



### Introduction

Urban development plans of cities serve to establish policy for the development and transformation of these areas. These plans are based on the analysis of existing structures and, in particular, on the identification of inequalities in the geographical distribution of housing, activities, roadways and transportation resources. The establishment of an urban development plan is thus at the crossroads of the architecture and urban planning fields, but also involves the fields of finance, economics, sociology and environmental engineering. The difficulty of completing such projects has to do not only with their multidisciplinary character, but also with the timeframe for these plans.

Most of the urban development schemes prove to be failure in the absence of proper monitoring & lack of transparency. The use of e-governance or participatory approach must be incorporated at the very beginning of any project. Preparation of CDPs for 110 towns was a huge task for Urban Administration & Development Department and to make this initiative successful the department was fully committed & determined. International consultancy firms were appointed to prepare development plans and in order to complete the preparation of 110 CDPs in a time bound manner **e-inclusive approach** was adopted. **e-inclusive approach** made the process transparent, hurdle free and successful.

### Part I - Overview

<b>Name of the Project:</b>	e-Inclusive Urban Planning in Madhya Pradesh
<b>Language(s) of the Project:</b>	English & Hindi
<b>URLs of Online Portal:</b>	Project Implementation Portal: <a href="http://www.e-mpcdp.com">www.e-mpcdp.com</a> Project Monitoring Portal: <a href="http://www.mpcdp.com">www.mpcdp.com</a>
<b>Links to Online Resources:</b>	<a href="http://www.e-mpcdp.com/Publication.aspx">http://www.e-mpcdp.com/Publication.aspx</a> <a href="http://www.e-mpcdp.com/PGHome.aspx">http://www.e-mpcdp.com/PGHome.aspx</a> <a href="http://www.mpcdp.com/Document.html">http://www.mpcdp.com/Document.html</a> <a href="http://www.cmamp.com/Video.html">http://www.cmamp.com/Video.html</a>
<b>Category:</b>	e-Inclusion in Urban Planning

<p><b>Project Definition:</b></p>	<p>The Project initiated by GoMP to ensure planned development of the entire urban region of the state in a planned manner was a huge assignment for the Urban Administration &amp; Development Department, GoMP. The initiative has been appreciated not only by the state &amp; parastatal departments but also by the Ministry of Urban Development, Gol &amp; was included as a Case Study in the Ministry's Brochure – "Glimpses of Reform Implementation". (Annexure-V)</p> <p>The Project is divided in two phase: in the 1st Phase City Development Plans of 96 Municipal Councils &amp; 14 Municipal Corporations were prepared &amp; in the 2nd Phase CDPs of 270 Municipalities are to be prepared. The success of the Project largely relies on the use of Information Technology. The main IT components of the Project are:</p> <p><b>Desktop Application:</b> A Desktop Application was developed for Monitoring of the Project. It was well thought option as huge amount of data needs to be stored at each &amp; every step of CDP preparation (almost 500 GB data has been submitted for 110 ULBs). (Screen Shots of Application Annexure-III)</p> <p><b>Project Monitoring Portal (<a href="http://www.mpcdp.com">www.mpcdp.com</a>):</b> But the desktop application only caters the need of the client (i.e. UADD). Hence in order to disseminate information &amp; instructions from time to time to the 38 consultants &amp; 110 ULBs a project monitoring portal was developed.</p> <p><b>Project Implementation Portal (<a href="http://www.e-mpcdp.com">www.e-mpcdp.com</a>):</b> The development plans prepared by Urban Administration &amp; Development Department will act as a baseline data for the development of towns. Investment identified under CDP &amp; the city level maps act as a guiding path for different department &amp; citizens. It became necessary for other parastatal department to work on same ground. <a href="http://www.e-mpcdp.com">www.e-mpcdp.com</a> Portal provides all the CDP documents as well other linked data.</p>
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**Part II - Technical Details**

