



CIVIL SERVICES DAY 2023

PROCEEDINGS

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Table of Contents

Day 1: 20th April 2023	1
Inaugural Session	1
Welcome Address by Shri V. Srinivas, Secretary, DARPG	1
Address by Dr. Jitendra Singh, Hon’ble MoS (PMO & PP)	3
Address by Chief Guest – Shri Jagdeep Dhankar, Hon’ble Vice President of India	8
Sessions	20
Plenary Session I: Empowering Citizens – Leveraging Public Digital Platforms	20
Plenary Session II: Promoting Circular Economy for Sustainable Development	28
Breakaway Session I: Piped Water for All – Jal Jeevan Mission	41
Breakaway Session II: Holistic Health care for All – Health and Wellness Centres ...	50
Breakaway Session III: Improving Quality of Education – Improving Outcomes through Vidya Samiksha Kendras	56
Breakaway Session IV: Aspirational Blocks Program – Reaching the Last Mile	66
Day 2: 21st April 2023	74
Valedictory Session	74
Address by Shri Rajiv Gauba, Cabinet Secretary	74
Address by Dr. Jitendra Singh, Hon’ble MoS (PMO & PP)	75
Address By Shri Narendra Modi, Hon’ble Prime Minister	79
Annexure-1: Photos of the Award Winners	87
Annexure-2: Interaction of the Awardees with the Hon’ble Prime Minister	95

Day 1: 20th April 2023

Inaugural Session

SPEAKERS:

- Shri V. Srinivas, Secretary, DARPG
- Dr. Jitendra Singh, Hon'ble MoS (PMO & PP)
- Shri Jagdeep Dhankar, Hon'ble Vice President of India

Welcome Address by Shri V. Srinivas, Secretary, DARPG

Hon'ble Vice President of India, Shri Jagdeep Dhankar ji, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh ji, Cabinet Secretary Shri Rajiv Gauba ji, former Cabinet Secretaries, Secretaries to Government of India, Chief Secretaries of States, Award winners, esteemed colleagues from all services, ladies and gentlemen.

At the outset I would like to extend a warm and hearty welcome to the hon'ble Vice President of India to the inaugural session of the 16th Civil Services Day. Sir, your gracious presence inspires us on this momentous occasion as we rededicate ourselves to the service of the nation. I welcome hon'ble Minister of State for Personnel, Public Grievances and Pensions Dr. Jitendra Singh ji and thank him for his constant support and guidance in all our endeavors. I welcome Cabinet Secretary Shri Rajiv Gauba ji and thank him for his constant guidance and mentorship in the organization of the 16th Civil Services Day and in the timely implementation of the scheme for Prime Minister's Awards for Excellence in Public Administration.

It is my privilege to welcome nine thousand officials in physical and virtual mode to the Civil Services Day celebrations commencing today. In his address to the nation on 15th August 2022, Prime Minister set the target of turning India into a developed nation in the Amrit Kaal period.

The theme for this year's Civil Services Day, "Viksit Bharat – Empowering Citizens and Reaching the Last Mile" is most appropriate. Since 2016, Civil Services Day events were structured as two-day events with intense policy deliberations. Today's conference comprises of two plenary sessions and four breakaway sessions. Collectively, the plenary sessions and breakaway sessions will discuss the essential policy areas in attaining the key objectives of

Viksit Bharat. Recommendations emanating from these deliberations are shared with Central Ministries, State governments and District officers for adoption.

The hon'ble Prime Minister will deliver the Civil Services Day address and confer the Prime Minister's Awards tomorrow. The details of the award-winning nominations have been presented in the Citation Booklet shared with you. 748 districts participated in the scheme in 2022 and 2520 nominations were received. The near Universal participation was achieved through comprehensive restructuring of the scheme as guided by the Hon'ble Prime Minister and implemented under the leadership of Cabinet Secretary. I am grateful to Cabinet secretary and all the members of the Empowered, Expert and Screening Committees who have participated in the evaluation process. The shortlisted best practices received under the schemes are being published as e-books in two volumes. Replication and institutionalization of award-winning nominations has been pursued through a dedicated portal, Regional Conferences and National Good Governance Webinars.

Once again it is my privilege to welcome the hon'ble Vice President of India, the hon'ble Minister of State for Personnel, Public Grievances and Pensions, Cabinet Secretary, all Chairpersons and speakers at the plenary and breakout sessions and all delegates participating in the two-day event. Thank you.



Welcome Address by Shri V. Srinivas, Secretary, DARPG

Address by Dr. Jitendra Singh, Hon'ble MoS (PMO & PP)

Hon'ble Vice President of India Shir Dhankar ji, Cabinet Secretary Gauba Sahab, Mr. Sunil Gupta Ji, my colleague in the Department of Administrative Reforms Secretary Mr. Srinivas. *Sabse pehle toh hum sabko abhar prakat karna hai. Hum jaante hai up-rashtrapati jis prakar se byast rehte hai aur aneko prathomiktayein rakhte hai uske bawajood bhi unhone hamare anurodh ko swikaar kiya aur kuch kshan hamare beech bita kar ke hum sabki hausla afjaai ki.* I also use this opportunity to welcome you all on behalf of the Department of Administrative Reforms, also on the Ministry of personnel. And as has been just told to you by Mr. Srinivas, we are this year celebrating the theme of “Viksit Bharat – Empowering Citizens and Reaching the Last Mile” which has been very close to the heart of Prime Minister Narendra Modi and as was being spelled out to you, we each year determine certain flagship programs. On the basis of these the awards are decided and accordingly we have four of them today which have already been narrated to you. And in that context, I also wish to congratulate the 15 awardees out of 2520 nominations or participations which were received. I think I would also have to pat Mr. Srinivas because if I don't do nobody else would do for his constant effort. He has been toiling for it almost the entire year. He has been so passionately focused and I think he has been sending me WhatsApp messages almost every half an hour to keep me updated and to the extent that once I gathered the courage to tell him please also write down which one of the message do I need to read sometimes, but that also is a reflection of the kind of commitment and focus with which he has worked for this occasion.

Ladies and gentlemen, the very first group of civil servants was addressed by Sardar Patel in the year 1948, the then Home Minister, because this Ministry or this Department happened to be a part of the Home Ministry before it came directly under the charge of the hon'ble Prime Minister. And later as was being related to you in the film, from 2006 we have been observing this as a Civil Services Day. But why I am saying so is that the most important transformation like many other things have got transformed as far as governance is concerned. In the last nine years, I think one of the most notable transformations is in the format of the Civil Services Day. Earlier, it just used to be a ceremonial occasion. We would have civil servants coming here, getting together; it was more of a fellowship. They would recall their memories of Mussoorie, otherwise also pick up, catch up with their respective families, recall which batch, your batch, my batch and then of course banquet and go back. And even the awards were decided on the basis of the individual officer's performance of the individual groups. It was soon after this government came in, none less than Prime Minister who gave us the queue that could it be wide-based and therefore for the first time it was

decided that we would base it on the basis of a competitive pratyogita that happened across the country. And first time when we did that, I think it was 2015 or 16. We are very short of time but still we could manage around 80 districts in a very short span of time of two three months and we very proudly went before the hon'ble Prime Minister to say that we had actually launched ourselves on the new course and we had so many districts already participating and I very vividly recall I think it was Mr. Kothari at that time. Prime Minister just put up the question, he said how much does that amount to the percentage and suddenly that had never occurred to us. We said it was just about 10 percent of the entire number of districts in this country. But I'm glad we stand dedicated today. Today we have 94 percent of the participation in this competition this year. There has been so much of enthusiasm. All the districts, you know, vying with each other to put in their performances, to prove themselves and also then chasing the department to keep a follow-up, what is the status of their performance assessment happening, so much of enthusiasm to vie with each other. And therefore, now coming back to what I was saying when Sardar Patel first time addressed the civil servants, he made a very meaningful observation and I quote, "your predecessors have been brought up in the tradition in which they kept themselves aloof from the common run of the people and it will be your bound duty to treat the common man of India as your own". Much has changed since then, rather I would say the change began at the midnight of Freedom itself with the very fact that the Collector came to be known as District Development Commissioner because he is supposed to collect revenue for the welfare of the State. And thereafter the accountability has increased, the transparency has increased, technology interface has taken over in a big way. now we are even heading for the artificial intelligence. And soon after this government came, Prime Minister gave us the Mantra "Maximum Governance Minimum Government". Now in simple terms, what does it mean? As far as I understand, I think in a single sentence it would mean a government which is a facilitator but not an Intimidator. And when we talk of a government like this, it means increased transparency, increased accountability and most of all increased citizen participation. And incidentally we keep stressing, involve more and more citizen participation. We don't realize that citizen participation to an extent is also happening. It has already happened before we hand over these to the citizens, citizens have already taken over. And one of the most striking examples is that of the SVAMITVA program conducted by the other department which also I am associated with the Survey of India. All the marking, mapping of the lands, the panchayats, any owner, landowner or farmer can assess that and demarcate his land. And out of my fascination when I went there to see the pilot process, my

first response was, “*Aab patwari ka kya hoga?*”. The most coveted job in that carter has become jobless because everything is now taken over by these citizens. And therefore, we have to prepare for that. And the other hallmark why I'm saying so is that it is closely related to this department is the grievance. One of the benchmarks of transparency and accountability is the grievance and I have to compliment Mr. Srinivas and his team for having introduced CPGRAMS. Earlier on when this government came in 2014 we just had about two lakh grievances being filed across the country every year. Today we have over 20 lakhs, 10 times over, and the other day when we were sitting among the media persons, somebody asked Modiji, “*Sarkaar ke khilaf shikayaton ki sankhya badh gayi*” as they like to pick a punch. So I said “*nahi, iska jawab mia galib 150 baras pehle de gaye the ki jab taba koi uth raha hai zalim, kyun kisi ko gila karein*”. You complain, you lodge your grievance where you have an expectation of redressal otherwise you give up the chase. We were prompt, we worked very hard, we ensured 95 to 100 percent disposal every week. Every Friday evening, we were personally monitoring. I was myself making random calls to some of the complainants and now we have institutionalized a mechanism where one of our officers sits and virtually, after the redressal of the complaint, calls up the complainant to find out the level of satisfaction.

Similarly, Mission Karmayogi is also one of the components because if you have to have last mile delivery as in the theme, you have to be competent for that. So, Mission Karmayogi is one of the novel experiments whereby any officer taking up an assignment, whether it be after embattlement or a transfer, would be able to build in handling capacity inside him or her for the new assignment. Earlier on what happened, suppose I become Health Secretary that I've been taught to impose the need of the office “*Ki Sarkar ka iqbaal banake rakhna*”. So, I have to pose that I can write a better prescription than a doctor. Next day I get transferred to agriculture, I have to pretend that I know more farming than a farmer. But here actually you will have that confidence. Overnight you can prepare yourself for the new assignment. We have used technology and transparency to bring in also the efficiency of delivery and the credit goes entirely to Prime Minister Modi.

The aspirational district was another experiment of similar nature where we decided on the scientific basis of the indices. Earlier on arbitrarily some of the districts were declared as backward districts. Here we have indices. I don't have to tell you all because all the Collectors are familiar with it. One of the sub themes is also based on that. We have 40 odd indices. You may be good in health, you may be lying down in education, and how best you come to the State level and then to the National level as well as being said by the Prime Minister in the short film. So, there is a constant competition happening. We have a

dashboard which is real time updated and is absolutely objective. And when this aspirational list was declared, since I was also involved in that, the very morning I started receiving calls from none else but my own constituency, *aap Delhi me baith kar ke apne constituency ka ek bhi zilla nehi daal sakte*. Why I'm saying so is that by doing so, most of the reforms were ordered by Prime Minister Modi and it initiated us in a new kind of a political culture, a work culture. I want to make sure to make my own people understand that look here gone are those days *ke agar rail k mantri ban jao, toh sabse pehle apne gaon me rail station kholni hai, chahe koi passenger hain ki nahi hain. Wo jamana chala gaya, sarkaar dusri hai*. We go by certain objective parameters. For aspirational districts, it is not by the will and preferences of any government functionaries and is based on certain objective parameters. So, we have actually introduced a new kind of a culture in governance and I am glad under Mr. Srinivas is now percolating down to aspirational blocks. Last year, he introduced a program "Prashashan Gaon ki Ore". Also, good governance indices up to the district level has already been done for Jammu Kashmir, already done for Uttar Pradesh, so that they also have that same scientific parameter to assess themselves within themselves and also vis-à-vis. Assistant Secretaries' three months tenure was introduced for the first time before you go to this respective State cadre, you come here, you have a sense of the priorities of the central government, also you have an opportunity to cultivate mentors.

And most of all. I have to complement the Department of Administrative Reforms and team led by Mr. Srinivas for the successful Swachhata 2.0 campaign. I think for the first time the realization was drawn not only in the government circles but also in the society that swachhata could also fetch you money. The Swachhata campaign carried out last year just for one month could get rupees 370.83 crore, which was deposited in the State exchequer. I think that deserves to be clapped so that you remember it and you can do it in your respective districts and how did this happen. No, I am not asking for claps for myself but clap for this new discovery. We have a lot of electronic scrap. *Computer kharab ho gaya, naya daal diya, type writer kharab gaya tha, main subha gaya toh naya type writer aa gaya, pichla kaha gaya koi pata nehi*. So there were huge huge electronic junk. *Mouse hai toh screen nehi hai, screen hai toh mouse nehi hai, sabkuch hai toh keyboard nehi hai, mobile hai toh screen nehi hai, speaker hai toh hearing device nehi hai. Jab sab ikkathha kar kar ke market me de diya gaya*. Privately he can give you the address also where it is assembled because they are assembling and preparing new gadgets and this is how this huge revenue was generated. When we spoke about it, many of the people from the society including women said "*hume toh malum hi nahi tha ki bacchon ne itne saare mobile phuk ke rakhe hai humare ghar me*".

So, this is a new kind of introduction which has been done. That is why as many of these governance reforms are also actually social reforms and besides this amount, 89.85 lakh square feet of space was cleared which was all full of junk lying over there. The corridors blocked, even lanes choked with junk. So much of land has been cleared and I think in a separate session, I am sure we will have in two days; you would see what innovative creations have come up there. Some of them have brought up restaurants over there; some of them have brought up gardens over there. It is a huge land, I mean this is land which will sell like anything in the commercial market.

Most of all, the online experiment conducted by this Ministry and also ARPG has been so successful that when COVID struck us all of a sudden, none of us were prepared for it. I have the confidence and also I am proud to say that at least in this Ministry and this Department, our work did not suffer even for a single day, rather the output sometimes was even more because our colleagues were working even on the weekends or the holidays which otherwise we would not do and one of the officers said the new victim should be Maximum Output Minimum Attendance because 50 percent of them were working from home. And to give you an instance, in the Information Commission which is also associated with this Ministry, in one single month of June 2020, when we were at the height of the COVID pandemic, the disposal of the RTI applications were higher than the corresponding month of June 2019 the non-COVID times because the online functioning was so prompt that it saved time.

And therefore, before I conclude, now we are into the exercise of preparing, in the same Department, Vision 2047. I think it's not an easy task because we tend to look at 2047 through the prism of 2023. The other day I was saying first of all we will have to determine what would be the role of a civil servant or whether at all there will be a role of civil servant or everything would be taken away by the citizens and artificial intelligence. So as Churchill once said, the longer you look back, the further you look forward. I think the easiest way is to look back 25 years back, 1998, what was then new? It was a video cassette, the video recorder, where is it now? Unheard of. If you speak to children, they would laugh at you. *Netaon ki gharon mein katerein lagi rehti thi karyakarta ki, STD ka booth bhej diye, bacche ka bhavishya ban jayega. Jab tak bacha bada hua, STD booth closed out.* It is not easy. So, that is why we have very diligently embarked on creating indices with the support of the Capacity Building Commission. We will create indices which would be relevant in 2047 and then focus on the officers who are in the age group of 30s because they have another 25 years to put in before India celebrates its hundred years of Independence. Because they are blessed with the privilege to be the architects of the century India and they are also blessed with the

privilege of holding the Feast of the Festival of century India which we may or may not be there around but our responsibility today would be to contribute to the capacity building of this age group of officers. If we are able to do that effectively, we would be doing justice to the century India, the India of 2047.

Once again, thank you very much hon'ble Vice President Sir.



Address by Dr. Jitendra Singh, Hon'ble MoS (PMO & PP)

Address by Chief Guest – Shri Jagdeep Dhankar, Hon'ble Vice President of India

Very good morning to all of you and my greetings. Dr. Jitendra Singh, hon'ble Minister of State for Personnel, Public Grievances and Pensions, Shri Rajiv Gauba, Cabinet Secretary, Government of India, Shri Sunil Kumar Gupta, Secretary-Vice President of India, Shri V.

Srinivas, Secretary, Department of Administrative Reforms, Chief Secretaries, Secretaries present, distinguished members of the Civil Service.

Civil Services Day is an occasion for civil servants to rededicate themselves to the cause of citizens and renew their commitments and excellence in work. This is of considerable significance for the nation reminding us all of the spinal role of this class in administration and development journey of our country. Indeed, it is an honor and privilege to be a part of this seminal occasion, an opportunity for the central government to evaluate the work of various departments and equally for the Civil Service to reflect, and to enhance its contributions. Such self-auditing is highly productive. It was on this day in 1947, that the Iron Man of India, Sardar Vallabhbhai Patel, referred to the civil servants as the steel frame of India. The executors of the policies of the government of the day, a pillar on which the wheel of governance that churns policies and programs for the country. Vision of the Sardar, the unified Modern India, continues to inspire and motivate civil servants as also all of us across the country to make exemplary contributions for the nation. It is our collective dharm to always keep the interest of Bharat uppermost. We all are proud Indians and must take pride in our astounding accomplishments and growth as also our civilizational ethos that date thousands of years ago. Our Global image, at the moment, is the highest ever. The world today awaits voice of Bharat on global issues. Prime Minister Narendra Modi's statement in 2020, I quote, “the age of expansionism is over. This is the era of development”. And in 2022. “today’s era is not a war”, became voice of the world defining our global stance. “Nation always first” has ever to be our guiding principle. Those, out of line, need to reflect and revisit their thought process as anything, otherwise, will be antithetical to our nationalism.

Friends, I am privileged in availing this opportunity to connect with the world's most potent human resource repository of enormous talent and expertise. You all are commendably engaged in transforming lives of one-sixth of the humanity. As a class, you are role model to millions and powerful influencers for effecting change and growth. Your positioning is on merit, evaluated by the most stringent selection process. It is beyond any largest or patronage. It is known scenario that even after succeeding in the toughest exam, the fiscal benefits of civil servants are not comparable to the alternatives available. However, there is something unique and special about civil services that make it envy of your peers in the alternatives. It affords you Sublime and godly opportunity to serve the people and bring about their upliftment. You are significant stakeholders in ensuring progress of the nation and so positioned to improve the lives of our citizens. You are the most visible and effective agents

of change that is dotting our landscape. Civil service is the backbone of our government and plays a crucial role in smooth running of the nation. You in Amrit Kaal and warriors of 2047 are laying foundations that will shape Bharat when it celebrates its Centenary of Independence.

In recent years, to enhance work efficiency of civil service, series of steps have been taken for securing increased flexibility in mechanisms and modalities of implementation policy directives, rationalization of multiplicity of accountability and firm defining of goals and benchmarks to be achieved thereby providing a clear perspective vision that is quintessence of any development.

Friends, incorporation of Section 17A in the prevention of corruption Act 1988 in 2018 is a step in the right direction. It now regulates investigation of issues as regards the recommendations made or decisions taken by public servant in the discharge of official functions and duties by providing prior approval of the concerned authority for investigation. This also affords the civil servant to play in the joints. This enhanced assurance in decision making is already generating exponential growth and results.

The theme of this year Civil Service day is indeed very apt, “Viksit Bharat” aimed at empowering citizens and reaching the last mile. The theme underscores the government's firm resolve and commitment to achieving a more equitable and prosperous India for old citizens by engaging in inclusive growth. Civil service is the fulcrum for achieving Viksit Bharat. Through its commitment to achieve Sankalp to Siddhi, this theme is reflection of the preamble of our Indian Constitution that seeks to secure for all citizens Justice, Liberty, Equality and Fraternity, a soothing scenario that our nation is fast marching on this path with your momentous contributions.

