



e-Governance & Digital India

Management Information System

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What is MIS?

Components of MIS.

Types of Information Systems.

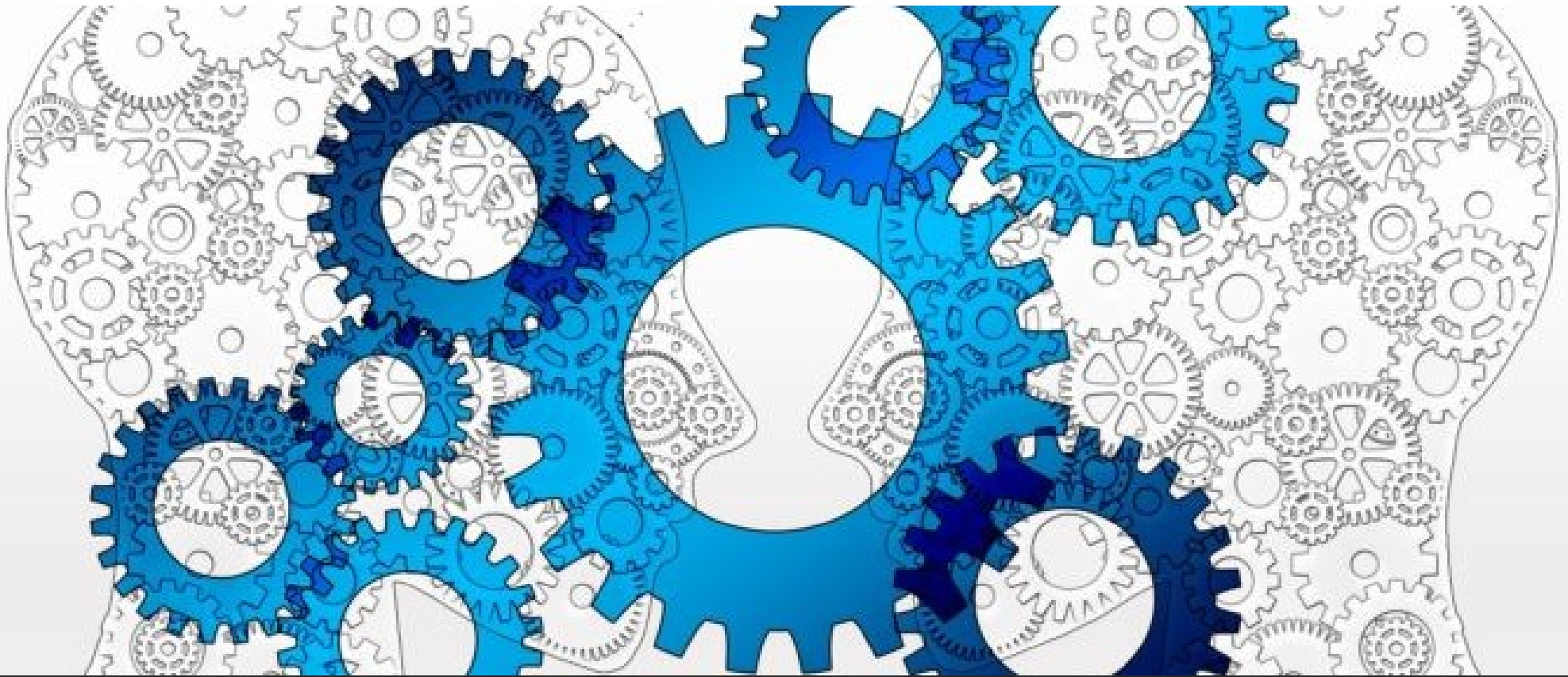
Manual Vs Computerized Information System.

Advantages & Disadvantages.

From day-to-day use.....

.....Let's discuss Sample Data sets

- THE SESSION - DISCUSSION CONTENT



What we know and what it is !

[Let's discuss & find few things we already know.....](#)

Let's Know The Terms

DATA

A “given,” or fact; a number, a statement, or an image or an audio or video.