<p><b>Technical Description of Project &amp; Services:</b></p>	<p>The Solution was developed by the in-house team of City Managers' Association Madhya Pradesh:</p> <p><b>Technology:</b></p> <ol style="list-style-type: none"> <li>1. .Net Framework 2.0</li> <li>2. SQL Server 2008/Microsoft Access</li> <li>3. Crystal Report.</li> <li>4. Google Apps.</li> <li>5. AJAX</li> <li>6. Autocad.</li> </ol> <p><b>Feature List:</b></p> <ol style="list-style-type: none"> <li>1. Linkage with Google Apps to provide feedback/comment in Hindi without installation of any supporting Fonts/Software.</li> <li>2. Use of Google Docs &amp; Scribd to view PDF files without</li> </ol>
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	<p><i>installing PDF Reader.</i></p> <ol style="list-style-type: none"> <li>3. <i>Email accounts created for all 360 ULBs for easy communication.</i></li> <li>4. <i>Bilingual.</i></li> <li>5. <i>To the Scale maps are available for all the cities.</i></li> <li>6. <i>Complete solution is so user friendly that even a layman can use it.</i></li> <li>7. <i>Search Engine.</i></li> </ol> <p><b>Hosting:</b> <i>In absence of a State Data Center both the Web Portal are hosted on a reliable Cloud Server with 99.99% uptime. It offers the freedom of extending the services as per necessity.</i></p> <p><b>Integration with Other Devices:</b> <i>It can be viewed on any Mobile device with Browser Support (like Opera Mini Browser).</i></p> <p><b>Edition &amp; Costing:</b> <i>Costing of complete e-Governance solution is not more than Rs. 10 Lacs as solution is developed in-house.</i></p> <p><b>Coverage:</b> <i>It is Web Portal &amp; can be view world over.</i></p>
<b>Installation Procedure/Technical Requirements of the Product/Solution:</b>	<p>Desktop application: Only requires .Net Framework 2.0</p> <p>Web Portal: Support all Browsers.</p> <p>URL: <a href="http://www.e-mpcdp.com">www.e-mpcdp.com</a></p>
<b>Part III - Product/Solution Data &amp; Details</b>	
<b>Chronology:</b>	<p>Date when Project Conceived: Aug 2009</p> <p>Launch Date of the Project: Oct 2009</p> <p>Project Completion Date: December 2010</p>
<b>Who are currently using the Project?</b>	<p>All 380+ Urban Local Bodies &amp; more than 150 consultants/private agencies as well as parastatal departments of the State are utilizing the information available online to consult the development plans and to work on same baseline.</p> <p>The CDPs are developed on consultative approach &amp; feedback section offers the stakeholders/citizen a mechanism to provide there feedback/comments. These feedback/comments are constantly incorporated in form of amendment into CDPs.</p>
<b>Delivery to Customer/Target Group through the initiative:</b>	<p>The target audience is limited to the state of Madhya Pradesh to a large extent, but information is also available to the world &amp; consultant appointed for preparation of development plans. The deliverables are:</p> <ol style="list-style-type: none"> <li>1. Desktop application deals with all the aspect of Project monitoring &amp; implementation like <ol style="list-style-type: none"> <li>a. Comprehensive documentation/study on various physical &amp; financial features of 110 cities of</li> </ol> </li> </ol>

	<p><i>Madhya Pradesh</i></p> <ol style="list-style-type: none"> <li><i>b. Soft copies are incorporated for future reference.</i></li> <li><i>c. Built-in e-mailing service for paperless communication.</i></li> <li><i>d. Reporting mechanism for departmental authority as well as consultant &amp; ULBs.</i></li> <li><i>e. Alerts for timely submission.</i></li> </ol> <ol style="list-style-type: none"> <li><i>2. To the scale maps of 110 towns of Madhya Pradesh are available online. This is historic achievement as most of the ULBs don't have proper scaled maps &amp; earlier spatial planning was done on the basis of hand drawn maps.</i></li> <li><i>3. Emails accounts have been created for all the ULBs.</i></li> <li><i>4. All the approval as well instructions are issued via e-mailing for eco-friendly communication.</i></li> <li><i>5. All the payments are being done through interbank-transfer (RTGS).</i></li> <li><i>6. Web Portal provides information on status of CDP, appraisal &amp; Payment. It brought transparency in whole process.</i></li> </ol> <p><i>The Project Monitoring &amp; Implementation Solution gave us the platform to combat with all the hurdles in an effortless manner.</i></p>
<p><b>Description of Commercial Model:</b></p>	<p><i>It is a customized solution designed for monitoring &amp; implementation of development plans &amp; can be replicated for other Project monitoring systems. The solution is developed in-house with little support of external resources on man-days basis. The total cost incurred on complete solution would be less than Rs. 10 Lacs.</i></p>
<p><b>Detailed Description of the Project, Services &amp; Innovation:</b></p>	<p><i>Madhya Pradesh is the first state in the country where urban development plans are being made on such a large scale. One of the key features in this process is the formulation of plans through consultative approach. The 1st Phase of historic initiative of the State Govt. has taken up its final shape. The development plans of 110 cities of the state are completed and approved from the concerned ULBs. By the year 2013-14, development plans of all the civic bodies in the state will be completed.</i></p> <p><i>The city development vision is essential, not only for accessing funding but also for providing a strategic framework for converging and co-coordinating various development inputs towards positioning the city on a sustainable planned development path.</i></p> <p><i>The project developed by Urban Administration &amp; Development Department provides a complete perspective from monitoring of physical &amp; financial progress till implementation of the Project on</i></p>

the basis of priority set in CDP.

