



सत्यमेव जयते

**Department of Administrative Reforms &
Public Grievances, Government of India**

Prime Minister's Award for Excellence in Public Administration, 2021



Awardees' Citation

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(i) Innovation (Centre) Category

This award seeks to recognize the projects that involved Central Government Organizations in various innovations such as innovations in environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy etc. or in any field of administration.

AWARD 1

Innovations for Defence Excellence (i-DEX)

By

(Department of Defence Production)

AWARD 2

National Generic Document Registration System

By

(Department of Land Resources)

AWARD 1 - Innovation (Centre) Category

Innovations for Defence Excellence (i-DEX) (Department of Defence Production)

Department of Defence production has developed a system that provides startup ecosystem to directly engage with defence and creates a platform for ease of doing business with the MoD and creates procurement avenues in the Defence Acquisition Procedure 2020. It aligns itself with the goal of indigenisation and supports the vision of Atmanirbhar Bharat.

Key Aspects:

- Before the launch of iDEX, there existed a gap in interaction between defence and startup ecosystem which posed a limitation in onboarding innovative indigenised products; one of the major drawbacks was lack of a platform through which Armed Forces could present their technical challenges as problem statements.
- Under iDEX, they have developed a robust system i.e. access for innovators to the Problem Statements of Armed Forces, easy application method, quick results, Rs 1.50 crore as grants for prototype development, institutionalised support from the leading incubators, easy and cheap access to defence equipment/ test facilities and continual monitoring to realise the Production Ready Prototype.
- Activities have been made paperless, managed in real time through the grant management portal. Under this portal, PMA is integrated for better understanding the needs and requirements to be met by innovators based on the schematics and specifications given by the end user (Armed Forces).
- Also, there are two ways in which challenges are floated and solutions retrieved, the Defence India Startup Challenges (DISC) and OC. Both have been streamlined for better access of information about the challenges and the application forms are designed to enable the innovators to understand and provide their solutions.
- An all-digital method of applications has helped the stakeholders bridge the basic requirements, eased the application, streamlined the project tracking process, and reduced the timeframe from selection to signing of contract from 6 months to under 45 days.

Impact of the Project:

- Overall Contract Signed - 63
- Functionally different products - 39
- Testing Completed/ Likely by March 2022 -8



AWARD 2 - Innovation (Centre) Category

National Generic Document Registration System (NGDRS) (Department of Land Resources)

Through the NGDRS the Department aims to provide document registration services by leveraging modern technology to the people using standard procedures, in specific time frame and a transparent manner. It also aims to enable a flexible and configurable system that can meet dynamic needs of State Registration Departments across the country as well as to meet requirements of various stakeholders.

Key Aspects:

- With the visionary mandate & policy of Government of India, One Nation One software, the launch of National Generic Document Registration System (NGDRS) in twelve states of the country has started a new era in the process of registration of documents.
- Built on open source platform using latest technologies, the application has eased for citizens to process registration online and take prior appointments.
- The entire process, right from applying for registry to payment of stamp duty and other applicable fees has been made online, thereby eliminating the need of repeated visits to the sub-registrar's office.
- Being a solution, which can cater to all the states/union territories, NGDRS provides the flexibility to the states to quickly conduct analysis, understand and gather the requirements, configure, and implement the solution at state and district levels.
- This allows the department to easily automate the process of document registration to increase the service delivery quality and efficiency.
- The NGDRS solution has adopted open architecture for plug & play, scalability, common use of service, infrastructure and software knowledge. Offering a complete user interface for document registration, the NGDRS application enables citizens to proceed for registration process online.

Impact of the Project:

- Average time for making a transaction has come down from 45 mins to 15 mins
- Average cost for making a transaction is Rs 150
- Average time to close issues reported through online or offline means is 0.5 hours

(ii) Innovation (State) Category

This award seeks to recognize the projects that involved State Government Organizations in various innovations such as innovations in environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy etc. or in any field of administration.

AWARD 1

Building of Efficient Greenhouse to grow Crops

By

Agriculture Department, Ladakh

AWARD 2

Technology - Driven Transformation of School Education System in Gujarat through Vidya Sameeksha Kendra

By

**Education Department (Primary and Secondary)
Gujarat**

AWARD 1 - Innovation (State) Category

Building of Efficient Greenhouse to grow Crops

Agriculture Department, Ladakh

In order to mitigate the challenges faces from previously installed large number of passive solar greenhouses in Ladakh, the Agriculture Department of Ladakh led the innovation in the design of greenhouses and this has enabled cultivation of crops all the year around.