Two plenary sessions and four breakaway sessions will, for sure, afford an opportunity of meaningful interaction and exchange of ideas. There will be enough, and I am very confident about it, enough take home for you all from the discussions and deliberations that will contribute significantly to the ongoing efforts of various Ministries. Chintan Shivirs, well thought out mechanism where Ministries, Departments engage at all levels to bring a whole of government approach, have been rewarding experience such as self-assessment and auditing enhances transparency, accountability in system operations. The Department of Administrative Reforms and Public Grievance is commendably promoting excellence in governance. Its efforts towards driving administrative reforms, promoting innovation and strengthening citizen centric Service delivery are bearing fruit and transforming the way

government operates today. Thanks to a series of governmental policies and initiatives. India that is Bharat is on the rise as never before. It is inspired by the surge of aspirations and innovations and validated by the achievements of our citizens. This coupling of leadership vision, genius of our people and commitment of the Civil Service makes Bharat a favorite Global destination of opportunity and investment. The country has the tag of being the fastest growing large economy in the world. As a consequence of this seamless synergetic functioning, the vision of leadership is being catalyzed by the Civil Service into ground reality resulting in extensive adoption of Technologies like digital platforms, artificial intelligence, big data science and Internet of Things. Innovative and inclusive Solutions are mitigating and addressing the challenges faced by the marginalized communities. The solutions are fructifying the people's aspirations in access to quality healthcare, education and basic amenities. These have been met with steely resolve and determination of the Civil Service. Creditable execution by civil service of governmental initiatives and policies has resulted in India becoming a hub of global value chain to facilitate a new entrepreneurial culture and facilitate innovative startups. All these are now an essential part of public administration to meet the demands of an Aatmanirbhar economy, our new mantra.

People at large are beneficiaries of emergence of an ecosystem that promotes series of system solutions. Minimum Government, Maximum Governance, Direct Benefit Transfer, shift from rule to role, citizen centricity, transparency and accountability in public service delivery are your greatest of attainments. Like our polity, Civil Service composition is continually getting more representatives encompassing all societal segments. Some in foreign countries are here to content with you and they think it is not so. But the change is so dramatic, so revolutionary that it can be felt in every geographical area of our country. Now young talents from remote villages, from humble families, from marginalized communities are joining the Civil Service. These young people have closely seen for themselves the positive role that public administration plays in eradicating poverty and improving chances of realizing their full potential. It is also heartening to see that more and more talented young women are joining the Civil Service, ready to face challenges of public administration. I have no doubt their presence will be very wholesome and will lead to a more sensitive and well-rounded bureaucracy and this, friends, is not a gender-oriented reflection. It is marked by objectivity.

Vision and policies of political executive – this is a very very critical area. Civil Service delivery is the best when you get a vision. So, vision and policies of political executive are quite important to optimize your performance and exploitation of your talent and potential. Fortunately, this, today is a ground reality with there being an environment for optimal output

and that is taking place. With steadfast and visionary leadership and stable governance at the helm, there is emergence of wholesome ecosystem in recent years enabling unleashing of bureaucratic progress in expeditious execution of policies.

Inclusive Growth – this includes the growth which was just a concept, now ground reality when benefits are accruing to those who needed the most is now a new norm, for governance at all levels particularly in rural and semi-rural areas. Availing technology extensively has been a big game changer in governance. The impact is being felt in every walk of life. CoWIN portal for vaccination success has been acknowledged globally and I have felt the warmth of it on my two visits abroad. Civil servants played laudable role at all levels in the country to fight COVID-19, setting a new Global benchmark. No civil servant in the world faced the challenges beyond COVID while you were tackling COVID. Yet, you brought about great success to the nation. Civil servant mindset focus is now upon service delivery to the common man. Technological involvement has a spirit of service delivery and in the process ended a long-standing menace of middlemen. I have no hesitation in saying civil service has never created middlemen. It has been pain of civil service. They have invariably suffered over decades by the presence of middlemen. The achievements now are astoundingly impressive, be it in the field of rural housing, cooking gas, sanitation, drinking water, power supply, bank accounts or digitization of payments. Transparency and accountability are now inalienable facet and part of well-embedded order. Exponential growth is also due to empowerment of the system by introduction of technology and this technology has gone to the villages. People are availing it extensively to get service delivery and this is a big relief to the people who never dreamt of it.

Aspirational Districts and Smart Cities – imaginative ideas are changing the landscape. I was so happy and delighted to note that a district where a district magistrate would not like to go in that position is now a hot favorite destination because it is Aspirational District. He gets an opportunity to take it to a higher level. This is a big change. Well thought out and effective execution as regards Aspirational Districts and Smart Cities proves and this is very significant. I personally learned of it. For an ordinary man, Smart City means it has to be smart. But to you it meant what? In an authentic spinal manner it must be smart that is, young people and others living there must have access to that kind of technology and facilities which were taken once to be exclusive and preserved of the Metros. Saturation approach is a great concept, a Gandhian recipe for growth, has been realized on ground by and large has ensured accrued benefits to the last mile in the queue. This could not have been possible

without your passion, mission, commitment and direction. Importance of a stable government for effecting development can never be over-stated.

Friends, I was elected to Parliament in 1989 and they had the occasion to be a ministered during that period. We were running a government of more than 12 parties. I am one of the very few who know the constraints of Coalition governance. In that perspective, political developments in 2014 and 2019 are watershed moment. This has turned out to be impactful for governance and more importantly, has contributed massively to the rise of global image for this country. Friends, sanitization of our corridors of deeply embedded undesirable elements who for long extra legally leverage the governance is a milestone accomplishment and has been widely acclaimed. The presence of these untouched undesirable elements was never due to the Civil Service. The civil service had to suffer them and in pain and anguish. This is no longer a situation now. Eclipse and this is another very significant change that has taken place. Eclipse of the once flourishing lucrative industry of power brokers is particularly due to civil service as it enables the Civil Service without fear or favor. India is on the rise friends as never before and the rise, I have no doubt is, unstoppable. Thanks to the effective implementation of affirmative initiatives and policies. We are a global destination of investment and opportunity. India in recent years has had spectacular successes that have transformed our country while setting an example to the rest of the world. Take for an instance a simple thing 220 crore people go to vaccination. Their certification is available on their mobile. No country in the world can match this feat. All this is because of the leadership vision and your most effective devoted execution of it. Look at the scale of it. I had the occasion to reflect one of the world leaders while I was abroad that you care for your paper industry. We in our country are not very careful about it he said how come because it was certainly a different matter altogether. I said 220 crore certifications should have been multiple in paper in our country or in digital form. So, paper industry thereby has suffered.. Genius of our people and commitment of the civil service has helped us in attainment of a great milestone in September 2022 and this was with double satisfaction, we became the fifth largest economy in the world and living behind our erstwhile Colonial rulers by all indications. By all indications, by turn of the decade we are bound to be the third largest economy on the planet. Direct transfer of fiscal benefit at gigantic scale has fixed leakage in public service delivery. Friends, reflect at the anguish and pain of a former Prime Minister who asserted in 80s that only fraction reaches to the beneficiary. This is the case has been plugged irretrievably. It can never take place now. The blueprint of growth of India had been largely earlier on the shelf, getting dust. It is a ground reality now. It is being executed. If you

go by Global Innovation Index, we have jumped by 40 positions and this is reflected by research and filing of patents. We are the third largest ecosystem with over 80 000 startups and third highest number of unicorns in the world, envy of the most developed nations. Such a phenomenal incremental growth trajectory is outcome of a series of affirmative steps and initiatives as also evolution of ecosystem enabling our citizens to fully exploit their talent and potential. Friends, this is just not on paper, these are just not words. Now every young mind is enabled by virtue of this ecosystem to exploit his and her talent to the best of capacity. It is constitutional imperative that there should be uniformity in administration across the Union and States so that federalism blossoms into cooperative federalism as envisioned by the Prime Minister. In this emergence, civil service particularly at the top level has a critical role to play. Challenges being encountered by Civil Service are being addressed. I don't want to share, but there are challenges. Even if we look at the contemporaneous scenario they arise in various parts of the country but they are being addressed. I personally know the hon'ble Minister. He is so passionate in missionary shield to bring it about. All India service function with interchangeability common to the Union States a significant facet of federalism. However, stance of some States on this count is a cause of concern. This scenario is explaining the quality of civil service apart from denting the federal system. Here is an urgent need to smoothen out the issues so that efficacy and sublimity of civil service is not lost. Steps, I am sure, are being taken in the right direction. There are some concerning areas that call for reflection at your end as individuals as also through associations. Steel frame of India emasculatation is taking place in some parts of the country due to ingression with political Masters standing Federal structure and making transparency and accountability a casualty. I wouldn't say more because those who are before me feel it and know it. Friends, some bureaucrats at State level are turning out to be a great challenge to politicians. They wield more power than the politicians. The power they wield is envy of any politician. There needs to be introspection and counseling of them so that they fall in line with the spinal belief the civil service has and the reputation it has nurtured over the decades. Scrupulous adherence to All India Service Conduct Rules 1968 and related legal regimes is not optional. By view of illustration, there is a prescription. The rules, I am particularly referring to the rule 3A came by view of an amendment, I quote, "a member of the service who has received oral direction from his official superior shall seek clarification of the same in writing as early as possible". In some parts, which is observed in bridge, governance by Oral directives fears has unfortunately graduated to an acceptable form of governance that can come to an end only when there is counseling and guidance from your powerful fraternity either through

association or otherwise. Functioning in a Harmony and togetherness between the Central, States is a constitutional imperative and in this Civil Service Place pivotal role by exhibiting scrupulous adherence to conduct legal regime. I have been witness to a sin I thought I had never seen. When I was there in my earlier position. I wouldn't say more, all of you know about it. These critical issues call for resolution beyond scratching the surface. Friends, senior amongst you will have to dive deep to contain this mess and these aberrations that are in micro category, very small and in some parts and I am sure this is achievable, if some of you at senior level take initiative personally or officially.

Friends, in 80s, when I was an advocate, I could never have a sound sleep unless my name appeared in the Press. I was a young lawyer. Over the years, after I became a senior advocate in 89/90, I learnt this was not the right thing. But you belong to the most distinguished category of human resource. You are put in a position by the toughest examination, I say and trust me, and there is no one in the country who can say I never aspired to hold your position. He may be anyone, in judiciary, legislature or any walk of life or industry, his dream always would have been to get into the shoes which you are wearing. I would therefore say media bug has afflicted some in the Civil Service. There is a need for systemic guidance by your structured association. Trust me, it is never rewarding.

Friends, bureaucracy suffers. A natural course intervention from legislature, judiciary and political executive in my capacity as Chairman, Rajya Sabha, I have structured it. We need to pay highest respect and regard to our civil servants. We cannot initiate a process by drop of a hat. This receives highest attention at my level in my capacity as Chairman, Rajya Sabha. The institutions are expected to act in harmony. They can't be in confrontation; they can't be in complainant mode. They have to be in collaborative form. We all must work towards it. Doctrine of separation of powers has to be observed, if our democracy has to blossom and sustain. I limited that. Mission Karmayogi, a national program for civil service capacity building launched in September 2020 is turning out to be a game changer, shaping future ready civil service with the right attitude, skill and knowledge aligned to the vision of New India. And it is impacting even people who are at the lower ring of working for the government. Their capacity is being enhanced, they are being motivated, inspired. And when this has happened, you will see a different kind of smile on their face if the system is helping them to improve themselves.

It is in the fitness of things that PM Awards for Excellence in Public Administration have been revamped with a new approach in 2021 with the objective to encourage constructive

competition, innovation, replication and institutionalization of best practices. In the field which you saw a little while ago, the hon'ble Prime Minister impressed on it. This program cannot be ritualistic. These two days, these 48 hours will define what India will be in coming years. This is the most significant investment of time to announce productivity and growth of the nation. These awards serve as an inspiration for civil servants across the country. We strive for excellence in public administration. Consequently, friends, your passion in execution of policies with missionary zeal are being increasingly reflected in optimizing welfare of the people. This has resulted in the rise of India through empowering citizens by leveraging public digital platforms, promoting a circular economy, piped water for all through National Jal Jeevan Mission. I will pause here for a minute. I was called upon to inaugurate one program of Har Ghar Jal. Now the Secretary of the department had come. The hon'ble Minister was there. They had before me a screen. I said Rajasthan, they went to Rajasthan. I said Jhunjhunu, my district, they went to Jhunjhunu. I said Kithana my village, they went to Kithana and then I said how about the status of my house. Friends, I was so enthused. *Desh badal raha hai. Waha mera ghar ka naam tha kyunki waha nal tha. Aur kin kin ke ghar nal the junko mai janta hu, mujhe pata hai, aur jin ke nahi the, who bhi the.* And it was a very high percentage. Holistic healthcare for all through PM Jan Arogya Yojana, improving quality education through Vidya Samiksha Kendras and rest we are doing it. Just take a simple illustration how economy has transformed. Ayushman Bharat, it is not just giving benefit to an individual, it has resulted in growth of medical education, medical colleges, nursing colleges, paramedical courses, hospitals, nursing homes and what not. This has brought about such a gigantic change. The PM Awards are a befitting tribute to the hard work and dedication of our civil servants and serve as a reminder of the critical role the public service plays in our lives. My congratulations, I can see that side, Award winners for their well-deserved recognition. Their success stories would certainly inspire and motivate many civil servants to pursue the replication and dissemination. It is gratifying to note that in Amrit Kaal where obviously the expectations are high, have elevated the administration's delivery by utilizing government policies is commendable.

Friends, we are the largest and the mother of democracy. Our democracy is most functional and vibrant at all levels – the village, municipalities, the States and the Centre. Friends, you will come to know, in no Constitution of any other country, you will find a provision for panchayat. We have it in our part nine of the Constitution. Municipalities are part nine of the Constitution, and of course this kind of hierarchical Democratic mechanism, you don't have anywhere else in the world. Some of the younger members of civil service know the power of

Pradhan and the great role they play in transforming rural and urban areas. It's a big achievement. Friends, some in the world find it, I do not know for what cause, to question us on some of our greatest achievements. Our level of freedom of expression is next to none and most of you must have felt it not because of you, but because you are aware of it. Can there be a greater freedom of expression than what we have in this country? I am sure no one can match us. I therefore, did say, there is no tangible reflection of unforced silence as some interview voicing it. It indicates they are disconnected with the ground reality. How can in the largest democracy, the mother of democracy there be enforced silence? I for once would never subscribe to such kind of a thought process which does not reflect the ground reality at all. I cannot be a party to anyone who goes in the country or outside to belittle your achievements, to run down your accomplishments, to the most effective contribution you have made in changing lives of the people. I will not be a party to it. In and out, some of these people engage in misadventure to demean, decry and tarnish our democracy, constitutional values and hard-working people in the government. It is baffling why some amongst us enjoyably resort to self-goals when it comes to economic growth, policy making and implementation.

I pause here for a moment. You are a Powerhouse of intellect. Senior People amongst you know what others are saying. They would speak from some part of the globe, at one point of time they must have been in some kind of position to say oh all is going down the drain. They are doing two things – dis-service to the nation and an affront to your hard work. We have to antidote it. We can never be party to it. This self-goal mechanism must end. Civil servants are imminently suited to be the guiding lights, as also in promoting economic nationalism and observance of fundamental duties. I firmly believe in it. Go to a taluka. People will look at the talukdar. Go to a district, they will look at the Collector. Forget who else are there in the district irrespective of their wealth, power, position, political power also. Go to the Commissionerate and look at you. So, you are most eminently suited to bring about this judiciary change of promoting economic nationalism. Should a country of our size be importing kites, candles, furniture, earthen lamps and observance of fundamental duties if this emanates from you at all levels. People will lend you ears because they love to hear a real achiever and you are real achievers.

Friends, we must inculcate discipline in the people. Our Bharat will be very different if on Road we outclass developed nations in observance of discipline. If you, as a class, take it upon yourselves to bring about this revolutionary change, the attainment is not difficult. Always remember I say so because somehow forgotten, the law is always above you. None is

above. No. None is beyond the reach of law and we must never make an issue when the law takes its course. The issues are required to be better in course of law and we have a good hierarchical mechanism. Friends, it's a soothing aspect by and large. I leave a very small category, very very small category, a minuscule category. Civil servants are optimally unleashing their energy in the service of the nation making all of us realize National term is an imperative and not an option. I am confident that in the unprecedented growth trajectory of the nation on way to attending Global place at Pinnacle with attainment of Centenary celebrations in 2047. And in this, civil service will be finally supportive. Our democracy is on path to an unprecedented growth and glory. It moves its wings and the wings of our Democratic polity are the legislature, the judiciary, the executive. They are required to act in tandem for smooth upward flight. All must work to ensure it. The legislature, the executive, the judiciary can ill afford to weaponize their authority by effecting incursions in the domain of the other. Legislature, judiciary and executive serve best the nation when they function in their respective domains. Friends, you all are aware more than I am, dangers are emanating from outfits within and without including some foreign universities doubling up as centers of subversive anti-Bharat activities, how to demolish our civilization ethos and muddy our growth. Disturbing insights in the hidden agenda of the so-called Elites in India is alarming and unfortunately getting reflected in our constitutional institution working. I cannot imagine a more elitist group than the one before me. It has only to be recognized. We have developed a system in our country, friends, where iconic status is accorded on parameters that are baffling. We can't allow just anyone to calibrate and recalibrate and assess functioning of our bureaucracy, our policies or vision of our leadership. We know what is underground; someone has not to tell about it. Friends, I have no doubt it is the responsibility of the Parliament to safeguard India's national sovereignty and cultural integrity from any kind of threats internal or external. Have my assurance, and I say it with emphasis, before the august audience, Parliament alone is in charge of legislation and competent to enforce it. Legislation is an exclusive preserve of the Parliament, the most authentic reflector of the mindset and will of the people at large. It is not optional, it is not negotiable and that shall not be allowed to happen. Under our constitutional scheme, neither the Judiciary nor legislature can emerge as powerful political actor. This is best left to the political class. We should not make an effort in an area which is beyond us.

Friends, I share the joy and concurrence of millions of our countrymen when I assert we have full trust and belief in your intellect and capacity to reach an outreach as the most potent

influencers to neutralize anti-Bharat narratives and to effect execution of policies of the government and visionary leadership.

I seek to conclude by reminding you all of reflections of Dr. B.R. Ambedkar and these reflections were imparted by father of our Indian Constitution in his last speech to the constitute assembly. And the last speech is always the most important till that time, I quote, *“what perturbs me greatly is a fact that not only India has once before lost its Independence but she lost it by the infidelity and treachery of some of our own people. But this much is certain there is the party's place creed about country. Our independence will be put in jeopardy a second time and probably be lost forever. This eventuality we must resolutely guard against. We must be determined to defend our independence with the last of our blood”*. I wish all of you to bear in mind these very significant observations of Dr. B.R. Ambedkar and continue on a path where India is gifted with visionary leadership the powerful bureaucracy. Nothing is beyond our reach because our recent accomplishments have so demonstrated.

Jai Hind, Jai Bharat!



Address by Shri Jagdeep Dhankar, Hon'ble Vice President of India

Sessions

Plenary Session I: Empowering Citizens – Leveraging Public Digital Platforms

SPEAKERS

Chair:

- **Shri Ashwini Vaishnaw** – Hon'ble Union Minister, Railways Communications, Electronics and Information Technology, Government of India

Panelists:

- Shri Alkesh Kumar Sharma, Secretary, Ministry of Electronics and Information Technology, Government of India
- Shri K. Rajaraman, Secretary, Department of Telecommunication, Government of India
- Shri Parag Jain, Principal Secretary, Department of IT, Government of Maharashtra
- Ms. Debjani Ghosh, President, NASSCOM

Rapporteur:

- Shri Abhishek Singh, President & CEO, National e-Governance Division (NeGD), Ministry of Electronics and Information Technology, Government of India

Discussion:

Shri Abhishek Singh

Shri Abhishek Singh opened the session by highlighting how technology has been the cornerstone regarding enabling public services in the last few years. Drawing a cue from the statements made by the hon'ble Vice President of India and hon'ble Minister of State (PMO & PP), Shri Abhishek Singh stressed on the extensive use of technology for enabling Covid vaccination, direct benefit transfer for aspirational districts etc.

