Introduction

With the objective of implementing the Prime Minister's vision of "Maximum Governance – Minimum Government", the Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions, Government of India in collaboration with the Government of Gujarat organized a two-day National Conference on "Good Governance" from 30th to 31st January, 2025 at Gandhinagar.

Union Minister of State Dr Jitendra Singh addressed the inaugural session. During the session, e-Journal on Administrative Reforms, titled Minimum Government-Maximum Governance in two volumes was unveiled by Dr Jitendra Singh. Shortlisted initiatives of Prime Ministers Award for 2023 were showcased in the two volumes of MGMG journal. The inaugural session was also addressed by Shri V. Srinivas, Secretary, DARPG.

The conference focused on government process re-engineering for providing citizen centric services. During the session, four innovative initiatives using emerging technology in public service delivery mechanism was shared by the respective project officers. It was followed by a brief presentation on Prime Minister Awards, 2024 and National Conference on e-Governance, 2025 by Joint Secretary, DARPG.

The Conference focusing on Good Governance showcased the holistic approach in the overall development of districts. Gandhinagar National Conference was the 27th Conference on Good Governance practices organized by DARPG during the period 2014-2025. The main objective of the conference was to bring national and state level public administration organizations on a single platform to share experiences in innovations in public administration, future public solutions for improving quality of life, Good Governance, e-Governance, digital governance, etc.

Over 30 Speakers including District Collectors/ Senior Officials of State/ Central Government presented their award-winning best practices in the National Conference. The National Conference sought to disseminate best practices for replication. Altogether six sessions were organized on various topics in the two days national conference held in Gandhinagar. The sessions included discussions on District level initiatives in e-Governance and Best Practices of Government of Gujarat in which senior officials of State Government presented their experiences.

The Gandhinagar National Conference further supported the government's commitment to leveraging technology, fostering innovation, and delivering impactful governance practices across the nation.

