

28th National Conference on e-Governance

CALL FOR PAPERS

for publication of

"COMPENDIUM OF SELECTED PAPERS"

on the

Theme of the

28th National Conference on e-Governance:

**Viksit Bharat: Civil Service and Digital
Transformation"**

**Department of Administrative Reforms & Public
Grievances**

Government of India

New Delhi

Objectives, Theme and Sub-Themes of the 28th NCeG

The Department of Administrative Reforms and Public Grievances, in collaboration with the Ministry of Electronics and Information Technology, Government of India and State Government of Andhra Pradesh will organize the 28th National Conference on e-Governance in 2025.

Objective:

The objective of the Conference is to provide a platform for policy makers, practitioners, industry leaders and academicians to deliberate, discuss and recommend an actionable strategy for good governance and to improve the standard of public services rendered to the common man.

Theme: Viksit Bharat: Civil Service and Digital Transformation

Sub-themes:

1. Vizag as IT Hub
2. AI for Viksit Bharat : Driving Inclusive & Scalable Solutions (to be decided by MeitY)
3. Civil Service & Digital Transformation
4. Cybersecurity in e-Governance: Safeguarding Trust, Infrastructure, and Digital Sovereignty
5. Benchmarking & Advancement of Service Delivery
6. Agri Stack

Rules for Paper Submission:

- i. Papers are invited from administration, academia and industry
- ii. Papers should be original, unpublished and preferably in English
- iii. The page limit for each paper is preferably 5-6 Pages in the prescribed template and the sub-theme chosen as the basis for the paper should be mentioned clearly
- iv. All papers should reach in this Department on or before the stipulated date

- v. By submitting the paper' the author(s) makes a commitment to allow publication of his/her paper in the compendium
- vi. Names of author(s), communication address (postal and e-mail), and phone/fax numbers should be mentioned clearly
- vii. Selected papers will be published in the compendium booklet

Process for Paper Evaluation:

- i. Submitted papers shall be evaluated by a Compendium Committee constituted for the purpose.
- ii. Decisions of the Compendium Committee shall be final. Queries etc., in this regard shall not be entertained.
- iii. The Department of Administrative Reforms and Public Grievances would have ownership rights of the published papers.

Criteria for Evaluation:

- **Appropriateness and Relevance** - Relevance to the sub-theme and appropriateness of the content in line with the same shall be a primary consideration for selection
- **Originality of ideas/level of innovativeness** - It shall be seen that the papers are original and independent work of the author [s] and an acceptable industry standard of plagiarism Limit is not breached. Also, originality of thought and ideas shall be emphasized upon including understanding of a new domain, a new perspective on an existing domain etc.
- **Importance** - It shall be seen that the ideas are significant, timely and cutting edge and make significant contribution to the theme chosen for the paper
- **Writing Style** - Quality of writing style in terms of clarity, coherence, accuracy etc. shall be taken into consideration
- **Results and/or Key Learnings** - Highlight major Results and/or Key learnings from the discussion/ content in the paper

Mode of Submission: Only by email to paper.arpg@nic.in

Last date of submission – 17th May, 2025

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Suggested Template for Paper Submission

First Author, Second Author, Third Author (Full Names)

Mailing Address including affiliated company, institution, telephone number

E-mail: first author, second author, third author.

Abstract- An abstract for the submitted paper is to be put in this format. Keep the abstract to a maximum of 200 words. All submissions will be handled electronically as word documents.

Index Terms - Paper submission, National Conference, e-Governance, submission guidelines.

1. Introduction

In an effort to produce high-quality proceedings with common formatting for all papers, this document is provided as a template for paper submissions. Please follow these guidelines as closely as possible.

The introduction and subsequent sections of the paper are to be prepared in this format. Footnotes in the text should be numbered consecutively as superscripts in the order they appear in the text. Number your citations consecutively in square brackets [1], and in the order in which they are first referenced in the text.

2. General Formatting Guidelines

Please prepare your paper in full-size Letter format, 21.59 cm by 27.94 cm (8.5 inches by 11 inches). Your paper must be submitted electronically as a word document (.doc) with tables and figures in their proper positions.

1) Fonts and Type Sizes

Use Times New Roman in 10-point font size with full (left and right) justification, unless specified otherwise in Table 1. If Times New Roman is not available for your word processor, use a similar proportional serif typeface.

2) Margins and other Formatting.

Set the top and bottom margins to 2.54 cm (1 inch) and left and right margins 1.90 cm (0.75 inch). With the exception of the paper title and author information, use two column formats with equal column width of 8.51 cm (3.35 inches) with 0.76 cm (0.3 inch) spacing between. Use automatic hyphenation and be sure to check for proper grammar and spelling (preferably using English U.K. language).