Shri Alkesh Kumar Sharma

Shri Alkesh Kumar Sharma started his session by mentioning that India's digital transformation journey is a model for the world today. India's digital Revolution is

empowering the underprivileged, unlocking new opportunities for their growth and bridging the gap between the rich and the poor. With the use of smart phones, cheap data and digital fingerprints, every Indian is able to explore new possibilities today and in this context, the theme of empowerment of citizens through public digital platform is well thought. Shri Alkesh Kumar Sharma gave an overview on the ways of empowering citizens which starts with quality standard of living so that the basic government services including health, education, agriculture etc. are available to them. It has to be on demand integrated services, thereby ensuring whole of government approach rather than services being available in isolation. Transparency in processes is also a key way of empowering citizens so that they can have a clear understanding of processes which is non-discriminatory in nature and ensures time-bound delivery. Time-bound delivery is also an important component as it allows citizens to know by what time they are going to get delivery of the services. A result-oriented administration has to be put in place in order to provide greater opportunities to the citizens to better their lives and lives of their families in the societies. There has to be an efficient system for optimal utilization of government resources. The system shall allow the citizens to know whom they shall contact in case of any need and issue.

He cited the example of JAM (Jan dhan, Aadhaar, Mobile) Trinity, started in 2015-16, which laid the digital foundation and became the fundamental building block of our digital transformation with almost 460 million accounts, 1.37 billion available Aadhars and 1.15 billion mobile phones. He highlighted some of the public digital platforms which India has pioneered. With use of UPI, 8.6 billion transactions have been performed only in March 2023. 45 percent of world's total digital transaction is now happening in India. He also cited the example of MyGov which is a citizen engagement platform extended in 18 States, thereby helping in policy and decision making. The other examples that have been highlighted are as follows:

- Meri Pehchaan – National Single Sign-on platform
- MyScheme – eligibility-based service discovery platform
- Bhashini – language localization platform
- DigiLocker – paperless governance platform
- UMANG – mobile governance platform
- API Setu – data exchange platform

He stated that these public digital platforms are now getting integrated into Stacks so that they are able to provide end-to-end ecosystem and end-to-end service delivery to the citizens.

Ayushman Bharat Digital Mission has been able to integrate most of the services in hospital to provide nutrition as well as reproductive and child health care services. Similarly in education, the National Digital Education Architecture has been developed and integrated with DIKSHA, SWAYAM, PMVidya to track the education and nutrition status of school children. AgriStack, a sectorial platform in Agriculture, has been developed to deliver integrated agriculture services to the farmers. He mentioned that many departments have come up with their own Stacks which are really doing good. Some of the platforms developed by States are:

- DigiShakti – Youth Empowerment Portal, Uttar Pradesh
- Him Parivar – State Social Registry Platform, Himachal Pradesh
- Parvarish – Nutrition related platform, Assam
- MeghEA – proposal of all kinds, Meghalaya
- Padhai Tunhar Dwar – education related platform, Chhattisgarh
- iKhedut – agriculture related platform, Gujarat
- Kutumba – family based, Karnataka

Special attention was drawn on DigiLocker which connects multiple platforms, multiple services in order to deliver various service records by helping in ease of compliance and ease of doing business.

He concluded his session by stating that Departments and Ministries have to move towards data driven decision making for better policy, better monitoring and better outcomes.

Shri K. Rajaraman

Shri K. Rajaraman started the session by showcasing 5G as one of the most effective means of bringing transformation in this country through creation of jobs, opportunities for youngsters and high quality of living for all citizens. 5G is one of the latest powerful tools that are available to be deployed for the growth of the country cutting across various sectors. A number of applications have been developed that demonstrate smart buildings, smart Mobility, smart parking, smart transportation, smart utility management etc. thereby resulting in greater efficiency and productivity with the available resources. He highlighted the potential benefits of 5G which are extreme mobile broadband, massive scale communication and ultra-reliable low latency service. Deployment of IoT devices has enabled various facilities like health monitoring, infrastructure automation, robotic surgeries etc. The opportunity for deployment of 5G technology in India is enormous. The Department of

Telecommunications (DoT) has started the work as early as about 2018 when spectrum was released on research and development enabling companies to actually research on 5G equipment. A 5G testament has been set up in IIT Madras and few other IITs have come out with a variety of hardware and software which can now be deployed in 5G networks. An Intermittential Committee has also been set up covering all the infrastructure Ministries and other Ministries leading to greater understanding of how 5G can be deployed. A collaborative portal has also been created where all the Ministries, State governments, agencies, startups, telecom service providers can come together to enable collaboration and sharing of information. He highlighted the opportunities and solutions offered by 5G in few Ministries:

Ministry of Health & Family Welfare

Opportunity	Solutions
<ul style="list-style-type: none"> Enhanced access to critical care Remote AI based diagnostics Technology supported Health & Wellness Centres 	<ul style="list-style-type: none"> Low-cost Auto clinics/ambulances Connected Ambulance Medical kits for ASHA workers Wearable jackets for diagnostics Health kiosk for local diagnostics Remote operated diagnostics

Ministry of Education, Ministry of Skill Development

Opportunity	Solutions
<ul style="list-style-type: none"> Ease of learning STEM subjects Industrial skill training Swift remote support complex maintenance issues Low-cost smart leaning 	<ul style="list-style-type: none"> Low-cost AR/MR headsets and tools for classrooms Smart learning apparatus Remotely supported factories

Ministry of Heavy Industries

Opportunity	Solutions
<ul style="list-style-type: none"> Enhanced productivity and quality through Industrial Automation & digitalization Low-cost maintenance through remote support Quality inspections and trainings 	<ul style="list-style-type: none"> Captive network in factories for complete shop floor automation Industrial IoT sensors for massive, low latency & precise operations Vision-based quality inspection Work station monitoring to reduce defects and improve productivity

Department for Promotion of Industry and Internal Trade

Opportunity	Solutions
<ul style="list-style-type: none"> • Improving efficiency of logistics • Reduced Opex & Maintenance • Mitigating thefts, wastages & losses • Smart Freight corridors 	<ul style="list-style-type: none"> • NB-IoT enabled product tracking till delivery (e.g., temperature of agri and pharma products) • AGVs and drones on to private 5G/4G networks at warehouses • Command control centre with city wide sensors network with IoTs, 5G cameras for tracking • BVLOS drone deliveries

Ministry of Ports, Shipping and Waterways

Opportunity	Solutions
<ul style="list-style-type: none"> • Enhanced efficiencies in port operations • Reduced containers handling turn around time • Critical communications, Workers safety & Security 	<ul style="list-style-type: none"> • IoT sensors, AGVs, Drones latched on to Private 5G/4G networks with edge computing capabilities • Voice & Video call handling & guidance through smart phones & AR/VR headsets • On-field expert support/remote inspections with smart phones and glasses

Ministry of Coal

Opportunity	Solutions
<ul style="list-style-type: none"> • Enhanced efficiencies in Mining operations and production • Quality inspections through monitoring • Enhanced Workers safety & Security 	<ul style="list-style-type: none"> • Drilling machinery, Loaders, Cameras, Drones latched on to Private 5G/4G networks with edge computing capabilities • Automated & Remote operated Drills, Loaders etc. • Geo tracking and fencing for workers and heavy vehicles • AI vision based solutions for Coal & gangue monitoring using 5G cameras

Ministry of Agriculture & Farmers Welfare, Ministry of Fisheries, Animal Husbandry & Dairying

Opportunity	Solutions
<ul style="list-style-type: none"> • Cost efficient tech solutions to promote evidence-based agriculture, livestock 	<ul style="list-style-type: none"> • Precision agriculture devices and tools using IoTs, drones

<p>practices</p> <ul style="list-style-type: none"> • Right use of fertilizers and pesticides • Online crop health and yield status for enhancing support through loans and insurance • Soil conservation, Live stock and fisheries practices to support farmers and fishermen • Fishermen safety 	<ul style="list-style-type: none"> • Autonomous Agro vehicles and Connected Tractors • IoT based livestock monitoring • Weather stations • Fishing IoTs for identifying areas of high yield
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5G use case conferences have been conducted covering 15 States/UTs, 18 Central Ministries/Departments. These conferences observed participation from industry giants and startups. 9 Ministries have identified Centers of Excellence where they can house the 5G pilots.

To conclude, Shri K. Rajaraman requested the Ministries and the State governments to fund and establish 5G use cases in specific verticals and expressed the willingness of DoT to support this journey.

Ms. Debjani Ghosh

Ms. Debjani Ghosh opened her session by giving a background of technology innovation that India has experienced in the last 10 years. The role of Digital Public Infrastructure (DPI) in creating India’s startup ecosystem has grown exponentially through the public private partnership, open ecosystem and interoperability. The extensive use of DPIs has completely disrupted financial sector and financial inclusion. The Open Protocol Network has created an infrastructure wherein everybody can reach out to as many customers as possible in a single platform with a minimal investment in time and cost. DPIs are being promoted through a centralized initiative to the extent necessary to ensure citizen-centric orientation, to realize the objective of inter-operability of various ICT applications and to ensure optimal utilization of ICT infrastructure and resources. The Public Private Partnership (PPP) Model has to be adopted wherever feasible to enlarge the resource pool without compromising on the security aspects.

To wrap up, Ms. Debjani Ghosh stated that entering into a win-win partnership with the potential collaborators would help in scaling up the implementation of DPIs with greater capacity and increased efficiency.

Shri Parag Jain

Shri Parag Jain started the session by appreciating the guidance received at the National level in identification of programs and policies that are relevant for the State government departments. To highlight some of the achievements of Maharashtra, he stated that the Direct Benefit Transfer (DBT) has been done worth Rs. 20 thousand crore till date in which more than 100 schemes have been integrated. The State of Maharashtra has more than 40,000 Common Service Centres (CSCs) which provide facilities and services to the citizens at their doorstep. Warehousing Receipt on Blockchain is another initiative that has been taken up in Maharashtra. The project, initiated by the Maharashtra State Warehousing Corporation (MSWC), has helped many farmers access commodity finance faster. This system has enabled the farmers to get rid of distress sale and get higher access to finance at low-cost and real time basis at their doorstep. The digital Blockchain Warehouse Financing platform eliminates risk of fake/duplicate receipts, multiple lending and lending beyond warehouse capacity. It facilitates tradable receipts, market linkage at warehouse, loan transfer from seller to buyer on sale of commodities. He also highlighted Central Registry System, an initiative launched on 19th April 2023 at Maharashtra. This initiative enables citizens to submit their complaint anywhere which is nearest to their doorstep (e.g., Secretariat, Collector office, Divisional Commissioner office etc.). The system would ensure that the complaint reaches the concerned department for redressal. While acknowledging the efforts of CPGRAMS, he highlighted that it is working very good in Maharashtra as the level of satisfaction of the citizens after redressal of grievances is 75 percent. Further, Facial Recognition System has been implemented to identify the number of visits made by any citizen to the Secretariat for any service. This will allow the State government to redress the issues at the earliest and reduce the number of visits thereby saving their time and cost. A golden data hub is being created by collating all the Aadhaar authenticated data. This data hub would help in making planning for the State making budget for the State and it will help in service delivery.

He thanked all the dignitaries and concluded the session.

Concluding Remarks: Shri Ashwini Vaishnaw

Shri Ashwini Vaishnaw addressed the audience by stating that India is in a very sensitive economic juncture. Any country with a 2 – 2.5 trillion-dollar economy continues with the traditional institutions and traditional ways of working. But the moment it starts touching 3-3.5 trillion-dollar economy, the countries start realizing the importance of moving beyond the existing working tradition. This is a phenomenon that holds true not only for India but also

for those countries who have achieved higher GDPs in recent past. To cite an example, when Japan became the 1.5 trillion-dollar economy, started observing various tensions within their entire institutional structure. Same was the case for China when they became 3.5-4 trillion-dollar economy. India is in a very rapid growth path and presently is a 3.5 trillion dollar economy. He stressed on the importance of civil service as one of the pillars of institutions in understanding the economic, social and other activities that have been taken up till date by India and has to be increased multifold in magnitude to become a 10 trillion-dollar economy. The dimension of changes in service delivery models, institutional framework, legal structures have to be addressed by ensuring massive use of technology. The Data Protection Bill and Telecom Bill embrace the use of technology by focusing on how the institutions and structures will be digitally empowered from the very beginning.

He further drew attention on three major points that the institution of civil servants needs to imbibe:

- Shifting from “merely having a point of view” to “having an economic point of view” – it is important to understand the economic point of view before execution of any task/policy. The associated execution risks, regulatory risks, construction risks, technology risks etc. have to be understood to develop a holistic economic point of view.
- Change in mindset – the potential value addition has to be identified. The redundancy of approval of a project at each level has been identified to make the process simpler and faster in Department of Telecommunications (DoT). While being rule-based is important, the time has come to question the rules, prepared 30/40 years back, wherever necessary. We should try and use a zero-based formula and zero-based construct to understand the importance of existing rules in today’s time.
- Deep delving for informed decision making – as a Civil Servant, it is inevitable to be prepared to discuss on various Central/State affairs which can only be achieved through developing deeper understanding of various sectors. To achieve a higher GDP, the key decision makers from top to mid-level are always driven by Specialists.

To conclude, Shri Ashwini Vaishnaw thanked the house and wished the event a great success.



Shri Ashwini Vaishnaw, Hon'ble Union Minister, Railways Communications,
Electronics and Information Technology, Government of India

Plenary Session II: Promoting Circular Economy for Sustainable Development

SPEAKERS

Chair:

- **Shri Bhupender Yadav** – Hon'ble Union Minister for Environment, Forest & Climate Change; and Labour & Employment, Government of India

Panelists:

- Ms. Leena Nandan, Secretary, Ministry of Environment, Forest, and Climate Change, Government of India
- Ms. Alka Upadhyay, Secretary, Ministry of Road Transport and Highways, Government of India

- Shri Pankaj Jain, Secretary, Ministry of Petroleum and Natural Gas, Government of India
- Shri K.N. Vyas, Secretary, Department of Atomic Energy, Government of India
- Ms. Supriya Sahu, Additional Chief Secretary, Environment Climate Change & Forests, Government of Tamil Nadu

Rapporteur:

- Shri Naresh Gangwar, Additional Secretary, Ministry of Environment, Forest, and Climate Change, Government of India
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Discussion:

Ms. Leena Nandan

Ms. Leena started the session by setting the context about the operationalization and importance of circular economy. She stated that the focus was on turning waste into wealth and assigning value to products, and how circular economy can bring efficiency and value to various sectors while having a positive impact on the environment. The plenary session included representatives from three Ministries and a State government, with the aim of having an interactive discussion on the topic. Participants were encouraged to ask questions and seek clarification from the panelists.

Shri Bhupender Yadav

On the occasion of Civil Services Day, Shri Bhupender Yadav talked about the contribution of Indian administration to development. He stated that the purpose of this service is to connect ordinary people with administrative goals through an approach that focuses on empowerment and last-mile delivery. In the last nine years, the government has achieved targeted delivery and last-mile delivery with a 100% success rate in various fronts, especially during the Covid-19 pandemic.

Shri Bhupender Yadav told that it is more important for people to focus on the approach rather than just the policy. He told that, in western countries, the concept of anthropocentric, i.e., the notion of human development as the central element of existence, led to all policies being made on the basis of consumption. Hence, as we have accepted that if human development exists in the world, then everyone's development is inevitable, the climate change in the world like, biodiversity loss, and an increase in the overall temperature by 1.5

degree Celsius is the reason for the global worry. However, the philosophy of Biocentrism gained confidence later on, and from a bioethical point of view, it was discussed worldwide. The point was that ethical values should be extended to all living things. This understanding of how the Earth works, particularly as it relates to its biosphere or biodiversity, is the reason for the motto of the Ministry of Environment, Forests & Climate Change, "Prakrithi Rakshita Rakshitaha," which means "the one who protects nature will be protected by nature."

Further, he stated that as awareness increased, the sense of policy also began to move towards deep ecology. Its position was included in the policy. Deep ecology believes that the relationship with nature must be changed from one that values nature solely for its usefulness to one that recognizes that nature has inherent value. The philosophy calls for the restructuring of modern human societies in accordance with such ideas.

He was of the view that, in the era of Azadi Ka Amrit Kaal, nature-based issues are the biggest concern in the coming 25 years. He recalled that, the Honorable Prime Minister, in Glasgow summit, has given a mission to the people called Mission Life. The focus is on environment-friendly life and reminding ourselves of mindful consumption rather than mindless utilization of resources. The effect of a human-centric approach is seen in the level of carbon emission in the world. India is the fourth most polluted country in terms of carbon emissions, with 17% of the world's population. This is due to India's lifestyle. If we add the carbon emissions of developed countries, their emissions would be 60%. If we add all 58 countries in Africa, their carbon emissions would be 4%. The hon'ble Prime Minister's environment-friendly lifestyle mission, Mission Life, was passed as a document in the Sharm El-Sheikh program. This document was presented in various forums such as the Biodiversity meetings and CoP. In a meeting just a few days ago in Japan, the Prime Minister emphasized the need to make sustainable lifestyle and sustainable consumption as the central part of policy-making.

All the resources that the Earth provides, such as minerals, metals, and water, are considered good. However, the waste products that are returned to the environment are all considered garbage, and the best production items sourced from international markets are taken from the Earth and not returned to the environment. Although recycling patterns are implemented, it can still result in a mountain of waste. This is where the concept of circular economy and changes in lifestyle come into play.

For instance, in the year 2000, mobile phones had just been introduced to the country, and in 2022, there are 1.25 billion people with mobile phones. If all of these phones become waste

every other year, it will generate a tremendous amount of trash. Moreover, precious metals in mobile phones are continuously being extracted from the Earth and left behind as waste. Such a pattern and lifestyle are unsustainable, which is why the topics of sustainability and circular economy are critical. If these principles are not applied in policy-making, it will pose a significant threat to public goods like rivers, open spaces, etc., which are fundamental to the common man. Therefore, to maintain these public goods, it is necessary to think about sustainability and circular governance.

The hon'ble Minister stated that, the Government of India has taken significant steps towards addressing environmental concerns. The government has allocated funds under the Green Credit in accordance with the Paris Agreement's Article 6 on creating a carbon market. Additionally, the Ministry of Environment, Forest and Climate Change has collaborated with other Ministries to promote carbon credits. The government has also provided provisions for waste wealth in the budget, which aims to generate electricity from waste accumulation.

Further, the government has implemented several policies, such as the PM Pranam and Mangrove Initiative for Shoreline Habitats & Tangible Incomes (MISHTI) policies, to encourage environment-friendly lifestyles in the agricultural sector. To regulate waste management, the Ministry of Environment, Forests & Climate Change has established a technical committee to manage solid waste, liquid waste, scrap matters, and CND waste. The Ministry has also enacted regulations for plastic, battery, and e-waste management. Several other Ministries, such as the Ministry of Natural Gas, Ministry of Road Transport, and Ministry of Urban Affairs, have come together to realize the potential of whole governance and introduced policies to support sustainable governance. For instance, the Ministry of Natural Gas has come up with policy on 2G ethanol. Similarly, the Ministry of Road Transport & Highways has come up with a National Scrap Policy, Ministry of Housing & Urban Affairs has come up with Swachh Bharat Mission and so on. These policies are aimed at reducing the harmful effects of unregulated waste, such as the estimated 1.4 million tons of plastic waste generated in the country in 2020-21, which is expected to increase to 2.1 million tons in 2021-22.

The policymakers have been actively engaged about the circular economy and have implemented policies in their respective Ministries as they recognize the essential need for a circular economy. Key take ways at an individual level are, firstly, people should acknowledge that the Earth cannot be treated as a garbage bin. Secondly, policies should focus on sustainable and reusable products until they are no longer usable, or an extension is

not necessary. This approach would help in utilizing resources rather than exploiting them, which is crucial to consider natural resources and environmental impact when discussing life and development in the country. Implementation of such policies would ensure resource security for organizations globally.