Minute to Minute Schedule

Day-1 30th January 2025

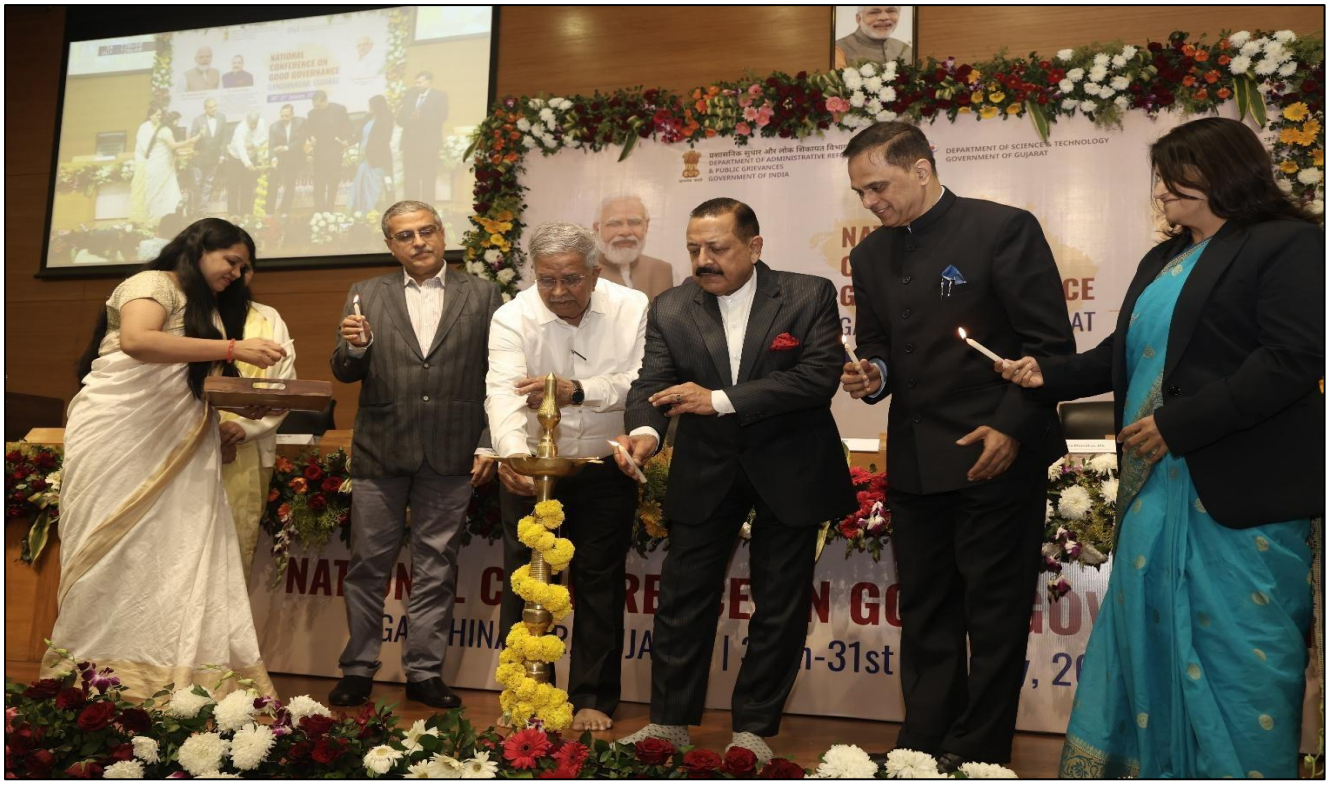
10:00 AM- 11.30 AM	**Session I: Government Process Re-engineering for Digital Transformation/ Emerging Technologies for providing Citizen Centric Services**
	Session Chair – Dr. S. N. Tripathi, Director General, Indian Institute of Public Administration • **AI enabled Adaptive Traffic Control System & Smart Hawking Solution by Shri Devang P Desai, Chief Executive Authority, AUDA (Ahmedabad Urban Development Authority), Government of Gujarat** • **Samagra Shiksha, Assam by Dr. Om Prakash, Mission Director** • **Karnataka GIS by Dr. Shree Vyas, Project Director, Centre for e-Governance, DPAR e-Governance, Government of Karnataka** • **Rajkisan Saathi Phase – II by Ms. Monika Choudhary, Joint Director, Department of Information Technology and Communication, Government of Rajasthan**
11:30 AM – 12:00 PM	• **Presentation on Scheme on PM Award, 2024 by Smt. Sarita Chauhan, Joint Secretary, DARPG** • **Presentation on Scheme on e-Governance, 2025 by Smt. Sarita Chauhan, Joint Secretary, DARPG.**
12:00 PM – 01:30 PM	**Inaugural Session** • **Welcome Address by Smt. Mona Khandhar, PS (DST), Govt. of Gujarat** • **Address by Shri Kamal Dayani, ACS, General Administration Department, Govt. of Gujarat** • **Opening Remarks by Shri V. Srinivas, Secretary, DARPG, GOI** • **Launch of the e-Journal MGMG & SCI Portal** • **Address by Shri Kanubhai Desai, Hon'ble Minister Finance, Energy and Petrochemicals, Govt. of Gujarat** • **Address by Dr. Jitendra Singh, Union Minister of State (Independent Charge) of the Ministry of Science and Technology; Minister of State (Independent Charge) of the Ministry of Earth Sciences; Minister of State in the Prime Minister's Office; Minister of State in the Ministry of Personnel, Public Grievances & Pensions; Minister of State in the Department of Atomic Energy; and Minister of State in the Department of Space** • **Vote of Thanks by Dr. Tushaba Shinde, Director, DARPG, Govt. of India**
01:30 PM – 2:30 PM - Lunch Break	
02:30 PM - 04:00 PM	**Session II: District Level Initiative in e-Governance**
	Session Chair – Smt. Sarita Chauhan, Joint Secretary, DARPG

