



सत्यमेव जयते

AWARD CEREMONY
NATIONAL e-GOVERNANCE AWARD 2019

27th February, 2019

PROCEEDINGS

Venue : Dr. Ambedkar International Centre, New Delhi

Organized by

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India



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CONTENTS

Topic	Pg. No.
Inauguration of Exhibition by Secretary, DARPG	4
Session I: Presentation by Award Winners	5
Category I: Presentation on IRCTC Rail Connect Mobile App	6
Category II: Presentation on UMANG	9
Category III: Presentation by MDDA ERP	12
Category IV: Wind Power forecasting services for the State of Tamil Nadu	16
Category VI: Ultra Resolution UAV based Geo ICT enabled Property Tax Management System for Municipal Area of Bhiwani	19
Category III: Presentation by Punarvas	23
Category I: Presentation by Digital Land	25
Category II: Presentation by MahaRERA	28
Category III: Presentation by Hello Doctor 555	31
Session II: Awards Ceremony	
Welcome Address by Additional Secretary, DARPG	35
Address by Sr. Director and Head – India Markets at NASSCOM	38
Address by Secretary, DARPG	40
Release of Film on National e-Governance Awards	41
Book Release (a) Compendium of selected papers (b) Excellence in e-Governance	41
Award Distribution	42
Address by Hon'ble MOS (Personnel, Public Grievances and Pensions)	58
Vote of Thanks by JS e-Governance, DARPG	62

Inauguration of Exhibition by Secretary, DARPG

An exhibition was organized during the Award Ceremony which was inaugurated by Sh. K. V. Eapen, Secretary, DARPG. The exhibition highlighted some award winning projects which included the under-mentioned projects:

- Punarvas
- MDDA ERP
- Hello Doctor 555
- IRCTC
- UMANG
- National Scholarship Portal 2.0
- Ultra Resolution UAV based Geo ICT enabled Property Tax Management System for Municipal Area of Bhiwani
- Wind Power Forecasting Services for the whole State of Tamil Nadu

It was followed by Sh. V. Srinivas, Additional Secretary, DARPG commencing the ceremony by inviting selected award winners to present their projects in detail for the purpose of ensuring universalization and replication.





**SESSION I:
PRESENTATION BY
AWARD WINNERS**



**CATEGORY I:
PRESENTATION ON
IRCTC RAIL CONNECT MOBILE APP**

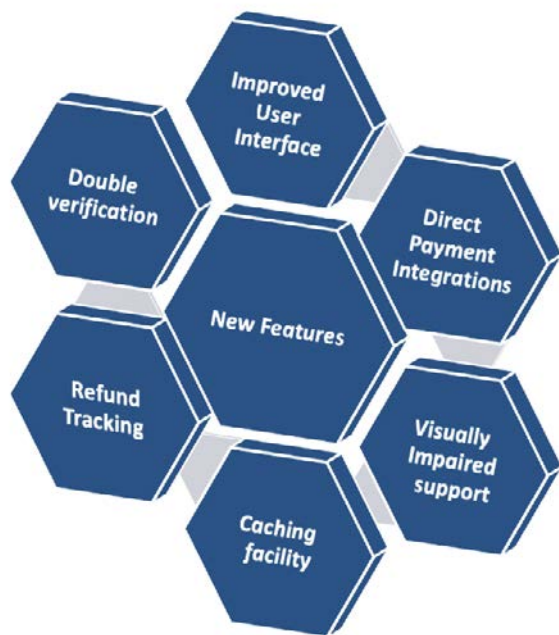
Category I: Excellence in Government Process Re-engineering for Digital Transformation

IRCTC Rail Connect Mobile App



Shri Nishant Jaiswal, Joint General Manager-IT, IRCTC, started the presentation by thanking Secretary (AR&PG), & Additional Secretary (AR&PG) for the privilege to address all dignitaries on the dais, awardees and present audience. He detailed on his role which is looking after the website aspect, payment integrations, mobile application, IRCTC wallet & certain other technical aspects as well. He started off the presentation with some details regarding the areas in which IRCTC is involved, which are IRCTC Website, Rail Tourism, Air Ticketing (air.irctc.com), e-catering (serving meals on the run), FTR, Maharaja Premium Category (used by foreigners as well), Rail Connect Application. IRCTC Connect was launched in 2014 and it was re-engineered and re-launched with new features and the mobile application was completely revamped in 2017 as IRCTC Rail Connect Mobile App. This Application is available on Google Play Store with a 4.3 user rating. The coverage/access of this application is all over the world with major user base being Indian Users (80-90% of the total).

There were several objectives behind the re-engineering/revamping of the mobile application. The very first objective was to target the issue of tickets not syncing between the website and old mobile application, which has now been solved. Previously, there was a growing mismatch as there was a functionality gap between the website and mobile application. There are various payment gateways, banks and wallets which are coming in the market and IRCTC has integrated all the aggregators. Now more than 50-60 payments options are available on IRCTC Mobile Application as well as the website. An important feature that was incorporated in the revamped mobile application is that the application has been made user friendly for visually impaired individuals. This has been achieved by integrating Google Talkback in the mobile application. There has been a trend since last 3-4 years of increasing usage of mobile applications, however IRCTC was losing on that trend due to previous mobile application using old technology and infrastructure, both of which have been tackled in the revamped application. New features like self-



assigned PIN, confirmation probability (where before booking if the ticket status is waiting, one can check whether the ticket will get confirmed or not), boarding point change and flexible journey dates have been introduced in the re-engineered application. Moreover, push notifications have also been enabled in the application. Also, IRCTC is adopting new models for direct payment such as URL Redirection Methodology, SDK based integration and API based integration. The technology being used is an Open Source based Java Application, Oracle 11g Database, JemFire Caching System, Android Studio for Application Development, Check Point as the Firewall and for application software Oracle Golden Gate is being used.

IRCTC has collected approximately Rs. 5863 Crores revenue from this application. Also in comparing the share of mobile app and website in terms of booking, there has been a 33% increase in share of the mobile app for ticket booking. Daily booking is more than 3 Lakhs, average daily download is approximately 37000, and average daily login is 40 Lakhs. IRCTC reached highest daily booking of 3,90,553 on 9th January 2019, highest per minute booking was 8,701 on 1st September 2018. With regards to customer support IRCTC has an online survey, IRCTC Helpdesk, recently launched AI-based AskDisha Chatbot (where user can interact instantly). Moreover, in the end, Shri Nishant Jaiswal mentioned that this is a team effort and his colleagues/team members (Shri Ramakant Tiwari – JGM (IT), Shri Mratunjay Tewari – JGM (IT), Shri Gaurav Saini – Asst. Manager (IT), Ms. Manisha Pathania – Asst. Manager (IT)) are available to clear any queries regarding the project.



**CATEGORY II:
PRESENTATION ON UMANG**

Category II: Excellence in providing Citizen-Centric Delivery

UMANG



Shri Neeraj Kumar, Director (PA&F), started the presentation by inviting his team members, Shri Anil Agarwal, Shri Amit, Shri Naveen, Shri Sanjay Varyani and Shri Pankaj Srivastava on the stage.

UMANG, Unified Mobile Application for New-Age Governance, is a One Mobile App for many Government Services. In 2014, there was an app 'MobileSewa' under which there were 1200 mobile applications. Amazon and Flipkart were introduced which were providing 1000s of products under one umbrella. UMANG acts as an enabler and a facilitator in developing overall mobile based service delivery ecosystem in India. It provides an easy discoverability of services, easy manageability and standardization of service delivery. It also provides multilingual support covering official Indian languages, in addition to English.

The major sectors/services covered are Education, Agriculture, Health, Skill, Transport, Pension, LPG, Housing, Income tax, MEA, BBPS, DigiLocker and Employees of EPFO, ESIC.

The impact of UMANG is that many Departments like, ESIC, CISF, CRPF, PMAY, m-Kisan and ePashuhaat have shelved their initiatives for developing new mobile apps. UMANG started with 300 services in August 2018 and is targeting to reach upto 1200 services by December 2020.