Recycling is a significant aspect of the emerging new economy that helps in reducing emissions and pollution and ensuring resource security. Recycling as an industry can also lead to increased wealth, skill development, and employment, which is one of the key policy areas that the policymakers are currently focusing on. The Ministry of Housing & Urban Affairs, which deals with urban affairs and birth registration, plays a crucial role in promoting sustainable design to manage waste.

The hon'ble Minister concluded by stating that one of the most significant challenges in achieving climate justice is ensuring that every individual has access to energy, education, and a lifestyle that is compatible with nature. Establishing a connection between recycling, reuse, and circular production can make the economy more sustainable.

Ms. Alka Upadhyay

Ms. Alka Upadhyay started her address by discussing about the Government of India's Voluntary Vehicle Modernization Program, which was introduced in October 2021 to address the increasing amount of end-of-life vehicles and the resulting debris and garbage. The program emphasized scrappage of vehicles, as transport emissions account for 14% of carbon emissions, with commercial vehicles contributing 50-60% of this total. Despite a lack of regulation and safe disposal systems in the country, the scrappage policy was announced with the vision of the Honorable Prime Minister and learnings from Alang's major ship breaking yard.

Although she acknowledged that the uptake of the policy has been slow, progress has been made in recent months with the help of multiple stakeholders. In addition, she mentioned that the vehicle scrappage policy aims to create an ecosystem for identifying vehicles that should be taken off the road, starting with a GSR notification stating that no government vehicle more than 15 years old shall remain on the road. This affects roughly 2.5 lakh vehicles across various Ministries, Departments, and State governments.

The Ministry of Finance has also announced a capital incentive scheme for States that follow the scrappage protocol, resulting in six States already claiming the subsidy in a span of three

to four months. The speaker notes that older commercial vehicles manufactured before 2000 pose a challenge as they contribute to 15% of overall carbon emissions despite constituting less than 1% of the total fleet. Overall, the VVMP aims to promote modernization of the vehicular population in India while reducing carbon emissions and supporting the automobile industry.

While talking about the automobile sector, she stated that the automobile sector contributes significantly to a country's economy due to its high employment and revenue generation through GST. The key objectives are to reduce unfit vehicles, decrease vehicular air pollution, enhance road and vehicular safety, and improve fuel efficiency. However, a common criticism is that the cost of new vehicles is high, making it difficult for ordinary people to afford them. The reduction in fuel consumption can reduce the burden on the pocket and formalize the current informal sector.

Ms. Alka Upadhyay opined that the informal sector experiences a lot of scrappage, but older vehicles are passed on to other States, and the disposal system is hazardous. Boosting the availability of low-cost raw materials such as steel, rare earth metals, and Placidodim used for automotive steel and electronics is essential. Hence, the vehicle scrapping policy is a significant step towards reforming the way vehicles reach the end of their life. The government regulation and public portal of MSTC have increased the number of scrapped vehicles, but many State governments have not responded to the mandate given. There is an ecosystem in some States providing incentives for setting up registered vehicle scrapping facilities, leading to employment and furtherance of the economy. Moreover, automatic testing stations are also essential, but currently, only seven automated testing stations are functional. Neutral testing stations are required to genuinely assess the fitness of the vehicles.

The infrastructure requirement for fitness certification is not in place. However due to the RBS (Registered Breakers Scheme), Fifteen RBSFs have become functional over the last six-seven months, and roughly 30 or 35 of such RBSFs will become operational in the next financial year. Scrapping, as a policy, requires the entire ecosystem to achieve the vision of the hon'ble Prime Minister.

Upon probed regarding the circularity in the process of road construction, Ms. Alka Upadhyay told that, the Ministry of Road Transport and Highways recognizes the challenge of meeting the demand for road construction material while optimizing natural resources. Local natural resources are scarce and hence policies need to be implemented to facilitate the optimization of their use.

She further submitted that along with optimizing natural resources, the Ministry of Environment, Forests & Climate Change also emphasizes on the optimization of design to reduce costs and the carbon footprint of road construction. The source material used for road construction, such as bitumen and asphalt, has a high carbon footprint. Thus, promoting new technology is essential.

The import of bitumen is significant in India, and the construction sector consumes a considerable amount. To address this issue, the Ministry is exploring the use of other materials like tyres and plastic waste and replacing a bit of bitumen. The Ministry has taken steps like using cement-treated sub-base and base layers and stone mix asphalt, which reduces dependency on high-carbon-footprint materials.

She further stated that the road construction industry has been facing the challenge of increasing demand for materials due to the growing specifications of the roads. However, the scarcity of local natural resources has made it necessary to optimize the use of these resources through policies and ecosystem creation. To achieve this optimization, there is a need to focus on two other factors, such as the optimization of design and reduction of carbon footprint. The Ministry of Road Transport and Highways has taken several steps towards this, such as using cement-treated sub-base and base layers, stone mix asphalt, and promoting new technology.

One of the ways to reduce the dependency on materials with high carbon footprint is by using plastic waste. This material has been successfully used in rural roads and is now even being used in national highways. The use of plastic waste has been made mandatory in the construction of service roads, and the industry is gaining more confidence in using it in the main carriageway. Another way to reduce carbon footprint and improve construction pace is through the use of reclaimed asphalt pavement (RAP) and demolition waste, wherever available. The Ministry of Steel has also initiated the use of steel slag in a big way, and the industry has been substituting earth materials with fly ash to the extent that fly ash is now facing a problem of availability.

She concluded her address by stating that, in terms of circularity and using local materials, there is a need for soil stabilization through the use of materials such as jute, coir, and other geosynthetic materials. Urban waste segregation can also be used in the construction industry. For instance, a significant amount of Gazipur waste material was used in the construction of Delhi-Meerut expressway. These steps will help in reducing the need for natural materials and substituting them with stabilizers.

Shri Pankaj Jain

Shri Pankaj Jain started his address by referring to the question by moderator Ms. Leena Nandan regarding the generation of Compressed Bio Gas (CBG) from biodegradable waste. He explained that compressed bio-gas, also known as Sustainable Alternative Towards Affordable Transportation (SATAT), is a sustainable alternative towards affordable transportation. He further clarified that biogas is not limited to cow dung, as it can be generated from a variety of materials and can be done at a commercial scale. By filtering and compressing the gas, it can be used as a fuel for vehicles similar to compressed natural gas.

Shri Pankaj Jain stated that in future, there will be a binding obligation of compressed biogas with compressed natural gas and pipe natural gas, as announced in the budget. He explained that compressed biogas can be generated from wet waste, which is far more productive than cow dung. Municipal waste that is segregated can yield twice as much as cow dung, while spent wash from sugarcane factories can yield up to 10 percent, which is four times the yield from cow dung.

He emphasized that a compressed biogas plant can be set up at a reasonable cost, with a commercial scale plant costing between 200-250 cores. The plant can be operated in tandem with sugarcane or ethanol plants or can be standalone, using agricultural waste such as paddy straw and mustard. The resulting gas can be transported through pipelines and used as a fuel for vehicles without any change in engine specifications.

Further, he highlighted the potential of compressed biogas and mentioned a forthcoming expansion of this technology in the coming weeks and months. He explained that several plants are currently under construction and will be commissioned next year and the year after. The speaker noted that the expansion of compressed biogas could benefit State governments, particularly those that have made efforts to segregate municipal solid waste. However, they also emphasized the need to spread awareness about the potential of agricultural waste in rural areas and to develop supply chains for aggregating this material to a central point for biogas conversion.

Shri Pankaj Jain suggested that this could be achieved through the creation of supply chains that could efficiently transport the agricultural waste to biogas plants. By doing so, rural areas could also benefit from the economic potential of compressed biogas, which has so far been focused primarily on cities and towns. He told that setting up a Compressed Bio-gas (CBG) facility would require land not only for the facility itself but also for storage of the material.

Due to the seasonal nature of agricultural waste, stockpiling may be necessary to ensure a consistent supply of materials throughout the year. The speaker suggested that barren land could be used for this purpose.

Additionally, the States would need to provide right-of-ways, particularly for pipelines required to transport the CBG. The speaker emphasized the importance of creating awareness about the economic potential of CBG for all stakeholders in the value chain, from waste generators to suppliers and converters. He stated that all the necessary technology for producing CBG is available domestically and that private sector suppliers in India can provide the required equipment. They explained that filtration and compression are the only additional steps required to produce CBG from biogas.

Upon the moderator's probe about waste oil and how it can action out in the circular economy domain, Shri Pankaj Jain told that, there is a significant amount of recycled oil used in lubricants, which many people may not be aware of. The oil is sourced from a supply and collection chain for wasted oil from vehicles such as cars and two-wheelers. Lubricant factories across the country convert the oil into what is known as base oil. This is an unheralded success story, with 80 to 90 percent of the used oil being collected and repurposed instead of being discarded in drains. This process is primarily carried out by the unorganized sector rather than the organized sector.

He stated that although we are generating about 1500 TMT of used oil, we are currently able to utilize just about 500 to 600 TMT. Ministry is setting up new factories so that whatever we are generating, we are also able to utilize even the rest of it so that we do not have to import any base oil. The other interesting thing over here is used cooking oil. He said, now there is so much of fresh thinking which has happened in the recent years on this. If we can put together an equally efficient collection chain for used cooking oil, e.g., cooking oil in dhabas, hotels and so on, rather than using it again and again for cooking, which is carcinogenic, the same thing can actually be converted to biodiesel and is being done. That biodiesel gets blended with regular diesel which is nothing but the replication of the process followed in the oil and gas industry. It is called valorization which really means adding value to something which was otherwise getting wasted.

While concluding his address he told that, whether it is oil that is coming out of vehicles, kitchens or getting generated during refining processes (off gases), those gases can be captured and converted into ethanol. These all are very exciting fields to be in because each one of them means money and commercially they make enormous sense and adding. Hence

the lubricant industry is already using circular economy in most of its production and valorization, nevertheless the industry is trying to further optimize the resources.

Shri K.N Vyas

Shri K.N. Vyas started his address in a different way by screening a 2 minute film on treatment and usage of fecal sludge. The film illustrated the importance of Sewage Treatment Plants (STPs) in treating wastewater for public health purposes. A large city like Ahmedabad has 7 STPs that treat around 800 million litres of sewage and generate over 100 tons of dried sludge every day. However, the residual sludge generated by these STPs needs to be dried using solar heat, thereby posing a challenge for municipalities as its disposal is contaminated and can be harmful to cultivators and consumers. To address this issue, the Bhabha Atomic Research Centre (BARC) has developed radiation technology to hygienize dried sludge. The process involves filtering the sludge in tote boxes and using gamma ray irradiation to remove all pathogens. A radiation treatment plant has been made operational in Ahmedabad, and a similar plant has been commissioned in Indore.

The irradiated sludge is then used to produce a green organic carbon-rich biofertilizer called Bio Gold by sprinkling it with a special bio in PK liquid culture developed by Anand Agricultural University. Field trials of Bio Gold have shown increased agricultural productivity when optimally combined with urea, and trials of Bio Gold with BARC developed hydrogel have shown promising results for tree plantation. This development is a step towards a circular economy and supports the Indian Prime Minister Narendra Modi's call for reducing the indiscriminate use of chemical fertilizers. The research and development work carried out by BARC has the potential for many societal and industrial applications.

After the screening, Shri K.N. Vyas talked about the concerns regarding the use of dried sludge for bio fertilizer production. One challenge is the presence of industrial waste in the sludge, which requires standardization akin to the US and EU's different standards for Bio compost and Bio sludge.

He also mentioned that various trials, including some conducted in solar with help from the forest department, and others in Haryana where a few grams of hydrogel added to the bio sludge helped reduce watering time for trees by 50%. In a film presented during the speech, two Tamarind plants were shown, one as a control specimen in its natural habitat, and the other in Hingoli where a Ligo project is underway. Moreover, he suggested that setting standards for afforestation using bio fertilizer is a positive step. During a briefing with the

Honorable PM, the speaker was requested to consider implementing this reforestation approach at XL, where some hills are relatively barren.

Upon being probed by the moderator about the CPCB study that highlights the potential of using sludge without industrial effluent for agriculture, providing an opportunity for the Departments of Fertilizers and Agriculture to explore this technology further.

Shri K.N. Vyas concluded by stating that while the Ahmedabad plant has a high cost of around 35 crores due to its large capacity of 100 metric tons per day, the cost can be optimized for municipalities interested in taking it up by reducing civil construction costs and increasing automation. Moreover, he told that there are private entities, including MSMEs, that can build and operate these plants for an extended period. The speaker recommends that the Government of India provide a small share of the total cost, with the possibility of assistance from DAE, to municipalities interested in setting up similar plants. Pune Municipal Corporation and Surat Municipal Corporation have expressed interest in setting up a similar plant, with an MOU already signed with PMC and ongoing discussions with Surat Municipal Corporation.

Ms. Supriya Sahu

Ms. Supriya Sahu started the address by paying tribute to our grandmothers who were the real champions of recycling or circularity, as all of us would remember. She reminisced about the old days where every plastic packaging was collected, and every scrap of food and waste was optimally utilized. Those were the days when the slogan was that you buy less, use it all, and reuse it. However, currently, the mentality is to buy more, use less, and throw everything away.

She agreed with the hon'ble Minister that it is essential to consider the impact on the planet. A study by the University of Newcastle showed that people consume about five grams of plastic, equivalent to the size of a credit or debit card every week. To address this issue, Tamil Nadu has launched a project to create a circular economy, turning waste into wealth. The project aims to take inspiration from history and promote the idea of going back to basics.

When projects of this kind are undertaken, they come with a multitude of challenges. However, in Tamil Nadu, a paradigm shift has been brought about and several projects have been successfully implemented despite the obstacles. The State's large coastline of 1075 kilometers, with 14 coastal districts, creates a significant challenge, particularly with ocean-

bound plastic. To address this issue, the State has mapped out 565 plastic waste recyclers and brought them into a system of waste recycling. Numerous units have been established where the plastic waste is collected and then processed for various uses, such as for cement factories, road construction, and mineral oil extraction.

Initiative number 1: She highlighted a people's movement launched by the Honorable Chief Minister of Tamil Nadu called the Meendum Manjapai campaign, which aims to tackle the environmental harm caused by plastic bags. The campaign encourages the use of eco-friendly practices and cloth bags, similar to the yellow bags used in the past. Additionally, cloth vending machines have been introduced to allow shoppers who forget to bring their own bags to purchase cloth bags for 10 Rupees. These efforts reflect Tamil Nadu's commitment to a circular economy and waste reduction. Around 100 vending machines have been prepared for Tamil Nadu's cloth bag initiative, and 35 of them have already been installed. The goal is to deploy these machines in all major shopping malls and market areas across the state.

Initiative number 2: Talking about another initiative she told that, Tamil Nadu is working towards promoting circularity in its forest areas. The invasive Lantana weed is a significant threat to the state's forests and biodiversity. To combat this, the state government has implemented a plan to remove Lantana from the forest and recycle it in a circular manner, thereby preventing it from going to waste. In the Mudumalai area, tribal communities are actively involved in removing Lantana weed from the forests. They are using the removed Lantana to create replicas of life-size elephants, furniture, and other materials. This approach helps in reducing the negative impact of Lantana on the forests. Apart from Lantana, the authorities are also removing *Cena spectabilis* weed from the forests. They have successfully connected with paper-making mills to recycle the weed and use it in paper-making. These initiatives are some of the steps that Tamil Nadu is taking to promote circularity in forest areas.

Initiative number 3 & Conclusion: Ms. Supriya Sahu concluded her address by citing another initiative regarding the e-waste recycling program. She told that with millions of tons of e-waste generated from laptops and phones, it is crucial to understand what happens to this waste. Tamil Nadu has established six e-waste recycling units, including the ERA e-waste recycling facility, which has recovered significant amounts of precious metals like 37 kilograms of gold, 455 kilograms of silver, 5151 tons of copper, and 6,200 tons of aluminum. The program focuses on converting waste to wealth, and the state is dedicated to its efforts towards sustainable e-waste management.

Concluding remarks: Shri Bhupender Yadav

In concluding remarks, Shri Bhupender Yadav expressed that he was very happy to note that the Ministry of Road Transport & Highways has mentioned that plastic can be used in the construction of roads, and they have practically demonstrated it on the Meerut-Delhi highway and Tamil Nadu's efforts in sustainable waste management. In addition, he told that as we have finished with ODF 1 (Open Defecation Free) and entered into ODF 2, it is crucial to think about the sludge generated and ways to recycle it, creating policies that lead to the optimum utilization of resources. He stated that in this regard, the Ministry of Environment, Forests & Climate Change has formed a technical committee for rule framing.

The hon'ble Minister referred to another excellent example of a circular process and whole of governance is the refinery of paddy waste set up by the Ministry of Petroleum at Panipat with a capacity of 2 lakh tons, reducing paddy burning in and around Delhi by 40% incidents, from 78,000 in 2021 to 54,000 incidents as per ISRO data. The number of severe pollution days has also reduced to 24-25 from 54-55 in 2021 due to the awareness of the commercial viability of recycling and the comprehensive approach of various ministries like the Ministry of Environment, Petroleum and Natural Gas, etc.

He opined that while making policies, Ministries must follow an open approach to accommodate the new waste materials that are being generated for the safety of public goods. The policies also must be transparent and use digitization for greater accessibility, like real-time monitoring and creating awareness. To create awareness for the unorganized sector, all major stakeholders should be involved in debriefing and capacity building sessions. For sustainability, circular economy interventions are necessary, which should involve public and government participation with collaborative efforts and economic implications.



Shri Bhupender Yadav, Hon'ble Union Minister for Environment, Forest & Climate Change; and Labour & Employment, Government of India

Breakaway Session I: Piped Water for All – Jal Jeevan Mission

SPEAKERS

Chair:

- **Shri Gajendra Singh Shekhawat** – Hon'ble Union Minister of Jal Shakti, Government of India

Panelists:

- Ms. Vini Mahajan, Secretary, Department of Drinking Water and Sanitation, Government of India
- Shri Manoj Joshi, Secretary, Ministry of Housing and Urban Affairs, Government of India
- Shri V K Madhavan, CEO, WaterAid India
- Shri Anurag Srivastava, Principal Secretary, Namami Gange and Rural Water Supply

Department, Uttar Pradesh

Rapporteur:

- Shri Vikas Sheel, Additional Secretary, Department of Drinking Water and Sanitation, Government of India
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Discussion

Shri Vikas Sheel

Shri Vikas Sheel welcomed all the panelists and participants and briefed the audience about the Jal Jeevan Mission scheme. Shri Vikas Sheel then started the proceedings by requesting Hon'ble Minister of Jal Shakti Shri Gajendra Singh Shekhawat for his opening remarks about the efforts of the Department and the Ministry in terms of providing tap water supply to rural households as in the motto of Jal Jeevan Mission.

Shri Gajendra Singh Shekhawat

Shri Gajendra Singh Sekhawat began his speech by stressing on the importance of supply and usage of water in view of the growing population and changing food habits of the country. The hon'ble Minister stated that the overall spending by the Government of India on various schemes, yojanas and aspects related to water is 240 billion US dollars, which is the highest in the world. All the schemes and programs, e.g., Drinking Water Mission, Ground Water Recharge etc., in India are considered as World's largest programs. While referring to the vision of the hon'ble Prime Minister of India of achieving "Viksit Bharat" by 2047, the hon'ble Minister highlighted the new governance model that has been taken up under the leadership and guidance of the present government towards implementation of various schemes and programs. Although, the schemes like drinking water supply, supply of tap water to the households etc. are not new schemes and running since pre-independence era, the focus on last-mile connectivity and 100 percent saturation approach as a part of the new governance model has become the game changer for making the implementation of these programs successful.

He opined that under the visionary leadership of the hon'ble Prime Minister, utmost preference has been given to drinking water and sanitation, which has resulted in 100 percent potable water supply to each and every household and has also resulted in making India an

ODF (Open Defecation Free) country. The continuous efforts of the present government in the last nine years have put India in the front seat in the global context. The speaker recalled his representation from India in the biggest Global Water Summit organized by United Nations after 46 years in March 2023 and his representation from India during the Water Week Summit held in Stockholm during 2019, where he posed the efforts of the Government of India in construction of more than ten crores toilets towards making India ODF through people's participation as a stepping stone to achieve total sanitation and make every village of the country "swachh". The success has been attributed to the efforts of the civil servants across the country.

