



Prime Minister's Awards for Excellence
in Public Administration 2020

Prime Minister's Awards for Excellence in Public Administration 2020

Awardees' Citation



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Prime Minister's Award
for Excellence in
Public Administration 2020

**Inclusive Development
through Credit Flow
to the Priority Sector**

Award Category – District Performance Indicators Programme:

Inclusive Development through Credit Flow to Priority Sector

Under the Prime Minister’s Awards for Excellence in Public Administration, 2020, **a maximum of two awards** will be given under the DPIP Category- Inclusive Development through Credit Flow to Priority Sector.

In this category, the award seeks to recognise the contribution of the best performing districts in **facilitating implementation of Annual Credit Plan**. The performance of a district in selective categories like agriculture, MSME and upliftment of weaker sections of society under priority sector lending have been taken as the assessment criterion for awarding the districts.

We received 202 submissions under ‘Inclusive Development through Credit Flow to Priority Sector’ from districts. The details of all the awardees in this category are in subsequent pages.

Meerut

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| <i>Category</i> | Inclusive Development through Credit Flow to the Priority Sector |
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| <i>State</i> | Uttar Pradesh |
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| <i>Description</i> |
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- The Meerut District is known for Agriculture and MSME. The main crop of Meerut district is Sugarcane and Wheat, Potato, Oil seed etc. Meerut is known for the highest export of Sports goods from India
 - Agriculture: The target to finance under Agriculture for FY 2019-20 was Rs. 6642.196 Crore and the Achievement was Rs. 5666.002 Crore
 - MSME: The achievement under MSME was Rs. 4291.823 Crore against the target of Rs. 1772.950 Crore during FY 2019-20. It is therefore construed as excellent financing under MSME in Meerut
 - Weaker Section: The target for FY 2019-20 was Rs. 1069.541 Crore, against which achievement was Rs. 1909.271 Crore
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| <i>Impact</i> |
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- Total Priority Sector Lending: Against the target of Rs. 8274.480 Crore for FY 2018-19 under total priority sector Rs. 8293.770 Crore were disbursed, amounting to 101%.
 - In FY 2019-20, against the target of Rs. 8954.728 Crore under total priority sector lending, Rs.10475.093 Crore were disbursed, amounting to 117%
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Kargil

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| <i>Category</i> | Inclusive Development through Credit Flow to the Priority Sector |
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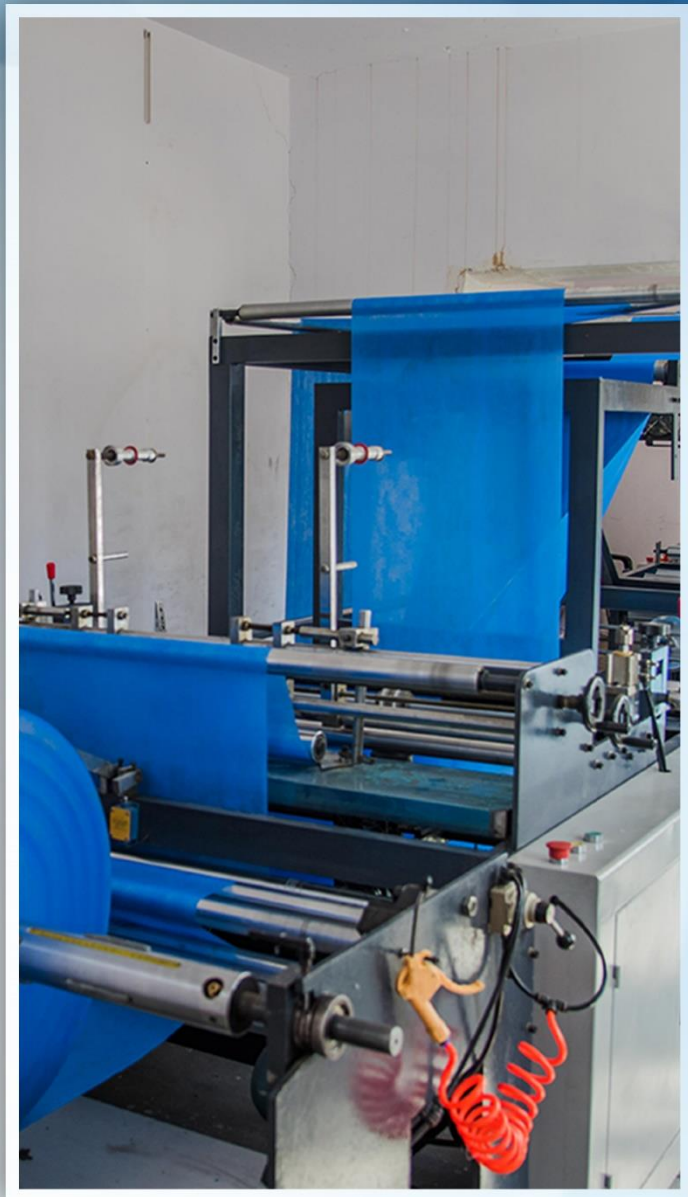
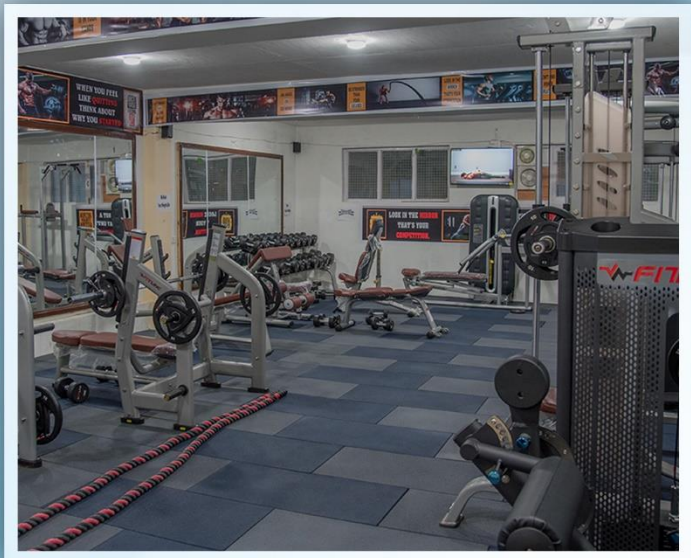
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| <i>State</i> | Ladakh |
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| <i>Description</i> |
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- Inclusive Development done in the district through credit flow to the priority Sector through efficient implementation of major schemes
- Kissan Credit Card Scheme in District Kargil was started to meet the comprehensive credit requirements of the agriculture sector by giving financial support to farmers
- In this scheme farmers are provided loan as per their land holding with a minimum interest rate of 4% to the farming community
- Last year (2019-20), the target was achieved by spreading awareness among the farmers, make them adopt the schemes, distributing loan forms, guiding them in filling the forms
- In Prime Ministers Employment Generation Programme. (PMEGP), District Kargil registered the highest percentage in terms of achievement amongst all the districts of erstwhile State of Jammu & Kashmir during FY2019-20

