



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



75
आज़ादी का
अमृत महोत्सव



CITATIONS FOR NATIONAL E-GOVERNANCE AWARD WINNERS 2023

Department of Administrative Reforms &
Public Grievances, Government of India



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Excellence in Government Process Re-engineering for Digital Transformation (i) Central Level Initiative

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

GOLD AWARD

National Automated Fingerprint Identification System (NAFIS)

National Crime Records Bureau

SILVER AWARD

Mission Antyodaya

Department of Rural Development,
Government of India





National Automated Fingerprint Identification System (NAFIS)

National Crime Records Bureau

National Automated Fingerprint Identification System (NAFIS) developed by National Crime Records Bureau aims to Digitise Fingerprint Identification System. The implementation of the National Automated Fingerprint Identification System (NAFIS) marked a significant shift from the previous time-consuming and error-prone processes. In the past, criminal data management involved the laborious preparation and physical transfer of slips between states for digitization, hindering real-time expectations of State Police Organizations. Moreover, manual fingerprint collection from offenders was susceptible to inaccuracies due to factors like ink quality and expertise limitations. Notably, the lack of standardization in fingerprint collection practices across different jurisdictions exacerbated these challenges. NAFIS' advent streamlined these procedures, enabling swift digitization, storage, and inter-state criminal searches, thus enhancing overall efficiency and accuracy in the criminal data management landscape

Key Aspects:

- **Transformational eGovernance Project:** The implementation of the National Automated Fingerprint Identification System (NAFIS) signifies a groundbreaking shift in criminal data management, streamlining processes through automation and digitalization.
- **Swift and Accurate Fingerprint Handling:** NAFIS replaces the time-consuming manual fingerprint collection process with an automated system, ensuring rapid capture, standardized results, and real-time searching capabilities, reducing search time from months to seconds.

Beneficiary of the Project:

State/UT Police Law Enforcement Agencies State Fingerprint Bureaux National Crime Records Bureau



SILVER AWARD



Mission Antyodaya

Department of Rural Development, Government of India

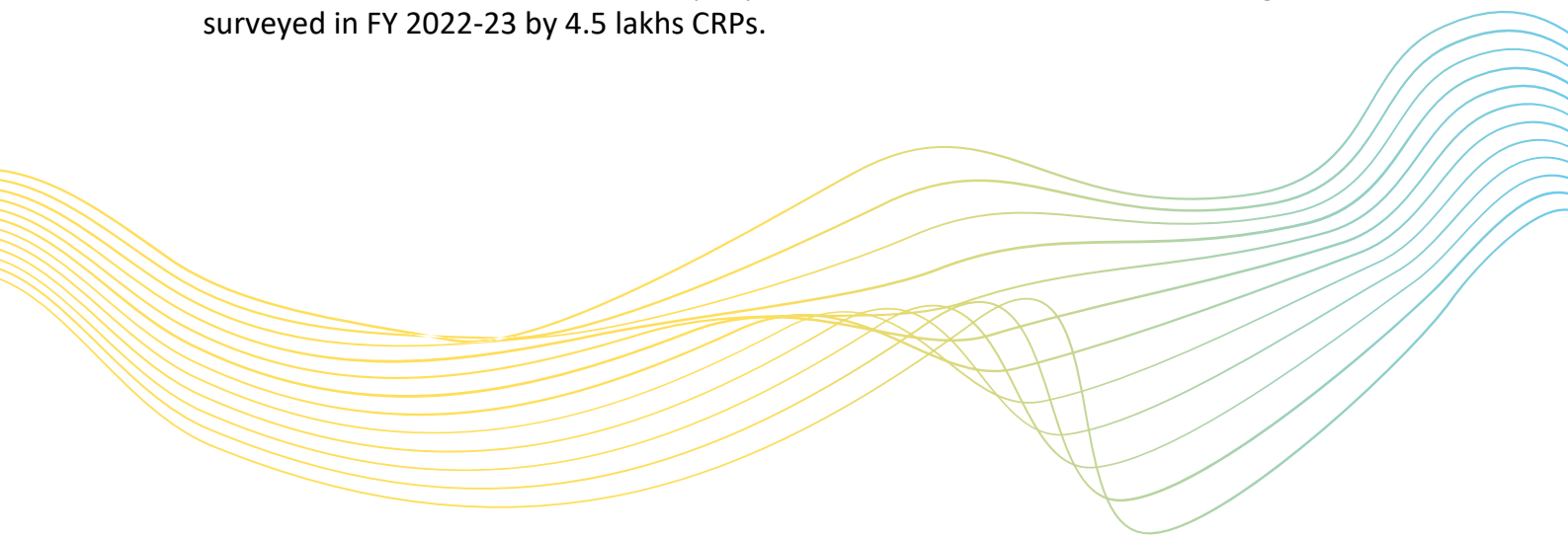
Mission Antyodaya is a convergence and accountability framework developed by Department of Rural Development aiming to bring optimum use and management of resources allocated by 27 Ministries / Department of the GOI. The primary objective of this programme is to survey and collect the village government services & infrastructure data for all the villages in the GP across India

Key Aspects:

- **Enhanced Questionnaire for Precision:** Mission Antyodaya introduces a refined questionnaire featuring dynamic questions, ensuring accuracy and effectiveness while capturing multidimensional inputs.
- **Technology-Driven Efficiency:** Leveraging the latest technology, the initiative streamlines processes, reduces complexity, and accelerates service delivery. Real-time data upload, advanced security measures, and mobile app robustness enhance transparency and data accuracy.
- **Empowering Stakeholders and Citizens:** The integrated approach includes a multilingual MIS/mobile app, an analytics-driven monitoring dashboard, and API-based data sharing for stakeholders. This empowers effective strategy formulation, government service delivery, and citizen engagement while minimizing administrative burdens.

Beneficiary of the Project:

The Beneficiaries of the Project are 27 Ministries / Departments of Government of India who use Mission Antyodaya surveyed data in the planning and policy formation. The ultimate beneficiaries are the rural people of India. More than 6.5 lakhs villages has been surveyed in FY 2022-23 by 4.5 lakhs CRPs.