	• **Use of Teleradiology and Artificial Intelligence (AI) for Chest Radiograph by Dr. Samit Sharma, Secretary, Department of Animal Husbandry, Fisheries & Gopalan, and Managing Director, Rajasthan Skill and Livelihood Development Corporation, Government of Rajasthan** • **Wokha SAATHI (Smart AI-based Assistant for Timely Help & Interface & WhatsApp Chatbot) by Shri Ajit Kumar Ranjan, Deputy Secretary, Sixteenth Finance Commission, Ministry of Finance, Government of India** • **India Hypertension Control Initiative, by Dr. Ganeshkumar Parasuraman, Scientist E, ICMR - National Institute of Epidemiology, Chennai**
4:00 PM - 5:30PM	**Session III: Best Practices of Government of Gujarat (I)** **Session Chair – Shri Mona Khandhar, PS (DST),** • **Internal process E-HRMS, Govt Of Gujarat by Shri Jainam Mehta, Section Officer, HRMS Cell, General Administration Department** • **E-Sarkar, Govt of Gujarat by Smt. Shraddha Jani, Deputy Director, Directorate of ICT and e-Governance** • **Centre for Excellence (CoE) Use of IoT to AI by Govt of Gujarat by Shri Vrutik Shah, Deputy General Manager, Gujarat Informatics Limited** • **Bharat Net –Village Wi-Fi, FTTH & Horizontal Connectivity, Govt of Gujarat by Shri Sanjay Gaden, GFGNL Head-Director(T&I)** **Incentive & Facilitation Portal, Govt of Gujarat by Shri Wasim Mansuri, Deputy Director, Directorate of ICT and e-Governance**

Day-2 31st January-2025

10:00 AM-11.30 AM	**Session IV: Emerging Technologies in Digital Transformation for Citizen Centric Services by GoI/ State Governments** **Session Chair – Dr. Jayanti S. Ravi, ACS (Revenue Department)** • **Communication Strategy for Governance by Ms. Rakhi Bakshee, Media Consultant, IIPA.** • **PCMC Smart Sarathi Project by Shri Shekhar Singh, Municipal Commissioner, Pimpri Chinchwad Smart City Limited, Government of Maharashtra** • **Prime Minster Gati Shakti by Shri E. Srinivas, Joint Secretary, DPIIT, Ministry of Commerce and Industry & Industry 4.0/ Logistics Platform** • **Use of block chain for Land Registration in Telangana by Smt. Rama Devi, Director, Emerging Technologies - Tech for Social Good - Govt of Telangana**
11:30 AM – 01:00 PM	**Session V: Government Process Re-engineering for Digital Transformation (Central level Initiative)** **Session Chair – Shri Mona Khandhar, PS (DST)** • **iGOT by Shri Rakesh Verma, COO, iGOT** • **POSHAN Tracker, by Ms. Arkaja Das, Director, M/o WCD** • **Area Officer, the worksite monitoring and inspection management system by Ms. Rohini R. Bhajibhakare. Joint Secretary, D/o Rural Development** • **Open Network for Digital Commerce (ONDC) by Shri T. Lalit Kumar Singh, Deputy Secretary, Department for Promotion of Industry and Internal Trade**
01:00 PM – 2:00 PM - Lunch Break	
02:00 PM - 03:00 PM	**Session VI: Best Practices of Govt. of Gujarat (II)** **Session Chair – Shri Mukesh Kumar, PS (Education)** • **Vidya Samiksha Kendra, Shri Lalit Narayan Singh Sandu, IAS, State Project Director,** **Samagra Shiksha Education Department** • **Integrated Lease Management and Vehicle Tracking, Shri S J Chavda, Additional Director (Development), Industries and Mines Department** • **Transforming Public Distribution System by Leveraging Technology, Smt. Smita Gosai, Assistant Director, Food, Civil Supplies and Consumer Affairs Department** • **VISWAS Project, Home Department, Shri Narsimha Komar IPS, Chairman VISWAS Task Force and Police Commissioner, Vadodara**
3:00 PM - 3:30 PM	**Valedictory Session** • **Address by Principal Secretary (DST), Government of Gujarat** • **Address by Smt. Sarita Chauhan, Joint Secretary, DARPG** • **Vote of thanks by Dr. Tushaba Shinde, Director, DARPG, Govt. of India**

Inaugural Session



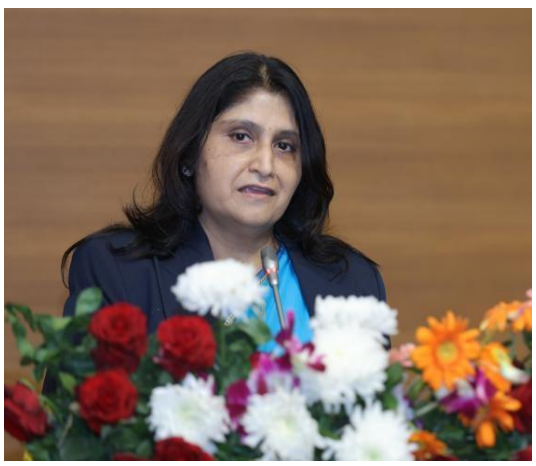
The Hon'ble Union Minister of State, Dr. Jitendra Singh, Hon'ble Finance Minister of Gujarat, Shri Kanubhai Desai, Shri Kamal Dayani, ACS, General Administration Department, Govt. of Gujarat, Shri V. Srinivas, Secretary,

DARPG, Government of India, and Smt. Mona Khandhar, Principal Secretary (DST), Govt. of Gujarat, were warmly welcomed with mementos and floral bouquets as a token of respect and appreciation.

