सत्यमेव जयते

Citations for National e-Governance Award Winners 2020

Department of Administrative Reforms & Public Grievances, Government of India

Citations for National e-Governance
Award Winners 2020

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2020 e-Governance Awards

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2020 e-Governance Awards

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Excellence in Government Process Re-engineering for Digital Transformation

This award seeks to recognize the projects that involved analysis and re-design of workflow which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these. The impact of the re-engineering process should have been a significant digital transformation.

Gold Award

Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
National Health Authority, Ministry of Health & Family Welfare

Silver Award

GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking)
Industrial Promotion and Investment Corporation of Odisha Limited, Government of Odisha

Silver Award

ERONET (Electoral Registration Officers Network)
Election Commission of India

Jury Award

Real Time Pollution Monitoring System (RTPMS)
Pollution Control Board, Government of Andhra Pradesh

Gold Award

Excellence in Government Process Re-engineering for Digital Transformation

Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
National Health Authority, Ministry of Health and Family Welfare

Ayushman Bharat PM-JAY launched by the Government of India in September 2018 is one of the most promising flagship programmes, upholding the objectives of National Health Policy (NHP) and achieving Universal Health Coverage (UHC). The PM-JAY initiative is addressing health (covering prevention, promotion and ambulatory care) at the secondary and tertiary levels and aims to cover around 40% poor and vulnerable population of the country (50 crore beneficiary).

Key Aspects:

- Portable healthcare allowing patients to travel to any empanelled provider for treatment and care.
- Providing health coverage up to Rs.5 lacs per annum per family with additional flexibility with the States to increase the coverage while bearing expenditure.
- Coverage of 3 days of pre-hospitalization and 15 days of post-hospitalization expenses, medicines, follow-up consultation and diagnostics.
- 1,393 treatment packages out of which 1,083 are surgical, 309 medical and 1 unspecified package.
- Rectification and obviation of fraudulent practises through establishment of National Anti-Fraud Unit (NAFU) and State Anti-Fraud Units (SAFU) with operational as well as legal modalities.

Beneficiary of the Project: PM-JAY has been rolled out for the bottom 40 percent of poor and vulnerable population of the country. In absolute numbers, this is close to 10.74 crore households.

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Silver Award

Excellence in Government Process Re-engineering for Digital Transformation

GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking)
Industrial Promotion and Investment Corporation of Odisha Limited

The Government of Odisha has developed the online Single Window portal, GO SWIFT i.e. Government of Odisha Single Window for Investor Facilitation and Tracking, to transform the B2G interface through the entire investment lifecycle. GO SWIFT is a key business reform undertaken by the State Government with the objective to provide all requisite information/clearances to investors in a hassle-free & paper-less manner.

Key Aspects:

- One-stop Solution for information on clearances required.
- Payment, tracking & approval of G2B services.
- All existing technological applications of the Industries Department including GO PLUS, GO SMILE, GO CARE, GO iPAS, and State Project Monitoring Group portal have been integrated with GO SWIFT.
- Access to all these services is now available through a single sign-on user credentials.
- To facilitate tracking and monitoring of applications GO SWIFT sends out SMS and e-mail notifications to the investors at the critical stages of processing of applications.

Beneficiary of the Project: All the investors who have invested in the State along with the Departmental officials. The investors are getting facilities for approval of all services on a single portal where they can check their application status. Similarly, department officials can easily track the application at one place. GO SWIFT also allows for incentive application, and sanction under the Industrial Policy Resolution.

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Silver Award

Excellence in Government Process Re-engineering for Digital Transformation

ERONET (Electoral Registration Officers Network)
Election Commission of India (ECI)

ERONET 1.0 application was developed as single application for all states for form processing, accordingly UNPER (Unified National Photo Electoral Roll) a single database across nation was designed and developed. ERONET brings in seamless processing of forms, easy handling of the databases, regular and simpler way of monitoring the Electoral Rolls (ERs) activities and maintaining the ERs health.

Key Aspects:

- Quality of Services/Improved service delivery to stake holders, smooth interfaces between citizens and Election Commission, increased transparency, easy access of information to the citizens, standardized turnaround and tracing out the duplicate data.
- Additional enhancements in the form of alert and monitoring facilities at the level of Electoral Registration Officers (ERO), District Electoral Officers (DEO), Chief Electoral Officers (CEO) and Election Commission of India (ECI) level.
- Suomotu action for EROs and processing for removal of logical errors.
- Online system of Form Processing Objective field verification.
- E-ROLL management with Unique Electors Photo Identity Card (EPIC) Number Generation.
- Synchronization of E-Roll at National Level - generation of reports, notifications alerts, monitoring dashboards, printing of electoral roll from ERONET for all the states.

Beneficiary of the Project: Citizens of India (above 18 years), Overseas Electors, PWD Electors, Elector Registration Officers at the various levels. ECI officials for monitoring and decision making.

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Jury Award

Excellence in Government Process Re-engineering for Digital Transformation

Real Time Pollution Monitoring System (RTPMS)
Pollution Control Board, Andhra Pradesh

Monitoring industrial emissions through Continuous Emission Monitoring System (CEMS), quality of effluent through Continuous Effluent Quality Monitoring System (CEQMS) and ambient air quality through Continuous Ambient Air Quality Monitoring Stations (CAAQMS) so as to provide a healthy environment to the people of Andhra Pradesh.