Excellence in Government Process Re-engineering for Digital Transformation (i) State/UT Level Initiative

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

Suvidha Vehicle Facilitation System

Department of Information Technology &
Electronics,
Government of West Bengal

SILVER AWARD

Maa Navjaat Tracking Application (MaNTrA) for Delivery Point Health Facilities

National Health Mission,
Government of Uttar Pradesh





Suvidha Vehicle Facilitation System

Department of Information Technology & Electronics, Government of West Bengal

The Government of West Bengal, in collaboration with the Land Ports Authority of India, Indian Customs (CBIC), and Border Security Force (BSF), Collaborated to Develop SUVIDHA – a pioneering initiative aimed at expediting vehicle clearances and ensuring seamless cargo movement across various ICP/LCS points in West Bengal. This innovative portal offers a comprehensive range of facilitation services, guaranteeing swift and efficient clearances for registered users. With a user-friendly web-based platform, SUVIDHA enables online slot bookings on preferred dates, reducing delays and enhancing operational efficiency. Supported by cutting-edge technologies such as ANPR, viewing cameras, and boom barriers, SUVIDHA minimizes manual intervention, thus saving valuable time. An uninterrupted Control Room and Dedicated Helpline stand ready to address user concerns around the clock, ensuring a seamless, contact-free movement of vehicles at all checkpoints.

Key Aspects:

- **Efficient Slot Booking and Synchronization:** SUVIDHA's web-based solution, allows convenient online slot bookings on preferred dates. A synchronized dashboard links stakeholder, reducing operation time and enhancing coordination.
- **Swift and Contact-Free Vehicle Movement:** Hassle-free cargo movement at all checkpoints, enabled by advanced technologies. ANPR cameras verify vehicle details, while boom barriers ensure controlled access for trucks, ensuring seamless and contact-free operations.
- **Accelerated Clearances and Transparency:** SUVIDHA ensures swift clearances, enabling exports to Bangladesh Port within 24 hours of arrival. Transparent registration, real-time slot visibility, and rescheduling flexibility empower exporters, all at no extra charges.

Beneficiary of the Project:

Exporters / Importers, Transporters, Drivers, Khalasis (helpers) and all other people & stakeholders associated with export/import.



SILVER AWARD



Maa Navjaat Tracking Application (MaNTrA) for Delivery Point Health Facilities

National Health Mission-UP, Government of Uttar Pradesh

Mantra is a user-friendly mobile app developed with Flutter, accompanied by a web portal, streamlining labor room processes from registration to delivery. Staff nurses can easily submit forms, track mothers, and receive notifications, reducing delays in data entry. A central R Shiny and Python dashboard, powered by big data analytics, offers trend insights, anticipates needs, and enhances service delivery, ensuring personalized and proactive care.

Key Aspects:

- **Streamlined Labor Room Processes:** Mantra optimizes labor room processes through real-time data capture, EHR, and digital registers, enhancing efficiency and accuracy. Workflow optimization ensures effective task sequencing and beneficiary identification, minimizing bottlenecks.
- **Real-time Monitoring and Communication:** The system enables real-time monitoring and automated alerts, ensuring timely healthcare interventions. Secure messaging and data sharing tools enhance communication among healthcare providers, promoting seamless coordination.
- **Patient Empowerment and Data Integration:** Mantra prioritizes patient engagement by providing health messages, birth certificates, and program details. Integration with ABDM and civil registration systems ensures data interoperability, bolstering overall healthcare efficiency.

Beneficiary of the Project:

Over 2.4 million pregnant women who deliver in over 6,300 delivery points in the public health facilities and their newborns in Uttar Pradesh in a year. Decision-makers in health system are also benefited by real time data availability and access in MaNTrA



Excellence in Providing Citizen Centric Delivery

(i) Central level initiatives

This award seeks to recognize the projects which resulted in providing universalized access including e-Services to citizens, the unique digital instance for all government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery and status request and tracking in Delivery of Public Services.

GOLD AWARD

SVAMITVA

Ministry of Panchayati Raj,
Government of India

SILVER AWARD

Jal Jeevan Mission - Water Quality Management Information System

Department of Drinking Water &
Sanitation, Government of India





SVAMITVA

Ministry of Panchayati Raj, Government of India

SVAMITVA Scheme Launched by Ministry of Panchayati Raj aims to provide Record of Rights in village inhabited areas by creation of high resolution map on a scale of 1:500 using Drone Technology. The scheme also uses CORS network for creating 5cm accuracy maps and this is the first time that Drone and CORS technology is being used to reform the land governance. The Geospatial data created is utilized for planning purposes by various departments, better assessment of property tax by Gram Panchayats, settlement of property disputes between property owners, and online creation of mortgage by banks.

Key Aspects:

- **Transformation from Traditional to Precise Mapping:** The re-engineered process replaces laborious and error-prone chain-based land surveys with efficient drone surveys, producing high-resolution, accurate maps that far surpass outdated legacy data.
- **Revolutionized Digital Infrastructure:** Through cloud-based map sharing, mobile map correction, online settlement of claims and objections, and digitized ownership records, the land governance system has undergone a comprehensive digital overhaul.
- **Real-Time Monitoring and Reporting:** The SVAMITVA Dashboard serves as a powerful real-time monitoring and reporting tool, facilitating progress tracking through different levels. Its GIS-based interface ensures near real-time updates, enhancing data accuracy and accessibility.

Beneficiary of the Project:

1.31 Crore property cards have been prepared. The scheme spreads over all the eligible inhabited villages across the 31 States/UTs are onboarded on Scheme. All the sections of Society are covered under the Scheme viz women, elderly, poor, tribal, differently abled among others.



