



**Prime Minister's Award for
Excellence in Public Administration
2007-08**

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

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improvement in air quality. By his efforts, Shri Tripathy was able to bring financial sustainability to the BMTC, and this model is being copied by other transport corporations.

Initiative Evacuation of Indian Nationals from Beirut during the war

Name of the Awardee: - Mrs. Nengcha Lhouvum, IFS,
Ambassador of India in Lebanon

On July 12, 2006, Israel launched an air attack on Lebanon. This resulted in destruction of civilian areas including infrastructure like roads, bridges, towns, villages, etc. Israel also imposed a full naval as well as air blockade. In the next 33 days, over 1200 civilians (including one Indian) were killed, over 4000 wounded, a million displaced and Lebanon's infrastructure destroyed. The bombing of civilian areas created panic, triggering one of the biggest evacuation operation of Indian Nationals abroad. The Indian Embassy at Lebanon was tasked to ensure the safety and security of the Indian community which was estimated about 12,000.

Mrs. Nengcha Lhouvum, the Indian Ambassador acted quickly by establishing contact with Indian community and Indian associations in Lebanon so that the persons of Indian origin, desiring to be evacuated could be identified and brought to safety. There was a major problem as many Indian had not legally entered the country. A big difficulty was resolving irregularities in passports and immigration status. The challenges before the Ambassador and the Indian Embassy was to work out the modalities and logistics of evacuation through land, sea and air; liaising with MEA, Ministry of Overseas Indians Affairs, Indian Navy, Air India, Indian Embassy in Syria, Cyprus, Israel and Lebanese authorities.

Despite these difficulties, the Ambassador and the small embassy organised a large scale evacuation by sea. The evacuation operation lasted for 39 days in which the Indian Navy made six forays to Beirut to evacuate 1,863 Indians and 524 South-Asians free of charge.

Mrs. Nengcha Lhouvum, however, personally organised and supervised this evacuation with extreme dedication and efficiency.

Initiative: **SCORE: e-Registration in Bihar**

Names of the Team Members :

1. Shri Anil Kumar, IAS, IG Registration
2. Shri Dilip Kumar, AIG Registration
3. Shri Birendra Kumar Singh
4. Shri Baruna Nandan Singh
5. Shri Nirmal Kishor Prasad, SSA
6. Shri Sanjay Kumar, SSA

Government of Bihar

The conventional system of property registration in Bihar was characterized by cumbersome procedures, delays and corruption. Registration was very tedious and time consuming. The system of manually copying deeds in registers had collapsed. The backlog of record maintenance was about 7 to 8 years.

The Registration Department of the Bihar government wanted to bring in efficiency and transparency in the registration process and bring back the confidence of the stakeholders. To meet their expectations, an innovative ICT based complete solution for e-registration of properties in the State named Bi SCORE (Bihar System of Computerized Registration) was designed and implemented. It involves complete automation of processes with less paper and state-of-art record archival system at all registry offices of the State.

All 105 registry offices of the state have been SCORE-enabled in a record time of three months with a cost effective Hardware on Hire Basis (HOHB) model. This has resulted in increase in state revenue, accrual of funds in BiSCORE society and created new job opportunities, and a healthy competition amongst the entrepreneurs. BiSCORE also demonstrates the innovative use of state-of-art technologies like finger print biometric devices, web camera, scanners, etc. The entire scheme is self-sustainable and verifiable. It has been completely adapted during the last year to the age-old government working

environment and has effectively changed the 200 year old system of manual property registration in the State.

Initiative **MCA21 – an e-Governance Project**

Names of the Team Members:

1. Shri Anurag Goel, IAS, Secretary, MCA
2. Shri Yudhvir Singh Malik, IAS, then JS, MCA
3. Dr. (Ms.) Sheela Bhide, IAS, then JS, MCA
4. Shri R. Chandrashekhar, IAS, then AS(IT)
5. Shri Jitesh Khosla, IAS, JS, MCA
6. Shri S. Sridharan, JA, MCA

Ministry of Corporate Affairs, Government of India

Any company registered under the Companies Act 1956 requires filing information on an annual basis with the Registrar of Companies (RoC). In addition, certain corporate actions such as change of registered office, change of name, etc., requires approval from the RoC. Over the years, the number of companies registered under this Act have increased from about 30,000 in 1956 to more than 8 lakhs in 2007. This has created a tremendous pressure on the office of the RoCs and the process of statutory filings and seeking approvals became extremely inefficient, leading to inordinate delays and the corporate sector losing numerous man-days in filing of returns and/or seeking approvals from the RoC. The MCA could not perform its regulatory functions relating to compliance management and enforcement.