A video presentation was played, highlighting the state's key initiatives, significant milestones, and visionary roadmap for the future

The session proceeded with welcome address from Smt. Mona Khandhar, PS (DST), Govt. of Gujarat

Welcome Address by Smt. Mona Khandhar, PS (DST), Govt. of Gujarat



The 28th National e-Governance Conference commenced with a welcome address by Smt. Mona Khandhar, Principal Secretary, Department of Science & Technology Government of Gujarat.

She extended a warm welcome to Hon'ble Union Minister of State, Dr. Jitendra Singh, expressing gratitude for the opportunity to host the conference. She also acknowledged the presence and support of the Hon'ble Finance Minister, Secretary (DARPG) Shri V. Shrinivas, and Additional Chief Secretary (GAD), Shri Kamal Dayani, among other senior officials and delegates.

Smt. Khandhar highlighted the digital vision of Hon'ble Prime Minister Shri Narendra Modi, tracing its roots back to his tenure as

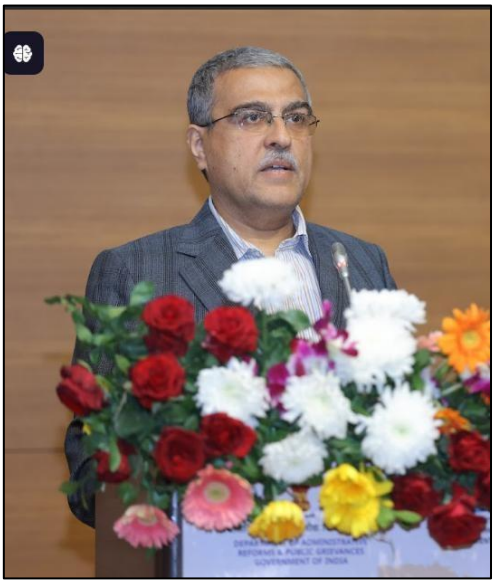
the Chief Minister of Gujarat. She recalled his early emphasis on leveraging technology for transparent and efficient public service delivery, which led to the birth of the e-Gram initiative in Gujarat. This initiative, launched with 32 Gram Panchayats, has now expanded to over 14,000 Gram Panchayats, delivering 325+ G2C services and 100+ B2C services.

She emphasized the role of BharatNet and GSWAN (Gujarat StateWide Area Network) in ensuring 95% uptime and enabling a robust digital infrastructure. Looking ahead, she outlined Gujarat's vision of a unified digital architecture, integrating state and central platforms to provide seamless, one-click access to services. The Single Sign-On (SSO) system has been introduced to create a unified digital identity for citizens, with plans to further integrate B2C services.

Concluding, she expressed optimism about learning from senior officials and experts present at the conference and further strengthening Gujarat's digital governance framework.

The session proceeded with opening remarks from Shri Kamal Dayani, Additional Chief Secretary (GAD) Govt. of Gujarat.

Address by Shri Kamal Dayani, ACS, General Administration Department, Govt. of Gujarat



Shri Kamal Dayani, Additional Chief Secretary, General Administration Department, Government of Gujarat, addressed the National Conference on Good Governance, highlighting the evolutionary nature of governance and the increasing role of technology in enhancing service delivery.

He welcomed Hon'ble Union Minister Dr. Jitendra Singh, Hon'ble Finance and Energy Minister of Gujarat, Shri Kanubhai Desai, Secretary (Administrative Reforms), Shri V. Shinivas, and other distinguished dignitaries and participants from various states and institutions.

Shri Dayani emphasized that good governance is an ongoing process rather than a fixed milestone. He traced the journey of e-Governance, noting that while earlier efforts focused on merely accepting applications online with manual backend processing, the advent of new technologies such as blockchain and artificial intelligence has transformed governance practices. These advancements have increased efficiency, raised citizen expectations, and enhanced public service delivery.