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| <i>Impact</i> |
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- In Kargil, out of 18,120 farming families, 15,188 farming families have availed Kisan Credit Cards since the inception of the scheme in the district
 - During FY 2019-2020, 299 cases involving total project cost of 3194.85 lac with MM of 118.2 lacs were sanctioned by the banks for the benefit of aspiring entrepreneurs
-





Prime Minister's Award
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**Promoting People's
Movements through
Jan Bhagidari SBM
(Gramin)**

Award Category– District Performance Indicators Programme: Promoting people’s movements through Jan Bhagidari SBM (Gramin)

Under PM Awards 2020, **maximum of one award** will be given under the DPIP Category- Promoting People’s Movements – “Jan Bhagidari” through Swachh Bharat Mission (Gramin) in the District.

The Districts have been evaluated based on the overall progress achieved in Swachh Bharat Mission by promoting people’s movement through Jan Bhagidhari. The parameters have been identified in consultation with line Ministries/ departments and **aims to factor in the direct mandate of ODF status as well as citizen engagement and participation under the scheme.**

We received 311 submissions for the SBM (Gramin) Category. The details of the awardee in this category are in subsequent pages.

Mahesana

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| <i>Category</i> | Promoting people's movements through Jan Bhagidari SBM (Gramin) |
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| <i>State</i> | Gujarat |
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| <i>Description</i> | |
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- To make district ODF free, all Government employees of district and taluka have adopted one Village of the District
- Class I and II officers facilitated and supervised the ongoing works of toilet and cleanliness village
- Students of NSS & NCC and NGOs provided help in complete awareness for total cleanliness and sanitation as IEC component toilets were also constructed
- A total of 84 villagers of 14 villages were provided barefoot technician training for toilet construction and maintenance
- All Anganwadi workers, teachers, ASHA workers etc. were made part of this mass awareness campaign
- Monitoring team consisting of village people itself was created to stop open defecation. Monitoring team took guard at morning and evening hours to stop people to defecate in the open

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| <i>Impact</i> | |
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- A delegation of Parliamentary Standing Committee in Rural Development works arrived in Mehsana (Maharashtra) to view SBM-G Work and appreciated it
 - Swachhagrahis of Uttar Pradesh visited Mehsana (Gujarat) during Swachh Bharat Divas and they appreciated the work done
 - National Assessment rural sanitation survey (NARSS) team also visited and appreciated the work
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Prime Minister's Award
for Excellence in
Public Administration 2020

**Promoting People's
Movements through
Jan Bhagidari SBM
(Urban)**

Award Category – District Performance Indicators Programme: Promoting people’s movements through Jan Bhagidari SBM (Urban)

Under PM Awards 2020, **maximum of one award** will be given under the DPIP Category- Promoting People’s Movements – “Jan Bhagidari” through Swachh Bharat Mission (Urban) in the District.

The Districts and urban bodies have been evaluated based on the overall progress achieved in Swachh Bharat Mission (Urban) **by promoting people’s movement through Jan Bhagidhari**. The parameters have been identified in consultation with line Ministries/ departments and are **based on the cleanliness ranking of ULBs as well as level of citizen engagement and social advocacy**.

We received 233 submissions for the SBM (Urban) Category. The details of the awardee in this category are in subsequent pages.