To tackle this problem, Government of India conceptualised 'MCA21' which ensured an anywhere, anytime, secure access for Ministry of Corporate Affairs (MCA) services, practically, free of paper. The project involved re-engineering of processes, digitisation of legacy of documents, enabling of e-filing and amendments in the Companies Act and rules to create an enabling legal framework. It has enabled corporate sector to file their returns and obtain approvals from the RoC in a time-bound and transparent manner, without loss of man-days. This approach has allowed the Government to maintain focus on statutory and value-based aspects of the work while other tasks are largely handled through the use of technology. MCA has been able to reposition itself as a facilitator enabling the corporate sector and other stakeholders to contribute to the achievement of the targeted economic growth of the country.

Initiative: **Computerization of Personnel Information System in Manipur**

Names of the Team Members : 1. Shri Jarnail Singh, IAS, then Chief Secretary
2. Shri R.R.Rashmi, IAS
3. Shri S.Sunderlal Singh, IAS,
4. Shri K. Radhakumar Singh, IAS,
5. Smt. M. Budhimala Devi
6. Smt. O.Shaliza Chanu
Government of Manipur

During the 1970s and 1980s, Government of Manipur embarked upon an ambitious employment expansion plan without much focus on strengthening the institutional mechanism for effective public service delivery. However, the rapid expansion also created opportunities for malpractices like fake and adhoc appointments. Posts were often filled without appropriate sanctions from a competent authority, officers were transferred from hills to the plains without posting of substitutes, etc, resulting in serious deficiencies in availability and quality of services in the hill regions. Records of post creations were found missing or destroyed.

In addition, the implementation of the fourth and the fifth Pay Commission Award, for a total workforce of an assumed number of 70,000 employees, added to the financial resource crunch, faced by the State.

For rectifying the process and procedures for employment within the Government and controlling expenditure on salaries, officers of the State Government started an initiative to design a Computerised Personnel Information System (CPIS). It was recommended by the Fiscal Resource and Budget Management Act, 2005 which advocated disciplinary measures to control the financial deficit within the stipulated timeframe. Enactment of “Manipur Public Servants Personal Liability Act 2006”, under which, all public servants, including the political executive, are personally liable to make good the loss incurred by

the State on account of their unauthorized omissions/commissions, further strengthened the need for CPIS.

The implementation of CPIS has provided many benefits, it has enabled every department to maintain a correct database of employee profiles vis-à-vis sanctioned post in the State Data Centre. Every department is now able to update the database to the State Data Centre directly from their office, which in turn helps finance department to generate any kind of report without waiting for the reports from the department. This ultimately has helped the Treasury to control State's expenditure. Backward regions in the State now have all their officials in the place of posting.

Initiative - Implementation of the Risk Management System (RMS)

Name of the Organisation: Directorate General of Systems & Data Management,
Central Board of Excise and Customs
Government of India

With the economic growth of the country, trade has multiplied whereas infrastructure has not kept pace. In response to the changing trade and security landscape nationally and internationally the Risk Management System (**RMS**) was introduced in December, 2005. It brought in a great degree of consistency, transparency and efficiency, which helped building of confidence among traders and other stakeholders.

The RMS has demonstrated the potential to bring about transformational change in the way imports are handled at India's ports. RMS not only works towards facilitating trade, increasing revenues, reducing corruption, it also strengthens the border security at the ports. It has in built an 'intelligence' that is constantly monitored and updated by the Risk Management Division (RMD). As a result, instead of manually evaluating and examining every import cargo now the RMS can clear up to 50% of all imports in a matter of a few minutes. The RMS's intelligent design rewards the reputed and compliant importers, at all the 23 ports where RMS is in operation, by almost instantly facilitating their cargo and ensures that those who are non-compliant are subject to examination. Thus, a significant outcome of RMS is that it is promoting a culture of compliance by bringing about behavioural change among the non-compliant importers.