Key Aspects:

- As and when the industry exceeds the standards, automatic SMS alerts are sent to the respective industries and local officials to take immediate remedial measures.
- Notices are being issued to the industries, which are not in compliance with the prevailing standards.
- The RTPMS comprises of analytical components and software designed intelligently to provide real-time and continuous measurement of emissions and effluents by analyzing the representative samples.
- CEMS, CEQMS & CAAQMS were implemented with an end objective to assist Andhra Pradesh Pollution Control Board (APPCB) in monitoring by accumulating accurate and real-time pollution related data online with minimal manual intervention.
- By implementation of this RTPMS project, compliance levels in the pollution potential industries were improved, thereby reducing the emissions into atmosphere, improving waste water treatment systems and increasing the usage of treated waste water in the process/cooling systems.

Beneficiary of the Project: The project is useful for protection of environment for the present and future generations. The project is an effective tool for APPCB to take swift decisions and to safeguard the health of public in line with sustainable development goals and public welfare.

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Excellence in providing Citizen-Centric Delivery

This award seeks to recognize the projects which resulted in delivering enhanced values qualitative / quantitative or both to its beneficiaries through effective use of ICT.

Gold Award

Antyodaya Saral Haryana
Department of IT, E&C, Government of Haryana

Silver Award

RailMadad
Railway Board, Ministry of Railways

Jury Award

An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System
Revenue Department, Government of Karnataka

18th National Conference on
e-Governance
2014-2015

Gold Award

Excellence in providing Citizen-Centric Delivery

Antyodaya Saral Haryana
National e-Governance Division, Department of IT, E&C, Government of Haryana

Antyodaya Saral platform has been made with the objective to provide all G2C schemes and services to the citizens on one single platform and available online across all 115 Antyodaya Saral Kendras and 8000+ registered Atal Seva Kendras. Total of 511 services and schemes launched out of a total of 550+ G2C services. These schemes and services spread across 38 Departments, Boards and Corporations.

Key Aspects:

- Making all schemes and services available on one integrated online platform.
- Ensuring end-to-end processing of applications in an online paperless manner.
- Process re-engineering schemes and services to make procedures simple and minimalistic.
- Establishing State-of-the-art citizen service delivery centers at District, Sub-division and Tehsil Levels.
- Ensuring availability of all schemes and services at Atal Seva Kendras.
- Ensuring all schemes and services are delivered within clearly stipulated time limits.
- Clear visibility to citizens (and officials) at all stages on the status of application(s).

Beneficiary of the Project: Citizens of Haryana State, Officials of Haryana Government

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Silver Award

Excellence in providing Citizen-Centric Delivery

RailMadad
Railway Board, Ministry of Railways, Government of India

The Primary objective for rolling out RailMadad was to provide ease of accessibility to Railway customer for registering grievance and faster complaint mitigation.

Key Aspects:

- Ease of Accessibility.
- Ease of living/Ease of registration of complaint.
- RailMadad has emerged as an invaluable tool for Railway staff & Manager for grievance mitigation and prevention, and to take system-improvement measures.
- Higher disposal rate of complaints & Lower disposal time of complaints.
- It is now possible for a passenger to make a complaint about deficiency through e-mode i.e. Web, App, SMS and social media. This access is provided round the clock with an apparatus to respond at any time of the day.
- Approx. 2000 complaints registered every day, Public complainant users - 39745; Railway Users 3568. App download: 12611 (Android & iOS).

Beneficiary of the Project: Railways customers

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Jury Award

An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System
Revenue Department, Government of Karnataka

The initiative created a ready repository of caste income & residence certificates of the population of Karnataka, which enables instantaneous and over the counter issuance of these certificates at the citizen requests. The Certificates are also available ONLINE so that the citizen could print his or her certificate anytime and anywhere.

Key Aspects:

The project has been enabled for Caste and Income, Income and Residential Certificates in classified as below:
- Caste and Income Certificate
- Caste Certificate (Cat A)
- Caste Certificate (SC /ST)
- Income Certificate
- Income Certificate for Employment
- Residence Certificate

Beneficiary of the Project: Around 6 Crore Citizens of the Karnataka State.

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Excellence in District level initiative in e-Governance

(i) North-East States + Hilly States

(ii) UTs (including Delhi)

(iii) Other States

This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens' through effective use of ICT.

(i) North-East States + Hilly States

Gold Award

District Adhoc Wireless Surveillance Communication System using Drone Technology
District Disaster Management Authority, Rudraprayag

Silver Award

Loucha Pathap - Online Land Record Computerization and National Generic Document Registration System (NGDRS)
District Administration Imphal East, Manipur

Jury Award

eForestFire - Himalayan Forest Fire Prediction
Department of Environment & Forests, Arunachal Pradesh

(ii)   UTs (including Delhi)

Gold Award

SAKOON
Deputy Commissioner, Udhampur, Jammu & Kashmir

(iii)   Other States

Gold Award

WeDeserve – Right assistance to the Right person at the Right Time
District eGovernance Society, Kasaragod, Kerala

Silver Award

Public Services from Block to Panchayat Sarkar Bhawan through e-Governance
District Administration, Saharsa, Bihar

Gold Award

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
District Adhoc Wireless Surveillance Communication System using Drone Technology
District Disaster Management Authority, Rudraprayag

District Adhoc Wireless Surveillance Communication system using Drone Technology is a technology-based solution to improve safety of pilgrims, mitigate risks and monitor reconstruction activities in Rudraprayag, Uttarakhand. This technology solution is used to remotely monitor the progress and quality of large-scale construction works around Kedarnath Dham, provide real time feedback and reporting on any location during a disaster to authorities thereby enabling better planning, decision and execution of rescue operations. This system is also used to monitor the Shri Kedarnath Yatra and facilitate the safety and security of pilgrims. Drone Technology has an immense impact on the safety and security of pilgrims and has played a crucial role in mitigating risks and saving lives in the region.