INFORMATION

Data that have meaning within a context or that has been **processed** into a form that is meaningful to the recipient.

SYSTEM

A set of components that work together to achieve a common goal.
Computer-based **Information Systems** take data as raw material, process it, and produce information as output.

What is MIS ??

The use of

- Information technology
- People and
- Business Processes

To

- Record
- Store and
- Process data

To

- Produce information that decision makers can use to make day to day decisions.

The Need !

Some of the reasons to have MIS system are:

Decision makers need information to make effective decisions.

MIS systems facilitate communication within and outside the organization

Record keeping

The MIS Concept

Right Information

To the Right Person

At the Right Place

At the Right Time

In the Right Form

At the Right Cost

Components

Key elements that constitute of an MIS system are:

☐ People

who use the information system

☐ Data

the information system records

☐ Business Procedures

how to record, store and analyze data

☐ Hardware

servers, workstations, networking equipment, printers

☐ Software

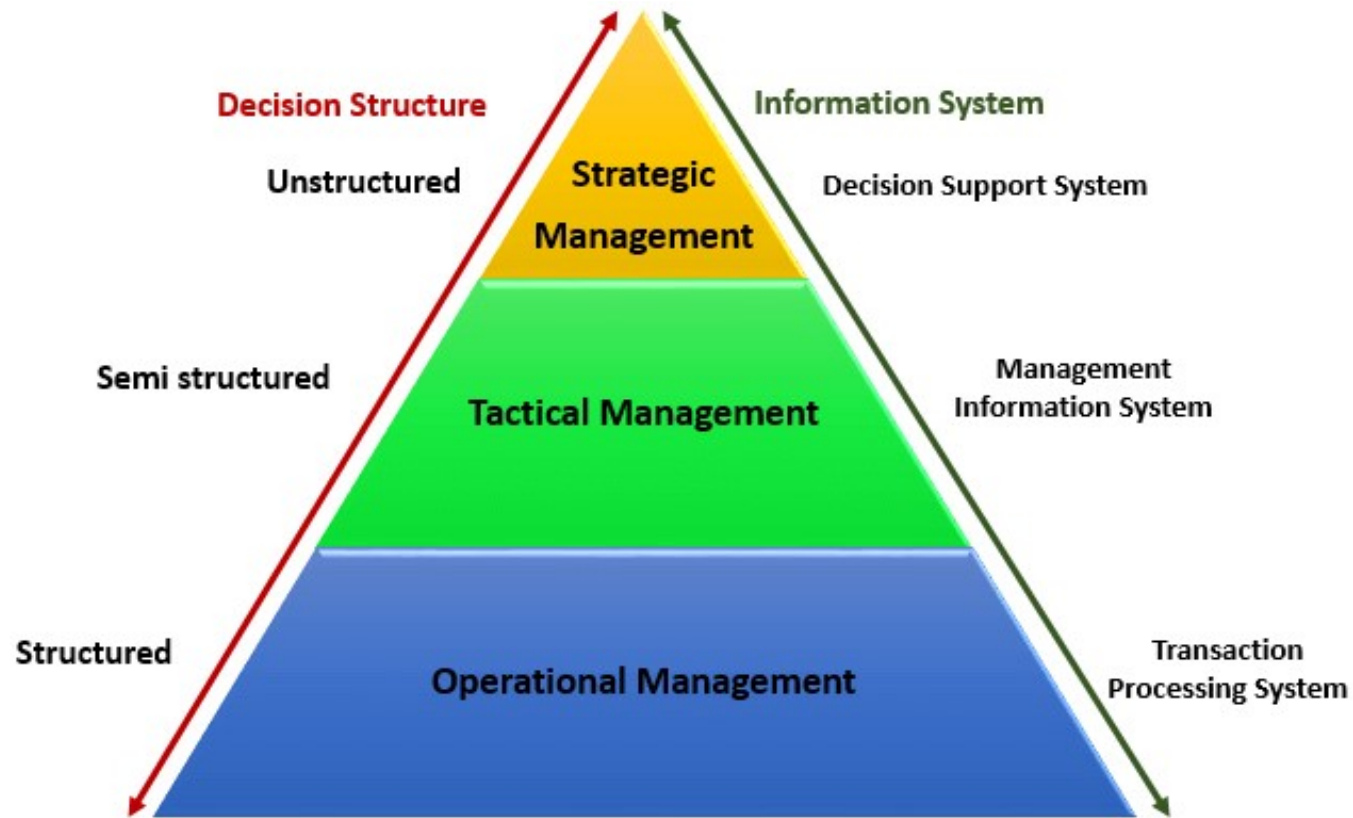
programs such as spreadsheet programs, database