Shri Neeraj Kumar ended his speech by sharing YouTube links of UMANG film and UMANG inaugural by Hon'ble PM.



**CATEGORY III:
PRESENTATION BY MDDA ERP**

Category III: Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

MDDA ERP



Dr. Ashish Kumar Srivastava, Vice Chairman, MDDA, started the presentation by thanking the jury for recognizing the efforts done by MDDA and giving MDDA an opportunity to present their project at this platform. MDDA is a Development Authority in the field of business/building map approval, created in 1984 by erstwhile UP Legislature, with an aim of urban planning and development. There are 2 ULBs which cater to approximately 185 villages, covering a population of approximately 15 lakhs. Dehradun is the first eco-sensitive zone of this country and MDDA's aim is not only development but also to have a resonance with environmental issues, so it is more about sustainable and inclusive development.



One of the challenges during the initial phase was that once the new State of Uttarakhand was formed and Dehradun was named as the capital city, MDDA was the smallest Development Authority and on 9th November 2000, MDDA became the largest Development Authority of Uttarakhand. Thus, the expectation of development grew at that pace. Earlier with the existence of a licensing and building approval system, corruption used to become one of the biggest challenges. Moreover, the service delivery system was very poor because many grievances related to unauthorized construction were emerging and outdated methods were used which led to low accountability & transparency.

Thus, MDDA started this strategy/project during which MDDA consulted citizens regarding what their expectation are from MDDA. Following the development pace, MDDA created an ERP system where all the employee details and employee dealings were present on the online platform. The key innovation aspect of the strategy was to have a Connected, Accountable & Transparent Government through e-Governance and also plan what to do in the coming years to deliver on the promise of improved service delivery.

MDDA has created a time-bound online system with requirement of zero physical contact. MDDA provides all services such as Finance/Accounts Management, Project Management, Purchase/Nazarat, Unauthorized Construction Management, Disciplinary Monitoring System etc. Apart from the above-mentioned services there is also provision of RTI management, Public Grievances Redress System, File & Dak and Nazool Land Management on the online platform. Additionally, there is an online system for sale of property/flats, all tenders are through eTendering and procurement is through GeM. MDDA is the first Development Authority in the State to implement Ease of Doing Business in accordance with the guidelines given by the Government of India. For map approval system, MDDA takes usually approximately 30 days for residential maps and 60 days for commercial maps. Thus, this project has led to reduction in the time to an average delivery time of 17 days for residential maps and MDDA aims to reduce this further to 24 hours only.

The online platform is an interactive web portal for citizens where they can engage with the system and give feedback regarding important aspects. Currently, MDDA is taking feedback from randomly selected

citizens who are connected with MDDA directly or indirectly. Every file is assigned one of three colors i.e. green, yellow or red for making time-bound file clearance. Suppose a file is to be cleared within 5 days, for the first 4 days the color allocation will be green, for the 5th day it will be yellow and after passage of stipulated time it becomes red. The Vice Chairman can track the pending files and the colors assigned to them on the dashboard to find any pendency. After the stipulated time, a show cause notice is generated and only if there are any valid concerns raised which are approved by a higher authority, the show cause notice is not generated.

Out of total 7190 grievances, 7018 grievances have been disposed off by MDDA. There is integration with 14 Government departments for NOCs and other matters. MDDA is completing approximately 4000+ map approvals in a year. There is also a mobile application where one can see the Map Approval Status, Grievance Status and RTI status. To encourage flow of new ideas, MDDA has also started Urban Governance Fellowship. As of now, there are 3 fellows working with MDDA and they are giving ideas and insights in various projects. MDDA has requested the Urban Governance Fellows to provide insights on Robust Public Grievance Redressal Mechanism and fine-tuning of bylaws to get rid of all grey areas. According to Business Reforms Action Plan 2017 report, Uttarakhand was ranked 7th. The top 5 reforms with maximum score were in construction permit in which MDDA has played a key role. In conclusion Dr. Ashish Kumar Srivastava mentioned that MDDA continues to improve current processes to provide better facilities/services to the citizen.



CATEGORY IV:
PRESENTATION ON WIND POWER FORECASTING
SERVICES FOR THE STATE OF TAMIL NADU

Category IV: Outstanding research on Citizen Centric Services by Academic/Research Institutions

Wind Power Forecasting Services for the State of Tamil Nadu

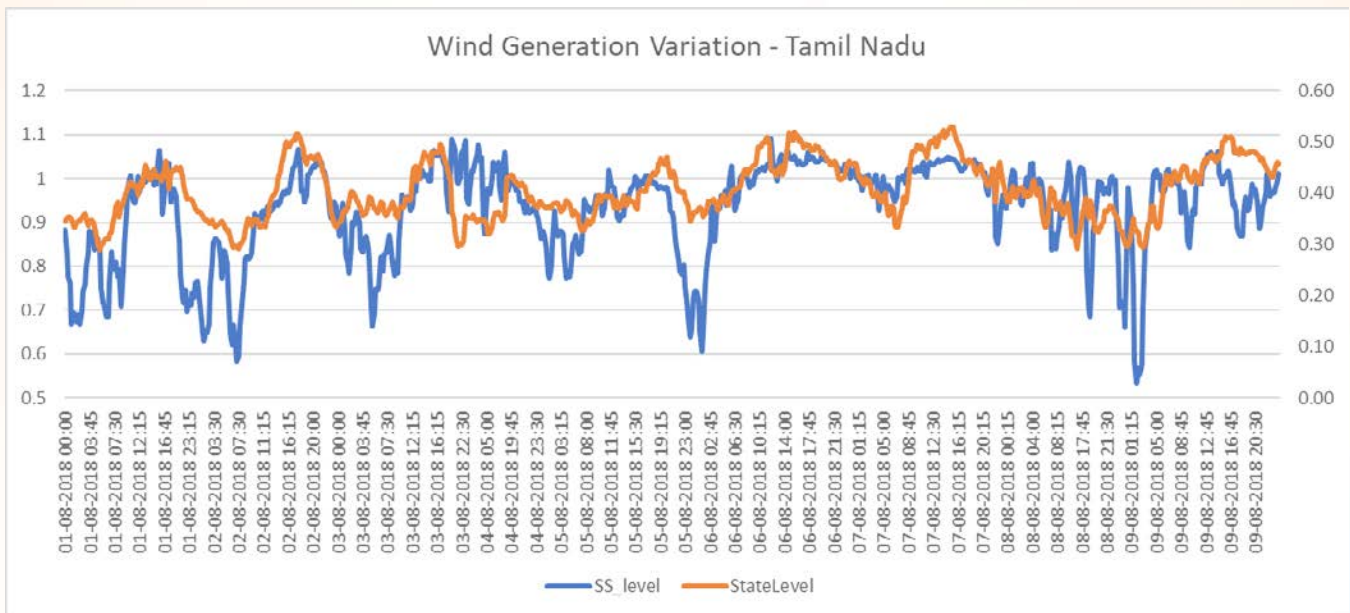


Dr. K. Balaraman, Director General, Head of the Institute, National Institute of Wind Energy (NIWE) started the speech by thanking Secretary (AR&PG) and Additional Secretary (AR&PG) for the privilege to address all dignitaries on the dais, awardees and present audience. He also introduced Shri K. Boopathi, Director, Head, R&D and Resource Data Analytics & Forecasting (R&D and RDAF) and Shri A.G. Rangaraj, Deputy Director (Technical) R&D and RDAF.

He spoke about Indian Power Scenario. Out of 21% Renewable Energy, 48% is Wind energy. Wind Power Forecasting (WPF) provides operational planner to schedule the generation and be able to manage the grid.

The National Institute of Wind Energy (NIWE) has largest data bank of measured wind and solar resource across the country with 1881 wind monitoring stations and 125 solar monitoring stations. The NIWE’s forecast is single largest regional forecast with 17.9 GW (52%) of Wind power across India. NIWE also signed MoU with various SLDCs to provide 13 GW of additional forecasting services in upcoming months this would cover about 90% of entire wind installation in the country.