SILVER AWARD



Jal Jeevan Mission - Water Quality Management Information System

Department of Drinking Water & Sanitation, Government of India

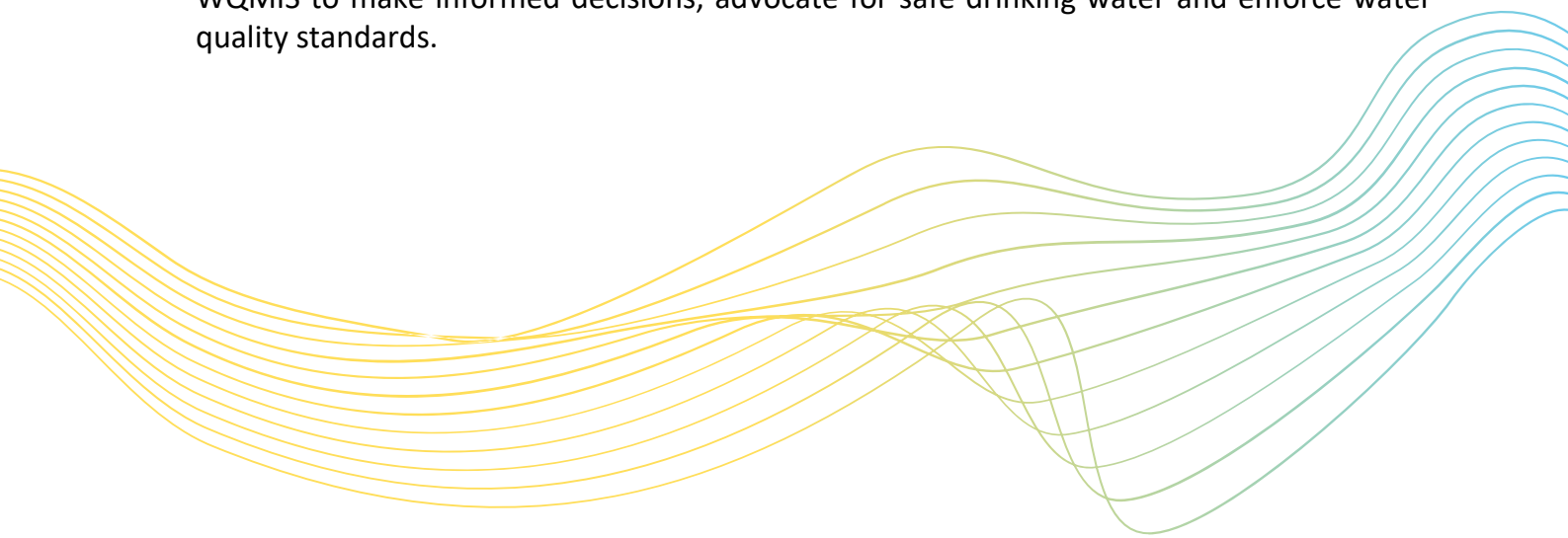
Jal Jeevan Mission- Water Quality Management Information System(JJM-WQMIS) developed by Department of Drinking Water & Sanitation enables states/UTs to test water samples for water quality, and for sample collection, reporting, monitoring and surveillance of drinking water sources. The WQMIS is designed to capture water quality test results by individuals, Governmental agencies and FTK tests conducted by the village community. All these test results are integrated into the system and shared with the relevant authorities and stakeholders. The results are accessible online for data and trend analysis. It is useful as advance alerts for timely remedial action.

Key Aspects:

- **Nationwide Data for Safe Drinking Water:** Access to comprehensive nationwide data on drinking water quality empowers the provision of safe drinking water for all, with the ability to trigger corrective measures if quality parameters deviate from prescribed norms.
- **Efficient Laboratory Management:** The system streamlines laboratory operations by managing inventories, human resources, and financial transactions seamlessly, while offering online NABL accreditation for quality assurance.
- **Automated Remedial Actions:** The platform enables swift action by automatically notifying relevant officials in case of water contamination, ensuring prompt response and risk assessment. This proactive approach enhances public health and water quality management.

Beneficiary of the Project:

Beneficiaries are management agencies, community, general public, and regulatory agencies. These groups can benefit from the data, analysis, and information provided by WQMIS to make informed decisions, advocate for safe drinking water and enforce water quality standards.



Excellence in Providing Citizen Centric Delivery

(i) State/UT level initiatives

This award seeks to recognize the projects which resulted in providing universalized access including e-Services to citizens, the unique digital instance for all government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery and status request and tracking in Delivery of Public Services.

GOLD AWARD

Real time tracking and surveillance for Yatra management through RFID technology and CCTV network and Digitalisation of Pilgrim services.

Shri Mata Vaishno Devi Shrine Board,
Government of Jammu & Kashmir

SILVER AWARD

Apuni Sarkar

Information Technology Development
Agency, ITDA Dehradun
Government of Uttarakhand





Real time tracking and surveillance for Yatra management through RFID technology and CCTV network and Digitalisation of Pilgrim Services

Shri Mata Vaishno Devi Shrine Board, Government of Jammu & Kashmir

The introduction of RFID-based Yatra Access Cards by Shri Mata Vaishno Devi Shrine Board ensures real-time tracking of pilgrims and service providers, bolstering Yatra management and minimizing malpractices. Complementing this, an extensive CCTV network of 720 cameras enhances crowd management and security, acting as a deterrent to anti-social elements while expediting emergency responses. Moreover, a seamless digital experience unfolds through the integration of QR scanners, POS machines, and self-order kiosks with digital payments, simplifying services like Prasad Counters and souvenir shops. This comprehensive suite of technological enhancements ensures a safe, efficient, and enriching pilgrimage for all.

Key Aspects:

- **RFID Yatra Access Card Implementation:** Over 65 lakh pilgrims have benefited from RFID Yatra Access Cards since August 2022, marking a significant advancement in Yatra registration and tracking.
- **Real-Time Sector-Wise Data Sharing:** The installation of 26 UHF and 62 RF devices along the 28 km track allows for real-time capture of pilgrim footfall data. This data is then shared through a MIS Dashboard with multiple agencies, optimizing Yatra management according to the track's carrying capacity.
- **Comprehensive Security Network:** A robust security network, comprising 720 CCTV cameras and manned Control Rooms at Katra and Bhawan, ensures 24/7 crowd management and enhances security measures for a safer pilgrimage experience.