Key Aspects:

- The temperature in Ladakh drops down to -30 C in winter. The farmers needed a technology which will enable them to produce vegetables in winter months. The existing greenhouses were upgraded into more functional efficient greenhouses for crops. Digital recording of crop cultivation and success stories are available for farmers in local language on YouTube.
- Ladakh Greenhouse features include temperature regulation inside the greenhouse for plant growth, increase in variety of vegetables because of temperature control
- Greenhouse is surrounded with fixed, durable polycarbonate sheets of cladding which can withstand all temperatures, are low maintenance, make judicious use of space, and have a good heat retention mechanism.
- All year-round crop cultivation is now possible where three cycles of crops are grown in Ladakh Greenhouse. This has benefitted the small and marginal farmers, young Agri-entrepreneurs of Leh and Kargil districts with special focus on women farmers and SHG's.
- Five Ladakh greenhouses have been established in village Thiksey to check replicability on farmer's field

Beneficiary of the Project:

- Resulted in food security and vocal for local
- Farmer income doubled and it resulted in women empowerment
- Carbon Neutral Ladakh
- More crop per inch/per drop/water conservation
- 111 Ladakh greenhouses established on farmers field till Dec 2021, 200 more greenhouses will be established by March 2022 and 1000 by December 2022

Vegetables in Peak Winter

27 December 2021

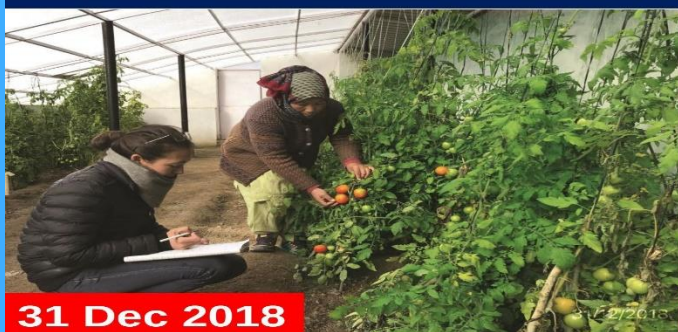


Ladakh Greenhouse in Winter (Outside View)



Tomatoes in Winter in Ladakh

31 Dec 2018



25 Feb 2020



31 Dec 2019



AWARD 2 - Innovation (State) Category

Technology-Driven Transformation of School Education System in Gujarat through Vidya Sameeksha Kendra Education Department (Primary and Secondary), Gujarat

Gujarat is the first State to implement the unique Data Driven Real-Time Monitoring model for Schools. This innovation directly impacts the learning of 1.15 crore students and helps in improving grade-appropriate learning outcomes

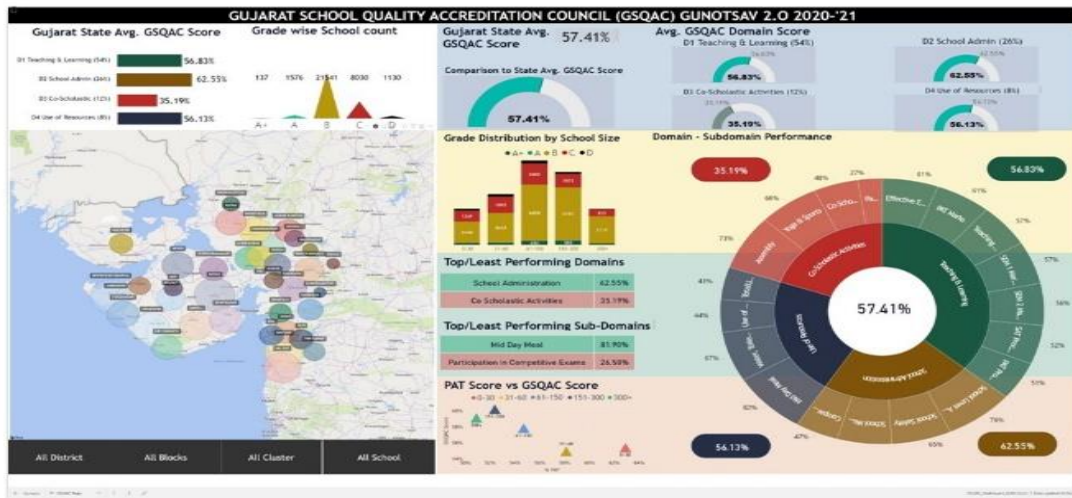
Key Aspects:

- A series of technology and data-driven reforms were initiated like Daily Online Attendance of students and teachers, Centralized Summative and Periodic Assessments, Accreditation of all Schools, Online Real-time Monitoring of all field staff etc. Over 500 Crore+ data points are being generated annually.
- Command and Control Centre (CCC) authenticates, analyses, and visualizes these data for meaningful actionable insights for all stakeholders. Taking data-driven decision-making to the next level, the Education Department has created the holistic school education dashboard - School Excellence Dashboard.
- The entire CCC is built using Artificial Intelligence, Big Data and Machine Learning which are used to design the School Excellence Dashboard so that important metrics stand out and are easy to access. The initiative has improved stakeholder accessibility to the data, been helpful in making informed decisions regarding academics, governance, and administrative policies.
- CCC has set up three studios where live classes were held daily for students which were broadcast on Youtube and Facebook. As part of the Virtual class programme, CCC also provided access to Microsoft teams to all teachers and students in the state