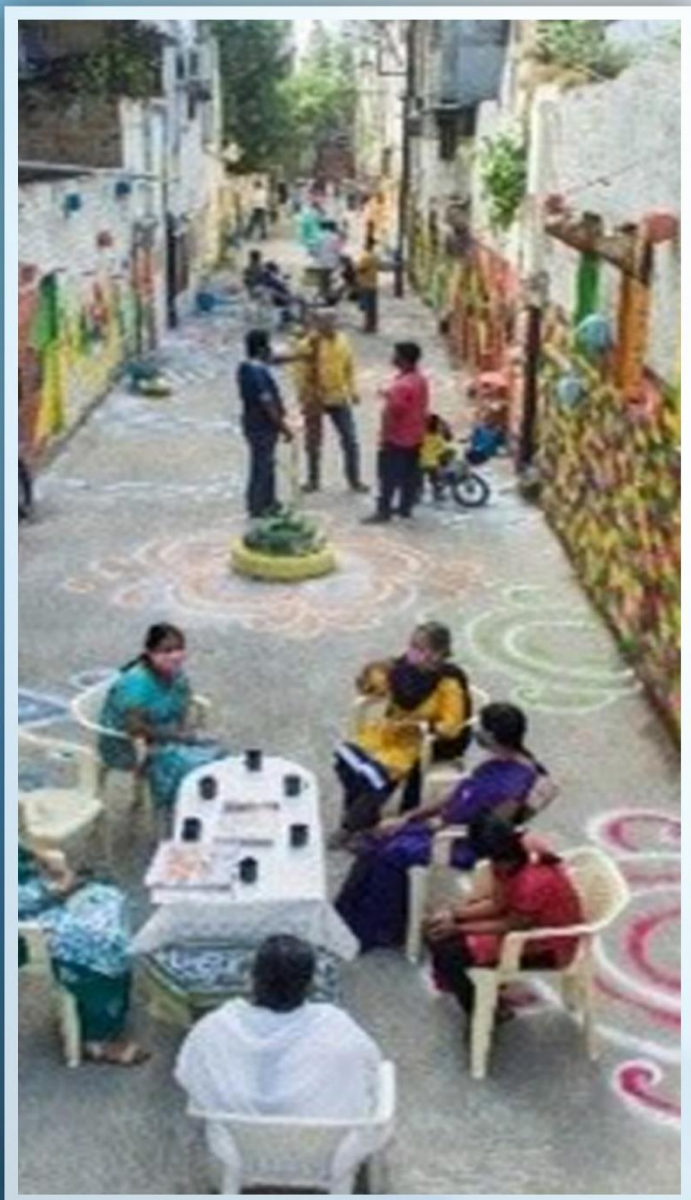
Indore

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| <i>Category</i> | Promoting people's movements through Jan Bhagidari SBM (Urban) |
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| <i>State</i> | Madhya Pradesh |
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| <i>Description</i> | <ul style="list-style-type: none">• The district has engaged with both households and bulk waste generators such as Hotels, Hospitals, Street Food Markets, RWAs, Schools, College, Religious leaders and worked towards waste reduction• Zero waste colonies, Garbage free markets have emerged. The practice of converting wet waste into compost and sorting dry waste to sell it to recyclers has reduced waste• Repairing and maintenance of old community toilets, building inclusive toilets, constructing new toilets, awareness on ODF, has resulted in the District doing well on ODF front• Digital innovations such as Swachhata App, Google Toilet locator media have resulted in speedy redressal of citizen grievances on Swachhata, citizenship feedback• IEC campaigns took awareness to the doorsteps of the citizens. It educated citizens on Dos and Don'ts of waste management |
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| <i>Impact</i> | <ul style="list-style-type: none">• 8 of 9 ULBs are ranked ODF++. Indore has transformed into a bin-litter-dust free city. Active engagement of officials, prominent citizens, active citizen participation has enabled this achievement by the Indore ULB• The usage of multiple IEC media has brought about behavioral change among citizens through cleanliness behavior |
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Prime Minister's Award
for Excellence in
Public Administration 2020

**Improving Service
Delivery and Redressal
of Public Grievances**

Award Category – District Performance Indicators Programme: Improving Service Delivery and Redressal of Public Grievances

Under the Prime Minister's Awards for Excellence in Public Administration, 2020, **a maximum of two awards** will be given under the DPIP Category- Improving Service Delivery and Redressal of Public Grievances.

The award category aims to recognize districts with **demonstrations of improved service delivery**, an integral focus of government policy that has **promoted e-governance, providing e-services through integrated web portals, implementation of Citizens Charter and timely redressal of public grievances filed through online Portals**. Total number of e-services provided at district level, timely disposal of public grievances and other innovative interventions shall comprise the monitorable components of the scheme.

We received 139 submissions under 'Improving Service Delivery and Redressal of Public Grievances' category from districts. The details of all the awardees in this category are in subsequent pages.

Sircilla

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| Category | Improving Service Delivery and Redressal of Public Grievances |
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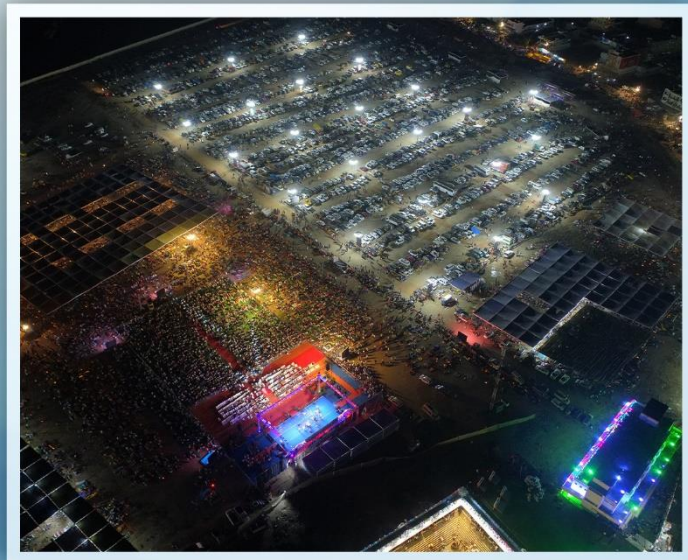
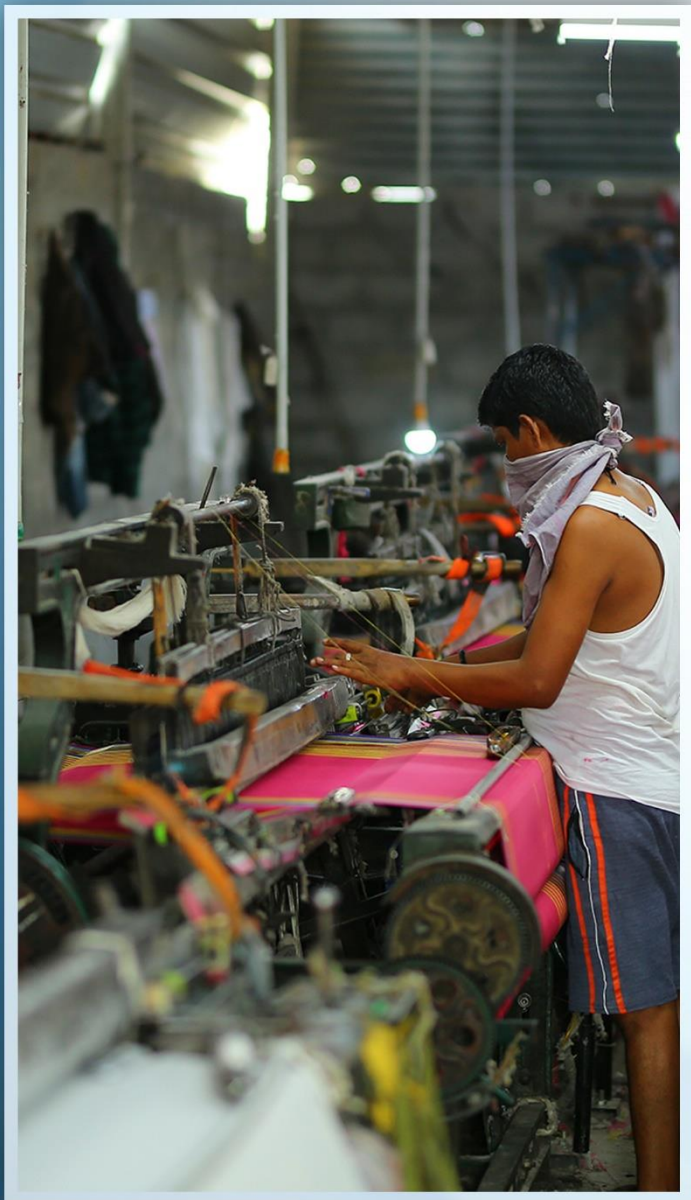
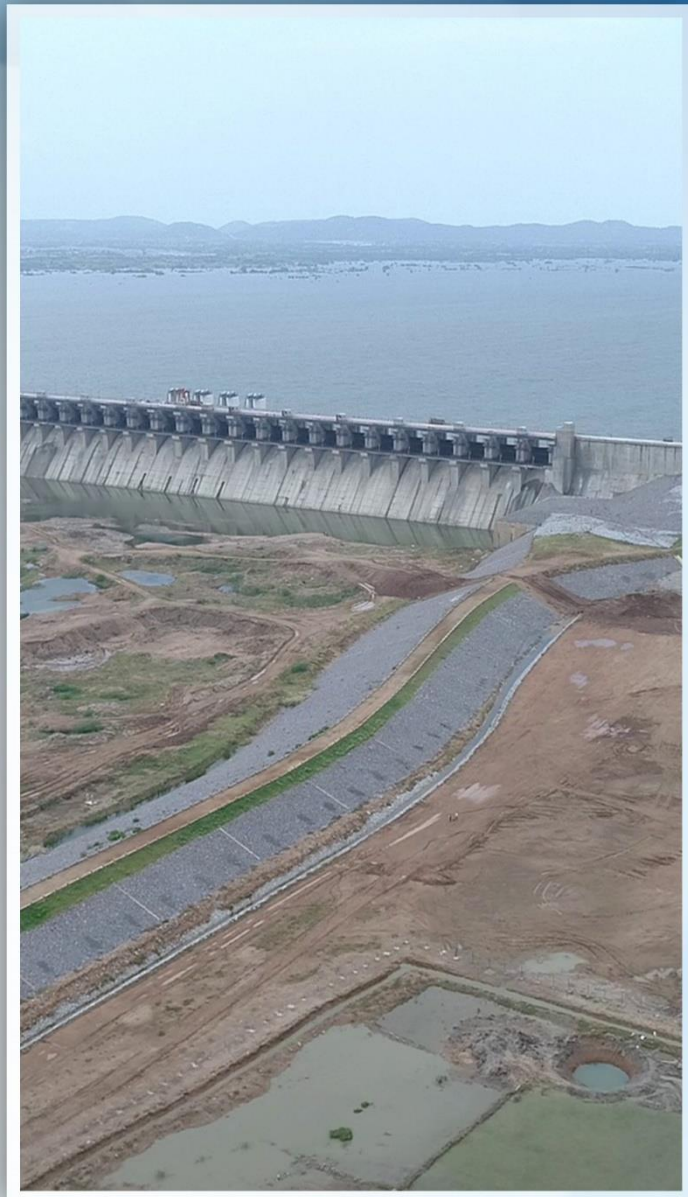
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| State | Telangana |
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Description

