

Subject:- PUD letter no. MPSEDC/GIS/23/6014, dated: 08.12.2023 of MD, MPSEDC regarding implementation of whatsapp services.

Under the subject cited above, it is to submit that the communication has been received from Managing Director, MPSEDC regarding the WhatsApp Business API integration & Chatbot Services. MPSEDC will assist in availing WhatsApp for various uses cases which can be implemented in your application through chatbot. The steps for WhatsApp service business account creation and integration is attached as annexure for your reference.

Following is the implementation cost for WhatsApp Services which will be payable at our end.

Operating Cost			
1	Charges for WhatsApp message (Initiated by department) per messages	0.29	WhatsApp Messages
2	Monthly Charges of hosting & Maintaining Chatbot on cloud (per month)	10000.00	-
3	Sim Card charges for WhatsApp services Implementation (per month)	199.00	-
4	MPSEDC Service charge	@5%	of Total Cost

The letter along with details is placed as per "Flag-A" for kind perusal, please.

In this regard, it is to submit that Hon'ble Chief Justice vide order dated: 01.11.2023 has been pleased to permit to communicate Managing Director, Madhya Pradesh State Electronics Development Corporation Ltd., Government of Madhya

[Handwritten signature]
08/12/2023

Sub: Regd. implementation of whatsapp Svcs. of MD, MPSEDC.

Pradesh, Bhopal to kind provide the details pertaining to whatsapp instant messaging system and whatsapp as a service, so that the same may be used at High Court and District Courts in the State of Madhya Pradesh.

The copy of same is placed as per "Flag-B" for kind perusal, please.

Hence, the proposal of MPSEDC regarding implementation of whatsapp services may be placed before the I.T. & e-Courts Committee of the High Court for consideration and recommendations.

Therefore, may if approved: -

- 1. Permit to place the proposal of MPSEDC regarding implementation of whatsapp services, before the I.T. & e-Courts Committee of the High Court for consideration and recommendations.

F.H. Qazi
 04/01/2024
 (F.H. QAZI)
 SPSA(SA)
[Signature]

1-10-2024 file for submitted for consideration
REGISTRAR GENERAL

[Signature]

HON'BLE SHRI JUSTICE ROHIT ARYA
 (CHAIRMAN, I.T. & E-COURTS COMMITTEE)

मध्यप्रदेश स्टेट इलेक्ट्रॉनिक्स डेवलपमेंट कार्पोरेशन लिमिटेड
Madhya Pradesh State Electronics Development Corporation Limited

आज़ादी का
अमृत महोत्सव

CIN : U74210MP1983SGC002298
GSTIN : 23AABCM0089R1Z5

(म.प्र. शासन का उपक्रम)
(A Govt. of M.P. Undertaking)

Ref No.: MPSEDC/GIS/23/ 6014

Dated: 8/12/23

To,
Registrar (IT)
High Court of Madhya Pradesh,
Jabalpur (M.P)

Sub: Implementation of WhatsApp Services
Ref: Your Letter no.1438 Dated 03/11/2023

In reference to your letter for regarding the WhatsApp Business API integration & Chatbot Services MPSEDC will assist you in availing WhatsApp for various use cases which can be implemented in your application through chatbot. The steps for WhatsApp service business account creation and integration is attached as annexure for your reference.

Following is the implementation cost for WhatsApp Services which will be payable at your end.

Operational Cost			
1	Charges for WhatsApp message (Initiated by department) per messages	0.29	WhatsApp Messages
2	Monthly Charges of hosting & Maintaining Chatbot on cloud (per month)	10000.00	-
3	Sim Card charges for WhatsApp services implementation (per month)	199.00	-
4	MPSEDC Service charge	@5%	Of Total Cost

*GST will be charged @ 18% extra.

*Any changes in implementation cost in future, will be informed accordingly.

You are requested to assign one department admin as SPOC for smooth coordination of chatbot development. Looking forward for a word of confirmation from your end.