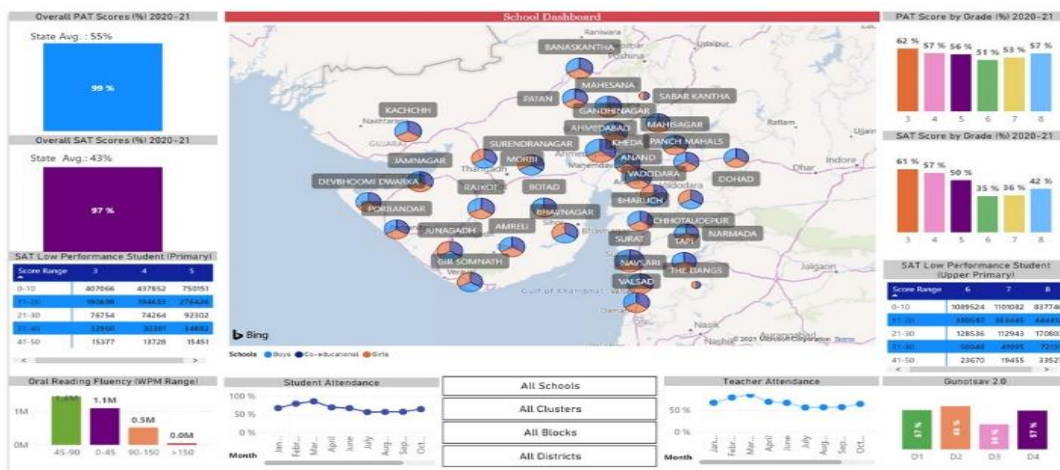
Impact of the Project:

- 26% increase in attendance of students making 13.5 lakh students regular in schools
- Gujarat is the first state to offer Learning outcome based report cards listing every student's strengths and weaknesses
- Gujarat is the first state to accredit all its 33000 Primary Government schools
- Gujarat jumped from 10th place to First place in the country for Diksha Direct Plays

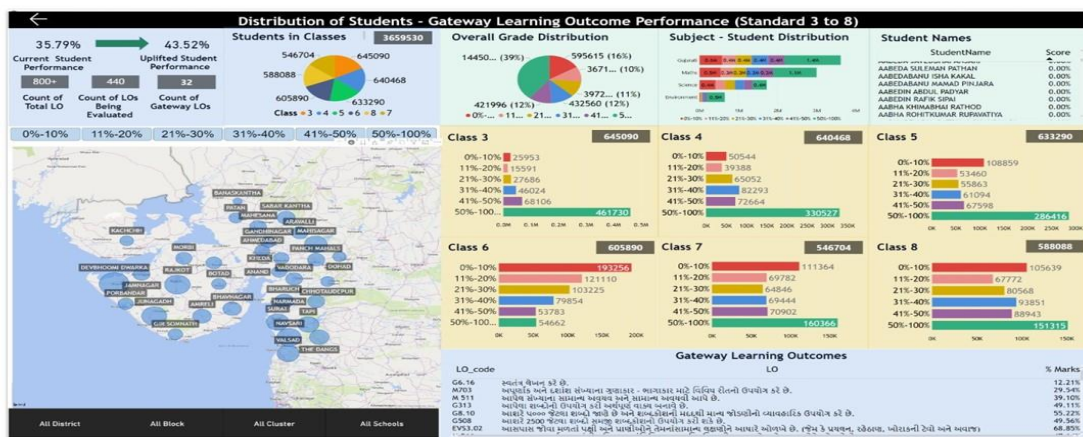
School Accreditation Dashboard



School Dashboard



Gateway Learning Outcome Dashboard



(iii) Innovation (District) Category

This award seeks to recognize the projects that involved Districts in various innovations such as innovations in environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy etc. or in any field of administration.

AWARD 1

Navpravartan Startup Zone Chanpatia
West Champaran, Bihar

AWARD 2

Sampoorna
Bongaigaon, Assam

AWARD 1 - Innovation (District) Category

Navpravartan Startup Zone Chanpatia

West Champaran, Bihar

The Setting up of the Navpravartan Startup Zone Chanpatia has not only helped returnee migrants from different parts of the country to set up their own brand with the help of district administration but also created thousands of direct and indirect employment in the home district.

Key Aspects:

- Navpravartan Startup Zone Chanpatia provided an innovative solution to the plight of returnees who lost their livelihood due to the unprecedented crisis of COVID-19.
- Champaran created a database of migrant workers with their specialized trade after an extensive skill mapping exercise. Udyami Mitra Mandals were formed to take their ideas in the project planning & implementation.
- Under Plug & Play, production units of Textile & Apparel, Footwear etc in a big Startup Zone, for returnees were set up. Design Studios, Service Centers, QA Facility, importing of big Machines were also carried out.
- Each Udyami was assigned an officer as SPOC (Single Point of Contact) for handholding and facilitation at each step.
- Weekly meeting with the Banks and Regular Loan Mela was organized which resulted in sanctioning of PMEGP (Prime Minister Employment Generation Programme) Loans in record time.
- It nurtured Startup Ecosystem in the District. As a result, many youths have set up their Technology Startups like-EaseMySaloon, Valmikiyatra, NearMeShop, AgriDhaan etc. Concept of One officer attached as a SPOC with each Beneficiary could be used to expedite the processes in any specialized Project.

Impact of the Project:

This innovative initiative has provided a ray of hope to these people who were forced to leave their native place for employment. These returnees have grown from migrant workers to owners and they never want to go outside again as they are now settled in their Homes. This has created a pull factor for others also who are working outside.



AWARD 2 - Innovation (District) Category

Sampoorna

Bongaigaon, Assam

The project is aimed at reduction of malnutrition among children in Bongaigaon district, Assam. It employs a decentralized, technology based model using community participation and Women Empowerment as Positive Deviance factor to achieve the result and has caused 95.6% of malnourished children to become normal just in one year and the results are sustainable by way of empowerment of the mothers of the children.