Key Aspects:
- To remotely monitor the progress and quality of construction and reconstruction works in and around Kedarnath Dham, the efficiency of construction activities and the risk associated with construction has reduced immensely.
- Better planning and decision making resulting from real time feedback has improved the efficiency of the construction projects and has played a crucial role in mitigating risks to life during disasters.
- Improved design, planning and execution of disaster management related activities.
- Improved monitoring of the Kedarnath yatra has had a direct impact on the safety and planning of facilities of the yatra.

Beneficiary of the Project: District Administration, District Disaster Management Authority, State Disaster Management Authority, Kedarnath Development Authority, Police Department Rudraprayag, Local community of District Rudraprayag, Kedarnath Pilgrims, Construction Agencies in Kedarnath

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Silver Award

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
Loucha Pathap - Online Land Record Computerization and National Generic Document Registration System (NGDRS)
District Administration Imphal East, Manipur

The main objective of the project is digitization of Land Records and dissemination of information through web and mobile App. The online service was launched on 6th August 2018 and since then 157 villages, 133,238 Records of Rights (RoRs) and 82,951.051 acre of land have been digitized. On an average 300 online transactions are done on a monthly basis to prepare a digital database. This has improved the functioning of the system as citizens are no longer required to visit the circle office. Transparency and efficiency are also improved as the database created has reduced the time required to retrieve and verify records. Validation of land taxes and ownership has also become easier and authentic.

Key Aspects:
- As the solution has been deployed, time to retrieve information and validate land data has improved
- The system has improved transparency and functioning of the district by preparing a digital database which augments planning and execution of activities.
- The digitation of Land and improved transparency mitigates land related civil and criminal activities.
- The digital database created augments land tax collection and improves capacity building of the district.
- Validation of ownership has been made more efficient due to improvement in transparency and creation of digital land data

Beneficiary of the Project: The main beneficiaries of the project have been the citizen of the district, land owners, the district, Government officials, Panchayats, the state and the central government.

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Jury Award

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
eForestFire - Himalayan Forest Fire Prediction
Department of Environment & Forests, Arunachal Pradesh

The project aims for applying geospatial technology towards forest fire characterization and evaluation of relationship with meteorological thematic layers, geographical features and socio-economy of the local area. Spatial analysis of forest fires in the state was carried out and a forest fire predictive model was created which acted as an efficient information dissemination system through user friendly Android based mobile App (eForest Fire) and which also linked the fire data shared by citizens on a web portal.

Key Aspects:
- To integrate poverty, population density, forest cover, forest type, temperature, rainfall, slope, & elevation to find initial hotspot & its correlation with actual data from Forest Survey of India (FSI).
- To develop predictive model by integrating real data (FSI) & initial GIS based hotspot in order to provide villages with strategic allocation of Government resources for damage mitigation and to assess where exactly to place fire controlling measures such a fire lines, watch towers etc.
- Study at the level of lowest administrative unit i.e. villages, the list of which was extracted from extremely high-risk areas for preferential allocation of Government resources & for early warning system.
- To link predictive model, Android App and web portal are used to refine the prediction every time data is shared by the citizens.

Beneficiary of the Project: People can report fire incidents of their nearby forests and can also be in direct touch with Divisional Forest Officers (DFOs). Due to this timely intervention and efficient information dissemination, the forest fire incidences reported this year were around 31% less in comparison of period before start of the project.

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Gold Award

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

(ii) UTs (including Delhi)
SAKOON
Deputy Commissioner, Udhampur, Jammu & Kashmir

'SAKOON' is a technology platform enabling quick processing of "relief" cases and subsequently release of funds to the victims of a disaster/calamity leading to loss / damages, as per the guidelines of SDRF (State Disaster Response Fund).

Key Aspects:
- Fast and hassle-free relief disbursement to sufferers of various calamities covered under SDRF in a transparent manner.
- Substantial reduction of processing time (time elapsed between date of incidence and date of disbursement) of relief cases of various calamities from months to days.
- Digital capturing, processing and final disbursement takes not more than 15-20 days with zero cost to the user.
- Service provider (service access point) is a Patwari who visits the user and captures details on a smart phone including photographs of the incident.
- Reduction in the time lapse for immediate relief (SOS) from days to hours.
- Financial calculation is done automatically as per SDRF norms, resulting in enhanced transparency and direct transfer to the beneficiary.

Beneficiary of the Project: People who have suffered damages to their life and property because of various natural calamities are the beneficiaries of the project. Through digitalized platform the sufferers can get relief compensation much faster and, in a hassle-free manner.

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Gold Award

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

(iii) Other States

WeDeserve – Right assistance to the Right person at the Right Time

District e-Governance Society, Kasaragod, Kerala

We Deserve, is a project for People with Disability (PWD). Prior to the launch of this initiative, the major benefits could not reach to the PWDs in a timely manner. All services and assistance are provided to the differently abled at the right time based on correct need assessment by creating and using a central data repository.