(Abhijeet Agrawal)
Managing Director
Dated 8/12/23

Ref No.: MPSEDC/GIS/23/ 6014-A

Copy to:

- The Principal Secretary, Department of Science and Technology / Information Technology Mantralaya - 2, Bhopal (M.P.) for information and necessary action, please.
- The Principal Secretary Law & Legislative Affairs Department, Government of Madhya Pradesh, Indrachal Bhawan, Bhopal for information and necessary action, please.



(Abhijeet Agrawal)
Managing Director

PO
19/12

High Court of Madhya Pradesh
JABALPUR

19 DEC 2023

Reg. No. 58383

Receipt

High Co



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT - JABALPUR

No. Reg(IT)(SA)/2023/

Jabalpur, Dated:-.....

:: MEMO::

To,

The Managing Director,
Madhya Pradesh State Electronics Development Corporation
(MPSEDC), State IT Centre, 47-A, Arera Hills,
Bhopal, Madhya Pradesh - 462011

Sub: Regarding to provide the details pertaining to "whatsapp instant messaging system" and "whatsapp as a service" for the High Court of Madhya Pradesh, Jabalpur and District Courts in the State of Madhya Pradesh .

As directed, under the subject cited above, it is to inform that Hon'ble Chief Justice vide order dated: 30.10.2023 has been pleased to permit to communicate you to kindly provide the details pertaining to whatsapp instant messaging system and whatsapp as a service, so that the same may be used at High Court and District Courts in the State of Madhya Pradesh.

Therefore, it is requested to send the desired information at the earliest.

cd
(F.H. QAZI)
CPC-MP

Jabalpur, Dated: 03/11/2023

No.Reg (IT)(SA)/2023/1438
Copy to:-

1. The Principal Secretary, Department of Science and Technology / Information Technology Mantralaya- 2, Bhopal (M.P.) for information and necessary action, please.
2. The Principal Secretary, Law & Legislative Affairs Department, Government of Madhya Pradesh Vindiyachal Bhawan, Bhopal for information and necessary action, please.

cd
(F.H. QAZI)
CPC-MP

e-mail:-regithcjbpm@mp.gov.in

Ph:-0761-2623358

PD
OIC-WhatsApp

Ms. Vancher

11/6/23, 4:14 PM

Email

Email

Abhijeet Agrawal

Fwd: Regarding to provide the details pertaining to "whatsapp instant messaging system" and "whatsapp as a service" for the High Court of Madhya Pradesh, Jabalpur and District Courts in the State of Madhya Pradesh .

From : PS Science and Technology <ps.snt@mp.gov.in>

Mon, Nov 06, 2023 04:03 PM

Subject : Fwd: Regarding to provide the details pertaining to "whatsapp instant messaging system" and "whatsapp as a service" for the High Court of Madhya Pradesh, Jabalpur and District Courts in the State of Madhya Pradesh .

📎 1 attachment

To : Abhijeet Agrawal <md@mpsdc.com>, J.Balodia
mpsdc <jbalodia@mpsdc.com>

From: "Registrar IT High Court Jabalpur" <regithcjb@mp.gov.in>

To: "PS Science and Technology" <psit@mp.gov.in>, "PS Science and Technology" <ps.snt@mp.gov.in>

Sent: Saturday, November 4, 2023 4:05:29 PM

Subject: Regarding to provide the details pertaining to "whatsapp instant messaging system" and "whatsapp as a service" for the High Court of Madhya Pradesh, Jabalpur and District Courts in the State of Madhya Pradesh .