- TS Janahitha is a public grievance redressal platform that bridges citizens and officers. It effectively tracks public grievances and ensures all the grievances are resolved in stipulated time
- Video conference and meetings are conducted on the pending grievances, twice every month. Action is taken against the officers having high pendency
- Social media like Twitter and Facebook are used in the District to receive the grievances from the citizen. One Nodal officer nominated to monitor all the Social media grievances.
- "Mee Seva" in Telugu means, At your service, i.e. service to citizens. It is a good governance initiative that facilitates single entry portal for entire range of G2C & G2B services
- There is a Municipal Administration Online Portal where citizens can access all the services and citizen can give the feedback on Swachhata <https://cdma.telangana.gov.in/>

Impact

- The platform keeps the citizen updated on the progress. Citizen can register their grievances through multiple channels namely Mail, WhatsApp, Call center
 - The application has facility to upload photographs/documents related to the grievance and has the option of recording the calls received to call centre which can be made available to officers for quick resolution
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Tawang

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| <i>Category</i> | Improving Service Delivery and Redressal of Public Grievances |
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| <i>State</i> | Arunachal Pradesh |
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Description

- The Deputy Commissioners of all Districts conducted Jan Sunvai Sammelan in all the villages including far flung villages of the District to resolve public grievances on the spot in the camps.
- The main objective of Sarkar Aapke Dwar camps is Service delivery of the Government to the Citizens of District with the Motto One Stop Solution to Multiple Problems
- District Administration Tawang has tried to reach out to every citizen residing in the interior villages of Tawang district situated near the border of Tibet Autonomous region of China and Bhutan
- Service Plus- It is a web-based application or platform in which citizen essential services are availed by online mode, that keeps online tracking of record and reduces complexity by superseding the manual process

Impact

- During the year 2018-19, 26 Numbers of Sarkar ApkeDwar camps were organised in the district and 29,565 Nos of beneficiaries benefited from the camps
 - During the year 2019-20, 23 Numbers of Camps were organised and 14,130 Nos of beneficiaries benefited from the camps
 - The district was awarded Gold Medal for successfully conducting Sarkar Aapke Dwar Camps as per prescribed target and reaching out to the remotest of places in the district
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Prime Minister's Award
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Innovation (General)- Centre

Award Category - Innovation (General): Centre

Under the Prime Minister's Awards for Excellence in Public Administration, 2020, **in Innovation (General) category, there are 6 Awards**; two awards each for District, State and Central level initiatives respectively.

In this category awards shall be given to Organizations of Central Government, State Governments and Districts for various innovations in **environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy, improving governance**, etc. This is just an illustrative list and innovations in any field of administration were eligible for the Awards.

We received 958 nominations under Innovation (General) out of which 104 were for Central level initiatives, 193 for State level initiatives and the remaining 661 for district level initiatives. The details of all the awardees in this category are in subsequent pages.