27 emerging technologies are being used by NIWE to carry out the Wing Power Forecasting services. These fall under 4 modules, viz.; Data analysis and Modelling (6 Technologies), Met. Data analysis (7 Technologies), GIS, Data Management & Reporting (7 Technologies) and Web Based Dashboards (7 Technologies).



The NIWE indigenous forecast model uses Mixed Physical Statistical Approach. Shri K. Boopathi also spoke about Day ahead model and Intraday model and how are these models helping in forecasting accurately and error analysis.

He also told that India has made a commitment in Paris Climate Agreement to reduce the emission intensity of the economy by one-third and having at least 40% electric power installed capacity from clean energy sources by the year 2030.



CATEGORY VI:
**PRESENTATION ON ULTRA RESOLUTION UAV
BASED GEO ICT ENABLED PROPERTY TAX
MANAGEMENT SYSTEM FOR MUNICIPAL AREA OF
BHIWANI**

CATEGORY VI: Excellence in Adopting Emerging Technologies

Ultra Resolution UAV Based Geo ICT Enabled Property Tax Management System for Municipal Area of Bhiwani



Shri Anshaj Singh, I.A.S., Deputy Commissioner, Bhiwani started his presentation by introducing his team members, Shri Rajiv Rattan, I.A.S., Shri T.L. Satyaprakash I.A.S, Dr. V. S. Arya, Dr. Sultan Singh, Shri Nitin Chauhan and Dr. Priti. Shri Anshaj Singh stated that the main objective of this project was Cost-effective UAV based Aerial mapping, Geo- ICT enabled fresh property tax survey, Real time tax collection and payment status, Implementation of Grievance redressal system.

He spoke about UAV innovations, PPK technology, 3D- Point cloud which they have used in their system. He also spoke about the Grievance Redressal System and Grievance Correction Module and how it has helped in making the Grievance redressal easy.



UAV Innovation

He ended his speech by thanking Secretary (AR&PG), Additional Secretary (AR&PG) and the jury members.



CATEGORY III:
PRESENTATION BY PUNARVAS

CATEGORY III:

Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States PUNARVAS



Shri K.V.N. Chakradhar Babu, I.A.S., Joint Collector, Srikakulam, Andhra Pradesh started his speech by thanking Secretary (AR&PG) and Additional Secretary (ARPG) for providing the opportunity to briefly explain the project Punarvas. He explained that Web based software with GIS mapping integration is to computerise all the important activities under land acquisition. It provides the data storage, retrieval, decision support systems. It also provides the Aadhar based biometric authentication of beneficiaries and GIS data of the assets being acquired. PUNARVAS is the First end-to-end web based application for implementing the LA and R&R provisions of RFCTLARR Act 2013 - with built in technologies for Aadhar based biometric authentication, GIS mapping, drones and satellite imagery.

With Punarvas, the work has become effective and time & energy efficient, resulting in cutting short various tedious processes. In the previous system, there was a likelihood of changes in land classification from wet to dry, likelihood of altering the nature of the structure tailed to Pacca house and also alteration to the area and likelihood of change in number of trees and types of trees. With the help of Punarvas, they were able to remove the above issues, as the system itself recognised the nature of the land, nature of the structure and types of trees.

He then gave a brief SIA Module of the application and how it works and also shared the screenshots for the same.



Image taken via Drone

He spoke about Integration of GIS mapped data and field survey data of each structure in the project.

He concluded by saying that system is made so generic that, it can readily be used for any other project which involves land acquisition and R&R.



CATEGORY I:
PRESENTATION BY DIGITAL LAND

Category I: Excellence in Government Process Re-engineering for Digital Transformation

Digital Land (Comprehensive System of Land Management)



Shri Pravir Kumar, Chairman, Board of Revenue, started the presentation by thanking Secretary (AR&PG) and Additional Secretary (AR&PG) for providing the opportunity to briefly explain the project Digital Land. He highlighted that Land Record Digitization is one of the elements of the project. One particular initiative/aspect that distinguishes this project from other similar land record digitization projects is that, as part of Digital Land, there was a unique code assigned to each and every plot/field (every revenue plot in the state). This is a 16 digit code which is divided as, the first six digits (1-6) representing the Village Code, next four digits (7-10) representing the Plot Number, next four digits (11-14) representing the Division Details and the last two digits (15-16) representing the Land Category. The land category code is of great importance as it has further divisions which distinguish whether the land is of transferable rights, non-transferable rights, Forest Land, Asami (tenant), Abadi (residential) etc. Among land category,

there are total of 25 sub-categories, which leaves more digit combinations left for further sub-categorization in the coming years.

The benefit of this sub-categorization is that by one click of mouse, one can generate the number of ponds in the State or the number of grazing fields in the State or land based on any particular sub-category. This can also be used if one wants to construct a PHC or CHC and requires, say 1.5 acres of land, then one can easily search for the same using online filters. This unique code is like the Aadhaar Number of that Plot. Apart from such search, this unique code has also led to other benefits in different spheres. Once a unique number was available, the same was integrated with Revenue Court Computerized Management System (RCCMS). This feature/integration is beneficial to any potential buyer of a land including an entrepreneur, as this helps in providing solution to their three main concerns, i.e. whether land is under dispute, whether land is mortgaged or not and where the land is located. Thus, now sitting anywhere in the world anyone can find out specific required details of a specific land.

All the concerns mentioned before can be resolved through the online portal where the digitized maps are provided through the dropdown menus of villages and tehsil. This system is also linked with registry which has solved the problem of multiple selling of the same land to different people by the same individual. Moreover, earlier ownership share of joint plots were not mentioned or were not updated whereas now this issue has been solved by the updated system. This database of digital land project has led to reduction in human interaction, which used to have some cost involved and thus has led to reduction in expenses as well.

The success and popularity of any website can be gauged best by the number of hits it receives. Shri Pravir Kumar shared that their Website/Digital Land Portal is receiving more than a crore hits per day. Moreover, on 13th February 2019, the number of hits due to PM Kisan Samman Nidhi were more than 5.30 Crores in a single day. The data available on the portal is now being used for PDS and integration with mandi. Also, this basic data can be manipulated in any way for the desired outcome & benefit of the citizens. In the coming time, to facilitate easy updation and maintenance of land records, a mobile application is proposed to be developed for Khasra, to be used by Lekhpals (village level Revenue officials) in the field. In the end, Shri Pravir Kumar mentioned that this system has made life easy and transparent for the public at large and has reduced corruption.



CATEGORY II:
PRESENTATION BY MahaRERA

Category II: Excellence in providing Citizen-Centric Delivery

MahaRERA



Shri Gautam Chatterjee, Chairperson, MahaRERA, started the presentation by mentioning that Real Estate Regulation and Development Act is a new Act trying to bring regulation in a sector which has been for a long time problem area for the public at large, because almost everyone at some point of time are homebuyers. Real Estate Sector in India has historically been grappling with numerous issues such as Information asymmetry to the citizen, No Proper Forum for Grievance Redressal for Consumers, Real Estate Transactions were lopsided and heavily in favor of developers, Sundry Abuses and Malpractices, and Huge Delays in Real Estate projects completion. The problem of Information Asymmetry exists because when individuals buy homes they don't know what they are getting, when they will be getting it, whether they are getting value for money or not.

Thus, these problems that were there for decades in this sector are now being tried to be solved through this central Act which came into effect from 1st May 2017, when every State was asked to setup a real estate regulation authority to implement the Act. Maharashtra has been on the forefront of implementation of this Act and essentially the objective of this Act is to remove the information asymmetry, trying to put out all information of all projects in which people are trying to buy homes in the public domain. This objective was achieved in Maharashtra through the MahaRERA portal (maharera.mahaonline.gov.in). In

fact, Maharashtra is quite ahead of many other States in the real estate sector because of the number of homes and other office spaces that are getting built or have been built. MahaRERA, as of now has more than 60-65% of the total projects in the country, which are registered on the portal, which will create 20 lakh homes and will involve an investment of approximately Rs.8 lakh crores. All the grievances which the people used to have earlier did not have a forum to get their grievances redressed, are now being redressed through this 100% digital platform.