📎 **1438 Department of Science .pdf**
259 KB

Annexure – 1Operational Cost

#	Particular	Charges Type	Charges without GST (In Rs.)
1	Charges for WhatsApp Message (Initiated by department)	Per Message	0.29
2	Monthly Charges of Hosting & maintaining one Chatbot on Cloud	Per Month	10,000
3	Charges for new change request in chatbot after deployment (If developed by Vendor)	Per Man Hour	400
4	Sim Card charges for WhatsApp services implementation	Per Month	199
5	Service Charge of MPSeDC on above mentioned charges	Total Cost	@5%

**Note - GST will be charged @18% extra.*

**Any changes in implementation cost in future, will be informed accordingly*

Account Creation Process and Timelines

Setup Facebook Business Manager Account

To onboard department on WhatsApp services, it is required to have a Facebook Business Manager account. Below are the steps to create a Facebook Business Manager account -

1. Creation of Official Facebook of Department using official government email address, please make sure the following-

1. Email id should match with the department official website. For ex: if MAP_IT website www.mapit.gov.in
-> email should be <username>@mapit.gov.in (This will help in speedup the Facebook approval process.
2. Official Department name & address document proof should be available

2. Create Business Manager Account

URL: <https://business.facebook.com> &

Locate FB Business Manager ID:

It is a 15- or 16-digit numeric string which can be found by logging into <https://business.facebook.com> with your official page credentials

- Go to Business Settings (Top Right corner of the page)
- Click on Business Info (Bottom Left corner of the page)
- Below the Business Manager Info section, you will see your Business Manager Id (Top Centre of the page)

3. FB Business manager id verification

To get the account reviewed/verified by Facebook, kindly follow the steps mentioned in the link <https://www.facebook.com/business/help/2058515294227817>.

Kindly arrange the following to complete the steps

1. Proof of Legal Business Name
2. Verify the Business Address or Phone Number

4. Complete the documentation required by GupShup to proceed for WhatsApp Business API as follows:

1. BMID Verification Form
2. BRD Form
3. Government Access Form

Timelines for Creation of Facebook Account and Chabot Development**Part 1 - Creation of Facebook Account**

#	Milestone Name	Action	Timeframe
1	Create FB Business Manager Account on Facebook	Finalize the number which will be active on WhatsApp for accepting requests	1 Day
2	FB Business manager id verification	WhatsApp will verify the Business Manager account with the given details	2-3 Days
3	Complete the necessary documentation required by vendor 1. Early Access Form 2. BRD Form	Basic details about the use case before applying for WhatsApp Business API	1 Day
4	Submit application to WhatsApp for Approval	Now the request is forwarded to WhatsApp Technical team for approving the number	15-20 Days
5	After approval setup WhatsApp Business API	After the approval the WhatsApp API will be activated on the applied number	3-4 Days
Total			22-26 Days

Part 2 - Development of Chatbot

#	Milestone Name	Action	Timeframe
1	Identification of possible use case for chatbot within the department	Find how and where chat bot services can be helpful in citizen service delivery	2-3 Days
2	Creation of flow chart for chatbot and response handling	Draw a flow chart with the help of any application so that requirement can be understood	4-7 Days
3	Implement opt-in campaign for existing & new users [Only required when department wants to push messages]	Make necessary changes for taking consent from user before we will start sending him messages	7-10 Days
4	Creation of relative web API to give response to chatbot	Develop API as per the chatbot flow where ever required with the application development team	10-15 Days
5	Development of Chat Bot with Pre-defined scope	As per the given requirement now the vendor will start to develop the chat bot	30-45 Days
6	Buffer Time before live	Time for testing of bot before going live	10 Days
Total			63-90 Days

Note -

1. Total Ideal Time Frame Part 1 + Part 2 = 50-90 Days i.e., 2-3 months
2. Working for Part 1 and Part 2 can be done simultaneously

Financial Proposal Letter for WhatsApp Integration

From : Varsha Taiwade <varsha.taiwade@mp.gov.in> Sat, Dec 09, 2023 02:50 PM
Subject : Financial Proposal Letter for WhatsApp Integration 1 attachment
To : Registrar IT High Court Jabalpur <regithcjb@mp.gov.in>
Cc : Abhijeet Agrawal <md@mpsedc.com>, K L Meena <pdswan@mpsedc.com>, Dr.Sandeep Goyal <sgoyal@mp.gov.in>, Rakesh Dubey <rakesh.dubey1@mp.gov.in>, Vaibhav Gupta <vaibhav.gupta25@mp.gov.in>

Respected Sir,

Please find attached Financial Proposal letter.