Key Aspects:

- Providing right assistance to differently abled persons.
- New born screening - early detection, identification, intervention and rehabilitation; providing Unique Disability ID) UDID linked Disability Medical Board Certificate and assertive devices.
- Creating an individual profile for PWDs, which includes personal, socio-economic, health (physical & mental) and education details. It also includes a comprehensive rehabilitation plan for PWDs.
- To get the benefit of prioritization and focused intervention from the Government
- To generate tangible output in the form of Medical Board Certificate on the same day of examination and ensure right assistance.
- Manual application process is avoided, and electronic certificates are delivered post implementation. Doctors are using e-forms for noting.
- The time period to deliver the Certificates has been reduced from two weeks to one day.

Beneficiary of the Project: Persons with disabilities (PWDs)

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Silver Award

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

(iii) Other States
Public Services from Block to Panchayat Sarkar Bhawan through e-Governance
District Administration, Saharsa, Bihar

The public service aims at making governance more transparent, accountable and inclusive, however, to make it reach the marginalized sections of the population has always been a challenge. District Administration adopted e-Governance for the delivery of public services. With the extensive use of information and communication technology (ICT) tools, human intervention has been reduced in public service delivery resulting in reduction in instances of corruption. The administrative processes are modernized, and manual work is minimized to ensure enhanced transparency.

Key Aspects:
- Application Method available online as well as offline.
- The services are tracked and are to be delivered under stipulated timelines.
- Offline mode is available for convenience of designated beneficiaries.
- Transparency is promoted and alleged corruption is abated.
- All the steps required to access the services are ICT enabled and one need not visit government offices right from the application part till the service delivery.
- It has direct impact on the success of various Direct Benefit Transfer (DBT) schemes by Government of India.
- Digitalization of work and preservation of data on cloud.
- On time delivery of services.

Beneficiary of the Project: Citizens residing in the state.

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Outstanding Research on Citizen Centric Services by Academic/Research Institutions

This award seeks to recognize the exemplary research in the field of e-Governance by Academic/Research Institutions for the benefit of the citizen.

Gold Award

Satellite Based Agriculture Information System: An Efficient Application of ICT
IIT- Roorkee, Uttarakhand

Silver Award

ICT based e-Agricultural Extension for Enhanced Technology and Information Delivery
Agricultural University, Sabour, Bihar

Gold Award

Outstanding Research on Citizen Centric Services by Academic/Research Institutions

Satellite Based Agriculture Information System: An Efficient Application of ICT
IIT- Roorkee, Uttarakhand

SBAIS is one of India's first satellite data based online information systems for agriculture/crop monitoring at district and tehsil level in Uttarakhand state. The system is based on the analysis of multi-temporal satellite data and composed of mainly two modules namely Classification and Crop Monitoring. The project aims to make full use of fusion of optical and radar satellite data, as well as advanced nonlinear reconstruction methods for data fusion to increase the level of accuracy

Key Aspects:
- A technique has been developed for fusing the information of various satellite data in order to monitor crop area, crop type, crop health condition and soil moisture and monitor the effect of meteorological condition on agricultural system.
- ICT based tools have been developed so that end users like farmers and planners both can get timely information for pre-harvesting and post harvesting scenarios.
- Data Fusion (DF) framework has been used in which the means and tools for the alliance of data originating from different sources are summarized.
- Under Crop Monitoring module, district/tehsil/village wise greenness map of any dates of selected year with respect to its previous year can be obtained to compare the health of vegetation.
- The module provides information about the area (sq. km.) of vegetated/related land cover and also helps in monitoring the greenness for a particular crop cycle of specified area for specified time.

Beneficiary of the Project: Government of India/ State Government, Farmers, Land Planners, Economic Planners and Insurance companies

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Silver Award

Outstanding Research on Citizen Centric Services by Academic/Research Institutions

ICT based e-Agricultural Extension for Enhanced Technology and Information Delivery
Agricultural University, Sabour, Bihar

Bihar Agricultural University (BAU), Sabour has rolled out several ICT enabled innovative agriculture extension approaches to reach out to the farming community on real time basis in line with the national initiative of Digital India. The university team has developed a sustainable module of ICT based information and technology delivery. They created a friendly audio-video content for faster dissemination of technology and enabled an accelerated growth for agriculture through enhanced technology delivery to the farmers of Bihar.

Key Aspects:
- The major approaches adopted by the university include:
    1. Real Time Farmers-Scientist Interface with Video-Conferencing
    2. Kisan Gyan Rath- Taking Technology to Farmers Door Step
    3. Community Radio Station
    4. Digital Storytelling and its dissemination through Social media
    5. Videos through SD cards: An approach to tackle internet issues
    6. Dissemination of timely information through SMS
- Under the present ICT based technology transfer programme, the university has been connected with 20 Krishi Vigyan Kendras situated across 20 districts and 6 Agricultural Colleges through state-of-the-art video-conferencing facility for the transfer of agricultural technologies across the state.
- In another initiative called BAU Crop Doctor, the dedicated group of scientists are attending specific issues of farmers through dedicated WhatsApp no. (7004528893) where farmers' issues are resolved which are based on crop pest/disease images send by the farmers.