The Monitoring & Implementation Solution provides the following features:

1. The design of the solution is so user friendly that even a layman can use it without any training.
2. XML based rights allocation system for the Users of e-mpcdp Portal & database driven dynamic right allocation mechanism for desktop application.
3. The Portal is bilingual & the transformation from one language to another is so smooth that the user hardly notices the transformation.
4. [www.e-mpcdp.com](http://www.e-mpcdp.com) is a fully dynamic portal, designed in such a way that user is tempted to browse through the inner pages.
5. The features of implementation module are:
  - a. Projects are prioritized as per the CDPs & are available on single click to the higher official of department.
  - b. Investment indentified in the CDPs is analyzed & reports generated graphical & numerically are :
    - i. Sector Wise Investment Report: it provides information concerning a particular sector like investment need for Water Supply by the year 2015, 2025 & 2035
    - ii. City wise investment report
    - iii. Summary report of total investment required by the state of Madhya Pradesh in phased manner.
    - iv. Per-Capita investment required in a phased manner **(Annexure-I)**.
  - c. To the scale Maps of all the ULBs are available on [www.e-mpcdp.com](http://www.e-mpcdp.com)
  - d. Vision of each & every city was formulated subsequent to through consultation & is available in both Hindi & English language.
  - e. Population as well as Projected Population.
  - f. Area of ULBs.
  - g. Dynamic Photo Gallery.
  - h. Special Papers prepared are also available on e-mpcdp portal.
  - i. Feedback is important feature as we are in continues process of amending the Project.
6. The features of Monitoring module are:
  - a. Monitoring reports of stage wise Submission are generated by desktop application & the same

	<p>reports are also available on <a href="http://www.mpcdp.com">www.mpcdp.com</a>.</p> <ol style="list-style-type: none"> <li>b. Payment released to consultants is available on <a href="http://www.mpcdp.com">www.mpcdp.com</a> &amp; RTGS transfer brought transparency in process.</li> <li>c. Information regarding workshops to be organized in preparation of development plans.</li> <li>d. Dynamic emailing module for convenient information transfer.</li> <li>e. Other important monitoring reports like complete progress of a consultant appointed for preparation of development plan (<b>Annexure-II</b>)</li> <li>f. Issuance of TDS certificates.</li> <li>g. Contact &amp; other Information like Bank details, PAN number etc of companies are available in desktop application so that the process is data driven instead of resource driven.</li> <li>h. Information of ULBs is also available.</li> <li>i. All the soft copies of CDPs at each &amp; every set are available in desktop application &amp; it is one of the reasons to develop desktop application as huge amount of data need to be stored.</li> <li>j. All the letter/instruction issued to the consultants as well as ULBs are available on <a href="http://www.mpcdp.com">www.mpcdp.com</a> with other information like guidelines for preparation of CDP in document section.</li> </ol> <ol style="list-style-type: none"> <li>7. The solution is implemented for 110 ULBs &amp; is extended for Phase-II of CDP. The portal can also be scaled as it is dynamic &amp; is hosted on a cloud.</li> <li>8. Scribd &amp; Google docs are incorporated to view PDF documents in convenient way.</li> <li>9. Hindi feedback can be provided in feedback section of Project implementation portal.</li> </ol>
<p><b>Impact of Implementations:</b></p>	<p>The solution is successfully implemented for 1st Phase of preparation of development plan for 110 ULBs. The 1st Phase of preparing the development plans is a huge task &amp; the solution is replicated for 2nd phase of CDP preparation for 270 ULBs of Madhya Pradesh.</p> <p>The region of impact is largely limited to Madhya Pradesh, but the Project implementation &amp; Monitoring Portals are available worldwide. The consultants/private agencies appointed are from all over the world &amp; they are also using it to review their progress.</p>
<p><b>Background behind developing the Project:</b></p>	<p>Most of the urban development schemes prove to be failure in the absence of proper monitoring &amp; lack of transparency. The use e-governance or participatory approach must be incorporated at the very beginning of the Project. Preparation of CDPs for 110 towns was a huge task &amp; to make this initiative successful the</p>