Beneficiary of the Project:

Pilgrims - All 9-10 million pilgrims visiting annually being provided free RFID Yatra cards with accidental insurance cover of Rs. 5 lakh per pilgrim 2) Service providers - Around 11,000 Pony, Pithu and Palki operators issued RFID based Identity cards 3) Enforcement and Security Agencies equipped with technological tools for Yatra management



SILVER AWARD



Apuni Sarkar

Information Technology Development Agency, ITDA Dehradun, Government of Uttarakhand

'Apuni Sarkar' project launched by ITDA Dehradun intends to provide multiple services at a single point from various departments to citizens. Thus, it ensures easy access to citizen centric services through a variety of service delivery points such as Individual users through Apuni Sakar Portal and mobile apps, e-District Centre, and Common Service Centre (CSC). The single window portal integrates various government services and departments, providing a holistic approach to service delivery. By providing a user-friendly interface, intuitive navigation, and online assistance, the single window portal enhances the overall user experience.

Key Aspects:

- **Contactless, Efficient Service:** Embracing a FACELESS, PAPERLESS & CASHLESS approach, this system ensures contactless service delivery, reducing physical interactions while enhancing efficiency.
- **Real-Time Monitoring and Accessibility:** Through the Citizens Dashboard, citizens can track and monitor processes in real time, ensuring transparency and accessibility to services, round the clock.
- **Time and Cost Savings:** By enabling electronic applications, forms, and payments, the system accelerates service delivery, minimizing administrative delays, and eliminating the need for citizens to travel and wait in queues, ultimately saving time and reducing costs.

Beneficiary of the Project:

1. All Citizens, 2. Uttarakhand Government Departments, and Officials.

No. of beneficiaries:- 1. Officers: 22,656 2. Individual: 37.79 lakh 3. e-District center: 444 4. Common Service Center: 8,114 37.78 lakh applications are received and 37.16 lakh applications are processed (processing rate 98%)

Excellence in District level initiative in e-Governance

This award seeks to recognize the district level e-Governance projects including in the field of redressal of Public Grievances, which resulted in delivering enhanced value to citizens through effective use of ICT in states and Union Territories.

GOLD AWARD

- 1. MOR Raipur Smart App**
Raipur Smart City Ltd.,
Government of Chhattisgarh
- 2. Cold Storage Information System (CSIS)**
District Administration Firozabad,
Government of Uttar Pradesh

SILVER AWARD

- 1. Water SCADA**
Bhopal Smart City Development
Corporation Limited,
Government of Madhya Pradesh
- 2. Jan Sahayata Koshang**
District Administration, West Singhbhum,
Government of Jharkhand





MOR Raipur Smart App

Raipur Smart City Ltd., Government of Chhattisgarh

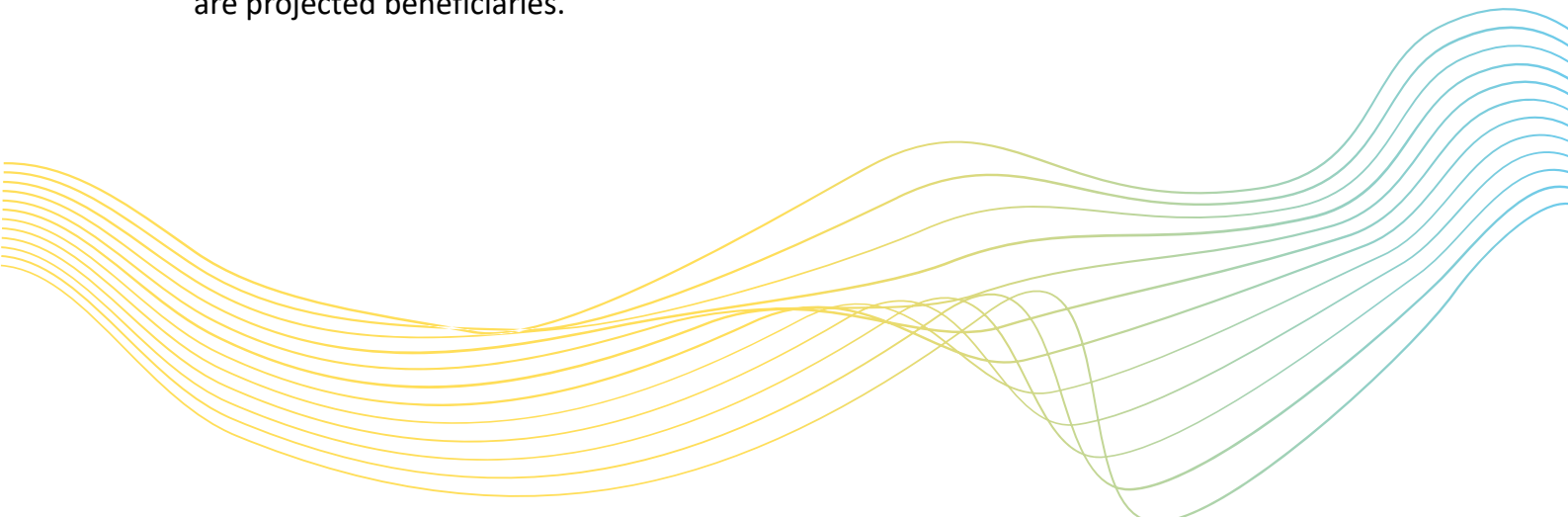
The MOR Raipur App is an innovative e-governance initiative shaping a modern urban landscape. It offers digital public services, streamlined administrative processes, and citizen engagement. From bill payments to real-time data access, the app revolutionizes convenience. Digitization enhances efficiency, while citizen feedback and social media integration foster active participation. Data-driven insights contribute to informed governance decisions, marking a step towards a tech-savvy future

Key Aspects:

- **Digitized Administrative Processes:** By automating and streamlining administrative tasks and digitizing applications for services like Building Permission and property tax payments, the app eliminates manual paperwork, ensuring accessibility and convenience for citizens.
- **Data-Driven Urban Planning:** Incorporating advanced data analytics and predictive modeling, the app optimizes urban planning and resource allocation. It analyzes energy consumption, waste management, and water usage data, facilitating informed and sustainable decision-making.
- **Citizen Engagement:** The app fosters active citizen participation through interactive features such as feedback channels and complaint resolution. Residents can contribute to enhancing urban services, promoting inclusivity and quality of life improvements.

Beneficiary of the Project:

10500 have benefitted from this app and 1495000 people i.e. the population of the district are projected beneficiaries.