One Nation One Ration Card

Category Innovation (General) - Centre

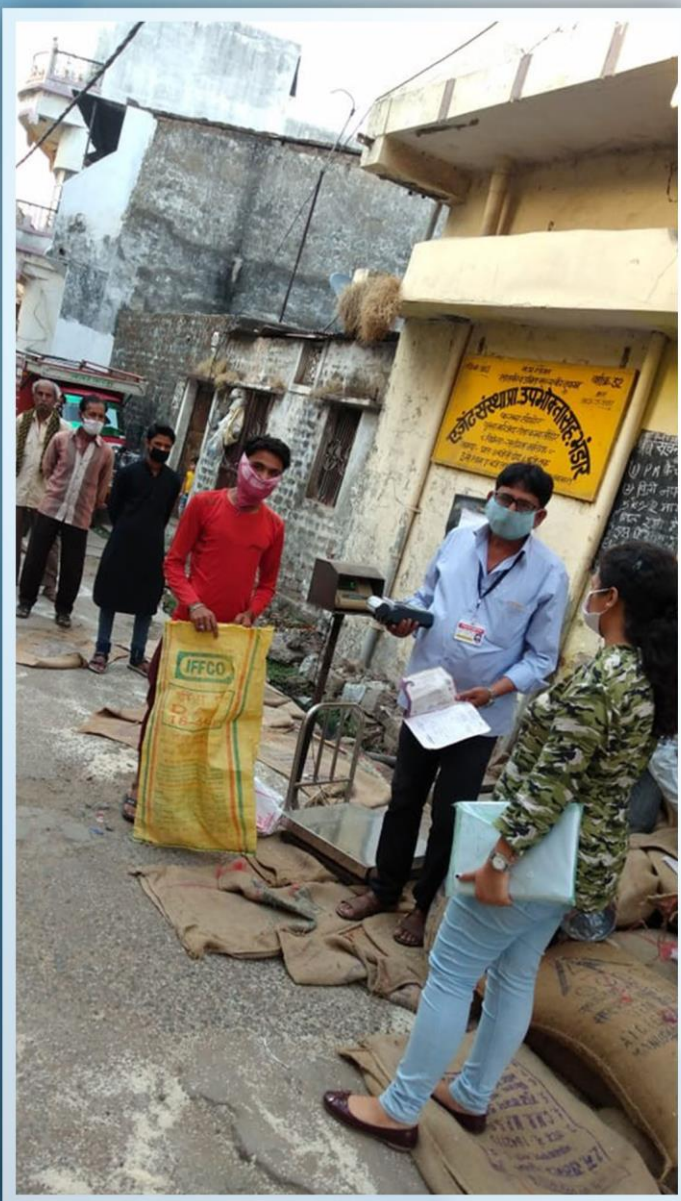
Department Department of Food and Public Distribution

Description

- Prior to ONORC, beneficiary was confined to particular FPS, migrants did not have access to PDS food grains and it was a time-consuming and cumbersome process
- ONORC has introduced National, inter-State, inter- District and intra-district portability
- There is no need to surrender the existing Ration Card, No paperwork for National portability
- A citizen can walk into any Fair Price Shop of choice. The authentication is done with Aadhar. So far, 26 States/UTs have on boarded the ONORC
- This initiative looks at collecting data into a central repository and easing portability
- The central repository has helped in easy addition of new members and easy issue of new ration cards and has helped to weed out duplicate ones

Impact

- The initiative has benefited a large number of migratory workers, labours, daily wagers, etc. in both organized and un-organized sectors
 - ONORC provided beneficiaries the opportunity to opt for the FPS dealer of their choice
 - The initiative also allows the tracking of entitlement of beneficiary and checking that they do not draw twice in Home State as well as Sale State
-



UDAN – UdeDeshKaAamNaagrik

Category Innovation (General) - Centre

Department Ministry of Civil Aviation

Description

- National Civil Aviation Policy has targeted 30 crore domestic passengers by FY 2022. To achieve this, regional connectivity scheme UDAN was conceptualized by Ministry of Civil Aviation
- It involves a yearly bidding process wherein airlines bid for routes connecting unserved and underserved airports with Government providing viability cap financing support and other concessions
- The UDAN initiative has impacted a number of stakeholders - passengers with affordable air connectivity, airlines with concessions for operating regional routes, remote and regional areas
- Work has been initiated to provide scheduled connectivity to 23 unserved/underserved airports and 10 water aerodromes

Impact

- Between March 2018 and 2020, 335 unconnected routes have been awarded, 218 routes operationalized and over 4 million passengers have availed the benefits of the scheme
 - Over 77 thousand flights have been operated under UDAN by multiple airlines, carrying more than 42 lakh passengers and 48 new airports have been added to the Indian Aviation map
 - The UDAN concept is now being used to create a framework which can be replicated for other sectors as well, for e.g. - Krishi UDAN for agri cargo
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Prime Minister's Award
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Innovation (General) - State

Award Category - Innovation (General): State

Under the Prime Minister's Awards for Excellence in Public Administration, 2020, **in Innovation (General) there will be 6 Awards**; two awards each for District, State and Central level initiatives respectively.

In this category awards shall be given to Organizations of Central Government, State Governments and Districts for various innovations in **environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy, improving governance**, etc. This was just an illustrative list and innovations in any field of administration were eligible for the Awards.

We had received 958 submissions under Innovation (General) out of which 104 were from Centre, 193 from State and the remaining 661 from districts. The details of all the awardees in this category can be found on the subsequent pages.