The hon'ble Minister further stated that for democratic and participatory governance, it is important to have transparency and adhere to the sense of responsibilities towards citizens of the country which is the essence of successful governance that results in successful implementation of the schemes. The success stories of India have inspired many third world countries to take up similar programs in order to address their respective challenges. He highlighted that the country is observing an era of transformation and that makes the role of the civil servants even more crucial to make it swift and smooth.

He reminded the house about the challenges that are lying ahead in terms of water supply due to rapid urbanization, climate change, industrialization, change in food habits, contamination in ground water etc. He said that the foresightedness of the hon'ble Prime Minister, in this regard, has resulted in integration of various Ministries, Departments, organizations working in the water sector and creation of Jal Jeevan Mission to ensure holistic planning, execution and implementation of the related schemes.

He said that as India is the most populous country and the most growing economy in the world, the requirement for water keeps on changing rapidly. Having extreme locations with highest and minimal rainfall, India still depends at large on the ground water. The challenges for India are far more critical compared to any other country. He highlighted the facts that India receives 4000 billion cubic meter of water through rainfall, glaciers etc. out of which approximately 2000 billion cubic meter of water is harvestable. Unfortunately, the strength of ground water conservation is approximately only 300 billion cubic meters. Hence, it is important to enhance the water bearing capacity. This can only be addressed through collaborative work of the Ministry with all the State governments.

The hon'ble Minister stated that several meetings have been taken up with various State governments to understand their requirement as "one-size-fits-all" framework and it is not

applicable because of the vivid nature of the country. He recalled the regional conferences held in this regard with various Ministers, Secretaries and related stakeholders (engineers, implementing bodies etc.) to gather their feedback and a guideline has been developed and launched on 25th December 2019. Even, with the outbreak of COVID 19, the country, under the able leadership of the hon'ble Prime Minister, has been able to adhere to the guideline towards implementation of the related schemes. As a result, during the period December 2022 – April 2023, around 8.5 crore tap connections have been provided covering approximately 12 crore households. With the extensive use of technology, real time monitoring dashboard has been developed in Jal Jeevan Mission wherein all the information has been made available in public domain. This has resulted in better transparency and higher quality monitoring. Focus has been not merely on infrastructure but also on quality, quantity, sustainability and continuity of water supply. Nearly 6000-7000 National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited laboratories have been set up across the country for water quality testing. To ensure the penetration of this facility to the remotest corner of the country, Field Test Kits (FTKs) have been developed and rural women have been trained accordingly to perform water quality testing by using FTKs. He added that around 80 lakh tests have been performed to ensure water quality maintenance. As per the study of Noble Laureate Michael Kramer, Chicago University the completion of Jal Jeevan Mission will bring changes in the life of 1.36 lakh citizens who, otherwise lose their lives due to vector- borne diseases.

To conclude, the hon'ble Minister said that with the effective contribution of the Civil Servants, Jal Jeevan Mission will become a game changer in the transformation of the country as a whole.



Shri Gajendra Singh Sekhawat, Hon'ble Union Minister of Jal Shakti,
Government of India

Ms. Vini Mahajan

Ms. Vini Mahajan commenced her session by stating that now water connections are available at the household level where earlier it was up to habitation. Quantity, Quality, Reliability and the role of the community are crucial for availability of potable water supply. Skilling of local community to ensure sustainability over time is something we can all take great pride in. The country has moved dramatically in these last few years from a coverage of less than 17% (as on 15th August 2019) to crossing 60% (as on 20th April 2023) in terms of tap water connection coverage. More importantly, there is no State in the country today which has less than 30% coverage. She then highlighted that total remaining Functional Household Tap Connection (FHTC) in India is 7.68 crore out of which 7.39 crore accounts to the 13 focus States and all of them are progressing very fast at an unprecedented speed. In the last quarter of the last financial year, one new connection was given every second of the day. Every year, on an average, more than 2 crore tap connections have been provided, catering to population of around 10 crore. More than 8.54 crore rural households with more than 40 crore people have been benefitted under the program. Ms. Vini Mahajan stated that as water quality is the key, Arsenic and fluoride are the main chemical contaminants that the country struggled with due to arising geogenic causes. With the effort of all States and Union Territories, clean drinking water has been supplied in all Arsenic (14,020) and Fluoride

(7,996) affected habitations. More than 2,000 water quality testing laboratories have been established and 21.67 lakh women trained for FTK testing. This has resulted in water quality testing to 1.5 crore in 2022-23 compared to 40 lakhs in 2018-19.

She further added that community engagement is the key to this whole effort from the start of making the action plans to overseeing implementation and most importantly being part of the O&M so that the communities must be owners of these assets and take charge of the service delivery going forward. Some of the key elements for emphasis on community engagement are as follows:

- Village Action Plans
- Village Water & Sanitation Committee / Pani Samitis
- Training to women for water testing
- Rural Wash Partner Forum
- “Har Ghar Jal Utsav” Campaigns for Har Ghar Jal (HGJ) certification
- Swachh Jal se Suraksha Campaign
- Key resource Centres engaged to impart training at various levels

She acknowledged the role of the Ministries, State government departments and districts for ushering equal support to ensure that whole of government approach translates on ground as well. The sustainability of the water sources has been ensured in various ways:

Source sustainability	<ul style="list-style-type: none"> • Rainwater harvesting • Recharge efforts 	Includes the Jal Shakti Abhiyan, which the Department of Drinking Water and Department of Water Resources is leading
Financial sustainability	<ul style="list-style-type: none"> • User charges • Convergence of funds 	A Large number of States are being able to empower the village communities and panchayats are being able to levy and collect user charges ranging from Rs 30/- per household per month to Rs 75/- per household per month. This indicates that there is a willingness to pay which translates into improved prospects of sustainability. with community taking charge

Institutional sustainability	<ul style="list-style-type: none"> • Community ownership • Operation & Maintenance 	Communities are being able to take charge to ensure availability of water supply at the ground level
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To conclude, Ms. Vini Mahajan highlighted the key impacts of Jal Jeevan Mission:

- Water supply infrastructure – boost to rural economy
- Boost to massive infrastructure creation of productive assets in villages
- Employment generation: skilled and unskilled required for creation as well as operation and maintenance of drinking water supply system
- More time at the disposal of women to put in productive use
- More quality time to children for their studies
- Boost to manufacturing sector: increase in demand for motors, pipes, valves, faucets, taps etc.
- Health: reduction in water-borne diseases and improved public health
- Safe water, improved sanitation, better hygiene for better public health

Shri Manoj Joshi

Shri Manoj Joshi started the session by highlighting the present urban water scenario:

- Urban Households in 2011 – 6.71 Cr.
- Estimated Urban Households in 2021 – 9.24 Cr.
- Households covered with tap connections in 2011 – 4.28 Cr.
- Households provided with tap connections under AMRUT – 1.39 Cr.
- Additional households to be provided with tap connections under AMRUT – 0.70 Cr.
- Households with tap connections after AMRUT – 6.37 Cr.
- Gap in water supply coverage (2021) – 2.78 Cr.
- Household tap connections targeted under AMRUT 2.0 – 2.68 Cr.

He stated that the first Water focused Mission was launched on 25th June 2015 with an aim to achieve universal water supply coverage in 500 AMRUT cities having population of more than one lakh. As a result of this initiative, tap coverage increased from 64 percent to 100 percent. 1.37 crore household tap connections were provided against target of 1.37 crore connections. 10.4 crore connections were provided in slums. In addition, 63,471 km water

pipes have been laid and 6,744 MLD water treatment capacity has been taken up out of which 3,348 has been completed. Further, in order to reduce dependency on ground water, various initiatives have been taken up:

Diversification of Water Source

- 490 water supply schemes
- Draws more than 6,700 MLD of surface water

Supervisory Control and Data Acquisition (SCADA) for NRW Reduction

- 258 water supply schemes implemented with SCADA system

Recycling of Waste Water

- 1,437 MLD treated waste water being re-used
- 2,840 MLD STP capacity developed

With an objective to achieve Har Ghar Nal se Jal in all 4,902 statutory towns/cities, AMRUT 2.0 was launched. Under this initiative, following progresses have been made so far:

- 6,527 projects worth Rs. 1,29,635.52 cr. approved for 29 States/UTs
- 2.64 cr. connections proposed of which 1.48 cr. already catered in approved projects
- 12,670 MLD quantity of source water to be added / augmented
- 8,435 MLD Water Treatment Capacity to be added / augmented
- 14,649 km transmission network, 91,470 km distribution network to be laid / replaced
- 31,282 million litres storage capacity to be built or replaced
- 2,102 water body rejuvenation projects taken up
- 126 MLD quantity of water to be recycled or reused

While highlighting the initiatives and progress under “Jal Dharohar Sanrakshan”, he mentioned that 3,325 students (interns), guided by 229 faculties/mentors from 158 institutes, studied 229 water bodies to document and create awareness. Shri Manoj Joshi threw light on other major initiatives like “Pay Jal Survekshan”, “Promoting Startups”, “Urban Waste Water Information System” for water quality monitoring and treatment of waste water.

He concluded the session by encouraging all the States to enter into a participatory governance approach in order to achieve the objectives of Jal Jeevan Mission.

Shri Anurag Srivastava

Shri Anurag Srivastava started by saying that before the launch of Jal Jeevan Mission, Uttar Pradesh had a coverage of only 1.96 percent. The nine districts of Bundelkhand/Vindhya region faced acute shortage of water. Keeping in view the geo-spatial diversity of Uttar Pradesh, following initiatives were taken up:

- Surface based schemes were conceived
- Assessment of water availability in Rivers and Dams
- Optimal planning
- Continuous monitoring of execution
- Facilitation for NOCs
- Electrical connections

With the implementation of the above, all the villages, earlier affected by Arsenic, Fluoride, have now been covered with supply of clean water. For those districts, which are mostly dependent on ground water, ground water-based schemes have been taken up through regular monitoring, administrative support, timely bill payment, sufficient manpower etc. He stated that the quality of works has been ensured through regular inspections, active role of third party investigators, timely action based on the report, involvement of communities and proper grievance redressal system.

To conclude, Shri Anurag Srivastava mentioned that strategic partnerships have been established with UNICEF, UNOPS, TATA Trusts, and Aga Khan Foundation to create awareness among the communities. Further, open gram sabha meetings have been conducted with involvement of Gram Pradhan and Panchayat Secretary to develop a sense of responsibility among the community members. The participation of the relevant stakeholders has been leveraged upon to train five women in each village to test quality of water by using Field Test Kits (FTKs) which has resulted in completion of 36,72,260 FTKs.

Shri V K Madhavan

Shri V K Madhavan briefed about the way forward for India in terms of tap water connection. India's contribution to global progress against SDG 6.1, i.e., "By 2030, achieve universal and equitable access to safe and affordable drinking water for all regions" is over 35 percent. He highlighted some the issues that need focus in order to sustain the gains of Jal Jeevan Mission. One of them is effective operations and maintenance. There is an essential need to invest in capacities of institutions of self-governance. It is important to recognize that many States, as service provider, have been given the responsibility of maintenance of the system in order to make sure accountability and transparency mechanisms are put in place. There is a

need of monitoring the service standards in terms of strengthening Water and Sanitation Committees at State and district level. While the challenge remains regarding the delegation of responsibility of data collection for informed decision making, he stated that identification of recharge zones for improving ground water recharge is important for improving the water use efficiency in agriculture.

Shri V.K. Madhavan mentioned that the market for packaged drinking water is Rs. 11,000 crores with an anticipated Compounded Annual Growth Rate (CAGR) of 20 percent. The reason may be attributed to the trust deficit of the citizens on the safety of the available water, perceptions regarding water quality, lack of access to water testing, monitoring and surveillance system and transparency. There is a need to make the data available on safety of the available water to the citizens to experience a behavioral change.

To wrap up, he stated that with the success of Jal Jeevan Mission, there is a need to move from access to resilience with focus on assessments, plans, investing in climate resilient systems in both rural and urban context.

Shri Vikas Sheel thanked all the panelists and concluded the session.

Breakaway Session II: Holistic Health care for All – Health and Wellness Centres

SPEAKERS

Chair:

- **Shri S Gopalakrishnan** – Special Secretary, Ministry of Health and Family Welfare, Government of India

Panelists:

- Shri P. Senthil Kumar, Principal Secretary, Health, Government of Tamil Nadu
- Shri Ramkumar. S, Mission Director, National Health Mission, Government of Meghalaya
- Dr. Atul Kotwal, Executive Director, National Health System Resource Centre
- Ms. Priyanka Shukla, DM, Kanker, Chhattisgarh

Rapporteur:

- Shri Vishal Chauhan, Joint Secretary, Ministry of Health and Family Welfare, Government of India
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Discussion:

Dr. Atul Kotwal

Dr. Atul Katwal started his session by stating that health means not only treatment at secondary or at tertiary level, but also includes prevention at the primary level. Hence, the focus on the primary healthcare has to be increased in order to reduce dependency on the secondary and tertiary healthcare. The overall spending on primary healthcare is about 55 percent against the target of 67 percent and is continuously increasing as a lot of primary health centers are also coming up with sub centers to extend better healthcare facilities. He mentioned that 50 percent of the breast cancer cases turn up in the tertiary hospitals in a very advanced stage with a limited option to cure which can be avoided through early screening at the primary level.

He emphasized on the importance of bringing behavioral changes among the citizens to mitigate risk factors associated with treatment and generate awareness on preventive and promotive healthcare services. In this context, Ayushman Bharat Health & Wellness Centres (AB-HWCs) play a critical role with a focus on continuum of care at all levels through community mobilization, health promotion and improvement in referral advice, clarifications and case management by specialists. With an establishment of 1,54,070 AB-HWCs as on 18th April 2023 against the target of 1.5 lakhs till December 2022, it ensures creating four-tier healthcare structure starting right from home. The first AB-HWC was inaugurated by the hon'ble Prime Minister in Jangla, Chhattisgarh in 2018 and since then there is no looking back. Focus has also been given through Eat Right Movement to have Fit India with huge number of Yoga sessions, Zumba sessions, cycling, walkathon etc. This has brought a cultural change among the people as they now understand the importance of the wellness.

He mentioned that along with the essential services, AB-HWCs also focus on screening for the non-communicable diseases, ENT care, Oral Care, Mental Health Emergency Care, Elderly and palliative care and as a result, the healthcare services have been extended for seven more packages. Community Health Officers, AYUSH doctors, trained Nurses have become the biggest game changer as far as the primary healthcare sector is concerned in India. These functionaries perform awareness promotion, disease surveillance and managerial

activities to reduce the disease burden. AB-HWCs facilitate screening of diseases and supply of essential medicines at the primary healthcare centre level and referral (wherever required) at higher level and tracking of patients through Ayushman Bharat Digital Mission (ABDM) system. The ABDM system enables healthcare facilities to electronically check the medical records of a patient to perform tele-consultations in order to reduce out-of-pocket expenditure of the patients. Around 10 crore tele-consultation services have been provided through e-Sanjeevani Portal which has resulted in reduction of an average of 21.58 kilometres journey per patient with a cumulative saving of about Rs. 6600 crores across the country. This has brought in significant improvement in terms of providing healthcare services at primary and sub-centre level. The average footfall at AB-HWCs has increased due to 24x7 availability of manpower at the AB-HWCs. Subsequently, immunization services, new born Home Based Services have also increased because of the introduction of CHO and the team. Improvement in providing quality treatment and availability of essential medicines at AB-HWCs has resulted in increased level of satisfaction among the patients.

To conclude, he highlighted that in order to meet the challenges related to internet connectivity in remote and tribal areas and hilly States, infrastructure, Pradhan Mantri Ayushman Bharat Health Infrastructure Mission (PM-ABHIM) has been taken up. Trainings have been imparted to the community health workers to build up a sense of community ownership and people's participation to increase and attract more patients in coming days.

Shri P. Senthil Kumar

Shri P. Senthil Kumar, while addressing the house, stated that although different roadmaps have been taken up globally to achieve Universal Health Coverage, the crux remains in the improvement of the primary healthcare services. While highlighting the case of Tamil Nadu, he mentioned that although the initial focus of primary healthcare services was maternal and child health services and management of communicable diseases, a paradigm shift has been observed due to change in lifestyle and evolving nature of disease burden. As Tamil Nadu observed 70 percent of death due to non-communicable diseases, the primary healthcare services were re-examined and apart from public health activities and Maternal & Child Health activities, preventive, promotive, curative, rehabilitative & palliative services have also been included. Taking a cue from Universal Health Coverage, the Government of Tamil Nadu launched a pilot project in three health unit districts in 2016 and it was further expanded to at least one block in all the districts. With the launch of AB-HWCs, Tamil Nadu has been able to improve the physical infrastructure, human resources and also availability of

drugs for the AB-HWCs. Certain PHCs and health sub-centres have been designated or improved as AB-HWCs.

To conclude, Shri P. Senthil Kumar stated that during the outbreak of COVID-19, the scheme proved to be a successful move as people were able to get screened for non-communicable diseases like diabetes, hypertension, cancer etc. along with free medication. The initiative, “Makkalai Thedi Maruthuvam” (Healthcare at the Doorsteps), launched by the State government improved availability of Manpower and resources left a huge impact on the citizens in terms of providing screening facilities for non-communicable diseases, physiotherapy and palliative care services, Continuous Ambulatory Peritoneal Dialysis (CAPD) services at the doorsteps of the citizens along with free medication during COVID-19 outbreak. The scheme, therefore, is a robust and trend setting model for effective integration in alignment with National and State health objectives of achieving Universal Health Coverage.

Dr. Priyanka Shukla

Dr. Priyanka Shukla shared some of the success stories that have been witnessed in Kanker, gateway to Bastar district (also known as North Bastar Kanker), Chhattisgarh. The district has around 238 AB-HWCs which have seen a cumulative footfall of more than 18 lakh people and around 15 lakh patients have received healthcare treatment. This is a significant impact as most of the AB-HWCs are located in the Koliari blocks which are one of the remotest and Left Wing Extremist blocks of Kanker and access to healthcare has always been a challenge. In this context, the AB-HWCs have played a commendable role by shifting from Illness to Wellness. Being remotest in nature, some of the villages in Koilebeda block of Kanker have only 10 to 11 households and to reach them out, the Community Health Officer (CHO) walks 10 kilometers per day to ensure continuum of care. She further cited a real-life example from a tribal belt of Koilebeda where the designated CHO ensured regular folic acid receipt and hemoglobin estimation for the patients suffering from sickle cell disease as it is very common in some of the tribal belts and also in the main areas of Chhattisgarh. As a whole, the AB-HWCs have come up as family doctors for the population living in rural areas to extend the bucket of healthcare facilities and also tackle emergency situations by connecting the beneficiaries with high level authorities. An example of “Malaria Mukta Bastar” campaign, an initiative by the Government of Chhattisgarh, was given which ensures that every CHO reaches out to the population and examines every person for the presence of the malarial parasite. This campaign has resulted in identification and treatment of 60 percent

positive cases by the AB-HWCs. She further referred to some AB-HWCs where the CHOs have been given special training in order to provide healthcare services by overcoming the challenges of crossing difficult terrains. She also referred to an outreach campaign called “Haat Bazar Clinic” which was established at the public market hotspots with maximum footfalls to identify and screen people with non-communicable disease. Till date, more than 5 lakh people have been screened in such clinics and also more than 25000 patients have been identified with diabetes and hypertension.

To conclude, Dr. Priyanka Shukla highlighted that all the primary health centres will be providing Hub and Spoke diagnostic facilities. All the PHCs will be working as Spokes in the first phase and in the second phase, sub-health centers will be taken up. Samples will be collected from their houses and they will be tested at Community Health Centers (CHCs) as per the IPHS standards. The samples will then be sent to the District Headquarter Hospital and reports will be shared with patients through WhatsApp messages and by other means so that they do not have to incur expenses on their travel and lose their wages. Specialized camps have also been planned wherein people affected with non-communicable diseases will be identified, screened and treated. Facilities will also be extended for oral and other hygiene related issues in the days to come.