Thanks & Regards
Varsha Taiwade
Project Executive
Department of Science & Technology
Madhya Pradesh State Electronic Development Corporation Ltd(MPSeDC)
Bhopal, Madhya Pradesh

 **MPHC_Financial Proposal Letter.pdf**
3 MB

Timelines for Creation of Facebook Account and Chatbot Development

Part 1 - Creation of Facebook Account

#	Milestone Name	Action	Timeframe
1	Create FB Business Manager Account on Facebook	Finalize the number which will be active on WhatsApp for accepting requests	1 Day
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Total			63-90 Days

Note -

1. Total Ideal Time Frame Part 1 + Part 2 = 50-90 Days i.e., 2-3 months
2. Working for Part 1 and Part 2 can be done simultaneously

GOVERNMENT ACCESS REQUEST FORM (Annexure-3)

WHATSAPP API / 2020

REQUEST DETAILS

BUSINESS SOLUTION PROVIDER:

COUNTRY:

GOVERNMENT ENTITY:

APPROVED GOVERNMENT VERTICAL [SELECT ONE]:

USE CASES

TWO WAY: Please describe all 'Two Way' use cases including any bot responses and menu options in the box below

NOTIFICATION: Please describe all notification use cases in the box below

Note: All Notification use cases must be in line with current policy and be transactional in nature. Broadcast use cases are not allowed.

OTHER DETAILS

ESTIMATED LAUNCH DATE

RISK ASSESSMENT / POLICY: Please list any and all Policy risks you feel WhatsApp should be aware of in the box below

COMMS / GTM PLAN: Please outline any publicity, launch communications or advertising strategy you are aware of for the service

PERSONAL INFORMATION

Our Business Policy states: Don't share or ask people to share individual payment card, financial account numbers, or other cardholder data within messages.

Examples of data not to be shared includes, but is not limited to:

- Social Security Number (SSN)
- Cadastro de Pessoas Fisicas (CPF - Brazil)
- Personal Account Number (PAN - India)
- Bank account number
- Credit card number
- Imposto de Renda Pessoa Fisica (IRPF - Brazil) - Income Tax documents

DECLARATION: Please confirm in the box below that both you and your client understand our policy on Personal Identifiers

REMINDERS:

Political Parties, Military, National Security, Law Enforcement remain restricted at this time.

Currently the WhatsApp Government program does not allow for the involvement of ISVs.

WhatsApp does not allow for any promotion, political campaigning, voter data gathering or any sort of election influencing.

Government entities require an additional level of authorisation and WABAs should not be created and submitted prior to approval.

Private service providers are not allowed, i.e.: campaign strategy, voting, government aggregators.

(On Letter Head)

To Whomsoever It May Concern

We confirm the Legal name, Legal address, Phone Number, Website and Official E-mail ID of our organization. This document may be considered as an official confirmation of the details required to verify the Facebook Business Manager ID _____ of _____ Government of Madhya Pradesh.

- 1) Legal Name: -
- 2) Display Name: -
- 3) Legal Address: -
- 4) Phone Number: -
- 5) Official Website: -
- 6) Official E-mail ID:

We would request you to verify the Facebook Business Manager ID per the details furnished in this letter on an urgent basis.

Name & Designation of the Government Official
Signature Government Officer
Official stamp of the Government Entity

[Back](#)

GupShup Technology India Pvt. Ltd.	
Information needed to create the WhatsApp Business Account/Profile	
WhatsApp Number This will be the WhatsApp API number you want to onboard *Mandatory	
Facebook Business Manager ID This is needed to create the WhatsApp API account Where to find the FB manager id	
Business Name (Display Name) These details will appear in the Business Info section on WhatsApp	
Country These details will appear in the Business Info section on WhatsApp	Good to have
Company Address These details will appear in the Business Info section on WhatsApp	Good to have
Company description These details will appear in the Business Info section on WhatsApp	Good to have
Website These details will appear in the Business Info section on WhatsApp	Good to have

If the WABA is migrated from another BSP, please provide below additional details