Key Aspects:

- Project SAMPOORNA was aimed at reduction of malnutrition among children in the district. It assessed and identified 2416 malnourished children and mothers. 95.6% of malnourished children became normal in just one year. Google Live sheets and WhatsApp were used to update and monitor data captured.
- A simplified 6X6 vinyl printed WHO Color coated Growth Chart (weight/height) for boys and girls was put up in each Anganwadi Centre. These centers assessed and identified Severe Acute Malnourished (SAM) and Moderate Acute Malnourished (MAM) children using WHO growth chart as compared to less effective underweight children being identified using the weight for age growth chart used all over the country.
- Mothers of these children were also identified. Each of them was tagged with the mother of a healthy child and each healthy mother was called as Buddy Mother.
- Buddy pairs were given questionnaires before the project started to assess their knowledge. Then mothers were given training on best practices including best indigenous food practices. The same questionnaire was given after six months to assess their present knowledge.
- To ensure children don't relapse into malnutrition again a convergence between ICDS and National Rural Livelihood Mission was done by involving all mothers in SHGs. They ensured regular income through livelihood activities for empowerment of the mothers and sustenance of the efforts to avoid and manage malnutrition.

Beneficiary of the Project:

- After 3 months of active intervention using protein supplements, 88% of SAM children became healthy and 96% MAM children became healthy.
- 2416 pairs of Buddy Mothers were created.
- A marvellous achievement was that only 1178 children were newly identified to be malnourished in September 2021 as compared to 2416 in September 2020.



(iv) Promoting Jan Bhagidari or Peoples' participation in Poshan Abhiyan

This award seeks to recognize the contribution of best performing Districts in promoting "Jan Bhagidari" or Peoples' participation in Poshan Abhiyan. Poshan Abhiyan aims to improve nutritional outcomes for children, adolescents, pregnant women, & lactating mothers. The Abhiyan focuses on converting the agenda of improving nutrition into a Jan Andolan.

AWARD 1

Kumuram Bheem Asifabad
Telangana

AWARD 2

Datia
Madhya Pradesh

AWARD 1 – Poshan Abhiyan

Kumuram Bheem Asifabad Telangana

Mission SAMPURNA Poshan (Strike Against Malnutrition by Peoples Upliftment through Revival of Nutrition in Asifabad) is launched in Asifabad District to bring Malnutrition to Zero through Jan Bhagidari. Being a predominantly backward Tribal district, initially the district lacked basic facilities like toilets, drinking water, growth monitoring tools etc. at Anganwadi centres. By Converging multiple schemes of Government, the overall Health and Nutrition parameters of Women & Children has improved.

Key Aspects:

- Under the Program, in First Phase, 33 Food Festivals, 10 Millet recipe trainings have been conducted covering 225 Anganwadis. Millet Recipes cooking videos have been made in local language and circulated through WhatsApp, YouTube
- Anganwadi teachers made Door to Door visits daily to monitor healthy food intake by Women & Children which helped in increasing Millet Intake. Further, to promote Millets cultivation, subsidized seeds were distributed to around 2500 households covering around 1000 Acres in over 50 villages for Kharif 2021 on a pilot basis.
- Slowly the project was expanded to all 335 Gram Panchayats and 973 Anganwadi centres in the district and became a Jan Andolan.
- Millets are now grown locally in the village, procured locally by SHG Women, processed and packaged locally and sold to the local villagers for consumption at cheaper prices.
- The Nutri Gardens have been started in all schools and Anganwadis along with increase in the number of people growing vegetables in their backyards for self-consumption to make themselves and villages self-sufficient in vegetables

Impact of the Project:

- Visible Impact is that 80% of beneficiaries are now consuming Millets, nutritional vegetables in at least one meal outside the regular ICDS meal.
- MMR reduced from 21 in 2019 to 7 in 2021, out of which Anaemia related are 0, IMR reduced from 108 in 2020-21 to 71 in 2021-22 followed by rapid Decrease in number of Under Weight & Wasted children.
- The district stood at 1st PLACE in NITI Aayog's Delta Rankings in Health and Nutritional Category for June-July 2019. In recognition of the efforts, a project was sanctioned in September 2020 by NITI Aayog with Rs. 1.36 crores to Pilot Decentralized Millet based Recipes as Hot Cooked Meals through ICDS Scheme.



Grama Sabha resolutions on making GPs malnutrition free

Initiation of Nutri-gardens with involvement of beneficiaries, public representatives and other stakeholders for fulfilling the nutrition needs of kids and mothers at Anganwadis

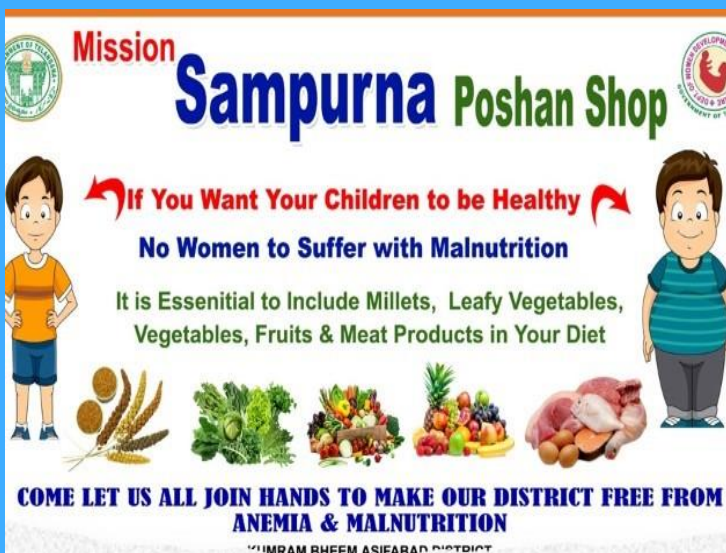


Millet farmers of KB Asifabad.