Prime Minister's Awards for Excellence in Public Administration for the year 2006-07 presented on 21st April, 2008

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|---------------------------|--|
| 1. Initiative | Trichy Community Policing |
| Name of the Awardee | Shri J.K. Tripathy, IPS
Inspector General of Police,
Economic Offences Wing
Government of Tamil Nadu |
| 2. Initiative | Improving Maternal and Child Survival and Health (Tamil Nadu) |
| Name of the Awardee | Ms. Sheela Rani Chunkath, IAS
Chairperson,
Tamil Nadu Industrial Investment Corpn. Ltd., |
| 3. Initiative | Changing Face of Thane & Nagpur Cities (Maharashtra) |
| Name of the Awardee | Dr. T. Chandra Shekar, IAS
Vice President & CEO,
Maharashtra Housing & Area Development Authority, Mumbai |
| 4. Initiative | Lokvani-an effort to empower the Citizen (Uttar Pradesh) |
| Names of the Team Members | (i) Shri Amod Kumar, IAS
(ii) Ms. Zohra Chaterjee, IAS
(iii) Shri SB Singh
(iv) Shri Uma Shankar Singh
(v) Shri Devendra Pande
(vi) Shri A P Singh |
| 5. Initiative | Information Technology Audit Initiative |
| Names of the Team Members | (i) Shri Gautam Guha, IA&AS
(ii) Shri L S Singh, IA&AS
(iii) Shri Rajesh Goel, IA&AS
(iv) Shri Neelesh Kumar Sah, IA&AS
(v) Dr. Ashutosh Sharma, IA&AS |

6.	Initiative	Effective Management of Protected Areas - Uttarakhand
	Names of the Team Members	(i) Ms. Jyotsna Sitling, IFS (ii) Shri A.K.Banerjee, IFS
7.	Initiative	Unreserved Ticketing System - Ministry of Railways
	Names of the Team Members	<ol style="list-style-type: none"> 1. Shri Vikram Chopra, IRTS 2. Dr. Rajesh Narang 3. Shri T. Venkatasubramanian, IRSME 4. Shri R.Chandrashekar 5. Shri Raman Bansal 6. Ms. Monica Malhotra 7. Shri Alok Chaturvedi, IRTS 8. Shri T. Kiran Kumar 9. Shri Kaustav Mandal 10. Shri Debashish Ghosh 11. Shri G.J.Jerrie Auric Singh 12. Shri Kapil Bhagat 13. Shri Projinesh Biswas 14. Shri Dileep Mishra 15. Shri Sandeep Kumar Vats 16. Shri Ashish Arora 17. Shri Gaurav D. Johari 18. Shri Nitin Goyal 19. Shri Pankaj Kumar 20. Shri Ashish Vishwakarma 21. Shri Gaurav Jain 22. Shri Balu Lal Dhaker 23. Shri Ritesh Lal 24. Shri Prem Kumar 25. Shri Mahender J.Dubey 26. Shri Mohd. Shahid 27. Shri Anjani Kumar Malik 28. Shri Darshan
8.	Initiative	Rajarshi Shahu Sarvangin Karyakram, Zilla Parishad, Kolhapur, Maharashtra
	Names of the Team Members	(i) Shri Deshmukh Prabhakar Krishnaji, IAS (ii) Shri Mane Mahavir Damodar
9.	Initiative	Radical Improvement in Delhi Government School System, Government of NCT of Delhi
	Names of the Team Members	(i) Sh. Rajendra Kumar, IAS (ii) Sh. Vijay Kumar, IAS (iii) Smt. Gitanjali G Kundra, IAS

(iv) Sh. Ashok Kumar

10. **Initiative** **Extraordinary Performance in Emergent Situation of Earthquake in the State of J&K.**
- Names of the Team Members
- (i) Shri B.B.Vyas, IAS
 - (ii) Shri Basharat Ahmad Dhar, IAS
 - (iii) Shri Bashir Ahmad Runiyal, IAS
 - (iv) Shri Abdul Majid Khanday, KAS
 - (v) Shri Jai Pal Singh, KAS
 - (vi) Shri Syed Sharief-ud-din, KAS
 - (vii) Shri Mohammad Ramzan Thakur, KAS
11. **Initiative** **Water & Sanitation Management Organisation (WASMO) - 'Innovative Participatory Drinking Water Delivery Approach in Rural Areas of Gujarat' - Government of Gujarat**
12. **Initiative** **State Poverty Eradication Mission, Kudumbashree - 'Asraya - Destitute Identification, Rehabilitation and Monitoring Project' - Government of Kerala**
13. **Initiative** **Electronically Deliverable Services (e-Seva) - Government of Andhra Pradesh**
14. **Initiative** **Orissa Primary Education Programme Authority (OPEPA) - 'Child Tracking System in Orissa' - Government of Orissa**

Prime Minister's Awards for Excellence in Public Administration for the year 2005-06 presented on 21st April, 2007

1. Shri Rajeev Chawla, IAS – for the initiative “Bhoomi – Online delivery of land records in Karnataka”.
2. Shri R.S. Pandey, IAS – for the initiative “Programme of Communitization of Public Institutions and Services in Nagaland”.