The unique thing about MahaRERA is that this is an authority/institution which is 100% digital and every activity of this institution is being done on a digital platform. It is a complete platform which comprises of more than 16 IT services such as GIS based mapping, Online Project Tracker, Online Complaints Management, Online Appeals, Online Conciliations, Online Non-Registered Information, Online Adjudication, Online Agent Registration, Online Project Updates, etc. Moreover, the key pillars of MahaRERA are Financial Discipline, Transparency, Accountability & Compliance, Citizen Centricity and Speedy Grievance Redressal. Thus, these features/services make MahaRERA different from various other projects that are on-going in this sector/industry. This initiative will bring the required citizen centricity which the Act tries to bring in, and over the years this sector will improve tremendously because the Act is not only a regulation but is regulation & development. This will help everyone wherever/whenever they are buying a home by getting information out in the public domain, and thus, helping them be informed and make informed choices as an empowered citizen. That is what MahaRERA has tried to achieve.



**CATEGORY III:
PRESENTATION ON HELLO DOCTOR 555**

Category III: Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

Hello Doctor 555

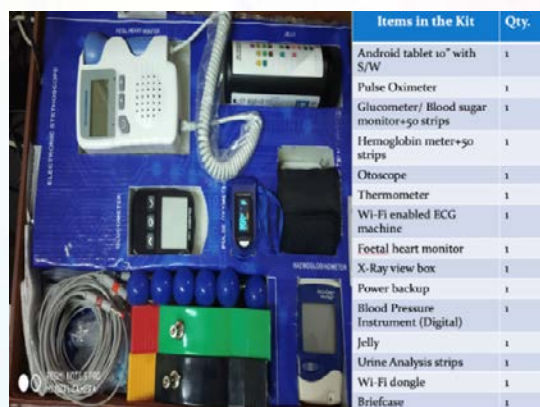


Ms. Sonika, District Magistrate, Tehri Garhwal, started the presentation by thanking Secretary (AR&PG) and Additional Secretary (AR&PG). She described that Hello Doctor 555 is a district level initiative in Tehri Garhwal. Tehri Garhwal has a population of around 7 lakhs and it has a huge area with difficult terrain as most of the land area is hilly. It is one of the three high priority districts in Uttarakhand and it is the only high priority district in hills in Uttarakhand. In terms of infrastructure, as of now, there is 1 District hospital, 11 CHC, 27 PHC and 75 Sub Centre (SC) with pharmacists.

The bottlenecks/challenges which the project tackled are that in a difficult terrain, like in Tehri Garhwal, the accessibility of villagers to the basic health facilities was an issue. This challenge arises as most of these basic health facilities are available at the District HQ or District Hospital (DH). Another issue is that lack of infrastructure prohibits people from getting quality services. There is a digital divide present in the district, also there is no place in district where a beneficiary can register complaints, and there is limited or no access to systematic information of healthcare facilities available in the district (More than 25 schemes are operational currently but there is no point/place where a beneficiary can get details regarding these schemes). Hello Doctor 555 aims to solve these challenges/bottlenecks.

There are 40 Sub Centres (SC) manned with pharmacists where Telemedicine Centre is setup. Farthest Sub Centre is the Mongi SC which is 145 KM away from the District Hospital and the minimum distance is of Tiwargaun SC which is 20 KM away. The opportunity lies in the fact that there is a significant increase in the mobile phone subscribers and landline connections and, thus, technology and telemedicine can be used to provide services to the people living in the remotest villages, as telemedicine reduces time and distance required to reach the patient. Also, the district is able to provide internet services at the panchayat level using the Bharatnet scheme.

The basic objective of Hello Doctor 555 is evident by the 3As i.e. affordability, accessibility and availability of healthcare services at the remotest place at the doorstep of the beneficiary. This project started as a toll free number 555 and later expanded and evolved into a studio being established at the District Hospital (DH) which is manned with doctors and specialist on demand. The District Hospital is equipped with IVR (Interactive Voice Response) system & conferencing system. Moreover, the District Hospital and Sub Centres are equipped with tablets, optimized software for video call and Android based online/offline mobile application with integrated tele-consultation kit. After entering details in the tablet, the doctor or specialist review the details and prescribe the medicine based on the data which has been entered.



Around 40 Sub Centres are operational with the required equipment out of the total 75 Sub Centres with pharmacists in the District. In the coming time, the project is planned to be expanded to the remaining Sub Centres. The outcomes of the project were that approximately 9280 calls have been attended to and advised on by Doctors/Specialists and 4693 video calls have been attended. Out of these calls, approximately 60% have been made by women. Thus, Hello Doctor 555 has been able to provide real-time service delivery in a transparent process while ensuring accountability.



**SESSION II:
AWARDS CEREMONY**

Welcome Address	Sh. V Srinivas Additional Secretary, Department of Administrative Reforms & Public Grievances
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Respected Dr. Jitendra Singh ji, MOS for Personnel, PG and Pensions, Respected Shri K.V.Eapen ji, Secretary Department of Administrative Reforms & Public Grievances and Pensions, Distinguished Senior Officials of Government of India, Awardees, Ladies and Gentlemen, I rise to extend a warm and hearty welcome to each and every one of you for the National e-Governance Awards Ceremony. The National e-Governance Awards recognize excellence in the field of e-Governance as India steps into an era of paperless Governance. Today marks the culmination of a 3-month long process from calling for nominations, to scrutiny, spot visits, presentations before the Jury Committee and shortlisting of awardees. As an official associated with every step of the journey, it gives me immense joy to welcome and congratulate the 2019 National e-Governance award winners on this occasion.

In 2019, the Department of Administrative Reforms & Public Grievances received an unprecedented 411 nominations, in 6 categories viz., Excellence in Government Process Re-engineering, Excellence in Providing Citizen Centric Delivery, Excellence in District Level Initiative in e-Governance, Outstanding Research on Citizen Centric Services by Academic and Research Institutions, Innovation in Use of ICT in e-Governance solutions by Startups and Excellence in Adopting Emerging Technologies. The Screening Committee shortlisted 256 nominations for the second round of assessment and recommended 100 nominations for spot study assessment. Spot Study Assessments were undertaken by senior officials of the Department, and 46 were selected for Jury Committee presentations. 14 Award winners have been selected from the presentations made to the Jury Committee.

The award winners for Excellence in Governance Process Re-engineering for Digital Transformation are **Digital Land** (A Comprehensive System of Land Management) developed by the Board of Revenue for Uttar Pradesh, **Khanij Online** which is an integrated system for effective management of mines and minerals in Gujarat, **IRCTC Rail Connect Mobile App** representing the next generation e-Ticketing system of Indian Railways. The Award Winners in providing Citizen Centric Delivery are the **UMANG App** which is a unified platform to provide 1200 major Government services by 2020, the **MAHARERA** which provides an online application for customers interested in buying real estate property in Maharashtra and the **National Scholarship Portal** which has benefitted 1.5 crore students with scholarship schemes. The Excellence in District Level Initiatives winners are the **MDDA ERP** which is an online ERP solution for management of the Mussoorie Dehradun Development Authority, the **Hello Doctor 555** which is an effective use of ICT infrastructure for seamless delivery of health care services in Uttarkhand and **Punarvas** which is an application for promotion of ICT in Land Acquisition and R&R procedures in Andhra Pradesh. The awards winners for outstanding research on Citizen Centric Services by Academic Research Institutions are **Wind Power Forecasting Services for the State of Tamil Nadu** developed by the National Institute of Wind Energy under the Ministry of New and Renewable Energy, and the **Targeted Intervention to Expand and Strengthen TB Control** amongst the Tribal Populations under the RNTCP developed by the National JALMA Institute for Leprosy and other Mycobacterial Diseases, under the Department of Health Research. The award winner for the Use of ICT in e-Governance solutions by Startups is the **Giribala Creative Ventures Private Limited**, Gujarat which developed an exclusive B2B platform for construction chemicals. The award winners for excellence in adopting emerging technologies are the **Ultra Resolution UAV based Geo-ICT enabled Property Tax Management System for Municipal Area of Bhiwani** developed by District Administration of Bhiwani and the **iStart Rajasthan** which is an end to end online platform for Startups across the Nation.