Existing BSP Name	
Is 2FA disabled by existing BSP? (Yes/ No)	
Is there a VMN of current BSP? (Yes/ No)	
No. of templates to be migrated	
Opt-in database availability (Yes/ No)	
Please provide opt-in attachment as proof (if yes)	

Details needed to create the WhatsApp Dashbaord	Mention if any webhook need to
Org name (Will be name of the dashboard e.g. HSBC Bank)	Incoming call back URL Incase you want us to push the incoming messages coming to
Org owner full name (Please ensure that you add first and last name)	Delivery report url (real time) Incase you want us to push the real time
Org Owner Email ID (This cant be changed later on, though owner can add other admins. Should be a client email ID equipped to receive important emails on the account)	
Org Owner Contact Number	Should be added

Official Business Account (Green Tick and Business Name)

If you wish to seek green tick verification from Meta for the WA Business Account, please provide below details.

Link 1	
Link 2	
Link 3	
Link 4	
Link 5	

Legal Information required

Company GST number (If International client please specify Billing Country e.g. Mexico) Note- For ISV customer pls specify ISV GSTIN	
Company PAN number (For International customers, please type NA) Note- For ISV customer pls specify ISV PAN	
Legal Business Name (e.g. ANI Technology India Pvt. Ltd)	
Legal Business Address (As per GSTIN Certificate for India, Write NA if not applicable)	
Customer SPOC Name (Account credentials will be shared here - Write NA in case the person is same as org owner. All onboarding email communication will go this and admin email ID)	
Customer SPOC Email ID (Please add multiple comma separated IDs if multiple SPOCs are involved)	

[Back](#)

Customer SPOC Contact Number	
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GupShup Technology India Pvt. Ltd. Information needed to create the WhatsApp Business Account/Profile	
WhatsApp Number	1.
Facebook Business Manager ID	
Business Name (Display Name)	
Country	
Company Address	
Company description	
Website	
These details will appear in the Business Info section on WhatsApp	
Industry	
Profile logo *Square 350 x 350 pixels* This will be visible as your profile picture	Please provide as an attachment in the onboarding form
Details needed to create the Console Dashboard	
Org name Will be name of the dashboard e.g. HSBC Bank	
Org owner full name	
Org Owner Email ID	
Org Owner Contact Number	

Official Business Account (Green Tick and Business Name)	
If you wish to seek green tick verification from Meta for the WA Business Account, please provide below details.	
It is recommended to share 5 news article links. Note that Meta will not accept any paid news article link or any social media link.	
What is OBA?	
Link 1	
Link 2	
Link 3	
Link 4	
Link 5	

GupShup Technology India Pvt. Ltd.	
If the WABA is migrated from another BSP, please provide below additional details	
Existing BSP Name	
Is 2FA disabled by existing BSP? (Yes/ No)	
Is there an already existing WABA with Gupshup? (Yes/ No)	
Is the number a Virtual Mobile Number (VMN) ? (Yes/ No)	
No. of templates to be migrated	
Opt-in database availability (Yes/ No)	
Please provide database of opt-in attachment (if available)	Please provide as an attachment in the onboarding form
Legal Information required	
Company GST number (If International client please specify Billing Country e.g. Mexico)	
Company PAN number	
Legal Business Name	
Legal Business Address	
Customer SPOC Name	
Customer SPOC Email ID	
Customer SPOC Contact Number <i>(Account credentials & communication will be shared here Write NA if this is same as org owner)</i>	