Shri Ramkumar. S

Shri Ramkumar S. shared his journey and experience towards achieving Comprehensive Primary Health Care (CPHC) in Meghalaya. The common approaches towards CPHC focus almost exclusively on building supply-side systems through strengthened focus on NCDs and proactive screening. He stressed on the adoption of Whole-of-Society approach to ensure highest possible level of health and well-being from health promotion and disease prevention to treatment, rehabilitation and palliative care through their equitable distribution by focusing on people’s needs through involvement of communities and private sectors. In Meghalaya, the implementation of CPHC is being thought as follows:

Supply-side Systems: Strengthened focus on NCDs and proactive screening

Focus has been given on Meghalaya’s CPHC Guidelines to reorient the health system functionaries on their role, with particular focus on community-based care. Regular reviews are to be conducted with district teams, Medical officers and other functionaries to review outcomes and communicate vision of CPHC. Further a holistic training calendar to be

developed for health systems functionaries to gradually expand their roles and develop strong community engagement skills. A campaign, “Positive Public Health management” was run in one of the blocks of Meghalaya in order to drive a paradigm shift from disease management to disease prevention through community mobilization and by leveraging digital technology and AI. Sensitization, screening, tele-consultation and report distribution were some of the components of the campaign.

Demand-side Systems: Make communities active partners in health systems

Meghalaya is forming Village Health Councils through VHC application to provide real time village-specific data on health and nutrition to VHCs. VHC Registers are to be maintained for engaging content and discussion points on important health and nutrition issues.

Self-Help Group (SHG) Mobilization

Meghalaya’s National Rural Livelihood Mission (NRLM) has spent years in building SHGs. 90 percent of the households across the State have an SHG member. SHGs have shown strong potential to address community health issues by mobilizing pregnant women for Ante-Natal Check-up (ANC), mobilizing for Village Health & Nutrition Day (VHND), extending support to community gender and health activists to monitor the height and weight of children.

Innovations & Private Sector Facilitation: Engage private sector to prototype and scale what works

Meghalaya has facilitated private clinics, “Gramin Health Centres” for the people belonging to the rural areas for providing affordable preventive healthcare services. This model comprises of assisted telemedicine, outreach activities and health centres and affordable medicines with doorstep delivery which comes at a minimal cost.

In his concluding remarks, Shri Ramkumar S mentioned that accessibility of healthcare services especially in rural areas is one of the biggest challenges faced by Meghalaya as many of the areas are cut off during monsoon. To counter these challenging road network and terrain, the Government of Meghalaya has constructed a first of its kind Drone Station at Jengjal Sub-Divisional Hospital in West Garo Hills. This innovative initiative uses drones for supply of medicines and several other essential drugs to the hard-to-reach areas. The drone delivery service has reduced the delivery time from 4 hours to 30 minutes. 3 more drone stations will soon be established to cover the entire State of Meghalaya.

Some of the key points that have been clarified during the Q&A session are listed below:

To clarify on whether the vehicles are provided by the State government, Shri P. Senthil Kumar responded that they are being provided by the government. For each block, there is one vehicle in which physiotherapist as well as palliative care nurse travels the entire block on a fixed schedule and draws a list of the patients who are in need of healthcare services. They have women health volunteer who visits the household which is allotted to her and identifies the patients who are in need of healthcare.

When asked about details on Village Health Councils (VHCs), Shri Ramkumar S. informed that VHCs are basically headed by the traditional heads who are in the forefront of taking decisions and to cater to the needs of the population at community level. Every person from a household is a member of the VHC where the Member Secretary is the head of the SHG in the village. While pointing out that with the introduction of various healthcare service software, a major chunk of the time of the ANMs are spent on data management and what potential solution can be offered to address the same, Dr. Atul Kotwal stated that with the creation of ABHA (Ayushman Bharat Health Account) ID, a seamless integration among the portals has been established which makes the job of the healthcare service providers much easy.

Shri Vishal Chauhan thanked all the panelists and the house and concluded the session.

Breakaway Session III: Improving Quality of Education – Improving Outcomes through Vidya Samiksha Kendras

SPEAKERS

Chair:

- **Shri Sanjay Kumar** – Secretary, Department of School Education & Literacy, Government of India

Panelists:

- Ms. Lamchonghoi Sweety Changsan, Additional Secretary, Government of India
- Shri Sunny K. Singh, Deputy Commissioner, Changlang, Arunachal Pradesh

- Dr. Ratankanvar H. Gadhvicharan, State Project Director, Samagra Shiksha, Government of Gujarat
- Shri Anurag Behar, CEO, Azim Premji Foundation
- Dr. Manjul Bhargav, Professor, Princeton University, USA

Rapporteur:

Shri Vipin Kumar, Joint Secretary, Department of School Education & Literacy, Government of India

Discussion:

Shri Vipin Kumar

The session began with a warm welcome to the distinguished guests and officers from different Ministries and the dignitaries across the country. The moderator emphasized on the importance of clear communication and facilitation in the education system. He highlighted the challenges faced by the school education system today, especially with dealing with young minds. The audience was reminded that in the past, education was limited to within the geographical limits of the States, but now, students are moving from one country to another to explore their potential. He stressed on the need for teachers, academicians, and administrators to learn new skills and unlock new ways of learning to prepare the students for the challenges of the 21st century. The audience was reminded of the National Education Policy (NEP) 2020, which takes care of all the different domains of school education in a comprehensive manner. He further emphasized on the importance of monitoring and introduced the audience to the Indian National Digital Education Architecture (INDEA) and the setting up of Vidya Samiksha Kendras at the State and National level. These Kendras will enable the States and the Centre to monitor the health of the education system at the school and student level.

Overall, Shri Vipin Kumar provided valuable insights and suggestions for improving the education system and preparing the students for the challenges of the 21st century.

Shri Sanjay Kumar

Shri Sanjay Kumar emphasized on the importance of a powerful and empowered education system to achieve the goal of "Viksit Bharat- empowering citizens and reaching the last mile," the theme for the 16th Civil Services Day. He spoke about the challenges of balancing

access and quality of education and presented a video of the hon'ble Prime Minister addressing the Chief Secretaries at Dharamsala. The video brought out the importance of parents, teachers, and students coming together to improve the education system. India has one of the largest and most complex education systems in the world, with 26 crore children going to 14.89 lakh schools with 95 lakh teachers. The government expenditure per student in education has increased from Rs.20,000 to 31,690 indicating the commitment of the Government of India towards improving the education system.

He also mentioned that the National Education Policy, brought in 2020, aims to provide high-quality education to all, thereby making India a global knowledge superpower. The policy is based on five pillars of access, equity, quality, affordability, and accountability. The speaker noted that while India has achieved almost universal access to education, there is a need to improve learning outcomes and increase the transition rate from elementary to higher secondary education. He further highlighted the inclusion of Samagra Shiksha Abhiyan as a component indicating the government's priority for education.

While acknowledging the impact of COVID-19 on the education system, Shri Sanjay Kumar noted that despite school closures for 18 months, the learning loss has been contained to a drop of 6% in language performance and 7% in math performance. He also identified low learning outcomes, low transition rate and sub-optimal use of infrastructural resources as challenges in the education sector. In this context, the National Education Policy (NEP) plays a crucial role in addressing these challenges and creating a stress-free education system that caters to every child's potential and interests, with a focus on holistic development. The teachers are considered as the epicenter of any learning system, and therefore, they needed to be trained and developed to give their best. The assessment system is the heart of every education system, and the competency-based education assessment system determines how students are evaluated. The NEP emphasizes vocational education and aims to introduce it in early school days to build character and create holistic and well-rounded individuals equipped with 21st century skills. He stated that the National Achievement Survey (NAS) is an essential tool to evaluate where India stands in terms of education. The session focused on five areas of student learning and pedagogical reforms in Indian schools, aiming for a holistic development of learners through a curriculum content that enhances essential learning and critical thinking. The NEP empowers students to be flexible in their course selection, allowing them to have greater choice in a multilingual country like India. The NEP also emphasizes digital platforms such as Nishtha, designed to give teachers an extra edge in understanding students better and communicating effectively.

Shri Sanjay Kumar shared that improving the school system is critical, and schools should have toilets for boys and girls, a library, and good governance structure. The Performance Grading Index (PGI) is a tool used to capture the progress of schools in terms of infrastructure and governance. SSA funds were used to enhance school infrastructure, and additional funds were provided by the government for infrastructure augmentation. Exposure to vocational education has also been highlighted as an extremely important component in a child's academic journey. The introduction of National Credit Rating Framework will bring equivalence between academic skills and vocational skills without any differentiation.

While talking about the digital interventions in education, he referred to Diksha platform, which has been considered as a digital public school. Over 60 crore QR code textbooks have been distributed, and 86 textbooks are available in 35 States and Union Territories, including in seven foreign languages. He urged the house to take a look at the platform and collectively think of ways to make it more popular. During the COVID-19 pandemic, PM e-Vidya was launched to reach out to students through direct DTH television at home. Initially, 12 channels were started for every class, and now, another 200 channels will be introduced in a couple of months' time. Special attention was drawn on Vidya Samiksha Kendra (VSK), a tech-based platform to manage learning outcomes and monitor them in real-time that allows pan-India registration of students. Every child who gets into any school anywhere in the country from class one until the time they exit the system should be able to follow their holistic achievements through VSK. This exercise has been scaled to the entire country, with NCERT as the lead partner, and it is hoped that all 35 states will be able to implement it in this financial year.

To conclude, he said that an education working group has been formed to deal with foundational literacy, numeracy, and enabling learning, building capacity, promoting lifelong learning in the context of the future of work, strengthening research, promoting innovation through richer collaboration. All of us need to work together to bring the best learning methodology to our students as education is a vital aspect of our lives, and we must strive to provide the best possible learning experience for our students.



Shri Sanjay Kumar, Secretary, Department of School Education & Literacy,
Government of India

Shri Sunny K Singh

Shri Sunny K Singh presented the challenges and silver linings of improving the quality of education in remote districts, with a particular focus on Changlang District in Arunachal Pradesh. He highlighted the following challenges faced by the district:

- Low functional literacy and numeracy levels in the district, with over 70% of children in classes I to V not learning at the right level.
- Poor state of education, with pass percentages of only 36% in Class X and about 40% in Class XII.
- Extended vacations from February to May, with poor monitoring of examinations.
- Poor attendance by teachers due to unauthorized absence.
- Very low enrolment in schools due to low population density, with only 5-10 students in some schools.
- High incidence of drug abuse among students and teachers as a leisure time activity.
- Defunct School Management Committees where fund is a priority instead of children.
- Low priority to sports and extracurricular activities, with poor infrastructure.

- Defunct libraries and a lack of reading and knowledge culture in the district.

To address these challenges, Shri Sunny K Singh outlined the following interventions:

- Specially designed Teaching and Learning Materials (TLMs) for primary school students, with capacity building of teachers through the help of organizations such as PRATHAM, BRCC, CRCC, and BEO, with a focus on learning rather than syllabus coverage.
- WhatsApp-based monitoring using geo-tagged photos of assembly, mid-term class, and last period.
- Project SAFAL, a volunteer-based dedicated exam-oriented program, to improve performance of Class X and XII, with free access to previous year papers.
- Wi-Fi enabled smart and interactive spaces with a smart TV and BYJU's subscription in 80 schools in the district.
- School readiness programs to integrate dropouts and improve learning standards, with the help of village-based volunteers.
- Reviving School Management Committees with the help of Adhyayan Quality Education Foundation.
- New Age Learning Centers for end-to-end personality development of children.
- A drug task force for surprise inspections of teachers and students, video screening, posters, etc., with alcohol testing kits and blood tests for drugs.
- Overhauling sports infrastructure, with activities such as futsal, evening-based sports, vacation sports training, and annual sports meets in schools.

To wrap up, Shri Sunny K. Singh focused on the initiative of setting up New Age Learning Centres (NALCs) as an end-to-end learning space under a single roof, which include:

- A futuristic library with state-of-the-art design and attractive features, the first of its kind in the North East.
- Leisure activities such as motivational movie and documentary screening.
- E-learning facilities with Kindle and tablets containing e-books.
- Creative spaces for activities such as sketching, painting, photography, videography, story-telling, and poem reciting.
- Life skill imparting space for CPR technique, lifesaving medicines, disaster management, and career counseling.
- Hobby cultivation/nurturing activities such as essay writing clubs, reading clubs, music clubs, eco clubs, and book clubs.

- Fun and recreation activities such as movie clubs and football screening clubs.
- Wi-Fi enabled smart and interactive spaces with a smart TV and BYJU's subscription.
- Free membership for students.
- A variety of books including competitive exam sections such as IIT, Medical, and UPSC.

Dr. Ratankanvar H. Gadhvicharan

Dr. Ratankanvar H. Gadhvicharan started by giving a brief overview of the State of Gujarat which has 33 districts, 254 blocks, 3,247 clusters, 54,000+ schools with 4 lakh teachers and 1.15 crore students. Gujarat is the first State in India to launch Vidya Samiksha Kendra (VSK) which brought transformation in education system through structural and systemic reforms. VSK is a technology-enabled, online real-time mechanism to monitor the learning progress of every student across every grade in every school, thereby improving grade-appropriate learning outcomes of every student. The VSK, being the nerve centre for all school transformative initiatives, is spread over an area of 20,000 square meters with 2 large Video Walls with real-time data dashboards. It is a digital workstation for 48 data analysts who uses Artificial Intelligence, Machine Learning and Big Data methods to analyze 500 crore data sets annually. The four main pillars of the VSK have been explained in details:

Attendance

Taking a cue from the National Education Policy (NEP), the VSK in Gujarat has enabled Child Tracking System under which unique student ID is created and linked with their enrolment and academic data. This student ID has been integrated with all applications of School Education Department and hence is mandatory for getting all important documents (e.g., Leaving / Transfer Certificate, Marksheets etc.). Gujarat also took lead in integrating the data of Health Department with Child Tracking System from 2022-23. Birth record from Civil Registration System was utilized to identify eligible children for admission to Grade I to ensure universal enrolment. Intensive monitoring has been done through VSK which has resulted in maximum enrolment in schools. Further, in line with the recommendations of NEP 2020, daily online attendance system for students and teachers has been introduced in 2018-19 across all government primary schools.

Assessment

To ensure grade-appropriate learning outcomes, Centralized Summative Assessments were introduced under which uniform time-table, question papers and evaluation was developed.

App-based data entry of question-wise marks of each student across grades 3 to 8 has also been developed. To ensure the continuity of education even during the COVID-19 pandemic, an e-learning platform, Gujarat Students' Holistic Adaptive Learning App (G-SHALA) was developed with interactive 2D/3D augmented e-Content and textbooks.

Accreditation

GUNOTSAV 2.0 has ensured 100 percent external evaluation by 500 school inspectors based on scientific approach. As a result, during 2020-21, Gujarat became the first State to accredit all government primary schools. School report cards are shared online with schools.

Administration

School administrative software for teachers and school monitoring applications have been developed. Some of them are as follows:

- School Monitoring Application – for CRC/BRC school visits
- School Administrative Software – for teachers' payroll
- Civil MIS Map – for school infrastructure monitoring
- Divyaan Map – for inclusive education
- App for tracking Out of School Children
- App for vocational education
- App for monitoring usage of digital infrastructure in schools

To conclude, Dr. Gadhvicharan mentioned that Vehicle Tracking System has also been put in place to ensure the safety of students. More than 2 lakh students are being benefitted across the State under this system. Also, 24,000 smart classrooms have been made operational and equipped with interactive panel, laptop and e-Content.

Shri Anurag Behar

Shri Anurag Behar shared his insights on the challenges of improving education and the significance of the National Education Policy in addressing this classic wicked problem. The speaker emphasized the need for a comprehensive, deep, and cultural approach to education, and highlighted the importance of balanced and comprehensive measurement.

Key Points:

- Education is a classic wicked problem, with interdependent parameters and needs for improvement that require a comprehensive approach.

- The National Education Policy in India is a remarkable attempt to address this wicked problem with its comprehensive, deep, and cultural approach.
- The Vidya Samiksha initiative is an excellent effort towards a balanced and comprehensive approach to assessment and monitoring.
- Implementation on the ground requires a cultural approach embedded in the policy, which is more important than strategy.

He began by discussing the National Education Policy which is comprehensive in its approach, with focus on all aspects of education, from regulation and investment to classroom practices and culture. The policy is also deep in its approach, recognizing that nothing will change unless classroom practices and culture change. Additionally, the policy is cultural in nature, embedding a cultural approach in the policy to ensure its successful implementation. He highlighted the VSK initiative which is an excellent effort towards a balanced and comprehensive approach to assessment and monitoring.

Finally, Shri Anurag Behar concluded by drawing attention on the field-level implementation that requires a cultural approach embedded in the policy. He mentioned that culture is more important than strategy in ensuring the successful implementation of the policy. He leaves the audience with the understanding that the National Education Policy is a significant step towards addressing the classic wicked problem of education, but its successful implementation requires a comprehensive, deep, and cultural approach.

Dr. Manjul Bhargav

Dr. Manjul Bhargav started his session by revisiting the notion of Samagra Shiksha, its importance, and what we are trying to bring to our schooling system. The aim of the scheme, which was launched in 2018, is to ensure a holistic approach to education that is holistic across subjects, grades, and different parts of the education system. The desired consequences of such a holistic approach to education include breaking down barriers and silos from pre-school all the way to grade 12, between grades, between schools, between subjects, and between various stakeholders of education, so that all parts of the education system and all the content that start with an education system in between are holistically connected and not disjointed.

One major goal of the Samagra Shiksha scheme, as stated in the official statement of the goals of the scheme, is bridging social and gender gaps in education. The streaming and hierarchy of subjects increase the social and gender gaps because it is a perceived hierarchy of subjects and a perceived correspondence between social class and gender and subjects within this hierarchy that creates societal problems. For the individual students, streaming very early into narrow subjects leads to a very narrow education, which is harmful to both society and the individual. Enabling students to learn holistically across all subjects in a multidisciplinary and interdisciplinary way would help students learn across sciences, arts, languages, humanities, sports, and vocational education. This will also benefit students individually because they will develop holistically as individuals across all the key developmental domains. Holistic and multidisciplinary education encourages innovation, as it develops the key skills, viz., multilingualism, writing and speaking skills, service leadership, and environmental awareness etc. that are needed in today's time. Further, holistic and multidisciplinary education encourages innovation, and it is critical for the new landscape of employment and an individual's happiness to have holistic development and not be trained like a robot.

In conclusion, Dr. Manjul Bhargav mentioned that multidisciplinary and holistic development of students is critical for society and individuals in terms of innovation, and it is one of the most important aspects of the Samagra Shiksha scheme. To make India a leader in innovation across science and social science, inculcate innovative skills have to be inculcated.

Some of the key points that have been clarified during the Q&A session are listed below:

To clarify on the process of improving a child's learning outcome based on their learning needs, Ms. Lamchonghoi Sweetey Changsan mentioned that NEP and National Curriculum Framework has been developed to ensure development of Foundational Literacy & Numeracy (FLN) skills of the children during their early school days in order to improve their learning outcome.

When asked about the role that Civil Society Organizations (CSOs) can play in improving the learning outcomes of the children in rural areas, Shri Anurag Behar said that CSOs can develop expertise to play a complementary role to the government. It can bring energized professionals onboard to focus on one particular problem in one particular remote area at a time. These innovative low-cost strategies can help government replicate to address the challenges of low learning outcomes.

Shri Vipin Kumar thanked all the panelists and the house and concluded the session.

Breakaway Session IV: Aspirational Blocks Program – Reaching the Last Mile

SPEAKERS

Chair:

- **Shri B.V.R Subrahmanyam** – CEO, NITI Aayog

Panelists:

- Ms. Lazima Onta-Bhatta, Deputy Resident Representative, UNDP
- Shri Swatantra Kumar Singh, Member Secretary, Planning, Government of Madhya Pradesh
- Shri Ravishankar Shukla, District Collector, Dumka, Jharkhand
- Shri Lingraj Panda, District Magistrate, Gajapati, Odisha

Rapporteur:

- Ms. V Radha, Additional Secretary, NITI Aayog
-

Discussion:

Ms. V Radha

Ms. V Radha opened the session by giving a brief about the Aspirational District Program and Aspirational Block Program which is inspired by the vision of hon'ble Prime Minister to strengthen the grass root level governance. She made a brief presentation covering the outreach of the Aspirational Districts Program (ADP), launched in January 2018, with an aim to saturate all the key social services in 112 underdeveloped districts. The program adopted a three-pronged strategy to establish a very strong monitoring framework where more than 49 Key Performance Indicators (KPIs) were selected across the five social economic themes,

viz., Health & Nutrition, Education, Agriculture & Water Resources, Financial Inclusion and Skill Development. Every month the data is collected and used for ranking of the identified districts.