I would also like to mention some of the 18 projects selected for inclusion in the Compendium of Selected Papers 2019. **BHUSEVA Enterprise Architecture** using IndEA as a blueprint for e-Governance architecture, is a project of the Department of Revenue, Government of Andhra Pradesh that aims at identification of land parcels, tagging them with geo-coordinates, allotment of unique identification numbers to each land parcel and establishing a digitalized land information data base. The **Implementation of Direct Benefits Transfers in Fertilizers** is a project of the Department of Fertilizers which is a complex IT driven initiative that enables the Department to monitor the availability of fertilizers across the country on a real time basis, by capturing sales transactions at retail point and creating the data base of beneficiaries. **Gram Samvad: Empowerment through Information, An Integrated Platform for Inherent Social**

Audit is a citizen centric mobile app, created by the Ministry of Rural Development to serve and empower the rural citizens of India, by facilitating a single platform access by citizens to information at Gram Panchayat level on various rural development programs.

e-Governance has changed the manner in which we work. In the Central Secretariat, e-Governance is manifested through the effective implementation of the e-Office Mission Mode project implemented in all the Ministries/ Departments of Government of India which has resulted in paperless offices and transparency in decision making. Over 10.5 lac files have been digitalized in the Central Secretariat with every Ministry adopting Digitalization practices. The Central Secretariat Manual of Office Procedures that has duly incorporated the provisions of the Central Secretariat Manual of Electronic Office Procedures. There is innovation in management and maintenance of archival records also with the synergy between the Public Records Act and the Central Secretariat Manual of Office Procedures. It is also pertinent to mention that today's Digital landscape in the Central Secretariat is represented by Virtual Private Networks upto the level of Deputy Secretaries, Digital Signature Certificates upto the level of Under Secretaries. I was quite excited when I could study and dispose files and receipts on my mobile phone following activation of the Virtual Private Network. The empowerment is quite phenomenal – files can be disposed/ decisions taken while on travel, or while in prolonged meetings/conferences outside the office environment. I would recommend this practice to each and every one of you to take up implementation of e-office in State Secretariats, District Collector Offices, Attached and Subordinate Offices of Government of India keeping in view the significant empowerment that system provides. Further senior policy makers can activate their Virtual Private Networks on laptops and mobile phones through the NIC. If India is to be a US\$ 10 trillion economy, faster decision making and quality decision making are essential. The National e-Governance Awards 2019 will inspire us to rededicate ourselves to the adoption of the best practices in e-Governance in our day to day work lives. These stepping stones for excellence will guide us to adopt larger number of best practices in our quest for excellence.

I would like to thank the Hon'ble Minister Dr. Jitendra Singh ji for his astute political leadership in the adoption of e-Governance Practices. I would also like to thank Secretary DARPG, Shri K.V. Eapen for his administrative leadership in adoption and knowledge dissemination of e-Governance best practices. I would also like to congratulate Ms. Kiran Puri, Joint Secretary, DARPG and her entire team of officials whose sustained efforts have made the event possible. The NASSCOM has supported the DARPG throughout this initiative and I am grateful to the NASSCOM officials led by Shri Gaurav Hazra for their support. I would also like to congratulate the KPMG officials who have worked tirelessly with us to make this event possible.

Let me once again welcome each and every one of you on this occasion and congratulate the award winners.

Jai Hind.

Address	Sh. Gaurav Hazra Sr. Director and Head – India Markets at NASSCOM
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Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office, Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space; Sh. K V Eapen, Secretary, DARPG; Sh. V Srinivas, Additional Secretary, DARPG and Ms. Kiran Puri, Joint Secretary, DARPG. Ladies and Gentlemen, it is an absolute honour and privilege for me to speak at the occasion today and witness the tremendous work being done in the space of e-Governance today. Let me start by congratulating all the awardees and nominees of the National Awards for e-Governance 2019.

India is uniquely positioned to take advantage of digital technologies to bring in a paradigm shift in Governance by bringing the citizen centre-stage, while delivering public services. Today, as part of NASSCOM, I know that the technology industry in India is setting new benchmarks for Innovation at Scale, and has been partnering with Central and State Governments to redefine how they deliver services to citizens

Digital India is the biggest platform that will empower every individual with access to digital information, knowledge and services. NASSCOM is working continuously to build skills and capacity to manage and implement technology led transformation projects. Good Governance is the fundamental promise of every elected Government in the world. Across the world, experience and studies have highlighted the role of e-governance in enabling and supporting Good Governance.

The National eGovernance awards ensures service delivery of the highest standards with maximum citizen impact in a nation. The ecosystem presents us a great opportunity for a transformative leap in Governance given the unique combination of societal readiness and technological advancement that exists in the country today. NASSCOM is very well positioned today to drive partnerships, especially PPPs with sustainable business models are the only way we can deliver innovation and impact at the scale and speed needed. We, along with the industry hope to participate with the Government to skill, scale and fulfil the promise of e-Governance to its fullest.

Thank you ladies and gentlemen.

Address	Sh. K V Eapen Secretary, Department of Administrative Reforms & Public Grievances
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Dr. Jitendra Singh, Hon’ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister’s Office, Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space; my dear friends, Sh. V. Srinivas, Additional Secretary, DARPG; Ms Kiran Puri, Joint Secretary, DARPG; Sh. Gaurv Hazra from NASSCOM; awardees of the National e-Governance award; colleagues from the Government of India and from the State Governments and other distinguished delegates; ladies and gentlemen, it is my privilege to welcome each and every one of you to the Award Ceremony of the 2019 edition of National Awards for e-Governance. The intent of these Awards, as you know, are given every year, has always been two-pronged: one, to celebrate excellence, and second, to foster mutual learning. The outcome of this entire exercise is significantly improved standard and efficacy of citizen centric services.

This year, we decided to host the Award Ceremony in Delhi to felicitate the awardees of the year and to offer them a platform to showcase their unique projects. Normally, along with the Award Ceremony, we also have a Conference wherein initiatives of the IT sector are discussed. This year, we will be having the Conference a little later and the venue shall be decided accordingly. The overarching theme for this year is ‘Digital India: Success to Excellence’. The theme has been well thought of. The Government of India has taken massive strides towards achieving success in its Digital India initiatives. The Hon’ble Prime Minister has envisioned to co-create a ‘digitally empowered knowledge economy’, with the Central and State Governments in collaboration along with other stakeholders. However, it is not just the success we have that is sufficient, we need to continuously improve upon these initiatives and strive towards excellence. We see a number of times, in some of these projects, the issues of duplication and replication; duplication because people are not aware of a similar project already in existence in another part of the country, and

lack of replication also because of the same reason. It is through a national platform like this, that we seek to bridge this gap. An Exhibition has also been organized in this regard wherein some of the awardees shall be presenting the outstanding e-Governance initiatives undertaken by them bringing citizens and Government closer. And I am sure some of you have already visited the exhibition.

The gap between success and excellence can only be bridged by an unfaltering resolve to continuously work towards the end objective. One of the key challenges which limits the coverage of the Digital India initiative is last mile reach and connectivity. The Award Winners this year, have utilized the mobile platform effectively to solve this issue across sectors such as travel, health, and energy among others. Thus, when we give these awards, we are recognizing the initiatives that have helped us to achieve good governance as a whole. It is incredible how these projects have synergized the various facets of Digital India initiative, including the digital locker, e-education, e-health, e-sign, and National Scholarship Portal, among others. This year, we are giving 14 awards in 6 categories for the National e-Governance Awards.