Beneficiary of the Project: Farmers and farm woman, Rural youth, Agri-Entrepreneurs, Scientists Extension Functionaries, Students and other stakeholders in Farm Sector

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Innovative Use of ICT in e-Governance solutions by Startups [Department for Promotion of Industry and Internal Trade (DPIIT) Government of India]

This award seeks to recognize the exemplary use of ICT in e-Governance solutions by Startups as defined by DPIIT.

Gold Award

Providing farm scale data from multi-satellite
Satyukt Analytics Private Limited, Karnataka

Silver Award

A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report
Cognitivecare India Labs LLP, Telangana

Silver Award

FotonVR - Virtual Reality in Education
Kachhua Education Services LLP, Gujarat

Gold Award

Innovative Use of ICT in e-Governance solutions by Startups [Department for Promotion of Industry and Internal Trade (DPIIT) Government of India]

Providing Farm Scale Data from Multi-satellite
Satyukt Analytics Private Limited, Karnataka

The objective of the initiative is to provide earth-observations data at the fingertips. As a result, algorithms were developed to combine multiple satellite information to provide the information at fine scale by considering the available earth-observation satellite constellations. The algorithms combine multiple satellites to improve the spatiotemporal resolution of space-based products which can be used at a farm-scale.

Emerging Technologies used:
Proprietary algorithms were developed to get the continuous flow of information throughout the year from multiple satellite images. Algorithms combine multiple satellite data with greater precision to estimate agro-hydrological variables at fine scale.

The services offered by Satyukt are as follows:
- Soil Moisture Estimation
- Vegetation Indices (e.g. Normalized Difference Vegetation Index - NDVI)
- Evapotranspiration
- Crop Yield and Acreage Estimation
- Health Monitoring and Risk Estimation
- Rainfall Analysis and Agriculture Drought Monitoring

Beneficiary of the Project: Construction chemicals manufacturer, paints manufacturer, cement manufacturer, grout manufacturers, tile adhesive manufacturers, distributors, dealer, applicator, architects, contractor, Builders & Developers, Ready Mix Concrete, Contract Head, Specifiers, Civil Engineers, students and associates to construction industries.

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Silver Award

Innovative Use of ICT in e-Governance solutions by Startups [Department for Promotion of Industry and Internal Trade (DPIIT) Government of India]

A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report
Cognitivecare India Labs LLP, Telangana

The objective of the initiative was to create a system and method for health screening and diagnosis based on the outcomes in the cuttent laboratory report, past diagnostic test readings and overall health condition, besides trying to map with similar looking/ matched population.

Emerging Technologies used:

- The system according to the invention described herein, comprises of rule-based algorithms supported by big data analytics and machine learning (AI), with a user-friendly graphic user interface, which converts the complex medical/diagnostic reports into simple and easily understandable/interpretable reports.

- The methodology involves several steps like receiving screening test result for a specific aspect of patient's health, reporting it in the conventional form, retrieving past results of all screening tests of the patient's overall health, generating a real-time cumulative personalized health screening report and representing real-time cumulative personalized health screening report in a graphical interface.

Beneficiary of the Project: Persons interpreting lab results Health checks and National Health Mission Labs

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Silver Award

Innovative Use of ICT in e-Governance solutions by Startups [Department for Promotion of Industry and Internal Trade (DPIIT) Government of India]

FotonVR - Virtual Reality in Education
Kachhua Education Services LLP, Gujarat

Taking digital education, a step ahead, the project introduces virtual reality in the field of education for better understanding of subject, especially in the field of science. In FotonVR, the students can understand better, grasp more and remember in an entertaining way. The objective is to make the students confident when they study science subjects and enhance their performance in education.

Key Aspects:
- In a tech era where use of projectors and smart screens have simplified the way of education, VR helps to gain more understanding by 50-60 percent.
- FotonVR's science education content is in 3D & 360 degree which helps the learner to focus more and understand every topic in detail.
- Narration is in regional languages like English, Gujarati & Kannada and the team is working on other regional languages so that every student can understand better with visual rather than leaving it to the imagination.
- Things make a bigger difference in life when students/learners encounter the real situations, FotonVR's sole goal is to make study easy by providing science education to learner in 3D & 360 degree.
- With FotonVR teachers and parents will get a report on their child's behavior analysis which can further be used in making a report card based on their understanding pattern and performance.

Beneficiary of the Project: Student of class 5th to 10th. FotonVRs educational content is science-based and as per state board and National Council of Educational Research and Training (NCERT) syllabus.

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Excellence in adopting Emerging Technologies

This award seeks to recognize the exemplary adoption of emerging technologies (such as block chain, artificial intelligence, machine learning, natural language processing etc.) for e-Governance projects.

Gold Award

T-Chits
Registration & Stamps Department, Telangana

Silver Award

Wildlife Surveillance and Anti-Poaching System (WSAPS)
Department of Information Technology & Communication, Government of Rajasthan

Gold Award

Excellence in adopting Emerging Technologies

T-Chits
Registration & Stamps Department, Telangana

T-Chits project is a blockchain solution that aims to solve the unique problem of financial frauds in Indian savings instrument known as Chit Funds. Chit funds are key instruments of financial inclusion in India, especially for those with little access to formal institutions. T-Chits project has made Chit Fund credit financing accessible, credible, reliable and rewarding to subscribers.