Cold Storage Information System (CSIS)

District Administration Firozabad, Government of Uttar Pradesh

The Cold Storage Information System revolutionizes agricultural efficiency in Firozabad, India. This e-governance initiative tackles storage issues faced by farmers and cold storage owners. By offering streamlined processes, real-time tracking, and seamless feedback submission, it reduces losses, enhances market access, and ensures transparency. The system's benefits extend beyond farmers, as the district administration gains improved compliance monitoring, transparency, and data-driven planning. This comprehensive approach not only fosters economic growth but also promotes ease of doing business and effective governance.

Key Aspects:

- **Streamlined Operations and Real-time Monitoring:** The Cold Storage Information System's process re-engineering enhances business processes, reduces administrative burden, and ensures real-time monitoring for efficient space reservation, storage optimization, and waste reduction.
- **Transparency and Efficiency:** The system fosters transparency through communication, collaboration, and trust. Automated record-keeping minimizes errors, enhancing profitability, lowering costs, and improving overall operations.
- **Effective Governance and Resource Optimization:** The project aids district administration by ensuring compliance, accountability, and transparency. Valuable insights, audits, and compliance monitoring, along with streamlined processes and a user-friendly mobile app, optimize resource allocation, user satisfaction, and collaboration within the cold storage sector.

Beneficiary of the Project:

255100 people including Farmers, Cold storage owners and Govt. officials have benefitted from this project.



SILVER AWARD



Water SCADA

Bhopal Smart City Development Corporation Limited, Government of Madhya Pradesh

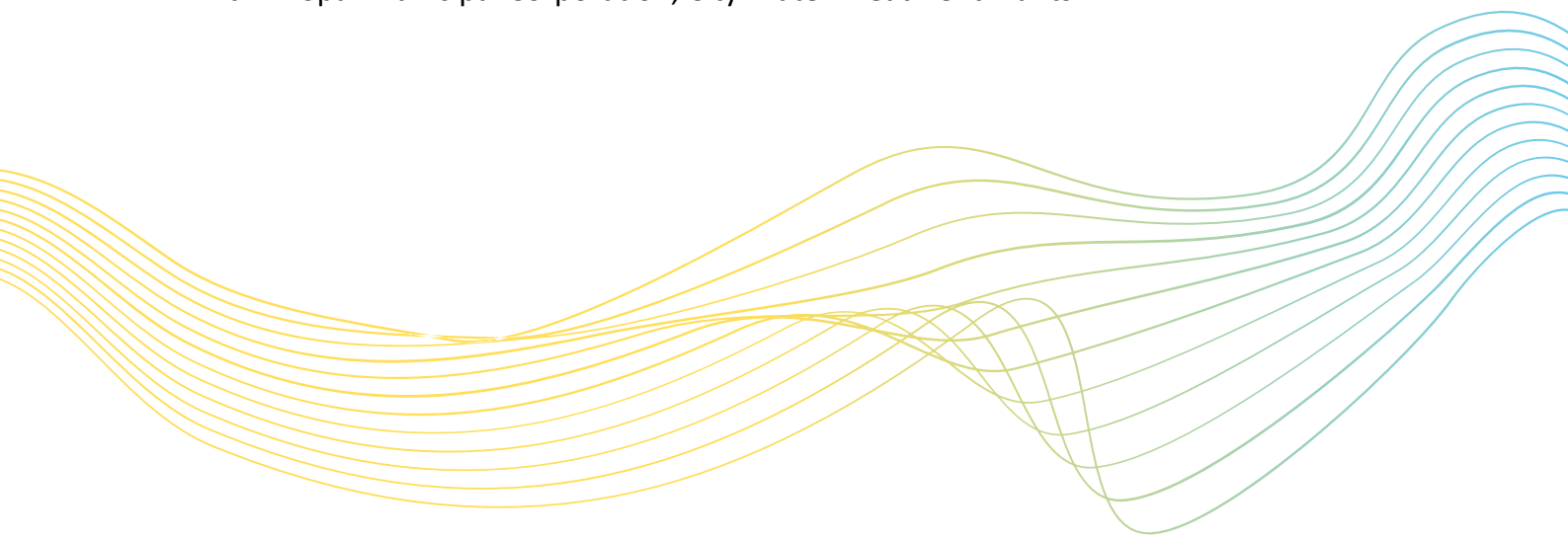
Water SCADA (Supervisory Control and Data Acquisition) project aims to develop a centralized system that enables real-time monitoring, control, and data management of water treatment plants, pump houses, and storage reservoirs, ensuring efficient water supply, accurate measurements, and effective energy management. SCADA ensures efficient water management by monitoring treatment, distribution, and quality in real time. It analyzes data to optimize resources, conserve water, and respond to emergencies. Customizable dashboards and remote access enhance decision-making and transparency, promoting effective water administration.

Key Aspects:

- **Real-time Monitoring and Automation:** Bhopal's SCADA system offers real-time monitoring of water parameters and enables remote automation of processes such as pump activation and valve adjustments.
- **Data-driven Insights:** The system collects data from various sources, allowing historical analysis, trend identification, and performance evaluation, contributing to informed decision-making.
- **Efficiency and Risk Mitigation:** Configurable alarms alert operators to abnormal conditions, ensuring prompt responses and minimizing risks. Integration with hardware components enhances communication and transforms manual management into a modern electronic system.

Beneficiary of the Project:

2565000 people i.e. population of Bhopal District are benefitting from this project along with Bhopal Municipal Corporation, City Water Treatment Plants.