There was very strong competition in several categories as was mentioned by the Additional Secretary in his welcome address, and we were delighted to recognize various projects worth replicating and universalizing all over the country. This year, the most intriguing aspect of the exercise was identifying projects in unusual areas, such as the wind power forecasting model for renewable energy requirement/availability predictions and utilization of emerging technologies such as drones to manage property tax in Bhiwani. I congratulate all the awardees and hope that they will continue to work with the same enthusiasm in the coming years. This year, we are also showcasing e-Governance initiatives which have sustained and developed over time and those which have a potential for paradigm shift in the way citizens access market services.

I would like to conclude by mentioning that although challenges of the Digital India initiative still remain apart from connectivity, such as digital illiteracy, poor infrastructure, low internet speed, lack of coordination among various Departments among others, I see the award winners working towards potent solutions to each of them. And I look forward to a very fruitful and intellectually enriching day ahead at the Award Ceremony, which fosters further spurs the award winners towards greater excellence. I also hope for large scale replication of the solutions we are witnessing today. Thank you very much.



Release of Film on National e-Governance Awards and Books – a. Compendium of Selected Papers b. Excellence in e-Governance

A film of duration 10 minutes showcasing the award winning projects of National Awards for e-Governance 2019 was launched at the event.

Two books were also launched at the event including:

a. Compendium of Selected Papers – A booklet comprising of 18 selected papers contributed by researchers, academicians, industry etc. on the theme for National Awards for e-Governance 2019 i.e. ‘Digital India: Success to Excellence’ and 6 sub-themes: India Enterprise Architecture (INDEA), One Nation – One Platform, Digital Infrastructure, Emerging Technology for Practitioners, Inclusion and Capacity Building and Engaging with Innovators and Industry

b. Excellence in e-Governance – A booklet highlighting the details of 14 award winning projects across 6 categories



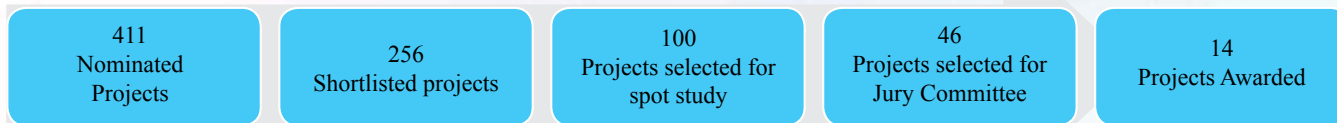
Award Distribution

Brief description of the selection process of awards

National Awards for e-Governance are presented every year to recognize and promote excellence in implementation of e-Governance initiatives taken by various Government Departments, Public Sector Units and Non-Government Institutions.

Total 411 nominations were received in 6 categories against the advertisement made by this Department out of which the valid nominations were 256.

The First Screening Committee shortlisted 100 projects. The details of all invalid nominations, test data and duplicate nominations were also seen by the Committee. Ground Spot study in respect of shortlisted projects was conducted in order to get further details of these projects. These projects were evaluated on the basis of spot study reports. 46 out of 100 projects were found suitable and recommended for consideration of the Jury Committee. The Project Heads of the shortlisted 46 projects made presentation before the Jury Committee constituted for selection of projects to be given National Awards on e-Governance 2017-18. The Jury Committee selected 14 Projects (06 Gold, 07 Silver and 01 Special Jury Award) under 6 categories to be awarded during the Award Ceremony. The Jury Committee also selected one project to be awarded as the Special Jury Award for their outstanding initiative in e-Governance.



At the Award Ceremony of NAeG 2018-19, Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) presented the National Awards for e-Governance 2018-19 to the awardees.

National Awards for e-Governance 2018-2019

S.No.	Award	Project Name	State/Centre
Category 1: Excellence in Government Process Re-engineering for Digital Transformation			
1	Gold	Digital Land (Comprehensive System of Land Management)	Uttar Pradesh
2	Silver	Khanij Online	Chhattisgarh
Category 2: Excellence in providing Citizen-Centric Delivery			
3	Gold	UMANG	Government of India
4	Silver	MahaRERA	Maharashtra
5	Silver	National Scholarship Portal 2.0	Government of India
Category 3: Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States			
i. North-East States + Hilly States			
6	Gold	MDDA ERP	Uttarakhand
7	Silver	Hello Doctor-555	Uttarakhand
iii. Other States			
8	Gold	Punarvas	Andhra Pradesh
Category 4: Outstanding research on Citizen Centric Services by Academic/Research Institutions			
9	Gold	Wind power forecasting services for the Whole state of Tamil Nadu	Tamil Nadu
10	Silver	Targeted Intervention to Expand and Strengthen TB Control Among the Tribal Populations under RNTCP, India	Uttar Pradesh
Category 5: Innovative Use of ICT in e-Governance solutions by Startups [Startup as defined by Department of Industrial Policy and Promotion (DIPP) Government of India]			
11	Silver	www.chemicals4construction.com	Gujarat
Category 6: Excellence in Adopting Emerging Technologies			
12	Gold	Ultra Resolution UAV based Geo-ICT enabled Property Tax management system for Municipal area of Bhiwani	Haryana
13	Silver	iStart Rajasthan	Rajasthan
Special Jury Award (Category 1)			
14		IRCTC Rail Connect Mobile App	Government of India

Category I : Excellence in Government Process Re-engineering for Digital Transformation

Digital Land (Comprehensive System of Land Management)	Gold	Uttar Pradesh
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It is an integrated and inter operable solution for extending e-Services related to rural areas of Uttar Pradesh. It comprises of online web applications of Land Records, RCCMS, Bhu-Naksha (Digitization of Cadastral Maps), Khasra (Crops details), Online Mutation and Anti-Bhu-Mafia Portal.



The Digital Land (Comprehensive System of Land Management) team led by Shri. Pravir Kumar (Project Head) accepting the Gold award for the category Excellence in Government Process Re-engineering for Digital Transformation.

Khanij Online	Silver	Chhattisgarh
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Khanij Online as a web-based portal empowers each registered Stakeholder viz.: Lessee, Licensee, traders, End user industry, vehicle owners, and transporters including regulatory Govt. officials to act as a Centre of Delivery. The core objective of this project is to develop an integrated and effective management of mines and minerals system in the State.



The Khanij Online team led by Shri. Anurag Diwan (Project Head) accepting the Silver award for the category Excellence in Government Process Re-engineering for Digital Transformation.

Special Jury Award

IRCTC Rail Connect Mobile App	Government of India
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IRCTC launched new IRCTC Rail Connect Mobile App on next generation e-ticketing system in January 2017. The App was re-designed to meet the travellers' objectives.



The IRCTC Rail Connect Mobile App team led by Shri. Sunil Kumar (Project Head) accepting the Special Jury award for the category Excellence in Government Process Re-engineering for Digital Transformation.

Category 2: Excellence in providing Citizen-Centric Delivery

UMANG	Gold	Government of India
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UMANG is a unified platform to provide major government services. Currently 325 services are live on UMANG and by December 2020, 1200 services are planned to be on board.



The UMANG team led by Shri. Neeraj Kumar (Project Head) accepting the Gold award for the category Excellence in providing Citizen-Centric Delivery.

MahaRERA	Silver	Maharashtra
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MahaRERA is an online application available for customers interested in buying real estate property within Maharashtra. Maharashtra is the pioneer State in implementation of the RERA and has taken the lead in streamlining/making all the services available to the citizens online. All the details about the projects, agents, promoters/builders, workers, contractors, vendors, banks and complaints are available online.



The MahaRERA team led by Shri. Gautam Chatterjee (Project Head) accepting the Silver award for the category Excellence in providing Citizen-Centric Delivery.

National Scholarship Portal 2.0	Silver	Government of India
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National Scholarship Portal is a pan-India application. The scholarship Portal which is popularly known as 'NSP' caters to the students/beneficiaries from all over India. Annually NSP caters services to more than 1.5 Crore beneficiaries and in its peak time handles 4.5 lakhs applications daily. Students can access the services of NSP through their own devices like personal computer (web based), Mobile (mobile app), etc.



The National Scholarship Portal 2.0 team led by Shri. S.B. Singh (Project Head) accepting the Silver award for the category Excellence in providing Citizen-Centric Delivery.

