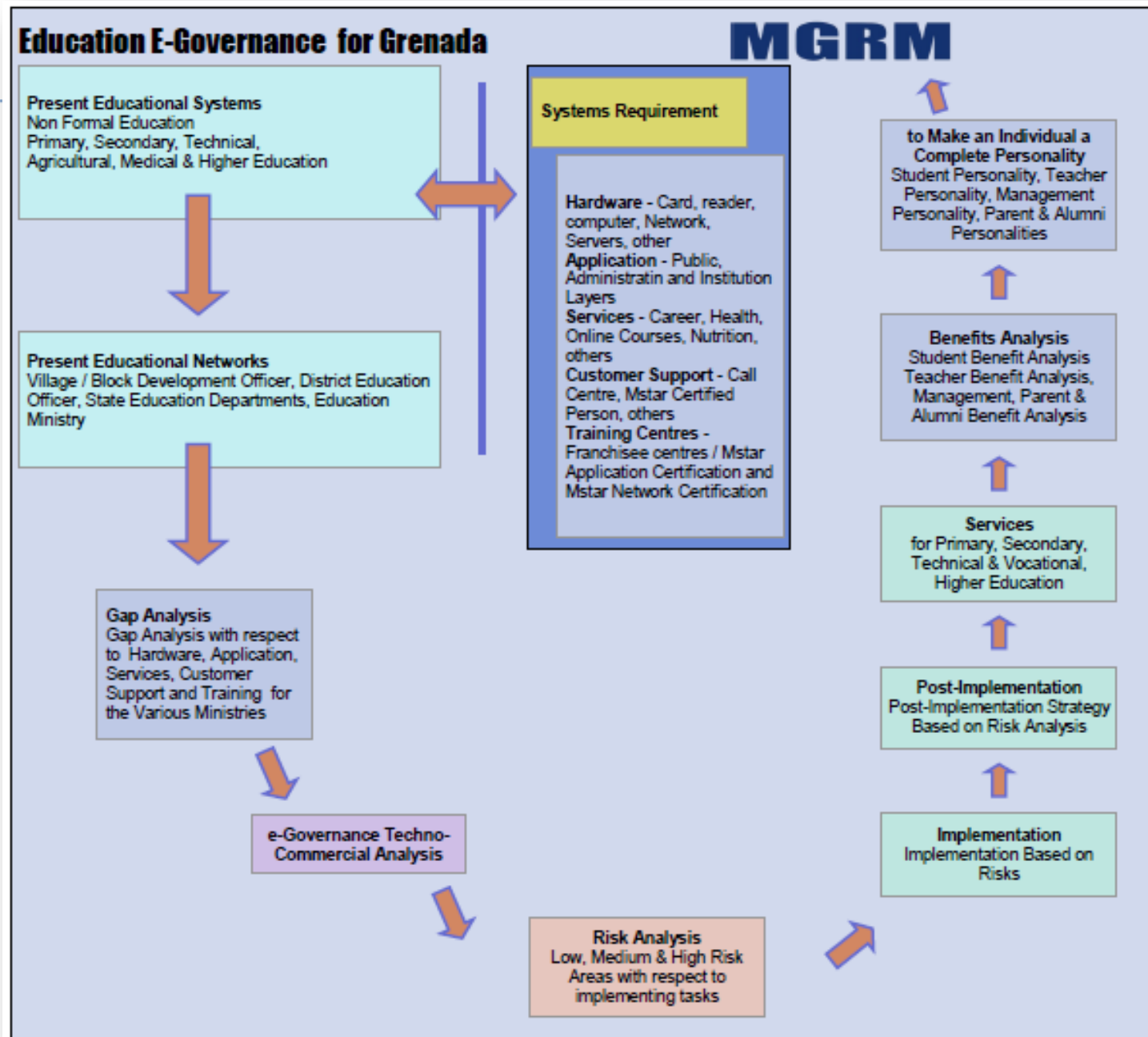
to Make an Individual a Complete Personality
Student Personality, Teacher Personality, Management Personality, Parent & Alumni Personalities

Benefits Analysis
Student Benefit Analysis, Teacher Benefit Analysis, Management, Parent & Alumni Benefit Analysis

Services
for Primary, Secondary, Technical & Vocational, Higher Education

Post-Implementation
Post-Implementation Strategy Based on Risk Analysis

Implementation
Implementation Based on Risks





Multi-Domain Global Relationship Management

THANK YOU

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