Question	Answer
Once the Customer Onboarding Form / BRD is Submitted, how much time does it take to start the Onboarding process ?	We will initiate the Onboarding in 1-2 days
What is the TAT for getting an account live ?	2 - 4 days NOTE : This timeline will change if there are any incomplete/wrong information shared If there is any rejection by Meta
How will we get to know that the Onboarding has started ?	Your Onboarding Manager will drop you a Welcome mail and kick start the account setup
Can we have more than one WhatsApp API number ?	Yes we can have more than one WhatsApp API number Every Facebook Manager ID can have upto 25 WhatsApp number mapped to it
Can we register the API WhatsApp number on the App ?	No, the number used for WhatsApp Business API, cannot be registered with any other WhatsApp Account be it (personal or business app)
Once the WhatsApp number is live, can we start sending messages to the end customer	You will need to go through the below warm up plan to reach unlimited tier Tier 1 : Allows your business to send messages to 1K unique customers in a rolling 24-hour period Tier 2 : Allows your business to send messages to 10K unique customers in a rolling 24-hour period Tier 3 : Allows your business to send messages to 100K unique customers in a rolling 24-hour period. Tier 4 : Allows your business to send messages to unlimited unique customers in a rolling 24-hour period. You are automatically upgraded to a higher tier based on the volume and quality of the messages you send. Conversely, you can be downgraded if more of your messages are reported or blocked by users.
Why Quality Matters for WhatsApp Business Number ?	Quality conversations can promote business benefits like 1. Building long-term relationships with customers to help drive desired business outcomes 2. Maintaining WhatsApp as a differentiated channel to share valuable and important information. 3. Reducing the risk of customer blocks, reports, and WhatsApp placing limits on the ability to reach customers
How to Proactively Manage Quality ?	1.Re-evaluate opt-in and opt-out flows to ensure the messages received by your customers are expected. 2.Ensure your message templates are expected, timely, and relevant. Determine if volumes have increased for specific templates or if new templates have recently been added. 3.Re-evaluate the frequency of your messages. Make sure your customers aren't getting messages more often than they'd like. 4.Review message content to ensure that it clearly articulates the benefits for your customer, and that your language is concise and engaging. 5.Review bot functionality to ensure the bot is functioning as expected and that inquiries from customers can be resolved quickly and efficiently. 6.Find out if there's been a change in customer sentiment by diving into metrics your business may be gathering, like customer satisfaction. 7.Review the 30-day quality history chart, and quality reasons provided for red and yellow quality and/or template quality. These can help you pinpoint when quality dropped and why 8.Ensure your business complies with our Commerce and Business Policies.

Subject: The matter regarding the tender for purchase of Smart phones for the High Court and District Courts in the State of Madhya Pradesh.

Under the subject cited above, it is to submit that the Computer and e-Court Committee of the High Court in its meeting dated: **13th January, 2023** has resolved to recommend as under:-

“To start the “whatsapp instant messaging system” at High Court and District Courts in the State of Madhya Pradesh as an IT initiative for dissemination of various e-Court information / activities as mentioned from point no. 01 to point no. 09 of the proposal. The purchase of 53 number of mobile handset of Make: Motorola for High Court of Madhya Pradesh, Jabalpur and its Benches at Indore & Gwalior and District Courts in the State of Madhya Pradesh be made from the approved vendor M/s Veltronics India Pvt. Ltd. under the rates, terms and conditions of the contract dated: 25.02.2021. The administrative and financial sanction of Rs. 5,56,606/- (Rupees Five Lakh Fifty Six Thousand Six Hundred Six Only) for the purchase of 53 number of mobile handset of Make: Motorola for High Court of Madhya Pradesh, Jabalpur and its Benches at Indore & Gwalior and District Courts in the State of Madhya Pradesh. The purchase order be issued to the vendor M/s Veltronics India Pvt. Ltd. for the supply of 53 number of Make:



(2)

Motorola each @ Rs. 10,502/- (Rupees Ten Thousand Five Hundred Two Only) (all inclusive).

The communication be made to General Manager, M/s BSNL Ltd. to provide 53 number of SIM of CUG group BSNL plan 149/- per month i.e. 03 number SIM for the High Court of Madhya Pradesh, Jabalpur and its Benches at Indore & Gwalior and 50 number of SIM District Courts in the State of Madhya Pradesh. The necessary communication be made to all District and Sessions Judges in the State of Madhya Pradesh to provide mobile handset to OIC computerization / Nodal Officers of the District Courts to handle the whatsapp messaging system for dissemination for various e-Court and other information. Also, circulate whatsapp number / help line number in public domain / website of the High Court and District Courts and in the print & electronic media."