Category 3: Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

MDDA ERP	Gold	Uttarakhand
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Online Map Approval System (paperless) with digital signatures, Bio Metric Attendance System, CCTV Camera, Dash Board Implementation for tracking of files, Integrated approach (ERP) to get away with redundant work, use of web portal/SMS/email to communicate with the public reducing the touch points.



The MDDA ERP team led by Dr. Ashish Kumar Srivastava (Project Head) accepting the Gold award for the category Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

Hello Doctor-555

Silver

Uttarakhand

Effective use of ICT Infrastructure for seamless delivery of health care service through Hello Doctor-“555”.



The Hello Doctor 555 team led by Ms. Sonika (Project Head) accepting the Silver award for the category Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

Punarvas	Gold	Andhra Pradesh
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Punarvas was launched to create trust amongst the people for land alienation, acquisition, SIA, R&R, etc by making it online. Almost complete information on each beneficiary and each transaction is being maintained in the database.



Punarvas team led by Shri K.V.N. Chakradhar Babu (Project Head) accepting the Silver award for the category Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States

Category 4: Outstanding research on Citizen Centric Services by Academic/ Research Institutions

Wind power forecasting services for the Whole state of Tamil Nadu	Gold	Tamil Nadu
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A model for the forecasting of renewable energy, especially wind for load management. The project has developed a research-based model for prediction of wind forecasting and uses algorithms in the background. NIWE has created a state of art in house developed wind power forecasting model to forecast the wind power. In Tamil Nadu due to NIWE's forecast, evacuation of wind generation has been improved from 80 Million Units to 100+ Million Units in a day.



The Wind power forecasting services for the Whole state of Tamil Nadu team led by Shri. K. Boopathi (Project Head) accepting the Gold award for the category Outstanding research on Citizen Centric Services by Academic/Research Institutions.

<p align="center">Targeted Intervention to Expand and Strengthen TB Control Among the Tribal Populations under RNTCP, India</p>	<p align="center">Silver</p>	<p align="center">Uttar Pradesh</p>
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A tribal population of 17 million is being covered by the project in 17 districts of 5 States, namely, Rajasthan, Jharkhand, Madhya Pradesh, Chhattisgarh and Gujarat. Increase in case detection of TB patients under the RNTCP.



Targeted Intervention to Expand and Strengthen TB Control Among the Tribal Populations under RNTCP, India team led by Dr. Avi Kumar Bansal (Project Head) accepting the Silver award for the category Outstanding research on Citizen Centric Services by Academic/Research Institutions.

**Category 5: Innovative Use of ICT in e-Governance solutions by Startups
[Startup as defined by Department of Industrial Policy and Promotion (DIPP)
Government of India]**

Giribala Creative Ventures Pvt Ltd. (www.chemicals4construction.com)	Silver	Gujarat
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Exclusive B2B Platform of Construction Chemicals & Waterproofing Products and Services: To integrate and organize Construction Industries and Construction Chemicals industries and provide opportunities to achieve its full potential and optimum growth levels.



The Giribala Creative Ventures Pvt Ltd. (www.chemicals4construction.com) team led by Shri. Sunil Nayak (Project Head) accepting the Silver award for the category Innovative Use of ICT in e-Governance solutions by Startups.

Category 6: Excellence in Adopting Emerging Technologies

Ultra Resolution UAV based Geo-ICT enabled Property Tax management system for Municipal area of Bhiwani	Gold	Haryana
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The Ultra Resolution UAV based Geo-ICT enabled Property Tax management system for Municipal area of Bhiwani team led by Shri. Anshaj Singh (Project Head) accepting the Gold award for the category Excellence in Adopting Emerging Technologies.

iStart Rajasthan	Silver	Rajasthan
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iStart Rajasthan is an end-to-end online platform for startups across the nation. The objective behind this initiative is to raise entrepreneurship spirit in the State through this platform.



The iStart team led by Shri. Manu Shukla (Project Head) accepting the Silver award for the category Excellence in Adopting Emerging Technologies.

Address	<p>Dr. Jitendra Singh</p> <p>Hon'ble Minister of State, Hon'ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Personnel, Public Grievances & Pensions; Department of Atomic Energy & Department of Space</p>
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Seated on the dais, Sh. K. V. Eapen, Sh. V. srinivas, Madam Kiran Puri, Sh. Gaurav Hazra, representatives from the States and Departments of the Central Government, other dignitaries and distinguished guests, ladies and gentlemen. First of all, I am happy to perform the pleasant duty of congratulating all the award winners, you are the primary reason why we are here today, why I am here speaking to you today. So, I must thank you for your efforts towards winning these awards and bringing us all together at this platform. As mentioned by Sh. Eapen, the annual ARPG Conference related to these Awards could not materialise this year as of now, also owing to the impending Election Code of Conduct. Hence, we decided to defer the Conference to a later date and instead have the Award Ceremony first, so that the award winners need not wait for their awards.

I remember the time when the Government had just come into power on 26th May 2014, and the Hon'ble Prime Minister Sh. Narendra Modi ji had just set the agenda of 'Maximum Governance, Minimum Government'. Today, when I look back at these 5 years, I am happy to state that we stand vindicated to a great extent. And it has only been possible due to the Hon'ble Prime Minister's personal indulgence and natural temper or flair for digitalization and e-patronage to achieve these objectives. Soon after the Government came in, one of the earlier decisions that were taken, again thanks to the personal indulgence of the Hon'ble Prime Minister was to do away with the age old practice of having certificates attested by Gazetted officers. I am surprised why this age old British feudal legacy was never eliminated and we had to wait for Sh. Narendra Modi to take over. However, what this initiative was, to send out a strong message to the youth of the country, that here is a Government that trusts its youth. Because when we live in a country where more than 70% of the population is less than 28 years in age, we have no business governing them, if we cannot trust them. Another remarkable decision taken by the Hon'ble Prime Minister was to schedule interviews for lower grade posts. This step eliminated all sorts of misgivings around the selection process. It provided a level playing field to all, irrespective of the social strata. And hence, I say that the reforms undertaken by this Government are not just reforms of Governance but also reforms of social behaviour. And this has been true across various schemes including financial schemes like the Jan Dhan Yojana etc.

Even at ARPG, one of the first few decisions we made, in the very first quarter of this Government having come to power, was regarding the minimum pension allocation and disbursal. I remember in October 2014, I was in Chandigarh, personally handing over the first lot of cheques, and an elderly woman fell at our feet. We were quite embarrassed but she has tears in her eyes, and she told us that for the last 30 years, she had been fighting for her family's pension of Rs.35/-, if only the Hon'ble Prime Minister would have assumed power earlier, life would have been different. Thus, I repeat these are reforms that increase sensitivity and go beyond mere governance. We also developed a new portal for payout of pensions, where payout may be collected only on the last day of the officer's superannuation. Earlier, people would not attend office, given the liberty to collect NoCs, but with everything routed through the portal now, there is accountability as well as no delays in pension payouts anymore. Even when I had retired and had opted for VRS, it took me almost a year to get my first pension, and when I had discussed this issue with my superior officer, he had quite plainly stated that the fault lies with you. The list of pensioned officers is prepared at the beginning of each year and since your name never appeared there, hence the delay in payout of pension was caused. So clearly, the Hon'ble Prime Minister has brought about ease and effectiveness through e-Governance.

I would also like to congratulate Sh. Eapen and his team, at this point for the Anubhav awards. 6 months before an officer superannuates, he/she has to submit a brief account of his/her experience, which essentially provides us with a huge research material for learning and development. I remember, in the first year of launch of Anubhav wards, there was a lady officer with a natural flair and passion for working in the Tourism sector. She eventually even pursued a Doctorate abroad in the domain, but when she returned after 2-3 years, she was still posted in a domain outside Tourism. However, she was still persistent and kept on trying, but unfortunately by then, it was time for her to retire. This experience tells us how we get so used to the fallacies in the system, and end up doling out injustice not only to the individual but also the State resources. This is why we created the Anubhav accounts, wherein all research material is published.