Kumbh Mela 2019

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| <i>Category</i> | Innovation (General) - State |
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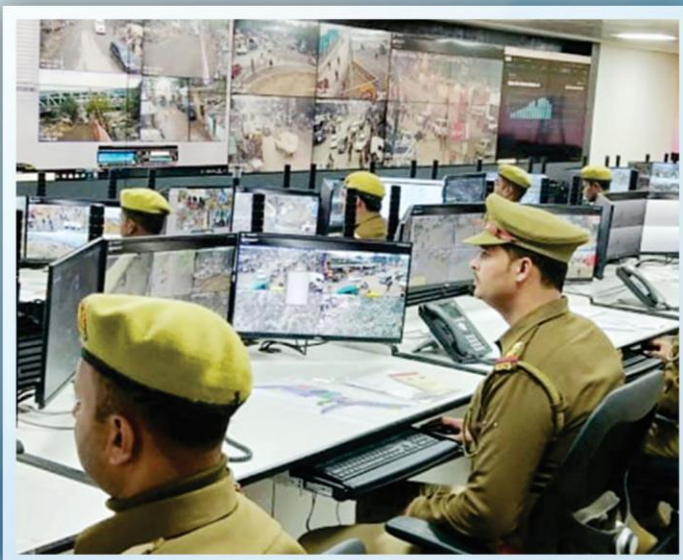
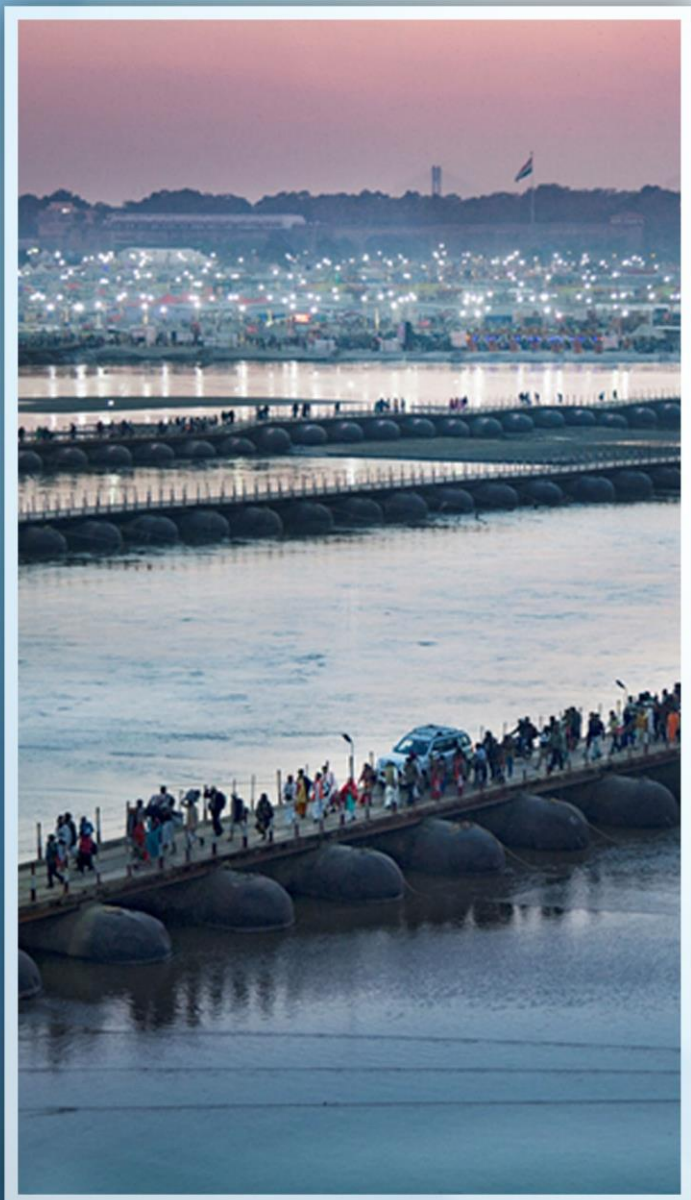
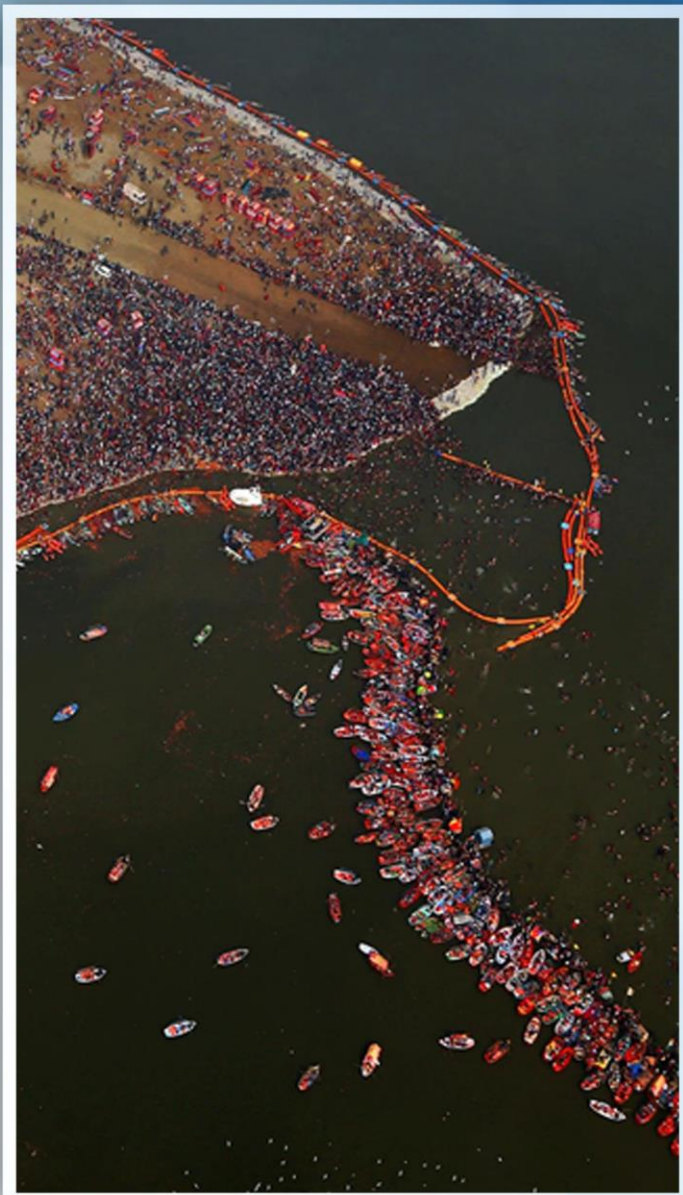
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| <i>Department</i> | Prayagraj Mela Authority |
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| <i>Description</i> |
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- The Kumbh Mela, the largest event in the world was successfully conceptualized and executed as incident-free, open defecation free, garbage and odour free Mela in 2019
- Projects worth Rs.4300 crores were undertaken with 66% expenditure on permanent infrastructure, 12% on reusable items and 22% as revenue expenditure
- To make it a Swachh Kumbh more than 1.14 lakh toilets and 20000 dustbins were installed. More than 7800 sanitation workers and more than 1500 Swachhagrahis were engaged.
- It was Secure Kumbh, Digital Kumbh and Cultural Kumbh
- The Mela hosted 24 crore people including more than 5 crore pilgrims on Mauni Amavasya
- Redesigning, refurbishing and beautification work of traffic junctions, roads, building a new airport terminal, developing public amenities and increasing green cover were undertaken