Support from the initiative resulted in cultivation of 9 varieties of millets crops in around 1000 acres.



Millet Food festivals & awareness events of importance of millets at community level to bring the people's participation.



Mission SAMPURNA Poshan shops –
in every village one Kirana shop is identified as SAMPURNA Poshan shop which sells Millets along with other nutri products.

AWARD 2 – Poshan Abhiyan

Datia

Madhya Pradesh

The highlight of the project is the “Mera Bachcha Abhiyan Model” which saved many children from untimely death. A number of poshan vaticas were established, toilets were constructed, 100% availability of drinking water was ensured, and community activities were organised to bring awareness about malnutrition in the community.

Key Aspects:

- Mera-Bachcha Abhiyan Model - The Collector of Datia district, Mr. Sanjay Kumar started Journey of Kuposhan to Suposhan by adopting Mera-Bachcha Abhiyan Model and saved many children from death.
- Identification of malnourished children:- In the month of September 2019, the weight of children of 0 to 5 years were taken by AWW at all 990 Anganwadi Centers (AWCs) by conducting intensive weighing campaign in the district. This process was repeated every three months.
- District and block level officers and employees, public representatives, dignitaries and NGOs were sensitized about this campaign and made caretaker for the responsibility of 994 targeted SAM children.
- The information about the efforts made by the caretaker parents for Nutrition were regularly shared by the caretaker parents on the district and block level Whatsapp group time to time and also shared their experiences as a success story by uploading the photographs of the children.
- At the block level, 06 Suposhan Melas were organized once in 3 months and 4 times a year.
- In the POSHAN MELA, paediatricians and nutrition counselling experts together examined the children's health and prepared the diet plan of the children based on the material available at the local level, explained to the parents and caretaker parents.

Impact of the Project:

- Awards and Honours -The photographs of the children along with the caretaker parents were displayed in the collectorates hall and the caretaker parent who first nurtured a child were awarded the "Poshan-Veer" award
- Poshan Vatika - 478 AWCs have Poshan Vatika from which vegetables were produced and distributed among malnourished children
- Toilets- 100% toilets are available at 990 AWCs in the district.

Datia Collector Mr. Sanjay Kumar along with the team inspecting the health and arrangements of the children admitted in the district NRC and giving them guidance



Datia Collector Mr. Sanjay Kumar gave a home visit and along with the officials explained to the public about the health of the children, how to take care of them.

Chief Executive Officer, District Panchayat Datia, having inspection of nutrition exhibition organized by the WCD



Health department team and Anganwadi workers conducting health check-up of children by organizing health camps in nutrition fairs



Nutrition and sanitation kits were distributed to Datia Collector Mr. Sanjay Kumar, SP Mr. Aman Singh Rathore and CEO, ZP Datia Mr. Kamlesh Bhargava.



(v) Promoting Excellence in Sports and Wellness Through Khelo India Scheme

This award seeks to recognize achievements of the best performing Districts towards promoting citizens wellbeing, nurturing the culture of sports, efforts in bringing in excellence in sports & physical fitness, thereby improving the entire sports eco-system. The aim of the scheme is to infuse sports culture and achieve sporting excellence in the country.

AWARD 1

Churu
Rajasthan

AWARD 2

Bishnupur
Manipur

AWARD 1 – Khelo India

Churu

Rajasthan

Key Aspects:

- District has started a unique scheme which is “Pay & Reside”. Under this the district administration provided lodging facility to around 70 sports persons at district stadium itself with nominal amount of Rs.1000/- per month rent which includes light and water charges. This has helped the players to dedicate more time to the training hours.
- The process of procuring sports equipment is done / conducted through a government open tender process where there are absolutely no chances of interference by anyone and the whole process is legally conducted as per rules and regulations. Similarly, there is a transparency in the selection process of the players, so that they can achieve their goal with the best of their ability
- Grievance, if any, is considered by responsible officials and is sorted out within a stipulated time frame. All the grievances are also analysed at the level of the district sports committee so as to prevent recurrence of complaints
- Five centers have been established in Churu district authorized by the Sports Authority of India (SAI), New Delhi to provide world class sports facilities to the players under Khelo India Scheme

Impact of the Project:

- Total medals won / participation at National Level games from the district are 73 out of this, 35 women players have participated. The number of players who won medal / participated at National Level in the year 2019 was 28 and in the year 2020 was 45. So, there has been sharp increase of 17 participants and it is 61% growth.
- 1477 out of 2614 schools have registered themselves on the fit India portal which is 56.50% in the district



AWARD 2 – Khelo India

Bishnupur

Manipur

Key Aspects:

- “Leikai Ama, Lampak Ama, Pukhri Ama” which means “One Locality, One Ground, One pond” policy is followed for Rural and Urban Bishnupur District, Manipur
- Training is given at grass root level for different sports disciplines
- Inclusive Development Programmes for Transgender Marathon and Football match resulting in awareness and motivation for Transgenders
- Convergence of different departments schemes/programmes like Nehru Yuva Kendra (NYK), District Youth and Sports Officer (DYSO), Skill Development, Sports training academy to achieve minimum government maximum governance
- District Administration Bishnupur's organizes special Drive for 'Beti Bachao Beti Padhao Scheme' wherein women are trained in self defense martial arts
- Support, Motivation & Incubation given to indigenous games and sports
- Affordable Technologies for promoting Games & Sports and Youth affairs, using Digital Bishnupur - Youtube channel, Whatsapp group, etc.