While talking about Aspirational Blocks Program (ABP), she mentioned that the program was launched on 7th January 2023 with the following objectives:

- Reaching the last mile through convergence, collaboration and competition
- Time bound block-specific action plan for the next 2 years
- Special focus on marginalised communities, tribal population
- Improving governance to enhance the quality of life of citizens in the most difficult and under-developed blocks of India

500 blocks have been selected under this program by the Inter-Ministerial Committee in consultation with States and Union Territories. The pillars of the ABP have been identified as robust monitoring system, block-level action plan, capacity building for field functionaries, and knowledge repository of best practices.

Shri B.V.R Subrahmanyam

Shri B.V.R Subrahmanyam addressed the house by saying that the concept of ABP was conceived by the hon'ble Prime Minister. The genesis was rooted almost two decades back in the State of Gujarat where 40 basic indicators were mapped across all the districts to fill the gaps.

He brought to attention and focused on the areas like health, education which are to be given top most priority for the core of development of the nation by replicating the same strategy from the district level to the block level. The implementation of developmental initiatives coupled with ICT intervention will push the development scale.



Shri B.V.R Subrahmanyam, CEO, NITI Aayog

Ms. Lazima Onta-Bhatta

Ms. Lazima Onta-Bhatta started her session by showcasing the impressive achievements that India has made in human development and poverty reduction and highlighted the work by UNDP from other regions especially related to local development towards implementation of ADP. UNDP has been engaged in the ADP in particular from June from 2019 in terms of providing technical support to the program management unit and focusing on supporting the formulation of the proposals. She said that UNDP felt that there was an incentive attached to it to encourage them to prepare a proposal. UNDP also led an appraisal of the program and published a report in June 2021. The key results brought out in the UNDP's Appraisal's Report are as follows:

- Aspirational districts outperformed non-Aspirational districts.
- The 3C approach (Competition, Convergence and Collaboration) has been an effective model.
- Data driven governance has been the key to program efficiency.
- The Champions of Change dashboard has enabled data-driven policy making at the district level.
- The program is scalable and easily replicable in countries facing similar challenges.

The Aspirational Districts Program has been extended to the block level as Aspirational Blocks Program by providing a platform for private sector and citizen's group to contribute to local development, operationalizing the principle of Leaving No One Behind (LNOB) by

focusing on the low-hanging fruits and promoting effective governance by data-driven planning and monitoring.

She then cited few examples of local development programs where UNDP has supported.

Emergency Community Development Program in Senegal

The program was first implemented in 2015 with the objectives of improving rural infrastructure, reinforcing local governance, promoting entrepreneurship, strengthening the capacities of professional groups and introducing geo-referencing system for project and data analysis. The program adopted a demand-driven model to ensure investments in infrastructure based on the needs of the rural population. It has encouraged creation of small and medium-sized enterprises and strengthened the technical, institutional and community capacities at local level. She stressed on the support extended by UNDP in the following:

- Strengthening capacities of rural actors in rural entrepreneurship, leadership and community engagement
- Developing agriculture production through access to production and processing techniques
- Facilitation of access to financial services
- Geo-referenced monitoring evaluation system
- Building community infrastructure and sustainability mechanism

The success of the model has led to replication in Togo, Liberia and Gambia.

Accelerated Community Development Program in Gambia

The program aimed at addressing poverty and inequality at community level, access to basic services including water, energy and road infrastructure. The implementation of the program resulted in access to potable water, rural electrification, rural roads infrastructure, food security and sustainability of services. UNDP provided technical assistance to activities by relevant government Ministries. Regions and Area Councils have been formed to ensure sustainability of the assets.

report clearly shown that the aspiration districts really outperformed the non-aspirational districts. The data-based planning and monitoring has been a key in the governance of the program making it transparent and also helping in doing in a database policy making. She mentioned that the model with real time monitoring dashboard can be replicated in other districts or even in other countries with similar situations as it provides a platform to bring the citizens closer to the communities. The ABP model encourages involvement of Civil Society

Organizations and private sectors thereby ensuring the achievement of the principle of Leaving No One Behind (LNOB).

She, further added that strengthening integral local development is crucial for strengthening capacity of the National Parliament, improving capacity of municipal public servants to deliver services at local level and for improving capacity of local institutions to collect, analyze and use reliable data.

Ms. Lazima Onto- Bhatta highlighted that UNDP is in the forefront in enhancing the legal, policy and institutional framework for decentralization, building the capacity of the municipal civil servants and act as a one-stop-shop for selected public services at the municipal level. Some of the achievements of UNDP are:

- Finalization of Municipal Prioritization Plans based on inclusive participatory community engagement
- Training on participatory planning for civil servants, digital learning modules on gender, climate change etc.
- Preparing guidelines for gender-responsive infrastructure development

To conclude, she highlighted the key components which makes ABP different from other Local Area Development Programs by emphasizing on social sectors and not just on building community infrastructure, and the competition element that is supported with incentives.

Shri Swatantra Kumar Singh

Shri Swatantra Kumar Singh started his session by showing a video that explained the design and deployment of Aspirational Blocks Program. The ABP initiative was launched in May 2018 in Madhya Pradesh with an aim to monitor results of implementation of important schemes. All 313 blocks have been categorized on the basis of socio-economic development and infrastructural availability and rolled out in 50 blocks. As a part of the monitoring mechanism, various activities have been taken up as data entry at blocks, regular meetings on a monthly basis. Activities at State-level include freezing data, analysis of data and uploading reports on portal and presentation of reports. Top level reviews are being conducted by the hon'ble Chief Minister along with separate review meetings conducted by the Chief Secretary. Further, he added that policy dialogues have been initiated for allocating additional irrigation and water resources, creating better data infrastructure in the blocks and for dealing with IMR/MMR, mental health and well-being.

He further shared his experiences from the recent visits to the aspirational blocks. 11.3 percent of States' population lives in aspirational blocks and 12.5 percent of sectoral budgetary allocations are made for aspirational blocks. Appropriate budgetary allocations have been made for revamping education in aspirational blocks in terms of recruitment of Uchch Madhyamaik Shikshak, Madhyamik Shikshak, Prathamik Shikshak. In the area of health, the percent of institutional deliveries for aspirational blocks is around 95 percent. In the infrastructure sector, the budget allocation for ABP is Rs. 5,477 Cr. against the total budget of Rs. 44,043 Cr. Farmers have been encouraged to stick to grow wheat and rice due to non-availability of Minimum Support Price (MSP) in other products in the area of agriculture. In the sector of skills and employment, a budget allocation of Rs. 482 Cr. was made against the total budget allocation of Rs. 3,876 Cr.

To conclude, Shri Swatantra Kumar Singh mentioned that engagement of NGOs and external development partners, sharing of best practices, providing incentives to field level staff, formation of Committees to relax provisions of central schemes etc.as the way forward of success of Aspirational Blocks Program in Madhya Pradesh.

Shri Ravishankar Shukla

Shri Ravishankar Shukla started by giving a brief overview of Dumka, Jharkhand and highlighting the improvements (in terms of ANC registration, institutional deliveries, anaemia management, supplementary nutrition, TB treatment access, electricity in schools, gram panchayats with internet, animal vaccinated etc.) that Dumka has experienced with the implementation of ADP. Following progresses were highlighted:

Health

- Reduction in stunted, wasted and underweight children
- Increased ANC visits, institutional births, post-natal care, health checkups at AWC etc.
- Conversion of 300 AWCs into model AWCs

Education

- EdTech running in 333 schools in the district to improve learning outcomes
- Online classes to address shortage of teachers
- Under the literacy program, "Akil Riyak Dan", 10,000 tribal women made literate

Livelihood

- Under the scheme, “Phulo Jhano Ashirwad Yojana”, loan has been provided to 3,128 women selling “Hadiya”
- Livelihood has been provided to 2,000 tribal women as bamboo artisan
- Introduction of Palash brand for procuring goods and items manufactured by SHGs

In reference to ABP initiative, he added that two blocks, namely, Jarmundi and Ramgarh, have been selected which are the biggest blocks of Dumka in terms of population. The reason is attributed to the literacy rate which is below district average and the highest tribal population of Ramgarh. The implementation of ABP will enable the growth at the block level through

- Institutional strengthening by bringing role clarity for frontline bureaucrats and by addressing capacity gaps
- Improving review meeting quality by data-driven monitoring and using spatial approaches for gap analysis and planning
- Establishing better communication between NITI Aayog, State government and district by creating a common platform to compete and learn in order to ensure alignment of goals

To conclude, Shri Ravishankar Shukla stated that in coming days, Dumka will be able to take a front seat in implementation of ABP through development of Block Action Plans, implementation of schemes in saturation mode, targeted livelihoods, Agriculture, marketing & promotion of religious tourism etc.

Shri Lingraj Panda

Shri Lingraj Panda started by highlighting the key statistics of Gajapati district in terms of population, area, SC/ST population, literacy rate etc. He then set the context by sharing that Gajapati district has Forest Area with more than 50 percent tribal population and the district observes an LW Insurgency which has only come under control in the last few years coupled with the problem of migration leaving people without jobs. In this background, the implementation of ADP initiative becomes the game changer as it allows the district level officials to keep track of sectoral growth, data-driven governance through delta ranking, capacity building and evaluation & monitoring. With the introduction of ABP initiative, empowering the citizens and reaching the last mile has been possible through:

Strengthening the Block Development Officers

Panchayat level grievance redressal system has been developed to ensure last mile service delivery with Block Development Officers as the centre of convergence of governance. Library promotion activities have been taken up in tribal residential schools. High school transformation initiatives have been taken up under which 143 high schools have been transformed with smart classrooms, modern library, modern toilet and drinking water etc.

Enhancing livelihood activities

Rubber plantation has been proved as a breakthrough livelihood activity where a number of villages have been covered through total plantation area. Royal Gajapati food processing unit has been expanded by involving 8 SHGs in production, 64 SHGs in collection and 652 farmers have been involved in cultivation. The initiatives of carpet making, strengthening SHGs through beauty parlours etc. were also highlighted. These led block as the unit of interdepartmental convergence from identification of beneficiaries to capacity building for grassroot level handholding and facilitating.

Jan Dhan, Aadhaar and Mobile (JAM) Trinity

Banking Correspondence Points, Mobile Banking facilities, Aadhaar-seeded Jan Dhan accounts have been established. 5T (Transparency, Technology, Teamwork, Time and Transformation) motivated governance and administration has been set up to transform citizens from beneficiaries to clients. Robust anonymous feedback mechanism has also been developed.

Shri Lingraj Panda concluded the session by saying that block level improvements have been brought out with the involvement of the BDOs which has resulted in strengthening the implementation of ABP. Collaboration has been established with Piramal foundation for creation of modern e-libraries. BDOs are taking leadership in making schools and getting the teachers to teach in the classroom.

Shri B.V.R Subrahmanyam thanked all the panelists and the house and concluded the session.

Day 2: 21st April 2023

Valedictory Session

SPEAKERS:

- Shri Narendra Modi, Hon'ble Prime Minister
- Shri Rajiv Gauba, Cabinet Secretary
- Dr. Jitendra Singh, Hon'ble Minister of State

Address by Shri Rajiv Gauba, Cabinet Secretary

Shri Rajiv Gauba welcomed all the hon'ble guests to the 16th Civil Services Day event. He wholeheartedly thanked the Hon'ble Prime Minister for sparing his valuable time from the busy schedule and honoring the event with his gracious presence. He was elated to acknowledge that under the inspiring leadership of the hon'ble Prime Minister, sustained and deep governance reforms, extensive use of technology in public service delivery and adoption of saturation coverage approach in delivery of public welfare schemes has brought out positive impact in the life of the citizens. He further congratulated the civil servants for their collective effort and valuable contribution made, starting from the advisory role in designing of policies and schemes to effective implementation at the field level.

Shri Rajiv Gauba indicated that Civil Services Day marks the rededication of ourselves to the service of the nation by being more productive than before, being result-oriented and acting as per the high standards and benchmark set. The theme for the 16th Civil Services Day, "Viksit Bharat – Empowering Citizens and Reaching the Last Mile" has been in line with the vision of the hon'ble Prime Minister to transform India into "Viksit Bharat" during Amrit Kaal. He recalled two plenary sessions and four breakaway sessions that were held to discuss and deliberate on the theme to make the efforts of the government more effective.

He congratulated all the Award winners of the Prime Minister's Awards for Excellence in Public Administration 2022 and acknowledged the impact of their innovations and initiatives for bringing constant evolution in the life of the citizens. He stated that under the able leadership of the hon'ble Prime Minister, efforts are being made to institutionalize these innovations and good practices under a single platform to facilitate replication in other parts of the country.

Shri Rajiv Gauba expressed his privilege of being associated with the process of Prime Minister's Awards for Excellence in Public Administration and also thanked those who could not receive award for initiating good governance reforms which are of high quality and citizen-centric.

To conclude, he again expressed his wholehearted gratitude by welcoming the hon'ble Prime Minister for enabling all the officers with great enthusiasm and vigor to carry out their duties. He reinforced his belief that all the civil servants shall work to make the dream of "Viksit Bharat" come true.



Address by Shri Rajiv Gauba, Cabinet Secretary

Address by Dr. Jitendra Singh, Hon'ble MoS (PMO & PP)

Dr. Jitendra Singh started his address by thanking the Hon'ble Prime Minister for honoring the event with his gracious presence. He stated that in the last nine years under the visionary leadership of the hon'ble Prime Minister, the introduction of a bunch of path-breaking initiatives have not only resulted in governance reforms but also left a footprint in improving the life of the citizens as a whole. To cite an example, he recalled the time when right after the government was formed in 2014, Hon'ble Prime Minister did away with measures of

attestation by the gazetted officers and allowed self-attestation. He was proud to state that the world got a message that the present government has the capacity to trust its citizens.

He recollected that 15th Aug 2015 was the day when from the Red Fort, the Hon'ble Prime Minister encouraged to think over the suggestion of doing away with interview during the recruitment of the officers. He was happy to announce that the Department of Personnel and Training (DoPT) took a cue from this and accelerated the process of doing away with interview and provided a level playing field to all the aspirants. Subsequently, DoPT also ensured the conduct of the written examination for the Staff Selection Commission in 15 languages (13 regional, English and Hindi).

He discussed about the role of the present Government in ensuring ease of living through ease of governance. He stated that the present government did away with many redundant rules and encouraged the adoption of e-Governance to increase effectiveness and citizen-centric service delivery. As a result, 80 percent of the government activities are now being performed online which allowed business continuity of the government even during COVID times.

In line with the realization of the hon'ble prime Minister, Dr. Jitendra Singh also stressed upon the importance of good grievance redressal as a mandatory component for good governance. He discussed about the introduction of CPGRAMS by the Department of Administrative Reforms and Public Grievances (DARPG). He mentioned that before 2014, only 2 lakh grievances used to get registered per year, but now the number has increased to 20 lakh. The government has been prompt, responsive and time-bound to bring this leap forward.

He further emphasized on the responsibility of the implementation of Swachhata 2.0 vested on the Department of Administrative Reforms and Public Grievances. Within a time span of only 1 month, the department has been able to clear approximately 90 lakh square feet government area which, otherwise was junked with electronic scraps. Due to this, more than Rs. 370 crore was replenished into the national treasury.

By recalling the vision of the hon'ble Prime Minister of ensuring maximum outreach across the country, DARPG has launched a series of Regional Conferences in Good Governance. These conferences have ensured participation from length and breadth of the country.

He said that the present restructuring of the Civil Services Day has only been possible with the inspiration of the hon'ble Prime Minister. Prior to 2014, the Civil Services Day used to be

a one-day event with focus on individual profile and performances. It is only under the leadership of the hon'ble Prime Minister that the event has been transformed into a brand new shape to encourage constructive competition among the districts. As a result, 97 percent of the districts across the country have participated in Prime Minister's Awards for Excellence in Public Administration 2022..

To conclude, Dr. Jitendra Singh expressed his pleasure by saying that DARPG has already initiated the process of preparing Vision 2047, underscoring the role of the civil servants that will keep on evolving in the next 25 years. The exercise of determining indices to understand the involvement of technology and Artificial Intelligence has also been initiated so that in the next 25 years, when India will celebrate 100 years of Independence, the young officers who still have 25 years to dedicate, can sit back and cherish their valuable contribution towards shaping of the New India.

An insightful short film showcasing 15 administrative initiatives that have set a benchmark and have been conferred with Prime Minister's Awards for Excellence in Public Administration 2022 was displayed thereafter.

On Civil Services Day 2023, centered on the Good Governance, qualitative achievement and last mile connectivity, best practices identified under the Prime Minister's Awards 2022 were collectively presented in the form of E-Coffee table books on *Select Priority Programs for Prime Minister's Awards for Excellence in Public Administration 2022* and *E-Coffee table book on Select Innovations for Prime Minister's Awards for Excellence in Public Administration 2022*. Hon'ble Prime Minister launched the two E-Coffee table books soon after.

15 Awards for Excellence Public Administration 2022 were conferred by the hon'ble Prime Minister. Alongside an illustrative film on their innovative initiatives was also displayed.

INNOVATION CENTRE

1. Ministry of Health and Family Welfare: ***National COVID-19 Vaccination Program***
2. Department for Promotion of Industry and Internal Trade: ***PM GatiShakti National Master Plan***

INNOVATION STATE

1. Mission Youth, Jammu and Kashmir: ***Mission Youth***

2. Department of Health and Family Welfare, Gujarat: *State Organ and Tissue Transplant Organization (SOTTO)*

INNOVATION DISTRICT

1. Solapur, Maharashtra: *Operation Parivartan*
2. Rampur, Uttar Pradesh: *“Sanvardhan (Vocal for Local)” Initiative*
3. Changlang, Arunachal Pradesh: *New Age Learning Centre (NALC)*

PROMOTING SWACHH JAL (CLEAN JAL) THROUGH HAR GHAR JAL YOJANA

1. Kancheepuram, Tamil Nadu
2. Burhanpur, Madhya Pradesh

PROMOTING SWASTH BHARAT (HEALTHY BHARAT) THROUGH HEALTH & WELLNESS CENTRES

1. Latur, Maharashtra
2. Anakapalli, Andhra Pradesh

PROMOTING QUALITY EDUCATION WITH AN EQUITABLE AND INCLUSIVE CLASSROOM ENVIRONMENT THROUGH SAMAGRA SHIKSHA

1. Chitrakoot, Uttar Pradesh
2. Mahesana, Gujarat

HOLISTIC DEVELOPMENT THROUGH ASPIRATIONAL DISTRICT PROGRAM – OVERALL PROGRESS WITH SPECIAL FOCUS ON SATURATION APPROACH

1. Baramulla, Jammu and Kashmir
2. Gumla, Jharkhand

Address By Shri Narendra Modi, Hon'ble Prime Minister



My cabinet colleague Dr. Jitendra Singh ji, Shri P.K. Mishra ji, Shri Rajiv Gauba ji, Shri V. Srinivas ji and all the Karmayogi friends attending this program and ladies and gentlemen! Best wishes to all of you on the Civil Services Day. This year's Civil Services Day is very important. This is a period when the country has completed 75 years of its independence. This is a period when the country has started taking rapid steps to achieve the mammoth goals of the next 25 years. The officers, who joined this service 15-20-25 years ago, had a big role in bringing the country to this 'Amrit Kaal' of independence. Now, there is an important role for the young officers who are going to be in this service for the next 15-20-25 years. Therefore, I would tell every civil service officer in India today that you are very lucky. I am sure that you will have complete faith in my words. Maybe, some people don't even believe that they are not blessed. Congratulations to everyone for their own notions.