	<p>department was fully committed &amp; determined. International consultancy firms were appointment to prepare development plans and in order to complete the preparation of 110 CDPs in a time bound manner <b>e-inclusive approach</b> was adopted. <b>e-inclusive approach</b> made the process transparency, hurdle free &amp; successful.</p>
<p><b>Best usage scenarios of the Project:</b></p>	<p>All the funding requirements are based on demand-gap analysis. Hence various departments are now able to justify their budget requirements on the basis of investment identified on website. Various agencies like Reliance, Airtel require proper city maps in order to have an idea of spatial conditions for laying telephone/gas line etc. The entire requirement is getting fulfilled through the maps provided on the website.</p> <p>Common people are also able to view the final visionary documents of their cities &amp; can give feedback on development of their town.</p>
<p><b>Interactivity of Solution/Product and ease to the user:</b></p>	<p>In the region of Madhya Pradesh Hindi is the predominantly used language, keeping that in mind all the contents published are available in both Hindi &amp; English language. The bilingual approach of solution has been admired by all other Government Departments &amp; common citizens.</p> <p>All the specific information has been kept on the Home page &amp; hence it becomes very easy even for a layman to get the required information.</p>
<p><b>User experience on how your Solution has impacted user life:</b></p>	<p>Students of Planning &amp; Architecture are using <a href="http://www.e-mpcdp.com">www.e-mpcdp.com</a> website as an encyclopedia.</p> <p>Consultants are using this information in planning various development schemes.</p> <p>Citizens/Stakeholders are providing their view to make the cities better.</p> <p><b>(Annexure IV)</b></p>
<p><b>Project uniqueness:</b></p>	<p>No other state/central Government Department has successfully got CDPs prepared on such a huge scale &amp; compiled/extracted important information in such a user-friendly manner. Dealing with more than 150 consultants and 110 cities at a time has been one of unique feature.</p>
<p><b>Services available to target user:</b></p>	<p>The concept of preparing development plans for all the ULBs of the State is very original &amp; first of its kind. e-inclusive approach adopted for implementation is appreciated throughout the country. The huge data bank presented online is serving people from all walks of life.</p>

<b>Sustainability &amp; Scalable of Project:</b>	Yes, the Project is totally sustainable. As all the information contained in the Project is database driven & can be updated at any point of time. It requires minimal input & can be scaled as we have already adopted the model for 270 towns for IInd Phase of CDPs.				
<b>Roadmap of Project &amp; Long-term vision.</b>	<p>The investment identified would act as a benchmark for budgeting. The GoMP is preparing a policy to implement Projects identified. The demand-gap analysis, Project prioritization &amp; sectoral investment identified by the solution would be great help to formulate the scheme (for collectors &amp; commissioners).</p> <p>All the maps available online act as baseline data for GIS Mapping &amp; Household Survey Project piloted in 26+14 towns of Madhya Pradesh.</p> <p>The product is being replicated for 270 more cities of MP.</p>				
<b>Part IV - Organization information</b>					
<b>Name of Organization</b>	Urban Administration & Development Department, GoMP				
<b>Head of Organization</b>	Shri Sanjay Kumar Shukla				
<b>Address</b>	Palika Bhawan Shivaji Nagar 6 No. Stop				
<b>City</b>	Bhopal				
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<b>State</b>	MP				
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<b>Team :</b>					
<b>S.No.</b>	<b>Name</b>	<b>Designation / Role</b>	<b>Email</b>	<b>Phone/Mobile</b>	<b>Location</b>
1.	Shri Sanjay Kumar Shukla	Commissioner / Head	<a href="mailto:commuadmp@mpurban.gov.in">commuadmp@mpurban.gov.in</a>	+91 755 2552356	Bhopal

2.	<i>Shri Ashok Khare</i>	<i>Chief Engineer / Team Member</i>	<a href="mailto:akhare@mpurban.gov.in"><u>akhare@mpurban.gov.in</u></a>	<i>+91 9425301281</i>	<i>Bhopal</i>
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4.	<i>Shri Moonis Ahmed Ansari</i>	<i>e-Governance Expert / Team Member</i>	<a href="mailto:moonis@mpurban.gov.in"><u>moonis@mpurban.gov.in</u></a>	<i>+91 9827719685</i>	<i>Bhopal</i>

Annexure I  
Data Analysis Report of Investment

Annexure II  
Report Card of Consultant/Agency Appointed for preparation  
of Development Plan

Annexure III  
Screen Shot of Desktop Application

Annexure IV  
User Feedback

Annexure V

“Glimpses of Reform Implementation”

Brochure

Published by

Ministry of Urban Development, Government of India

Annexure VI  
State Level Review Meeting - Brochure

**Annexure VII**  
**Inclusive Urban Planning in Madhya Pradesh**