INFORMATION SYSTEM

TYPES



Types of Information Systems



INFORMATION SYSTEM

MANUAL VS COMPUTERIZED



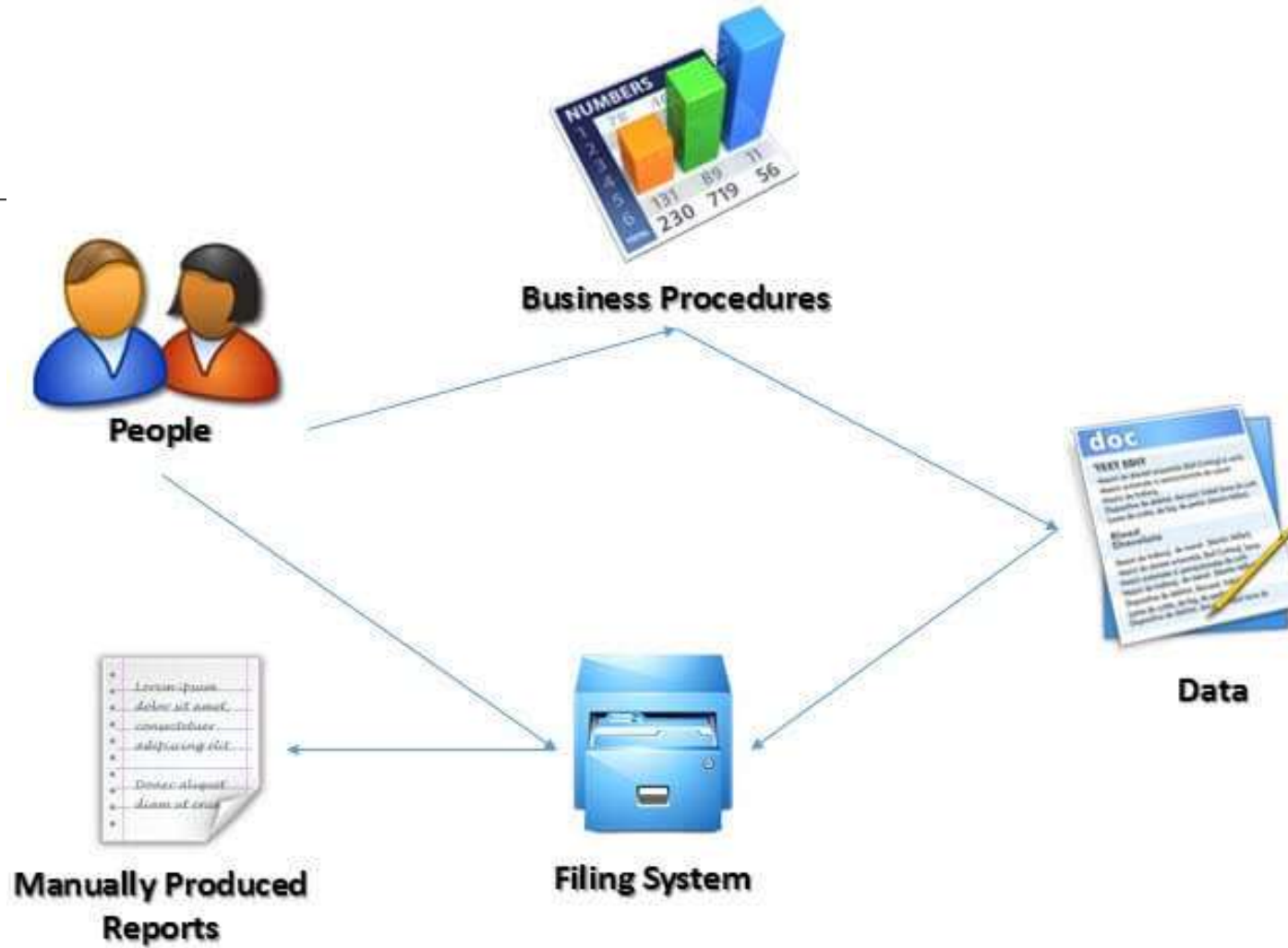
MANUAL INFORMATION SYSTEMS

-
- Does not use any computerized devices.
 - The recording, storing and retrieving of data is done manually by the people.
 - The major components are:
 - People
 - Data
 - Business Procedures
 - Filing System
 - Reports

COMPUTERIZED INFORMATION SYSTEMS

- Use of computer & computerized devices.
- The recording, storing and retrieving of data is done using computer systems by the people.
- The major components are:
 - People
 - Data
 - Business Procedures
 - Hardware
 - Software

The following diagram illustrates how a typical manual information system works



Advantages & Dis-advantages

MANUAL - COMPUTERISED



Manual Information System

ADVANTAGES

- Cost effective
- Flexible

DIS-ADVANTAGES

- Time Consuming
- Prone to Error
- Lack of Security
- Duplication of Data
- Data inconsistency
- Lack of Backups

Computerized Information System

ADVANTAGES

- Fast data processing & retrieval
- Improved data accuracy
- Improved security
- Reduced data duplication
- Improved backup systems
- Easy access to information

DIS-ADVANTAGES

- It is expensive to set up and configure
- Heavy reliance on technology
- Risk of digital frauds cannot be over ruled

Re-Cap.....

- MIS is the acronym for **Management Information System**. It is a collection of people, procedures, data, and information technology that aids managers to make informed decisions.
- Computerized information systems are more efficient compared to manual information systems. Manual information systems are cheaper compared to computerized information systems.
- Transaction processing systems (TPS) are by operational staff to record day to day business transactions, and they are used to make structured decisions