Key Aspects:

- T-Chits covers the entire state of Telangana. There are more than 750+ Chit Companies working in about 1550+ Offices. The solution is open for the entire Chit Subscribers in the state covering millions of them.
- T-Chits leverages foundational technologies like Blockchain to address many of the challenges that reduce the Information, Interaction and Innovation frictions (high fees, cash movements, reporting, auditing and potential fraud from the parties including foreman and subscribers).
- A blockchain based network of Chit group registry along with the subscribers creates immutable transaction records using which the credit profiles of the subscribers can be built to make them financially inclusive in the bigger scheme of things.
- The solution makes use of Hyperledger Fabric as a Blockchain framework, which is an open source backed by Linux foundation.

Beneficiary of the Project: Low-income group families across the State

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Silver Award

Excellence in Adopting Emerging Technologies

Wildlife Surveillance and Anti-Poaching System (WSAPS)
Department of Information Technology & Communication, Government of Rajasthan

The concept and architectural design of Wildlife Surveillance & Anti-Poaching System is an integrated software-based surveillance solution equipped with high end thermal/optical cameras, point to point wireless network & communication equipment, solar power systems, drones etc. in hybrid model for protected areas of forest as per IT-policy of Government of Rajasthan.

Key Aspects:
- Deployed in five Wildlife protected areas of Rajasthan with containerized local control room at each area which are integrated with Central Command & Control Room at Headquarters.
- Provides automated alerts/alarms driven by various analytics performed on real time information provided by the deployed equipment to the specifically designed unified dashboards for the users.
- Integrated approach to handle the project considering various advanced technologies like Multi-Level Alert System (ML-AI) (for species tagging, recognition, pattern analysis, anomaly movement in wildlife, critical path optimization for patrolling, UAV, GIS-Geo fencing etc.)
- Multi-Level Alert System: Data analysis of the live feed and the images taken from different points can be done continuously

Benefits of the Project: The rate of security incidents such as intrusions, route violation etc. in the protected areas are going down. Notable observations are as follows: (i) After deployment of the solution the number of cases of human intrusion have decreased. (ii) Potential intruders are apprehensive owing to the state of surveillance (iii) Cases of route violation by safari drivers has witnessed a marked decrease.

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First Prize

Problem Statement: Predictive Model
Predictive model solution for routing complaints to Departments

Every year, several thousands of complaints are raised on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal. Close to half of such complaints are raised under incorrect Ministry/Department. Currently, the tickets are manually reassigned to appropriate department and take at least 2-3 assignment hops to finally reach the concerned authority. This causes delay in Complaint Resolution (on an average around 21 days) and hampers User satisfaction.

The proposed A.I. driven process understands the context of the request and routes it to the concerned department intelligently. The model we have used, works on mathematical modeling inspired from how a human brain works, it is a special case of artificial neural network, popularly known as Recurrent Neural Network. This solution is developed as a micro service and can be integrated with any compatible Government portal or system. In case the issue is miss-assigned, the model keeps learning from the mistakes over millions of user interactions and improves over time.

Benefits of the Application
- This solution results in a reduced Turn Around Time for complaint resolution.
- It is a first step towards Intelligent Governance Solutions and increases user/citizen satisfaction.
- User friendly interface
- Reduction in time for grievance redressal

Team: Jayendra Vadrevu (Team Lead), Pranav B, Rakesh R, Raji Reddy

Team ID: DARPG_470

Second Prize

Problem Statement: Application System
CGS Mobile app

This App will bridge the gap between the General Public and the Government on the grievances observed by the public and also will increase the awareness among the people for various issues observed by public all over India by supporting the below features:

1. User can report their grievances of any category over any region of India
2. User can upload related image or document to support the grievance.
3. The grievance is assigned to a concerned Department depending upon the category of grievance who may further allocate the task to their subordinate offices
4. The Personnel then analyses the severity and estimates the time for resolution for the reported grievance and starts working upon it
5. Users can see continuous updates on grievance raised by them.
6. The News feed and up vote system allows other users to view and support all the grievances reported by the users all over India

Benefits of the Application

- Increases citizen engagement/collaboration by connecting citizens via grievances raised and keeping citizens informed during entire grievance resolution process.
- Brings transparency to the grievance resolution system.
- User friendly interface
- Multi-language support

Team: Ratnajit V Desai (Team Lead), Anup B Patil, Suraj D Amrutkar

Team ID: DARPG_33

Third Prize

Problem Statement: Chatbot

A Conversational Chatbot that interacts with an AI model that can identify and recommend the department to which the grievance should be filed would be a fit solution to improve Citizens grievance submission experience. The Bot would interact with Citizen to aid in submitting the grievance as if a human interacts with another. And is available 24X7 and always ready to expedite smooth grievance submission.

Team: **Ajaya Kumar S (Team Lead)**, **Alagunambi Welkin**, **Kannan G**, **Srinivasan P**, **Selvagurunathan R**
Team ID: **DARPG_592**

Consolation Prize - 1

Problem Statement: Predictive Models

The team has used the complaints data available from pgportal.gov.in to train an ML model to predict the appropriate department that has to address the new complaint. This prediction is then sent to the orchestrator who can redirect the complaint to the concerned department quickly and prevent multiple transfers of the complaint. The long-term goal is to automate the transfer without manual intervention.