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| <i>Impact</i> |
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- The Mela team completed all projects without any cost and time overruns and there was a saving of 15%, without compromising on scope and quality
 - The city's ranking in Swachhta Survekshan jumped from 300 to top-20 during/after Mela. City infrastructure has been completely revamped with no traffic jams occurring in the city
 - The Swachh Kumbh received a number of Guinness World record Awards and appreciation from various quarters
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Multiple Innovations and Extensive Reforms in Examination Systems and Processes

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| <i>Category</i> | Innovation (General) - State |
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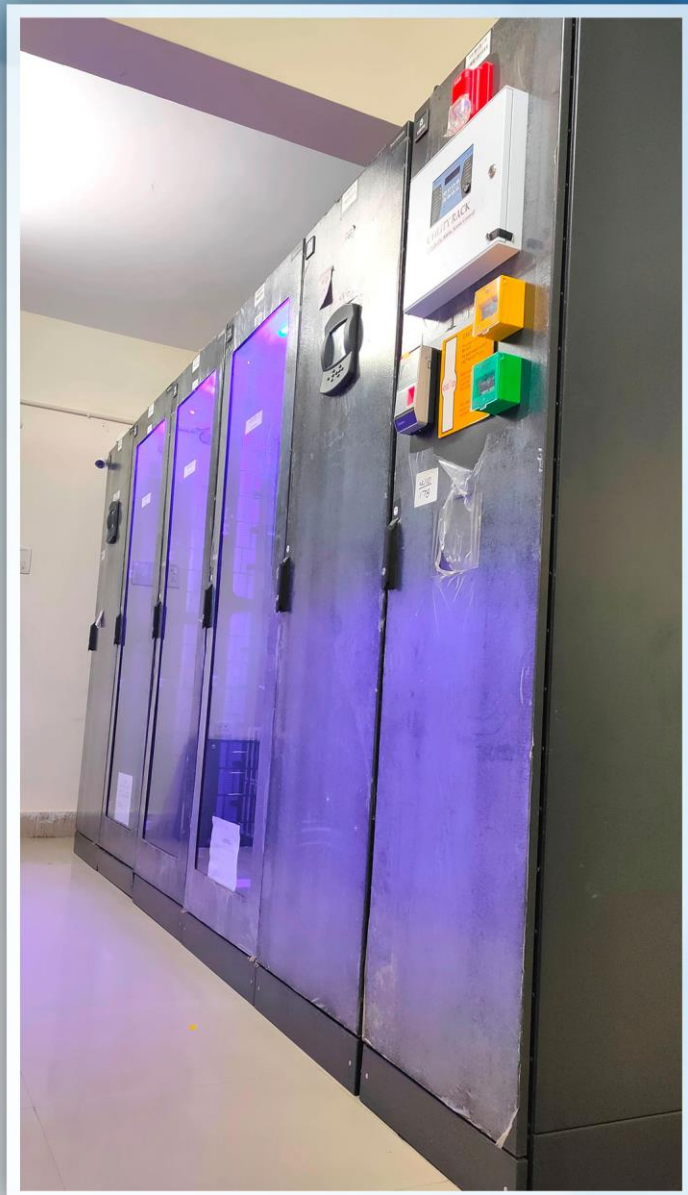
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| <i>Department</i> | Bihar School Examination Board |
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Description

- The objective of the project was to address serious irregularities in the examination process in Bihar School Examination Board through an efficient, transparent and technology driven system
- 3.60 crore pre-printed answer booklets were provided, computer scanable formats designed, computerization of the examination process implemented and BSEB App developed
- The online registration of 30 lakh students was done. An Online entry of marks of evaluated copies was introduced, 2100 computers were used
- Development of DMS (Document Management System) for Bihar School Examination Board has been done for all works related to students
- Digitization of records for eliminating malpractices and for facilitating ex-students has been done for students of last 37 years (from 1983 till 2020)

Impact

- BSEB has become a role model for other boards in the country- it has declared results of all examinations much ahead of any other board in the country in last two years in 2019 and 2020
 - Introduction of CENTRALIZED ONLINE ADMISSIONS for 23.39 lakh students in 2018 and 2019, has resulted in an estimated saving of Rs 460 crore for these 23 lakh students
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Innovation (General) - District

Award Category - Innovation (General): District

Under the Prime Minister's Awards for Excellence in Public Administration, 2020, in **Innovation (General)** there will be **6 Awards**; two awards each for District, State and Central level initiatives respectively.

In this category awards shall be given to Organizations of Central Government, State Governments and Districts for various innovations in **environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy, improving governance**, etc. This was just an illustrative list and innovations in any field of administration were eligible for the Awards.

We had received 958 submissions under Innovation (General) out of which 104 were from Centre, 193 from State and the remaining 661 from districts. The details of all the awardees in this category can be found on the subsequent pages.