Impact of the Project:

- Sports provides highest percentage of government job to the people in Bishnupur District
- Solution to the problems of unemployed youths
- Solved the insurgency by providing livelihood and employments to the Youths
- Solved the problems of drug abuse and intoxicant in the society



(vi) Digital Payments and Good Governance in PM SVANidhi Yojana

This award seeks to recognize the contribution of the best performing districts in encouraging digital payments and good governance in PM SVANidhi Yojana. The main objectives of the scheme is to increase the adoption of digital transactions by the beneficiary street vendors through a cashback scheme.

AWARD 1

Varanasi
Uttar Pradesh

AWARD 2

Anantnag
Jammu & Kashmir

AWARD 1 – PM SVANidhi Yojana

Varanasi

Uttar Pradesh

Varanasi Smart City Portal has been formed for registering and issuing LoR. IEC activities were taken up to create awareness amongst vendors for using the portal. Vendors were made aware about whole process of LoR issuance in Camps organized for PM SVANidhi Application to reduce time consumed at later stage

Key Aspects:

- To register Maximum Street Vendors (SVs) in minimum time in an efficient, faceless manner, a dedicated portal <https://varanasismartcity.gov.in/e-services/estreet-vendor> was developed by Varanasi Smart City. All major activities like SV Registrations, Request for LoR, ID Card, Certificate of Vending, QR Code generation, Request for Loan could be done through this portal.
- A dedicated team of 12 Personnel was deployed at Kashi Integrated Command & Control Centre to operate this.
- Process of Online Portal was Collection of Online Data, its processing by State Urban Development Authority (SUDA), MoHUA and then Survey Ref No. Generation. After that Applications are forwarded to Bank, they are sanctioned, QR Code is generated and finally Loan is disbursed.

Impact of the Project:

- Nationally Ranked #1 in % of Loan Disbursement, Overall Ranking - 6th
- 40500+ Vendors Certificate, ID Card has been issued
- 30757 loan disbursed against 31649 sanctioned
- National Average - 88.57%, Varanasi Average - 97.18%
- 19+ Lac sales generated
- 30000+ Vendors Digital onboarding, 30000+ Vendors Digital Payment Training, 11000+ Vendors Digitally active & receiving Cashbacks



AWARD 2 – PM SVANidhi Yojana

Anantnag

Jammu & Kashmir

To ensure deep penetration of scheme amongst targeted groups for availing its benefits to fullest possible extent a campaign highlighting assured sustenance of street vendors by this scheme including cashback for digital transactions was initiated. While encouraging street vendors to avail scheme benefits and to expedite the process of issuing LORs in a simplified manner, special camps allowing single room service delivery mechanism were organized at Townhall Anantnag in collaboration with bank to facilitate vendors

Key Aspects:

- To work collaboratively with vendors and to provide hassle free atmosphere for vending activities as-well-as discouraging daily harassments over roadside vending, three separate vending zones/areas were identified and established in Anantnag town
- The "Aalav-Market" Vending zone at Dangrpura is harbinger of the scheme reflecting the permanent establishment of footloose vendors, besides a good source of livelihood for a sizeable no. of persons associated with it.
- The availability of collateral free loan on low interest rate under PM-SVANidhi with establishment of three vending zones in town provided income stability to good number of people in vending business and strengthened the street vending ecosystem
- An effective and vibrant procedure is in place for grievance redressal of street vendors by way of holding of monthly grievance redressal camps at Townhall Anantnag thereby physically calling the aggrieved vendors to sort out their grievances on spot
- Displaying of messages on popular social networking sites: WhatsApp, Twitter & FB and messaging through Mobile network operators. Besides, direct interaction with actual beneficiaries by holding community programs also conducted so as to sensitize them about its benefits

Impact of the Project:

- Street vendors having monthly earnings of INR 4000-4500, after intervention of PM SVANidhi, availed loans of INR 10,000 and with the help of district administration in carrying out vending activities are now able to earn INR 12000-14000 per month.



(vii) Holistic development through One District One Product (ODOP)

This award seeks to recognize the contribution of best performing districts in Holistic Development through "One District One Product" Scheme. Under the scheme the focus is on cluster approach for the development of specific agri-products in districts having a comparative advantage. The ODOP approach of the scheme aims at providing common facilities and other support services to the districts.