SILVER AWARD



Jan Sahayata Koshang

District Administration, West Singhbhum, Government of Jharkhand

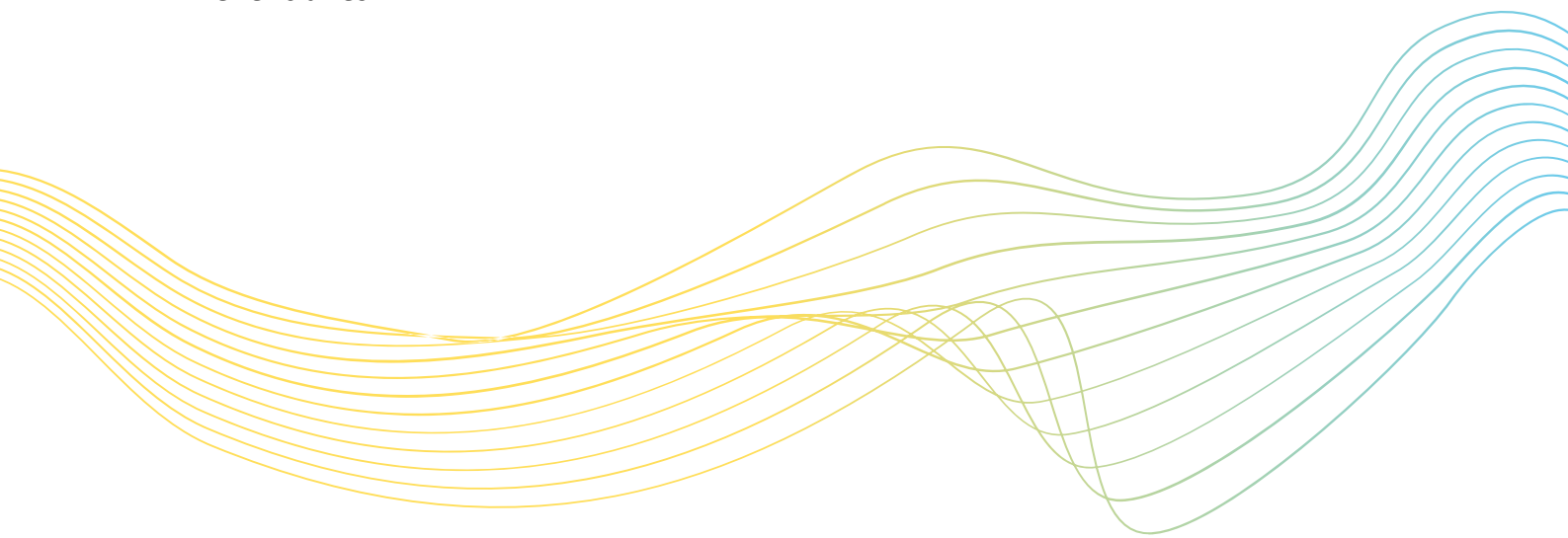
"Jan Sahayata Koshang," an initiative by West Singhbhum District Administration, redefines governance. It employs technology to streamline grievance redressal, allowing citizens to report concerns via multiple channels. The Grievance Management Portal, guided by the Deputy Commissioner, facilitates efficient registration, tracking, and resolution. Ensuring citizen satisfaction, the portal records ratings and feedback post-resolution. With a "citizen first" approach, the project mandates closure only upon complete contentment. Real-time dashboards and regular Deputy Commissioner-led online meetings ensure transparency and effective oversight.

Key Aspects:

- **Digital Convenience:** The 'Public Help Cell' online portal replaces offline methods, enabling efficient grievance resolution through digital channels.
- **Streamlined Process:** Registration options like WhatsApp, phone calls, social media, and email reduce citizen travel, saving time and money.
- **Efficiency Boost:** Faster complaint resolution within 21 days, prioritized feedback, and improved monitoring through real-time dashboards and online meetings enhance system effectiveness and transparency.

Beneficiary of the Project:

1502338 people i.e. The whole population of the District West Singhbhum are Direct Beneficiaries



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

Innovative and Transformative Smart Farming using Artificial Intelligence
Indira Gandhi agriculture university Raipur ,
Chattisgarh

SILVER AWARD

Lucky Bill App
Kerala University of Digital Sciences,
Innovation and Technology (Digital
University Kerala)





Innovative and Transformative Smart Farming using Artificial Intelligence

Indira Gandhi agriculture university Raipur, Chhattisgarh

The “Innovative and Transformative Smart Farming using Artificial Intelligence” project developed by Indira Gandhi Agriculture University is a comprehensive farmer-centric service that utilizes emerging technologies to empower farmers in Chhattisgarh and across India. The project incorporates AI-based pest and disease identification, weather forecasts, farming advisories, market access, and expert advisory systems. One notable feature is the integration of the app with the land record database of the Government of Chhattisgarh. This integration enhances the app's capabilities by providing farmers with personalized insights and tailored recommendations based on their specific land records and farming profiles. "Crop Doctor 2.0" app not only assists in pest identification, weather forecasting, and farming advisories but also provides a holistic view of the farmers' land holdings and historical data. This comprehensive approach helps farmers make informed decisions, optimize resource allocation, and achieve sustainable agricultural practices.

Key Aspects:

- **Innovative Agriculture Solution:** "Crop Doctor 2.0" app integrates AI, ML, and data analytics for accurate pest identification.
- **Enhanced Productivity:** AI-driven insights provide precise weather forecasts and crop advisories.
- **Direct Market Access:** AI-powered platform connects small farmers directly with buyers, promoting fair trade.

Beneficiary of the Project:

7,58,897 registered users of Chhattisgarh and other states of India which includes the Farmers, Agriculture Officers, Scientists, Students, Women farmers and entrepreneurs, input dealers and landless labourers. App downloaded in 175 countries and all States of India.



SILVER AWARD



Lucky Bill App

Kerala University of Digital Sciences, Innovation and Technology (Digital University Kerala)