You have got an opportunity to serve the country during this period. It is the responsibility of all of us to fulfill the dreams of the freedom fighters of the country in the 'Amrit Kaal' of independence. We have little time, but plenty of potential. Our goals are tough, but our spirits are not low. We may have to climb a mountain, but our intentions are higher than the sky. India, which has reached where it is today in the last nine years, has prepared itself for a very big leap. I often say that the bureaucracy in the country is the same, the officers and employees are the same, but the results have changed. If India has assumed a special role on the global arena in the last nine years, then the cooperation of all of you has been very important in this regard. If even the poorest of the poor of the country has got the confidence of good governance in the last nine years, then your hard work has paid off in this, too. If India's development has gained new momentum in the last nine years, it has not been possible without your participation. Despite the catastrophe of Corona, today India is the fifth largest economy in the world.

Today, India dominates the Fintech world and it is number one in terms of digital payments. Today, India is among those countries in the world where mobile data is the cheapest. Today, India has the third largest start-up ecosystem in the world. Today, the rural economy of the country is going through a massive change. Compared to 2014, the electrification of railway lines is taking place in the country 10 times faster. As compared to 2014, National Highways are being constructed in the country at double the speed today. As compared to 2014, the capacity augmentation in the country's ports has almost doubled. Compared to 2014, the number of airports in the country has more than doubled today. The awards given here today prove your participation in the success of the country and reflect your sense of service. I once again congratulate all the award-winning colleagues.

Friends,

During my address from the Red Fort on August 15 last year, I called for 'Panch Prans' (five pledges). These are -- to have a grand goal of building a developed India, to get rid of every mentality of slavery, to have a sense of pride in India's heritage, to continuously strengthen the unity and solidarity of the country, and to keep one's duties paramount. The energy that will emanate from the inspiration of these 'Panch Prans' will take our country to the height it has always deserved. I am also happy to note that you have also kept the theme of Civil Services Day as 'Developed India' this year. What is the thinking behind the creation of a developed India is also reflected in the book which has just been released. Developed India is not just limited to modern infrastructure or modern construction. It is necessary for a

developed India that India's government system should support the aspirations of every countryman. It is necessary for a developed India that every government employee of India should help the countrymen in making their dreams come true. It is essential for a developed India that the negativity which was associated with the system in India in the past few decades should be changed into positivity and our system should fulfill its role as a partner to the countrymen.

Friends,

Our decades-old experience after independence has been that no matter how well the plans are, how wonderful the roadmap is on paper, but if the last mile delivery is not improved, the expected results will not be achieved. You are well aware that it was due to the earlier system that there were more than four crore fake gas connections in the country. It was due to the earlier system that there were more than four crore fake ration cards in the country. It was due to the earlier system that one crore imaginary women and children in the country were being helped by the Ministry of Women and Child Development. It was due to the earlier system that the Minority Affairs Ministry was doling out scholarships to about 30 lakh fake youths. And this is also the result of the earlier system itself that lakhs of fake bank accounts were created in the country under MNREGA and money was transferred to lakhs of workers who did not exist. You imagine, who were never born, who were born only on paper, a huge ecosystem was involved in corruption under the guise of millions and crores of fake names. Today, with the efforts of the country and all of you, this system has changed and about three lakh crore rupees of the country have been saved from going into the wrong hands. All of you deserve congratulations for this feat. Today this money is being used for the welfare of the poor, making their lives easier.

Friends,

When time is limited, it becomes very important to decide what will be our direction and what will be our working style. Today the challenge is not how efficient you are, but the challenge is to determine how to remove the deficiency. If our direction is correct, then the strength of efficiency will increase and we will move forward. But if there is deficiency then we will not get the desired results. You recall earlier new methods were invented to control even the smallest thing in every sector under the guise of deficiency. But today the same deficiency has been converted into efficiency. Today, the same efficiency is identifying the smallest obstacles related to the policy, so that they can be removed. Earlier, the approach

was that 'the government will do everything', but now there is thinking that 'the government will work for everybody'.

Now the government is using time and resources efficiently with the spirit of working 'for all'. The motto of today's government is -- Nation First-Citizen First. The priority of today's government is preference for the underprivileged. Today, the governance is available up to the Aspirational District and Aspirational Blocks. Today's government does not consider the country's border villages as the last villages, but as the first villages and is running the Vibrant Village scheme. This has been an important highlight of our government in the past few years. But we always have to keep one more thing in mind. We have to work even harder and constantly need innovative solutions for 100% saturation. Now that such a vast infrastructure of Digital India is available with us, we have such a huge amount of data, but still we see that every department asks for the same information, the same documents, which are already there in some or the other database.

A lot of administrative time is consumed into giving NoC, certificates and clearances etc. We need to find their solutions. Only then Ease of Living will increase, only then Ease of Doing Business will improve. I would also like to give you the example of the PM GatiShakti National Master Plan. Under it, data layers related to all types of infrastructure are available on a single platform. We have to make maximum use of it. We should also make maximum use of the PM GatiShakti for better planning and execution in the social sector. This will help us identify the needs of the people and remove the difficulties in execution. This will further simplify communication between departments and between districts and blocks. This will also make it easier for us to make further strategies.

Friends,

This 'Amrit Kaal' of independence has brought as many opportunities for all the government employees of India, but it is equally challenging. In spite of so many achievements, in spite of rapid progress, why am I calling it a challenge? I think you must also understand this. Today, the aspirations of the people of India are increasing very fast. The countrymen do not want to wait any longer for a developed India and for the system to change. In order to fulfil this aspiration of the people of the country, all of us will have to mobilize with all our might. Decisions will have to be taken fast and those decisions will have to be implemented as fast as possible. And you have to keep this in mind that it is not because I am saying this. You must also be realizing that the expectations of the whole world from India have increased a lot.

Experts from all over the world and various international organizations are saying that India's time has arrived. In such a situation, India's bureaucracy does not have to lose a single moment. Today, I would like to make a request to the bureaucracy of India, to every government employee of India, be it in the state government or the central government. The country has put a lot of trust in you and has given you an opportunity. Therefore, live up to that trust and work. I often tell you that in your service, the basis of your decisions should be only the interest of the nation. It is possible that you will come across a situation when you have to make a decision for an individual or for a group, but even then you must think about how your decision, even if it is a small one, will be in the interest of the nation. In other words, the criterion for you is the interest of the nation. And today I want to add one more thing to this criterion for India's bureaucracy. I am sure you will live up to this criterion also.

Friends,

Political parties are very important in any democracy and it is also necessary. And this is the beauty of democracy. Every party has its own ideology and the Constitution has given this right to every party. But being a bureaucrat, being a government employee, now you must take care of some questions in your every decision. Is the political party, which has come to power, using taxpayers' money for itself, or for the benefit of the country? Friends, you will have to keep an eye on it. Is that political party using government money for its expansion or for the development of the country? Is that political party looting government money to create its own vote bank or is it working to make everyone's life easier? Is that political party promoting itself with government money, or is it honestly creating awareness among people? Is that political party appointing its own workers in various organizations or is it giving everyone an equal opportunity to get jobs in a transparent manner? Is that political party not making changes in policies so that new avenues of black money can be created for its masters? You must consider all these questions before making every decision. The bureaucracy which Sardar Patel used to call the steel frame of India, the same bureaucracy has to live up to his expectations as well. Because now if there is any lapse on the part of the bureaucracy, then the country's wealth will be looted, tax payers' money will be destroyed and the dreams of the country's youth will be shattered.

Friends,

I would like to specially say a few things to the youth who have joined the civil service of the country in the last few years or in the last decade. You also know that there are two ways to live life. The first is 'getting things done' and the second is 'letting things happen'. The first is

a reflection of an active attitude and the second is a passive attitude. The person who prefers the first way thinks that yes, change can come. A person who believes in the second method says, 'Okay, let it be, everything goes on like this, it has been going on before, it will continue like this, it will happen on its own, it will be fine'. Those who believe in 'getting things done' go ahead and take responsibility. When they get the opportunity to work in a team, they become the driving force. With such a burning desire to make a difference in people's lives, you will leave a legacy that will be remembered by many. You also have to remember that your success as an officer will not be measured by what you have achieved for yourself. Your success will be measured by how your work has changed the lives of others. What do the people whose lives you were responsible for changing think of you? Therefore, you always have to remember that 'good governance is the key'.

When there is people centric governance, when there is development oriented governance, it not only solves the problems, but also gives better results. There is accountability towards the public in good governance. If one district performs well in the same state and the other does not, then the real reason behind this is the difference in good governance. We have the example of Aspirational Districts in front of us. When we appointed young officers of the country full of enthusiasm there and inspired them for good governance, the results were also excellent. Today, many Aspirational Districts are performing very well in terms of development parameters as compared to other districts of the country. When you focus on people's participation, then the sense of ownership among the public will also be stronger. And when the people take ownership of a scheme, unprecedented results are sure to come. You have the examples in the form of the Swachh Bharat Abhiyan, Amrit Sarovar Abhiyan, Jal Jeevan Mission etc. The main basis of their success is the ownership by the public.

Friends,

I am told that you are preparing a District Vision@100 keeping in mind the aspirations of your district. The same vision should be up to the panchayat level. Which sectors do we have to focus on in our Gram Panchayat, our block, our district, our state? What are the changes to be made to attract investments? What are the products in our district, block or panchayat which can be exported? We should have a clear vision regarding these. You can link MSMEs and Self Help Groups to promote local products in your area. I think it is the need of the hour for all of you to encourage local talent, support local entrepreneurship and promote the start-up culture.

Friends,

It has been more than 20 years for me being the Head of the Government. Many of you have been working with me over the years. I would say that I am fortunate that I have got the opportunity to work with colleagues like you. You know how much emphasis I have always laid on capacity building. I am happy that today 'Mission Karmayogi' has become a huge campaign among all the civil servants. The aim of 'Mission Karmayogi' is to utilize the full potential of civil servants. The Capacity Building Commission is taking this campaign forward with full force. I also believe that training and learning should not remain a formality for a few months. Therefore, the iGOT platform has been created to ensure that quality material related to training and learning is available everywhere at all times. Now all the new recruits are also being trained with the orientation module of 'Karmayogi Prarambh' on iGot.

Friends,

Over the years, the government has freed the bureaucracy from yet another shackle. This is the bond of protocol and hierarchy. I myself have started breaking the shackles of hierarchy. I constantly meet with secretaries and assistant secretaries. I also meet with the trainee officers. We have also promoted brainstorming camps in the central government for new ideas and to increase everyone's participation within the department. Another big change has come due to our endeavours. Earlier, the officers used to get the experience of working in the Central Government on deputation only after spending considerable time in the states. No one thought that if these officers did not have experience of working in the Central Government, then how would they implement the programs of the Centre? We tried to fill this gap through the assistant secretary program. Now, the young IAS gets a chance to work in the Central Government and gain experience in the initial year of his career. He gets to learn something from senior most people. We have to take forward such innovations and make constant efforts to take these efforts to the pinnacle of results.

Friends,

The country has considered the 'Amrit Yatra' of 25 years as a period of duty for a developed India. The centenary of independence, the golden century of the country, will be when we will give first priority to our duties. Duty is not an option for us but a resolution. This is the time of rapid change. Your role will also be determined not by your rights, but by your duties and your performance. The power of the citizens of the country has increased in New India and so is the power of India. You have got an opportunity to play an important role in this new emerging India. When history will make an assessment after 100 years of independence, you have the opportunity that your name should figure prominently in it. You can say with

pride that you have played a role in creating new systems for the country and improving the systems. I am sure all of you will continue to expand your role in nation building. Capacity building should be our endeavour at every moment, for ourselves, for our colleagues and also for the system. We will have to keep on making efforts to surpass new heights. I believe that the Civil Services Day is not an annual ritual. This Civil Services Day is the time for resolutions. This Civil Services Day is the time for new decisions. This is the occasion to implement the decisions in the stipulated time with enthusiasm and energy. If we move forward with a new energy, new inspiration, new power, new strength, new resolve from this occasion, then we will certainly achieve what we want. With this belief, I wish you a lot.

Thanks.

Annexure-1: Photos of the Award Winners

INNOVATION CENTRE





DEPARTMENT OF
**ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**




75
Azadi Ka
Amrit Mahotsav



G20
भारत 2023 INDIA



Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022




Category

Innovation (Centre)

Heartiest Congratulations to

Ministry of Health & Family Welfare, Govt of India

Impact

-  700 districts covered and more than 1 billion beneficiaries, registered on Co-Win App
-  More than 2.2 billion doses, administered through digital tracking
-  More than 1 million users trained using IT based platforms
-  900,000+ cases resolved through 24x7 helpline
-  More than 25.5 Crore Cases administered in a single Day (17 Sep 2021) through nearly 1 lakh CVCs

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DEPARTMENT OF
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PUBLIC GRIEVANCES**



75
Azadi Ka
Amrit Mahotsav



G20
भारत 2023 INDIA



Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022



Category

Innovation (Centre)

Heartiest Congratulations to

Department for Promotion of Industry & Internal Trade, Govt of India

Impact

-  800+ data layers of States / UT's and 500+ layers of Central Ministries uploaded on NMP through use of Geo spatial data resulting in easy, accurate and cost efficient project planning
-  Usage of NMP has helped Ministry of Railways to get 405 final location surveys sanctioned in FY'22 in FY'21
-  2,029 issues resolved in 516 projects worth Rs 18.5 Lakh crores by facilitating inter-department meetings and tracking progress against predetermined milestones

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INNOVATION STATE





आशावादी स्वर और भीतम विचारों से
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



75
Azadi Ka
Amrit Mahotsav
G20
India 2023



Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category

Innovation (State)

Heartiest Congratulations to

Government of Jammu & Kashmir

Impact

-  End-to-End digital services for 15 schemes have been made available
-  Around 61,000 youth were employed in 2021-22
-  4,290 youth clubs in rural areas have been registered and 500 youth clubs in urban areas are established
-  More than 5 lakh Yuva Shakti benefitted from the initiative



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PUBLIC GRIEVANCES



75
Azadi Ka
Amrit Mahotsav
G20
India 2023



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Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category

Innovation (State)

Heartiest Congratulations to

Government of Gujarat

Impact

-  Ensuring access to state-of-art lifesaving transplant services for marginalized and vulnerable populations
-  Availability, accessibility and affordability of high-end lifesaving medical care
-  Expensive treatments are made affordable and free of cost to the needy



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INNOVATION DISTRICT







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 Prime Minister
AWARD FOR EXCELLENCE
 in Public Administration 2022

Category
 Innovation (District)




Heartiest Congratulations to
 Solapur District, Maharashtra

Impact

- ☑ Succeeded in stopping the production of illicit liquor by 75-80%
- ☑ Facilitated alternative, sustainable and dignified livelihoods for marginalized people involved in the business of illicit liquor
- ☑ Achieved success in bringing the marginalised communities bearing a social tag of criminal in the mainstream
- ☑ 714 families are rehabilitated till date
- ☑ Reduced the criminal incidents, social conflicts, and domestic violence associated with illicit liquor

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 Prime Minister
AWARD FOR EXCELLENCE
 in Public Administration 2022

Category
 Innovation (District)

Heartiest Congratulations to
 Rampur District, Uttar Pradesh

Impact

- ☑ Setting up of 715 poshan vaticas in schools and 5325 beneficiaries have been treated so far
- ☑ Cluster farm cultivation area of diversified crops increased from 0 to 720 acre (288 ha) resulting in significant increase in the farmers income
- ☑ 94% of malnourished children came out of Severe Acute Malnutrition (SAM) category within 3 months of administration of poshan kit

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Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
Innovation (District)

Heartiest Congratulations to
Changlang District, Arunachal Pradesh

Impact

- Drugs & alcohol culture is being replaced by knowledge culture and youths are being motivated to pursue habits like reading, learning etc
- Improvement in exam related performance – decent study for EWS children
- The passing percentage in class X & XII has considerably improved by 40%. The dropout rate has decreased by 20%

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PROMOTING SWACHH JAL (CLEAN JAL) THROUGH HAR GHAR JAL YOJANA







Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
Har Ghar Jal Yojana

Heartiest Congratulations to
Kancheepuram District Administration, Tamil Nadu

Impact

- 100% saturation has been achieved by providing functional household tap connection to every single household within a span of one year
- 508 new sources have been identified, 222 Over Head Tanks have been built and 1260.3 m pipelines have been extended to ensure sufficient clean water at the doorstep of every household

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Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
 Har Ghar Jal Yojana

Heartiest Congratulations to
 Burhanpur District Administration, Madhya Pradesh

Impact

- 73 overhead tanks, 108 slump wells and 783 km of pipeline has been laid to ensure portable drinking water for all households
- Coverage of households with functional household tap connection has increased from 37% in August 2019 to 100% in less than three years
- Development of a new trade and new employment opportunities in rural areas as the humble waterman of each Panchayat has now been trained as a plumber working for the Panchayat and even in the private sector

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PROMOTING SWASTH BHARAT (HEALTHY BHARAT) THROUGH HEALTH & WELLNESS CENTRES







Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
 Health and Wellness Centres

Heartiest Congratulations to
 Latur District Administration, Maharashtra

Impact

- 233 Health Wellness Centres have served 44 lakh OPD patients (comprehensive primary healthcare services)
- Conducted 27,475 different wellness activities Yoga sessions, Marathon, Cycling, Walking, Zumba, various health day celebration & Health talks to adopt healthy lifestyle and for bringing awareness in the community for prevention of Non-Communicable Diseases (NCD's)
- Provided tele-consultation services to 3,19,287 citizens as per their need at SHC & PHC level through the platform of esanjeevani in tele-consultation

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Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
 in Public Administration 2022

Category
 Health & Wellness Centres

Heartiest Congratulations to
 Anakapalli District Administration, Andhra Pradesh

Impact

- Have significantly improved access to healthcare services for the Population with 95% of the centres receiving over 300 footfall per month
- Successful screening for hypertension and screening
- Significant progress in reducing anemia among women and children

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PROMOTING QUALITY EDUCATION WITH AN EQUITABLE AND INCLUSIVE CLASSROOM ENVIRONMENT THROUGH SAMAGRA SHIKSHA







Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
 in Public Administration 2022

Category
 Samagra Shiksha

Heartiest Congratulations to
 Chitrakoot District Administration, Uttar Pradesh

Impact

- The number of students enrolled has risen by around 10%
- The attendance in schools with smart classrooms has risen from an average of 70% to more than 90% on any given day
- More than 90% of the schools in the district are now saturated in the basic parameters of physical infrastructure laid down by State Education Department and in terms of infrastructure

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Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
 Samagra Shiksha

Heartiest Congratulations to
 Mehsana District Administration, Gujarat

Impact

- Number of poor students (getting less than 40% marks) decreased by 13% (from 35,989 in 2021 to 31,324 in 2022)
- Out of total of 1.38 lakh students of students 3-8, students getting) 40% marks increased from 73.98% in 2021 to 77.45% in 2022
- Number of students getting more than 80% increased by 9.8% (from 53,199 in 2021 to 58,434 in 2022)

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**HOLISTIC DEVELOPMENT THROUGH ASPIRATIONAL DISTRICT PROGRAM
 – OVERALL PROGRESS WITH SPECIAL FOCUS ON SATURATION APPROACH**







Celebrating Excellence!
Prime Minister
AWARD FOR EXCELLENCE
in Public Administration 2022

Category
 Aspirational District Programme

Heartiest Congratulations to
 Gumla District Administration, Jharkhand

Impact

- The innovative ragi mission broke the stagnant monocropping practice by expanding the ragi cultivated area by 3500 acres, resulting in a 219% increase in production in FY 2021-22
- Solar-based lift and drip irrigation systems covering more than 4349 acres ensure all-year-round agricultural practice in the region

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 Prime Minister
AWARD FOR EXCELLENCE
 in Public Administration 2022

Category
 Aspirational District Programme

Heartiest Congratulations to
 Baramula District Administration, Jammu & Kashmir

Impact

- Severe Acute Malnutrition (SAM) has been reduced from 0.01% from 3% and Moderate Acute Malnutrition (MAM) has been reduced to 0.01% from 3% and Moderate Acute Malnutrition (MAM) has been reduced to 0.039% from 11.93%
- 18 schools (1 school per zone) have been adopted as Lab schools

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Annexure-2:



Interaction of the Awardees with the Hon'ble Prime Minister