Bleed With Pride

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| Category | Innovation (General) - District |
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| State | Manipur |
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| District | Imphal East |
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Description

- The Bleed with Pride campaign was formulated to empower women/young girls to understand menstruation as a natural body cycle, to fight stigma attached with menstruation
- The District Administration, Imphal East has provide reusable and washable sanitary pads to 5000 students of Government schools of classes 6 to 12 to bleed with pride with the help of CSR initiative of Shashi Kiran Charitable Trust
- The 5000 sanitary kits are eco-friendly and have a life span of 2years.
- Several educational workshops on menstrual awareness, hygiene management have been undertaken

Impact

- The crux of this campaign Bleed with Pride is to create awareness for the girls, boys, teachers, parents, community to stand together as a Jan Andolan and fight taboos, stigma and discrimination which women/girls are suffering
 - This campaign supports United Nations various Sustainable Development Goals-Good Health and Well-being/Quality Education/Gender Equality/Clean Water and Sanitation/Decent Work and Economic Growth/Responsible Consumption and Production.
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Chandauli Black Rice

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| <i>Category</i> | Innovation (General) - District |
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| <i>State</i> | Uttar Pradesh |
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| <i>District</i> | Chandauli |
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Description

- In June 2018, with the support of District Administration, chemical free black rice was cultivated for the first time in Chandauli, the rice bowl of Uttar Pradesh with the aim to increase farmers' income.
- It was cultivated by 30 farmers in 10 hectares of land producing 300 quintals of crop.
- In 2019-20, 400 farmers cultivated black rice in 250 hectares of land producing 8000 quintals of chemical free black rice.
- For trading of black rice "Chandauli Kala Chawal Krishak Samiti" was constituted with the support of District Administration consisting of farmers cultivating it.
- The branding of black rice was done and the product was sold at Rs.300 per kg versus Rs.30-50 per kg common rice.
- The income per hectare for farmer went up from Rs.54532 to Rs.255500
- The District Administration helped the Samiti in obtaining Collective Mark, Packaging Design and FSSAI certificate.

Impact

- With demand possibilities increasing in the export market for their product, farmers have seen their income increase multiple times as compared to previous years
 - The district administration now plans to convert Chandauli Kala Chawal Krishak Samiti into an FPO (Farmers Producers Organization)
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Aspirational Districts Program

Award Category - Aspirational Districts Program

Under PM Awards 2020, maximum of **two awards** will be given for the totality of the performance under the Aspirational Districts Program. All the notified 112 Aspirational Districts are eligible under the scheme.

In this category, the award will be presented to the Aspirational Districts with the **best overall performance on various identified parameters**. The aspirational districts would be evaluated based on the progress made in the evaluation period. On the basis of evaluation, the Aspirational Districts will be ranked and then awarded.

We received 98 submissions under the Aspirational Districts Program. The details of all the awardees in this category are in subsequent pages.

Goalpara

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| <i>Category</i> | Aspirational Districts Program |
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| <i>State</i> | Assam |
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Description

- Use of Green Technologies in Road Construction made possible construction of 367 kms covering 100% habitations.
- Roads have more resilience to disaster, reduced maintenance costs & risks of plastic hazards besides enhancing Livelihood opportunities
- MISSION VIDYASHAKTI launched in 2018 with a vision of public empowerment through targeted educational interventions across different ethnicity, geographies & demographics
- Development of mascot Pehi for IEC messages in 6 languages enabled improvement of health, educational KPI etc
- Efficacious dovetailing of CSR funds, crowd sourcing plugged glaring gaps in school infrastructure leading to lower absenteeism & dropouts
- To fructify Hon. PM's vision of plastic-free India, disabled women provided training & hand holding for plastic alternatives

Impact

- Under CLEAN GOALPARA, GREEN GOALPARA, 15.4 lakh saplings were planted. Forest cover increased from 19 to 26%
 - E-market linkage through website Goalmart boosted businesses of the SHGs/producers, providing wider market reach and reducing dependency on middlemen
 - Launch of INFRASTRUCTURE SNAPSHOT APP enabled rigorous monitoring of schemes by public and officials, check on pilferage of funds, regularity of staff attendance, quick reporting & redressal of complaints
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Kupwara

Category Aspirational Districts Program

State Jammu and Kashmir

Description

- 100 bedded IPD (Inpatient department) block building in CHC Kupwara (Caters to 5 lakh population) languishing for over 10 years completed in 6 months along with Mechanized Sanitation Services
- Interventions for Doubling Farmer Incomes - Honey Processing and Bottling Plant was set up due to which raw honey now processed and marketed
- Skilling local women - 13 Mobile Skill Centre trained 200 rural girls in the traditional arts of kani shawl, krewel, sozni, ari staple and Wood Carving
- First ever Grid Electricity for Border Areas - 2 Border pockets with population of over 30,000 in close vicinity of LOC, which were being supplied electricity for only 3 hours a day through DG Sets have been connected with the Northern Grid.

Impact

- Kupwara Organic Honey was made leading to doubling of market prices for 500 local beekeepers
 - Introduction of Mushroom cultivation in 14 villages leading to additional turnover of Rs 2 crore in a short span of 2 months for 120 farming families
 - Grid Electricity for Border Areas - Projects were taken up in Mission Mode approach from April 2019 and completed this year providing grid connected electricity for the first time ever
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Prime Minister's Award
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Namami Gange Program

Award Category - Namami Gange Program

Under PM Awards 2020, **one award** will be given to one of the 57 notified District Ganga Committees under Namami Gange Program.

In this category, the award aims to reward the efforts made by the notified District Ganga Committees towards **effective abatement of pollution, conservation and rejuvenation of National River Ganga**. The award will be given on the basis of pre- determined indicators.

We received 46 submissions under Namami Gange Program. The details of the awardee in this category are in subsequent pages.

Chamoli

Category Namami Gange Program

State Uttarakhand

Description

- Chamoli has undertaken various activities like construction of sewage treatment plants to ensure the aim of Swachh Ganga-Nirmal Ganga
- Despite the tough geographical conditions of STP (sewage treatment plant) work sites, 15 STPs have already been completed against the 16 STPs targeted and the remaining Marwadi STP is 85%complete
- The district has also worked to overcome the problem of provision of water to households by working on recharging of water resources to increase the capacity of uptake with the help of spring shed management
- Massive recharge activities have been undertaken in five selected watersheds which has greatly impacted the lives of people in the 12 villages of the catchment
- A series of Ganga Cleanliness and Awareness activities were organized to make a strong pitch for community participation

Impact

- More than 21 million litres of water conserving capacity has already been created that has resulted in a substantial increase in the mountain water-table and hence overall increase in the quality of life in households here
 - Ganga towns feature regularly in top 10 of Swachhata rankings. Nanadaprayag was amongst the 12 awardees in the recent Swachhata rankings awarded by the Hon'ble Prime Minister himself
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