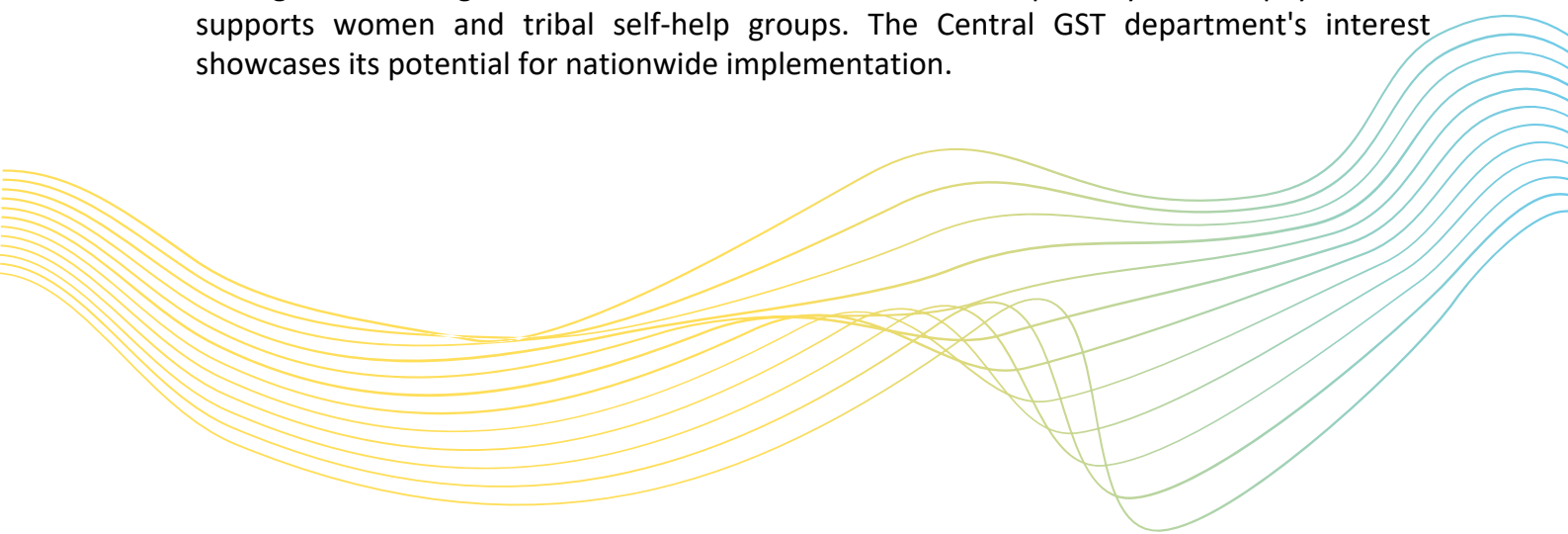
The "Lucky Bill" project aims to provide a Bill Locker facility, automate the process of capturing sales details from the bill image, and leverage data for tax analytics. It encourages taxpayer compliance, enhances monitoring, cultivates a bill-requesting culture, promotes formal business transactions, and eventually increases tax revenue

Key Aspects:

- Bill Analysis: Machine learning extracts sales details for easy analysis.
- Bill Locker: Convenient "My Bills" interface for invoice access and management.
- Lucky Draws: Regular automated draws offer rewards for verified bills.
- Rewards: Users gain prizes via automated lucky draws.
- Feedback System: 360-degree feedback option for queries, suggestions, and complaints
- Security: Rigorous security testing safeguards critical data.
- Cloud Deployment: AWS cloud with auto-scaling ensures efficiency.
- Tax Analytics: Machine learning analyzes invoice data for tax evasion detection.

Beneficiary of the Project:

The Lucky Bill app benefits consumers with easy sales analysis and rewards, aids tax management for governments and officials, offers transparency for taxpayers, and supports women and tribal self-help groups. The Central GST department's interest showcases its potential for nationwide implementation.



Excellence in Application of Emerging Technologies in Governance by Startups

This award seeks to recognize the exemplary use of eGovernance solutions by Startups, as defined by Startups as defined by Department for Promotion of Industry and Internal Trade (DPIIT) Government of India.

GOLD AWARD

Sampurna Shiksha Kavach Program
Filo Edtech Pvt Ltd

SILVER AWARD

Percept Extended Detection and Response (XDR)
Sequiretek IT Solutions Pvt. Ltd.





Sampurna Shiksha Kavach Program

Filo Edtech Pvt Ltd

Sampurna Shiksha Kavach Program is world's only tech-driven learning acceleration program to get students ready for their grade-level learning without holding them back for their pre-existing learning gaps. Lakhs of students from rural regions of India get 24x7 access to 60,000 teachers through 1-to-1 live two-way interactive virtual classes. The program has been going on in Dumka District of Jharkhand State.

Key Aspects:

- **Personalized Learning:** Students have 24x7 access to live teachers for strong foundational concepts.
- **Real-time Support:** Immediate assistance is given when students struggle, connecting them with subject teachers both at home and school.
- **Student-Centered Approach:** The focus is on enhancing existing learning outcomes through personalized approaches rather than traditional curriculum-centered resources.
- **One-on-One Interaction:** Online live tutoring sessions facilitate direct student-teacher engagement.
- **Regional Language Accessibility:** Live sessions are customized in regional languages, ensuring broader student access.

Beneficiary of the Project:

Over 3.4 lakh students from Dumka, Bihar, and Rajasthan connect with regional language-speaking subject experts. The program offers competitive exam prep and generates job opportunities for 60,000+ passionate graduates, especially empowering female educators (30%). Most educators (75%) are aged 18-25, providing quality learning from home.



SILVER AWARD



Percept Extended Detection and Response (XDR)

Sequaretek IT Solutions Pvt. Ltd.

Sequaretek's AI based Percept XDR helps organizations to protect themselves from both known as well as unknown cyber threats. The AI engine self analyzes the attack patterns and stops the attack on an automated basis. Percept XDR leverages cutting-edge technologies like Artificial Intelligence, Machine Learning, Deep Learning, Big Data Security Analytics and Security Orchestration, Automation, Response (SOAR) for precise detection, comprehensive protection, and automated incident response. Sequaretek's Percept XDR is a part of the Sequaretek's Percept Cloud Security Platform which is based on the latest 24/7 (Continuous) Threat Exposure Management framework and uses MITRE ATT&CK mapping for detection and response.

Key Aspects:

- **Comprehensive Security:** Percept XDR provides end-to-end security, covering threat detection and response.
- **AI-Powered Detection:** The platform utilizes AI-based technology for effective threat detection and incident response.
- **Continuous Monitoring:** Enterprises benefit from 24/7 visibility and protection against new generation threats, malware, and user behavior.
- **Business Focus:** Percept XDR allows enterprises to prioritize core business growth, reducing concerns of compromise.
- **Unified Telemetry:** The platform covers all enterprise security data, telemetry, and events, enhancing overall threat monitoring and management.

Beneficiary of the Project:

The project benefits a diverse range of stakeholders. Ministries, Organizations, and various sectors gain enhanced protection for their brand, business continuity, and critical assets against cyber threats.