Body texts paragraphs are indented 0.33 cm (0.125 inch), use singly line spacing and are followed with 3-point spacing below each paragraph. Level 1 heading should have 6-point spacing above and below, while level 2 and 3 headings are indented 0.65 cm (0.25 inch) and should have 6-point spacing below only. The paper title and author affiliation should have 12-point spacing below.

3) Authors and Affiliations, Abstracts and Index Terms

Provide full names of all authors. Also give each author's affiliated company and/or institution, full mailing address and email address.

Keep the abstract to a maximum of 200 words. In addition, provide up to 5 keywords or Index terms.

3. HELPFUL HINTS

A. Figures and Tables

Figures and tables should be positioned at the tops and bottoms of columns. Please avoid placing them in the middle of columns. Large figures and tables can span across both columns, if necessary. Use color to enhance your figures if you wish, but do not rely on color as the only mean to distinguish between chart lines etc.

Figure captions should be below the figures while table captions should be above the tables. Avoid placing a figure or table before their first mention in the text.

Use center justification for all figures, tables and captions, and follow all with 12- point spacing below. Figure captions should end with a period, while table captions should not. Also note that table captions use small caps.

B. Abbreviations and Acronyms

Define abbreviations and acronyms in full, the first time they are used in the text, even after they have already been defined and used in the abstract. Widely known abbreviations and acronyms such as SWAN, SDC, CSC, IT, ICT NREGA, SLA, RTI, BPR, GPR, Gol do not have to be defined. If possible, avoid use of abbreviations in the paper title; element symbols are acceptable.

C. Units

Do not use English units except as secondary units (in parenthesis) and when referring to trade identifiers and standards, such as "3.5-inch disk drive". If you must use mixed units, clearly state the units for each quantity that you use in an equation.

Spell out units when they appear within the text ("a few milliwatts per kilometer", not "a few mW/km"), and avoid mixing complete spellings of units with abbreviations (such as in "mW/kilometer"). Use "cm".

4. REFERENCES AND FOOTNOTES

A. Footnotes

Footnotes in the text should be numbered consecutively as superscripts in the order they appear in the text. Where possible, place them at the bottom of the column in which they were cited, do not place them in the reference list. Use letters for footnotes in tables and figures, and place the footnotes immediately beneath the table or figure (and before the caption in the case of a figure).

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format your footnotes like this

B. References

Number your citations consecutively in square brackets [1], and in the order in which they are first referenced in the text. Refer simply to the reference number such as shown in [2], 'rather than shown in reference [2]', "except at the beginning of a sentence. When citing multiple sources use "[2]-[10] or "[1], [5], [6]." as appropriate.

Use full journal and conference titles unless constrained by space limits, in which case use generally accepted abbreviations only (be consistent). Provide location, volume and issue

numbers, page numbers, and dates where possible. Journal and conference titles should be italicized, and paper titles should be in quotations, as in [2], [3]. Capitalize only the first word (and proper nouns or abbreviations) in the paper title. To reference a page range use "pp." as in [2], but to indicate a single page use "p." as in [4].

Provide all authors' names unless there are six or more, in which case, use "et al" (no comma before "et) after the first author, as in [5]. Papers that have been accepted for publication but are yet to appear should be listed as "in press" and an expected date (if known) should be provided, as in (5). Papers that are in review or are otherwise unpublished should be cited as "unpublished" as in [6]. Papers published in translation journals should be cited with the English citation first, followed by the original foreign-language citation [7].

When citing books or chapters, book titles should be italicized and edition number, publisher, and page numbers should be given where applicable. When citing an online reference, provide the web-site owner, publication date (if not known, use "n.d" instead), title of the page, full URL, and the date last accessed and indicate that it is an online reference. Examples of other miscellaneous citation are shown below. -

[1] Proceedings of the Fourth International Workshop on the Design of Reliable Communications Networks (DRCN 2003], Banff, Alberta, Canada, October 2003.

[2] J. Doe and J. Smith, "sample conference paper," 7th Annual Conference on Paper Formatting Guidelines (PFG 2002), Edmonton, AB, pp. 11-15, March 2002.

5. MISCELLANEOUS RECOMMENDATIONS

Do not number the ACKNOWLEDGEMENTS and REFERENCES section headings. Use a zero before decimal points "0.25", not ".25". Do not use page numbers or any other headers or footers in the paper. The abbreviation "i.e." means "that is", and "e.g." means "for example." Place periods and commas within parentheses and quotation marks, as was done in the previous sentence.