AWARD 1

Siddharthnagar
Uttar Pradesh

AWARD 2

Darbhanga
Bihar

AWARD 1 – One District One Product (ODOP)

Siddharthnagar

Uttar Pradesh

The product of Siddharthnagar District is Kalanamak rice

Key Aspects:

- Kalanamak rice, called Gift of Lord Buddha is an ODOP product of district Siddharthnagar, an Aspirational district located in Terai belt of Uttar Pradesh. Featured in Speciality Rices of the World by Food and Agriculture Organization, (FAO), UN. It is known for its unique aroma and nutritional qualities
- Research is being done in area of 40 acres of 46 farmers on 10 varieties of kalanamak rice. Through International Rice Research Institute (IRRI), detailed nutritional profiling of Kalanamak Rice has been done. A proposal to establish a 5 acre IRRI Research Center at a cost of Rs 14 crores has been sent to MSME Department.
- Training of 23,040 farmers for scientific farming through Kisan Pathshalas has been held in 152 Nyaya panchayats and 256 gram panchayats.
- Under ODOP scheme, loans of Rs 528.5 lakh has been disbursed to 60 beneficiaries at 25% subsidy from September 2020 to December 2021 to provide financing for production, processing and marketing.
- Kalanamak Mahotsava 2020-21 and 2021-22 : More than 50 stalls were set up by FPOs, Agricultural Universities, Banks and Exporters along with a Kalanamak Food Zone. Conferences and workshops on different themes such as Agricultural Research and production, formation of FPOs, processing, marketing and exports were organised in which multiple concerned stakeholders participated.

Impact of the Project:

- Farming area has rapidly increased from 2,700 hectares in 2018 to 6000 hectares in 2020 to 12,000 hectares in 2021
- Farmer's income has increased manifold as wholesale selling price has increased from Rs 40/kg in 2018 to Rs 90/kg in 2020 and Rs 135/kg in 2021.



Kalanamak Exhibition Stalls



Trainings and Field Trials



Kalanamak Mahotsava 2020-21 & 2021-22

AWARD 2 – One District One Product (ODOP)

Darbhanga **Bihar**

The product of Darbhanga District is FOXNUT/MAKHANA

Key Aspects:

- FOXNUT/MAKHANA- Darbhanga Produces 4000 tons of Makhana yearly through 875 Ponds. 1.25 lakh families are involved in cultivation, harvesting, processing of Makhana
- JEEVIKA (female SHG groups) have trained 5,000 women in popping and processing. Agriculture science Centre has trained 250 farmers.
- Training has been also imparted to approx. 100 producers. They were guided and motivated for formation and promotion of FPO/ FPC. FPCs (Farmer Producer Organization) got registered which are engaged in production, processing and marketing of Makhana.
- Financial support was provided by NABARD for meeting recurring expenditure of FPCs for 05 years. The farmers are doing Makhana cultivation and processing at their own place. Approx 500 shareholders of both the FPOs are undertaking Makhana activity.
- Fisheries department trained 500 producer groups in Pond maintenance and management.
- JEEVIKA and Industries department trained 7000 families in Finance management and audit, Advertisement and Marketing.
- 30 companies have been trained in flavoring and processing, use of better machines and techniques through big marketing groups involved in trade.

Impact of the Project:

- 550 labourers who came back during Covid 19 lockdown were trained and employed through Industries department
- 2000 fisher men were trained in better techniques of cultivation through Agriculture department.
- Cooperative department trained 25 FPOS in Procurement and cultivation

Different Stages of Makhana Production and Processing



1-Makhana Sampling

2-Mature Makhana Plants

3-Harvesting



4-Seed Sun Drying



5-Seed Grading



6- First Roasting



7- Second Roasting

8- Hammering

9- Haullering



10- Popped Makhana Grader



11- Popped Makhana



12- Packaging



Makhana Leaves
Makhana leaves are alternate round and large (1-2m) and floating in nature. These are born on 30-45 feet long petiole. The...



(viii) Seamless End to End Delivery of Services Without Human Intervention

This award seeks to recognize the contribution of the best performing district and others in proving seamless end to end delivery of services without human intervention.

AWARD 1

Seva Sindhu
Karnataka

AWARD 2

NDMC – 311 app
New Delhi Municipal Corporation (NDMC)

AWARD 1 – Seamless End to End Delivery of Services Without Human Intervention (Others category)

Seva Sindhu Karnataka

The Government of Karnataka provides delivery of government services to its citizens online through Seva Sindhu Portal.

Key Aspects:

- Seva Sindhu is an initiative of Government of Karnataka to deliver govt services to the citizens across various departments through a common platform in a cashless, contactless and paperless manner. At present, there are 798 govt services of 78 departments available on Seva Sindhu.
- Seva Sindhu offers services through Self Mode for citizen log-in and Assisted Mode through Janasevaka (Doorstep delivery of citizen services across Bangalore), GramaOne (Kiosks at Gram Panchayath level across Karnataka), BangaloreOne-KarnatakaOne centers (In urban areas)
- Janasevaka is an enhanced form of assisted delivery model, wherein citizens can avail services at their doorstep, at the time of their convenience by booking of slots between 8am-8pm on all days of the week.
- GramaOne is the flagship program aimed at delivering smart, citizen centric, transparent, efficient and effective governance facilitated by technology to rural citizens at Gram Panchayat level. Around 3026 GramaOne centres have been established in 12 districts in first phase. Each GramaOne centre has one operator and equipped with desktops/laptops, printer, biometric device, scanner, broadband connection
- AI/ML to predict the services which may be applicable to each user, Big Data Analysis to help forecast the citizen demands and help provide better service and Blockchain to ensure confidentiality and integrity of data have been used

Impact of the Project:

- 224 BangaloreOne and 92 Karnataka One centers are offering Seva Sindhu services in urban areas across Karnataka. These centers are being setup across all ULBs in the state in near future
- Currently, 79 services of 9 departments are being delivered under Janasevaka scheme. More than 1,32,000+ services have been delivered to the citizens so far.