25th e-Governance Awards

Award	Awarded Project
Category I - Excellence in Government Process Re-engineering for Digital Transformation (i) Central level initiatives	
GOLD	e-Panchayat Mission Mode Project (eGramSwaraj & Audit Online)
SILVER	PM Street Vendors AtmaNirbhar Nidhi (PM SVANidhi)
Category I - Excellence in Government Process Re-engineering for Digital Transformation (ii) State/UT level initiatives	
GOLD	MINE MITRA
SILVER	Kutumba – An Entitlement Management System
Category II - Excellence in Emerging Technologies for Providing Citizen Centric Services (i) Central level initiatives	
GOLD	Judgement & Orders search Portal
SILVER	Bharat Skills
Category II - Excellence Providing Citizen Centric Services (ii) State/UT level initiatives	
GOLD	eRegistration (Self Help Portal) for document registration
SILVER	Chikitsa Setu

25th e-Governance Awards

Award	Awarded Project
Category III: Excellence in District level initiative in e-Governance i North-East States + Hilly States ii. UTs (including Delhi) iii. Other States	
GOLD	Parvarish (A step Towards Kuposhan Mukta Bharat)
GOLD	GAASH
GOLD	GANG CANAL REGULATION COMPUTERIZATION PROJECT
SILVER	Infrastructure Snapshot Kokrajhar
SILVER	OTP and Feedback Based Public Grievance Redressal System
SILVER	e-Suvidha
Category IV - Outstanding research on Citizen Centric Services by Academic/Research Institution	
GOLD	Video Analytics for Safety and Compliance Applications
SILVER	Analysing Public Grievances using Artificial Intelligence
Category V - Excellence in adopting Emerging Technologies	
GOLD	Trinetra: Integrated Command and Control Center (i3C)
SILVER	North Eastern Spatial Data Repository (NeSDR)

24th e-Governance Awards

Award	Awarded Project
Category I - Excellence in Government Process Re-engineering for Digital Transformation (i) Central level initiatives	
GOLD	eCourts Mission Mode Project
SILVER	eMARG-Electronic Maintenance of Rural Roads under PMGSY
Category I - Excellence in Government Process Re-engineering for Digital Transformation (ii) State/UT level initiatives	
GOLD	mSeva
SILVER	Smart Ganna Kisan
Category I - Excellence in Government Process Re-engineering for Digital Transformation (ii) District level initiatives	
GOLD	GOALMART
SILVER	Silicosis CARE
Category II - Excellence in providing Citizen-Centric Delivery (i) Central level initiatives	
SILVER	Unified District Information System for Education (UDISE)+ ecosystem
Category II - Excellence Providing Citizen Centric Services (ii) State/UT level initiatives	
GOLD	e-shramik sewa
SILVER	Telangana State Mana Isuka Vahanam ("My Sand Vehicle")

24th e-Governance Awards

Award	Awarded Project
Category III: Excellence in District level initiative in e-Governance i North-East States + Hilly States ii. UTs (including Delhi) iii. Other States	
GOLD	Doon Integrated Command & Control Center
GOLD	Silvassa Citizen Connect Project
GOLD	Indore – 311
SILVER	Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, District Solan, HP
SILVER	Panchayat Development Index
SILVER	Gyanodaya, Godda a digital learning program
Category IV - Outstanding research on Citizen Centric Services by Academic/Research Institution	
GOLD	Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications
SILVER	An RCT to compare the effectiveness of mobile app based prescription vs. conventional prescription of analgesics and adjuvant ad
Category V – Innovative use of ICT in e-Governance solutions by Startups	
GOLD	Bhubaneswar Land Use Intelligence System (BLUIS)
SILVER	ePIC (e-Platform for Indian Oil Customers)

24th e-Governance Awards

Award	Awarded Project
Category VI - Excellence in adopting Emerging Technologies (i) Central level initiatives (i) State/UT level initiatives (iii) District level initiatives	
GOLD Sub-Cat (i)	COVID19 INDIA PORTAL
SILVER Sub-Cat (i)	COVID Management- Information Dissemination and Awareness
GOLD Sub-Cat (ii)	Social Media Cell Covid Initiatives
SILVER Sub-Cat (ii)	ICMS - (Integrated COVID Management System) DNH&DD
JURY	Karnataka State COVID19 War Room
GOLD	Covid Call Centre and Management System
SILVER	Technology in Aid to Administration (TIIA)

23rd e-Governance Awards

Award	Awarded Project
Category I - Excellence in Government Process Re-engineering for Digital Transformation	
GOLD	Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
SILVER	GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking)
SILVER	ERONET (Electoral Registration Officers Network)
JURY	Real Time Pollution Monitoring System (RTPMS)
Category II - Excellence in providing Citizen-Centric Delivery	
GOLD	Antyodaya Saral Haryana
SILVER	Rail Madad
SILVER	An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System
Category III - Excellence in District level initiative in e-Governance i North-East States + Hilly States ii. UTs (including Delhi) iii. Other States	
GOLD Sub-Cat (i)	District Adhoc Wireless Surveillance Communication System using Drone Technology
SILVER Sub-Cat (i)	Loucha Pathap- Online Land Record Computerization and National Generic Document Registration System (NGDRS)
JURY Sub-Cat (i)	eForestFire- Himalayan Forest Fire Prediction
GOLD Sub-Cat (ii)	SAKOON
GOLD Sub-Cat (iii)	WeDeserve–Right assistance to the Right Person at the Right Time
SILVER Sub-Cat (iii)	Public Services from Block to Panchayat Sarkar Bhawan through e-Governance

23rd e-Governance Awards

Award	Awarded Project
Category IV - Outstanding Research on Citizen Centric Services by Academic/Research Institutions	
GOLD	Satellite Based Agriculture Information System: An Efficient Application of ICT
SILVER	ICT based e-Agricultural Extension for Enhanced Technology and Information Delivery
Category V – Innovative use of ICT in e-Governance solutions by Startups	
GOLD	Providing farm scale data from multi-satellite
SILVER	A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report
SILVER	FotonVR - Virtual Reality in Education
Category VI - Excellence in adopting Emerging Technologies	
GOLD	T-Chits
SILVER	Wildlife Surveillance and Anti-Poaching System (WSAPS)



Department of Administrative Reforms &
Public Grievances, Government of India