- Management Information Systems (MIS) are used by middle-level managers to make semi-structured decisions
- Decision Support Systems are used by top level managers, and they help top level managers to make unstructured decisions.

Let's understand from an example..

CASE STUDY ~ UTTARAKHAND JAL SANSTHAN
([HTTP://UJS.UK.GOV.IN](http://UJS.UK.GOV.IN))



WHY MIS or e-GOVERNANCE !

- ❑ Uttarakhand Jal Sansthan was facing lot of difficulties in management and solving public grievances. Department uses public money, therefore is answerable to Citizens.
- ❑ With the help of NIC, department has developed web-based Management Information System software which helps in good management and good governance throughout the State.
- ❑ Several facilities have been given to the Citizens which help them to solve their day to day problems with the department.
- ❑ Many information which are mandatory for the department to disclose under RTI are now automatically updated.

Salient Features

- Web based software (<http://uj.s.uk.gov.in>) with **centralized database**.
- **Connection sanction, demand & collection** module works as offline in use and data are uploaded daily to the centralized server.
- **Office wise user logins**.
- **Role-wise permission** to access various modules/submodules.
- **Sharing of data** between various modules
- Data can be maintained **office-wise** in all modules.
- Office Hierarchy has been mapped to **Location hierarchy (District/Block/Panchayat/village)**

Modules Covered

GOOD CITIZEN GOVERNANCE

- ❖ Customer Relation Management System
- ❖ Connection Sanction, Billing and Demand Collection System
- ❖ Water Quality Management System
- ❖ Contractor, Tender and Supplier Information System
- ❖ Scheme and Program Management System
- ❖ Resource Management