AWARD 2 – Seamless End to End Delivery of Services Without Human Intervention (District category)

NDMC – 311 app

New Delhi Municipal Corporation (NDMC)

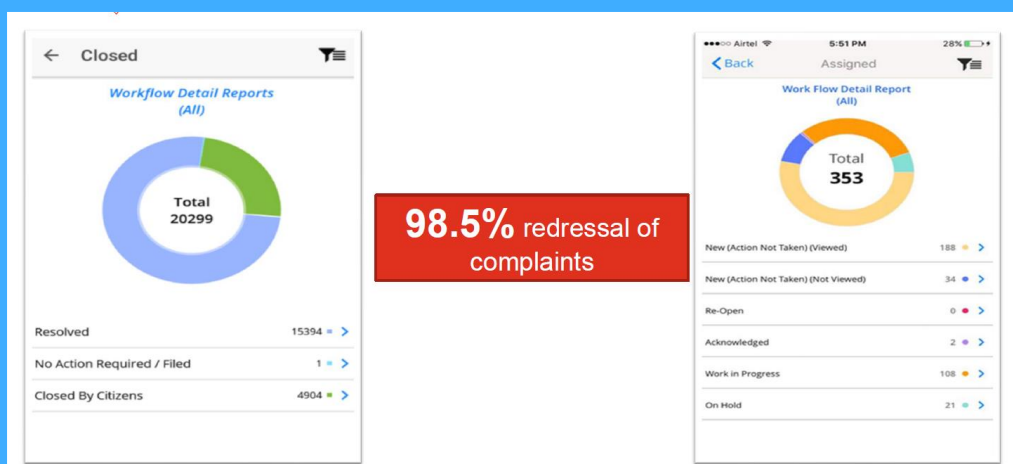
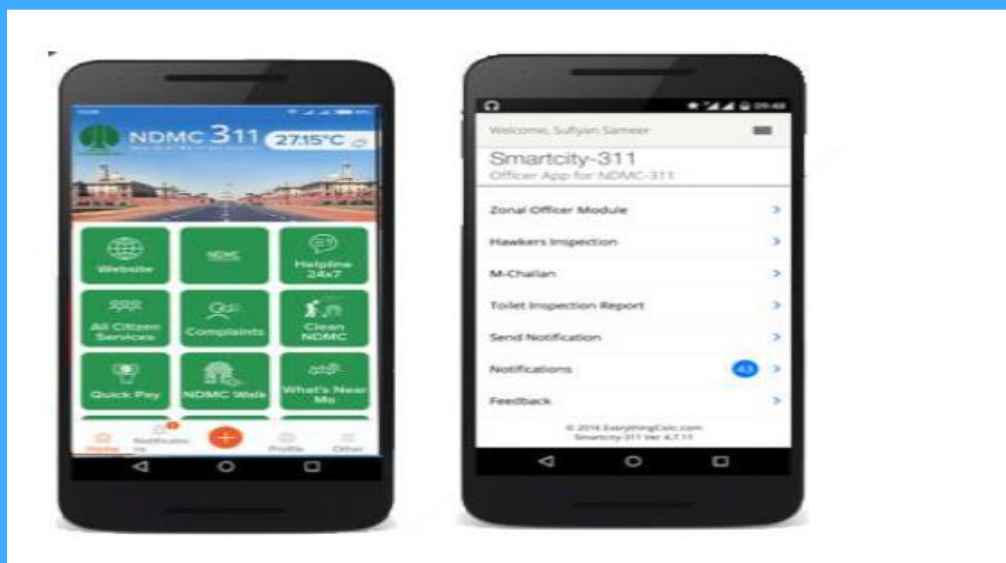
NDMC provides seamless, touchless and faceless mechanism for end-to-end service delivery of various services.

Key Aspects:

- NDMC being a Smart City understands the importance of IT and digitization of citizen services. We have identified all the services that are extended by various departments and formulated a plan to extend the same without any human intervention.
- In this, educating users and various internal departments has proven beneficial who have understood technology initiatives to derive use cases for themselves in e-Hospitals, Utility Payments, Building Plan Approval, GIS.
- NDMC envisions greater trust in the ecosystem with implementation of emerging technologies. In this pursuit, NDMC has already successfully completed the pilot project for implementation of Blockchain technology for verifying the authenticity of Birth / Death Certificates. This method of establishing authenticity will also be extended to Property Tax, Estate Department, and others.
- NDMC has developed a more comprehensive and inclusive strategy for disbursement of services through Citizen Facilitation Centers / Kiosks / Self Help Centers as well as a 24*7 customer care center which is centrally monitored from the Integrated Command and Control Centre at Palika Kendra.

Beneficiary of the Project:

- Turnaround time for Online Birth/Death certificate reduced from 7 days to 10 minutes
- Integrated QR code on each certificate to check for validity and weed out fraudulent certificates
- Centralised monitoring of garbage bins
- Successfully used GIS and boundary perimeter to map locations wherein construction of new toilets was required



Notes



Department of Administrative Reforms &
Public Grievances, Government of India