Team: **Ankita Bhatia (Team Lead)**, **Siddharth Singh**
Team ID: **DARPG_719**

Consolation Prize - 2

Problem Statement: Application System (My Grievance user mobile app)

The My Grievance user mobile app is designed to democratize the process of handling grievances of an individual or a community by updating respective ministries about the grievances of people. The app lets the user post details of their grievances which are then forwarded to the correct ministry by the admin. The app helps users stay updated and informs them about different ministries. The systematic and streamlined design of the app gives users a platform to start projects ranging from nation-building to community service

Team: Basu (Team Lead), Ashish Kumar
Team ID: DARPG_1035

Consolation Prize - 3

Problem Statement: Chatbot

The Chatbot will communicate with the user in real time and in relation to filing a Grievance in the CPGRAMS portal expedite with smooth submission of grievances. The team has used Googles Dialog flow platform to build the chatbot. It works on Natural Language Processing (NLP) and is backed by Machine Learning.

Team: Prasad Manohar Deshmukh (Team Lead), Harshal Mahendra Bhoir, Abhishek Deepak Mohite, Rushikesh Baburao Patil, Pradnya SatishKet,
Team ID: DARPG_707

Notes

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering for Digital Transformation	
GOLD	Digital Land (Comprehensive System of Land Management)
SILVER	Khanij Online
JURY AWARD	IRCTC Rail Connect Mobile App
Category II – Excellence in providing Citizen-Centric Delivery	
GOLD	UMANG (Unified Mobile Application for New-age Governance)
SILVER	MahaRERA
SILVER	National Scholarship Portal 2.0
CATEGORY III – Excellence in District level initiatives in e-Governance (i) North-East & Hilly States (ii) UTs (including Delhi (iii) Other States	
GOLD	MDDA ERP
GOLD	Punarvas
SILVER	Hello Doctor- 555
Category IV – Outstanding research on Citizen Centric Services by Academic/ Research/Institutes	
GOLD	Wind power forecasting services for the Whole state of Tamil Nadu
SILVER	Targeted Intervention to Expand and Strengthen TB Control Among the Tribal Populations under RNTCP, India
Category V – Innovative use of ICT in e-Governance solution by Start-ups	
SILVER	www.chemicals4construction.com (Giribala Creative Ventures Pvt. Ltd.)
Category VI – Excellence in Adopting Emerging Technologies	
GOLD	Ultra-Resolution UAV based Geo-ICT enabled Property Tax Management System for Municipal area of Bhiwani
SILVER	iStart Rajasthan

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering	
GOLD	INAMPRO
SILVER	eAbgari
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	SAMARAKSHNE
SILVER	e-aarogya
Category III – Innovative Existing Project of Government Departments other than PSUs	
GOLD	Educational Portal
SILVER	MeeSeva 2.0
Category IV – Best District level initiative through ICT in (i) North East States (ii) Hill States & UTs (excluding Delhi) (iii) Other States	
GOLD	eOffice (North East States)
GOLD	Rohtang Pass Permit Issuance MIS (Hill States + UTs (excluding Delhi)
GOLD	Padhe Dantewada Likhe Dantewada (Other States)
SILVER	Aizawl District Disaster Management Authority (ADDMA) Mobile Application (North East States)
SILVER	e-NAM- Soil to Sale (Other States)
Category V – Use of Spatial Technology and GIS in e-Governance	
GOLD	Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data
SILVER	GeoPortal on North Eastern District Resources Plan to support effective Governance applications
Category VI – Innovative Use of ICT by Central Government PSUs/ State Government PSUs	
GOLD	Smart Energy Infrastructure and Revenue Administration System
SILVER	Sabooj Sathi Online
Category VII – Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies	
GOLD	Panch Parmeshwar Portal
SILVER	Mahatma Jyotiba Phule Jan Arogya Yojana
Category IX – Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017	
GOLD	eHRMS-Manav Sampada
Special Jury Award – Innovative Use of ICT by Central Government PSUs	
SPECIAL JURY AWARD	Paperless H.P. Legislative Assembly (e-Vidhan)

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering	
GOLD	Loan Charge Creation Project
SILVER	Madhya Pradesh Sharam Seva Portal
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Aadhaar enabled Public Distribution System
SILVER	SAHAJ - Online LPG Connection and Cylinder e-payment
CATEGORY III – Innovative use of Technology in e-Governance	
GOLD	State PENSION Portal - Online Social Security Schemes Management System (OSSSMS)
SILVER	Setting up of wireless LAN in Kedar valley from District HQ up to Kedarnath temple including electronic video surveillance, Wi-Fi internet facility, V.C. Services, hotline communication and provision of hotspots at different points on yatra route
Category IV – Incremental Innovations in existing projects	
GOLD	NREGASoft
SILVER	E- Filing Project of Income Tax
Category V – Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
SILVER	SUGAM COLLECTORATE
Category VI – Innovative use of GIS Technology in e-Governance	
GOLD	g Triangulation
SILVER	Design, development & Implementation of web-based GIS application along with GIS database at Surat Municipal Corporation (SMC)
Category VII – Innovative use of mobile technology in e-Governance	
GOLD	HAWK EYE
Category VIII – Sectoral Award (Digital Transformation towards transforming India)	
GOLD	MyGov
Category IX – Innovative Use of ICT by Central Government PSUs	
GOLD	UE Mission
SILVER	GyanEra - Online Learning Management System
Category X – Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/ Societies	
GOLD	Nations First Intelligent Transport System with Mobile app at Mysore City
SILVER	Transformation of TNHDC using Information Technology
Category XI – Outstanding e-Governance initiative by Academic and Research Institutions	
SILVER	IGMIS (Indira Gandhi Management Information System)
Category XII – Use of ICT for Development by Non-Government Institutions	
SILVER	SIX SIGMA HIGH ALTITUDE MEDICAL RESCUE
SILVER	SAMRTH (Supply Accounting Management & Reporting Tech Hub) Club Infotech