GOOD OFFICE MANAGEMENT

- ❖ Personnel & Payroll Information System
- ❖ Pension system
- ❖ Finance and Works Accounting System
- ❖ Material and Store Management System
- ❖ Equipment Information System
- ❖ Court cases monitoring System
- ❖ Office Automation System
- ❖ Decision Support System
- ❖ Mailing System

GRIEVANCES

Type & Nature

WATER QUALITY COMPLAINTS

Sr. No.	Subject	incase of non compliance Transfer to (AFTER DAYS)					
		JE	AE	EE	SE	GM	CGM
1	Contaminated Water	Flash	Flash	Flash	Flash	Flash	Flash
2	No Chlorination	Flash	Flash	Flash	1	1	1

WATER COMPLAINTS

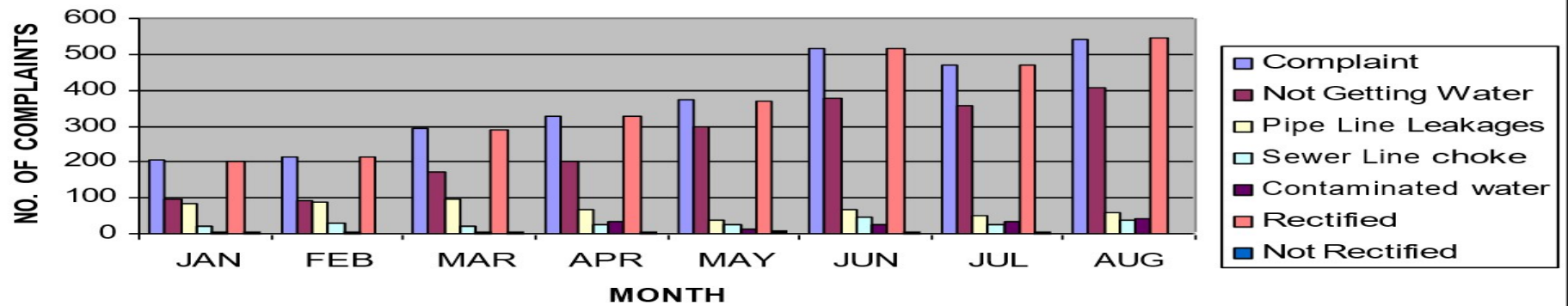
Sr. No.	Subject	incase of non compliance Transfer to (AFTER DAYS)					
		JE	AE	EE	SE	GM	CGM
1	News paper complaints regarding Water	Flash	Flash	Flash	Flash	Flash	Flash
2	No water in whole area	Flash	Flash	Flash	Flash	5	10
3	Low pressure water supply	Flash	Flash	Flash	5	10	15
4	Not getting water	Flash	Flash	Flash	3	5	10

SEWER COMPLAINTS

Sr. No.	Subject	incase of non compliance Transfer to (AFTER DAYS)					
		JE	AE	EE	SE	GM	CGM
1	News paper complaints regarding Sewer	Flash	Flash	Flash	Flash	Flash	Flash
2	Sewer Line Chokage/over flow	Flash	Flash	Flash	Flash	5	10

Month	Complaint	Not Getting Water	Pipe Line Leakages	Sewer Line choke	Contaminated water	Rectified	Not Rectified
JAN	204	97	85	19	3	201	3
FEB	214	91	90	28	5	215	2
MAR	293	174	95	21	3	291	4
APR	327	201	67	27	32	326	5
MAY	372	299	37	24	12	370	7
JUN	514	377	66	46	25	516	5
JUL	468	356	52	25	35	470	3
AUG	543	406	57	36	44	544	2
Total	2935	2001	549	226	159	2933	4

COMPLAINT REDRESSAL AT A GLANCE



A word cloud shaped like a question mark, featuring the letters 'Q & A' in large orange font. The cloud contains various words related to questions and answers, such as 'questions', 'answers', 'inquiry', 'help', 'problem', 'confused', 'query', 'info', 'ask', 'investigation', and 'q&a'.



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