Even the PM Awards have undergone a remarkable transformation. Over the past few years, it has been made so wide-based and objective that scope for lobbying has been eliminated. ARPG finalises the schemes for each year and makes sure that the District is given preference over an individual. And the response to these changes has been overwhelming with over 95% participation rate. Also the young collectors have gained confidence that irrespective of age, experience or connections, they stand to showcase their best work and give impetus to the schemes they are driving. I particularly recall this young Collector, a Swachchhata prize winner from one of the most terror-stricken districts of Jammu and Kashmir, Anantnag. He had mobilized a pool of young, enterprising, mask wearing young girls, to spread awareness by writing the virtues of Swachchhata on the city walls. I can only imagine the tremendous amount of effort and encouragement it must have taken on his part to motivate them. And hence, I believe that the 5 year term of this Government shall be remembered well. Another example is the Governance cell under DARPG which was not very active before the incoming of this Government. In 2014, we had an average grievance submission rate of 2 lakhs per annum which has risen to an average of 16 lakhs per annum. When I was highlighting this 8-9 times rise in lodging of grievances at a media event, the response I received was that this indicates a higher number of complaints being lodged against the Modi Government. However, I had a simple and beautiful reply to this concern, which is also exemplified by a quote of the famous poet Mirza Ghalib that essentially means, you only lodge a grievance only where you have a hope for response or resolution. DARPG has massively increased its efforts towards monitoring of complaints and grievances. There were several weekends spent on this exercise and I was personally involved in randomly calling the complainants for regular follow-ups. And the result has been that we have not fallen short of at least 95% grievance disposal rate.

But this does not mean that we cannot do more. A couple of basic things need to be kept in mind such as making society aware of the difference between grievance disposal and redressal. And since a lot of senior Government officers are present here today, you can carry this message back. So, for example, let's say a Government officer lodges a grievance that his empanelment has not come through because he was not viewed qualified or competent enough. What will ARPG do in this case, it will take back the complaint to his Department and ensure a response is received on the same within 2 weeks. But therein ends the job of ARPG, it is not the job of ARPG to take a decision on behalf of the Officer's Department or investigate into the reasons behind the same. I am very happy to state that owing to its multiple achievement over the past few years – Employees' portal, LTC etc., ARPG has gained considerable visibility. This is also the reason why vibrant officers like Sh. V. Srinivas have chosen to join this Department now. I used to wonder why the HR Department, ARPG's equivalent Department in the private sectors is highly respected, while ARPG is looked down upon. It is through the efforts of the Hon'ble Prime Minister that the Department has restored its lost glory. As is also visible through the widespread application of space technology, which has now entered households and has also been effectively utilized by some of the awardees, this too has been made possible by the efforts undertaken at Sriharikota, by the Hon'ble Prime Minister.

There are two types of people everywhere, one who knows they do not know, and the other who do not know that they do not know. And the second type are the most dangerous people you encounter anywhere, because they live in a state of ignorance, unaware of their weaknesses. And as a student of Science, I would like to recapitulate this episode at Srinagar where the Government was faced with the challenge of tackling huge floods. A team of ISRO scientists were called in, but they did not know how the application of space technology could help in resolution. Then, we highlighted to them, that they could monitor which

National Highways had been washed away and needed restoration on priority using satellite imagery, sitting right there in their offices. This was the power of space technology and the massive strides it had taken.

To conclude, I would like to emphasize that the State Governments better monitor their respective Grievance portals. I notice that in some cases, these portals remain not visited for over weeks, which defeats their purpose. Also, these workshops and regional conferences that have become a regular affair now, thanks to the one-time comment of the Hon'ble Prime Minister, that 'let's get out of Vigyan Bhawan', must be utilised to their fullest. We have reached different parts of the country through the National Conference of e-Governance – Vishakhapatnam, Nagpur, Hyderabad, etc., State Governments must make best use of this outreach. The services of Central ARPG are always available for you, we are more than willing to send our resources to you as well, but the initiative and invitation has to come from you. Once again, heartiest congratulations to all the awardees and very well done Sh. Eapen and his team.

Vote of Thanks

Ms. Kiran Puri

Joint Secretary, Department of Administrative Reforms & Public Grievances



My highest respect to Shri Jitendra Singh ji, MoS, PMO, DoPT, DAR&PG, Space and Technology, DoNER, DARPG Secretary Shri K.V. Eapen ji, Additional Secretary, DARPG Shri V. Srinivas, Shri Gaurav Hazra, Senior Director and Head India Market Development, NASSCOM distinguished delegates, ladies and gentlemen, it is my privilege to pose a formal vote of thanks for this award ceremony of the 2019 edition of National Awards for e-Governance being held at Dr. Ambedkar International Centre, New Delhi. I would like to express my profound gratitude to the President of the function, Hon'ble Minister of State, Ministry of Development of North Eastern Region, Minister of State for Prime Minister's Office, Personnel, Public Grievances and Pensions, Department of Atomic Energy, and Department of Space, Government of India, Dr. Jitendra Singh for gracing us with his presence, presiding over the function and giving his valuable insights on the overarching theme for the year – 'Digital India: Success to Excellence'. I thank on behalf of Department of Administrative Reforms & Public Grievances, the Hon'ble Minister of State, Dr. Jitendra Singh, for inaugurating the exhibition and finding out time from his busy schedule. We are motivated by your words Sir. You have inspired us all to continue working towards building a new India. Sir, your inspiration and presence has always inspired us and motivated us

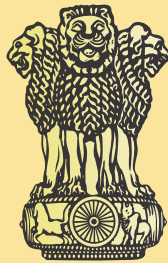
and the team DARPG will always live up to the expectations you expect from the Department. I thank Sh. K. V. Eapen, Secretary, Administrative Reforms & Public Grievances and Sh. V. Srinivas, Additional Secretary, Administrative Reforms & Public Grievances, from our Department for their addresses that have set the tone for the ceremony today, and also for their support and guidance throughout the process of the 2019 edition of National Awards for e-Governance.

I thank all our distinguished delegates including the senior officials from Central Government and representatives from the State Governments, who have come here, in spite of their busy calendar. I thank the awardees and delegates from all over the country. I would like to thank the members of the Screening Committee and the Jury Committee for the National Awards who assisted us in the heavy task of selecting the finalists and winners amongst many able contenders. Over the months of December 2018 and January 2019, the 14 esteemed Screening Committee members sat together to understand, analyze, brainstorm and assess all the applications in Round 1 and again deep-dived into the shortlisted 100 applications in Round 2 of evaluations after Spot Studies were conducted. The Screening Committee members helped filter out 46 powerful projects after their Round 2 for Jury Committee evaluations. My sincere thanks to the subject matter experts comprising the 15 member strong Jury Committee as well that examined the presentations in detail, made by the 46 shortlisted awardees over a span of two days, and finalized the 14 awardees being felicitated today. I thank all the awardees who have put up a beautiful exhibition, I also thank our industry partner, NASSCOM who assisted us.

I also thank all contributors to the Compendium for writing the thought provoking papers on theme and sub-themes for this year. I thank our Consultants, KPMG for their contribution and also my colleagues in DARPG for their hard work. Last but not the least, I wish to thank the representatives of the electronics, print media who are covering the award ceremony and thus contributing to the citizen awareness on this important topic. Media have been very supportive. We had a curtain raiser yesterday and media was very supportive to release very good clippings in terms of promoting the event to the nook and corner of the entire country. We are very thankful to all the esteemed guests who have come all over the country to be a part of this event. My deepest gratitude to the speakers whose discussions and brain storming sessions will really pave the way to achieve the milestones we have set in terms of getting e-Governance to the door step of the country. We will be thanking of course all the awardees. We have really done lot of screening and lot of analysis in terms of choosing who should be awarded but yes it should not discourage people who were a part of the zone of consideration. I once again thank all the esteemed guests and everyone who could make and be a part of this event.

Thank you so much.





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**Department of Administrative Reforms and Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India**