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering	
GOLD	COSMOS- Chhattisgarh Online School Monitoring System Balrampur
SILVER	SAMAGRA Portal- An initiative to implement Integrated Social Security Program by creating a common integrated program to facilitate paradigm shift from conventional demand-based model of governance
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Track Child-Online Tracking System for Missing Children
SILVER	Paddy Procurement Automation System and Farmer Registration
Category III – Innovative Use of Technology in e-Governance	
GOLD	Universal Account Number (UAN) Programme of EPFO
SILVER	Lost Report Application
Category IV – Incremental Innovations in existing projects	
GOLD	eXtended Green Node (XGN)
Category V – Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
SILVER	Medical Resource Planning
Category VI – Innovative use of GIS Technology in e-Governance	
GOLD	MAHA-GEOMIN - Maharashtra Geology, Minerals & Mining Information System
SILVER	Village Profile and Taluka Planning Atlas
Category VII – Innovative use of mobile technology in e-Governance	
GOLD	Delhi Traffic Police Mobile Application
Category VIII – Sectoral Award (Financial Inclusion)	
GOLD	Bhamashah Yojana
SILVER	An Initiative ASHASoft (The Online Payment and Monitoring System) Rajasthan State
Category IX – Innovative Use of ICT by Central Government PSUs	
GOLD	IRCTC New Next Generation e-Ticketing System (NGET)
Category X – Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies	
GOLD	Integrated Online Hotels Reservation System
SILVER	Odisha State Seed & Organic Product Certification Agency
Category XI – Outstanding e-Governance initiative by Academic and Research Institutions	
SILVER	e-Laboratory Management System
Category XII – Use of ICT for Development by Non-Government Institutions	
GOLD	Collaboration with India Post

Award	Awarded Project
Excellence in Government Process Re-engineering	
GOLD	TDS Reconciliation Analysis and Correction Enabling System (TRACES)
SILVER	e-Initiatives in Commercial Taxes
Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Passport Seva Project
SILVER	Kanyashree Online 2.0
Innovative Use of Technology in e-Governance	
GOLD	Suraksha Setu – Safe City Surat
SILVER	Force Deployment Software
Incremental Innovations in existing projects	
GOLD	AGRISNET – Farm Crop Management System
SILVER	e-Procurement
Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
GOLD	Effective Vehicles Database Management
SILVER	e-Panchayat
Innovative use of GIS Technology in e-Governance	
GOLD	Chhattisgarh Geographic Information System
SILVER	Remote Sensing and GIS Technology in Sericulture Development
Innovative use of mobile technology in e-Governance	
GOLD	State Highway Development Projects
SILVER	SMS Based Failed Distribution Transformer Information & Mgmt. Syst.
Sectoral Award (Skill Development and Employability)	
GOLD	SAMVIDA
SILVER	e-Governance Training and Certification
Innovative Use of ICT by Central Government PSUs	
GOLD	SAMPARK
Innovative Use of ICT by State Government PSUs/ Cooperatives/ Federations/ Societies	
GOLD	ANMOL
SILVER	Quarry Management System
Outstanding e-Governance initiative by Academic and Research Institutions	
GOLD	e-Jaalakam
Use of ICT for Development by Non-Government Institutions	
GOLD	TCS Financial Inclusion
SILVER	Kushal Project

17th e-Governance Awards

Award	Awarded Project
Excellence in Government Process Re-engineering	
GOLD	Control Office Application (COA)
SILVER	Barcoded Ration Card & Biometric Food Coupon System for Effective & Efficient Service Delivery (Targeted Public Distribution System)
Outstanding Performance In Citizen-Centric Service Delivery	
GOLD	MEE SEVA (At your service)
SILVER	SAKALA
Innovative use of Technology in e-Governance	
SILVER	ICT for Excellence in Sports
Incremental Innovations in Existing Projects	
GOLD	Electronics Integration of BHOOMI with stakeholders
SILVER	Dynamic Integration of Property Registration, Land Records and Cadastral Maps
Best District-level Initiative In Citizen-centric Service Delivery Through ICT	
GOLD	SAND - System for Attumanal Neutral Distribution
SILVER	COLIS (Collector's Information System)-Web based Management and Information System
Innovative use of GIS Technology in E-governance	
GOLD	Delhi State Spatial Data Infrastructure (DSSDI) Project
SILVER	GIS School mapping-ensuring access to Elementary Education
Specific Sectoral Award (Focus Sector: Health Care)	
GOLD	NIKSHAY – A Web based solution for Monitoring of TB Patients.
SILVER	Domain 1 and 2 of Nutrition Resource Platform
Innovative use of ICT by State PSUs /Co-operatives / Federations / Societies	
GOLD	GPS Mobile based Housing Monitoring and Fund Release System
SILVER	Investors Support System (ISS) Software
Outstanding e-Governance initiatives by Academic and Research Institutions	
GOLD	Effective Seismological Monitoring through e-Governance to save Lives and Damage due to Earthquakes