In this regard, it is further submitted that Hon'ble the Chief Justice vide order dated: 28.09.2022 has been pleased to permit to place the matter regarding the purchase of smart phone for the High Court regarding to start the "**whatsapp instant messaging system**" at High Court and District Courts in the State of Madhya Pradesh as an IT initiative for dissemination of various e-Court information / activities, before the Computer and eCourt



③

XV-OR-15

Committee of the High Court for further directions **on account of not a single bid received by the High Court during Fourth Call.**

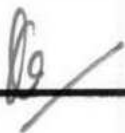
The details of the same is placed as per “**Flag-A**” for kind perusal, please.

It is further submitted that the Computer and e-Court Committee of the High Court in its meeting dated: **19th December, 2022** has resolved to recommend as under:-

“To examine and explore the possibility of using one whatsapp number along with one mobile handset for starting whatsapp instant messaging system at High Court and District Courts in the State of Madhya Pradesh. If the proposal is not found to be feasible then last time the tender may be invited from open market for the purchase of smart phones as per rules.”

In this regard, it is to submit that Hon'ble Chief Justice vide order dated: 07.01.2023 has been pleased to permit to examine and explore the possibility of using one whatsapp number along with one mobile handset for starting whatsapp instant messaging system at High Court and District Courts in the State of Madhya Pradesh. If the proposal is not found to be feasible then last time the tender may be invited from open market for the purchase of smart phones as per rules.

The details of the same is placed as per “**Flag-B**” for kind perusal, please.



Sub! - Regarding the tender for purchase of Smart Phones for the High Court and District Courts in the State of Madhya Pradesh.

In this regard, it is to submit that the matter has been explored and in this regard, it is requested that may request Managing Director, MPSEDC to kindly provide the details pertaining to whatsapp instant messaging system at District Courts in the State of Madhya Pradesh.

Therefore, may if approved: -

1. Permit to communicate Managing Director, Madhya Pradesh State Electronics Development Corporation Ltd., Government of Madhya Pradesh, Bhopal to kindly provide the details pertaining to whatsapp instant messaging system and whatsapp as a service, so that the same may be used at High Court and District Courts in the State of Madhya Pradesh

OR

2. Pass any other order as Hon'ble deem appropriate.

[Signature]
20/10/2023
(F.H. QAZI)
SPSA(SA)

Hon'ble Sir, Submitted for kind orders.

REGISTRAR GENERAL

[Signature]
1.11.23
HON'BLE CHIEF JUSTICE



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

Back

No. Reg(IT)(SA)/2023/1437

Jabalpur, Dated:-03/11/2023

:: MEMO::

To,

The Managing Director,
Madhya Pradesh State Electronics Development Corporation
(MPSEDC), State IT Centre, 47-A, Arera Hills,
Bhopal, Madhya Pradesh – 462011

Sub: Regarding to provide the details pertaining to "whatsapp instant messaging system" and "whatsapp as a service" for the High Court of Madhya Pradesh, Jabalpur and District Courts in the State of Madhya Pradesh .

As directed, under the subject cited above, it is to inform that Hon'ble Chief Justice vide order dated: 30.10.2023 has been pleased to permit to communicate you to kindly provide the details pertaining to whatsapp instant messaging system and whatsapp as a service, so that the same may be used at High Court and District Courts in the State of Madhya Pradesh.

Therefore, it is requested to send the desired information at the earliest.

(F.H. QAZI)
CPC-MP

No.Reg (IT)(SA)/2023/1438

Jabalpur, Dated: 03/11/2023

Copy to:-

1. The Principal Secretary, Department of Science and Technology / Information Technology Mantralaya- 2, Bhopal (M.P.) for information and necessary action, please.
2. The Principal Secretary, Law & Legislative Affairs Department, Government of Madhya Pradesh Vindychal Bhawan, Bhopal for information and necessary action, please.

(F.H. QAZI)
CPC-MP