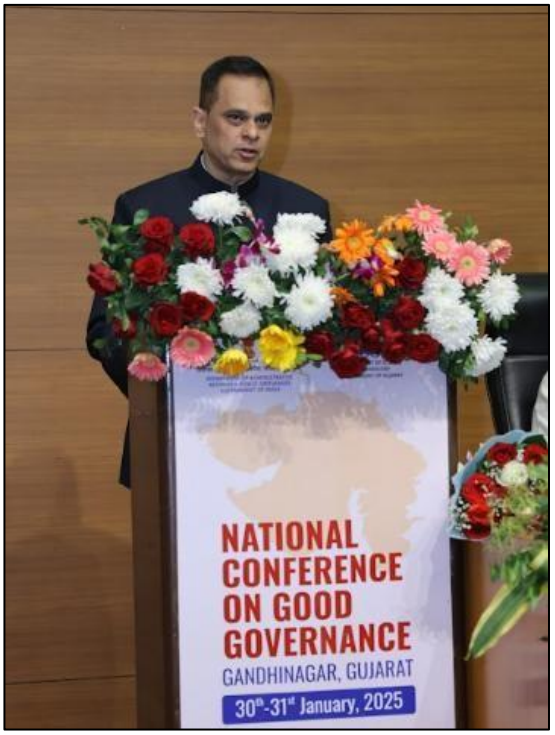
He acknowledged the efforts of various government departments in Gujarat, including Revenue, Food & Civil Supplies, Social Justice, and Health, in integrating e-Governance as a key pillar of good governance.

The objective of the conference, he stated, is to bring together stakeholders from across states to share best practices, avoid redundancy, and replicate successful models nationwide. He emphasized the importance of collaborative learning, where state governments and institutions can showcase their achievements and innovations. He also appreciated the Department of Administrative Reforms, Government of India, for facilitating this initiative and incentivizing states to participate.

Concluding, Shri Dayani expressed hope that the two-day conference would be productive, interactive, and focused on knowledge sharing. He reiterated the ultimate goal of delivering efficient and transparent governance at all levels—village, state, and national.

The session continued with remarks from Shri V. Shinivas, Secretary, DARPG, Government of India.

Opening Remarks by Shri V. Srinivas, Secretary, DARPG, Government of India



Shri V. Srinivas, Secretary, Department of Administrative Reforms & Public Grievances (DARPG), Government of India, addressed the National Conference on Good Governance in Gandhinagar, extending a warm welcome to Hon'ble Union Minister of State for Personnel, Public Grievances & Pensions, Dr. Jitendra Singh, Hon'ble Finance Minister of Gujarat, Shri Kanubhai Desai, and other dignitaries, officials, and participants from across the country.

He highlighted that under Prime Minister Shri Narendra Modi's leadership and Dr. Jitendra Singh's guidance, the DARPG has launched several good governance initiatives. The conference marks a milestone moment, aligning with the Prime Minister's vision of leveraging artificial intelligence and emerging technologies in governance. Shri Srinivas emphasized that good governance is citizen-centric, requiring transparency, efficiency, and accountability, with technology serving as a key enabler.

He elaborated that the 28th National Conference on Good Governance, featuring over 30 speakers and 100+ delegates from 28 states, is structured into six plenary sessions focusing on:

- Government Process Re-engineering
- Emerging Technologies for Citizen-Centric Services
- District-Level e-Governance Initiatives
- Gujarat's Best Practices

He also underlined the key DARPG Initiatives. Some of them are as follows:

- CPGRAMS (Centralized Public Grievance Redress and Monitoring System): Recognized as the world's largest citizen interface platform, handling over 1.2 crore grievances in the last five years, with an average resolution time of 14 days.
- Swachhata & Pendency Reduction Campaigns: Successfully eliminated 1.5 crore outdated files, generating significant revenue for the government.
- Prime Minister's Awards for Excellence in Public Administration: Revamped to encourage participation from all district collectors.

Shri Srinivas commended Gujarat's governance model, citing its consistent top performance in the Good Governance Index across economic governance, commerce & industry, human resource development, public infrastructure, and citizen services. Notable governance initiatives from Gujarat include:

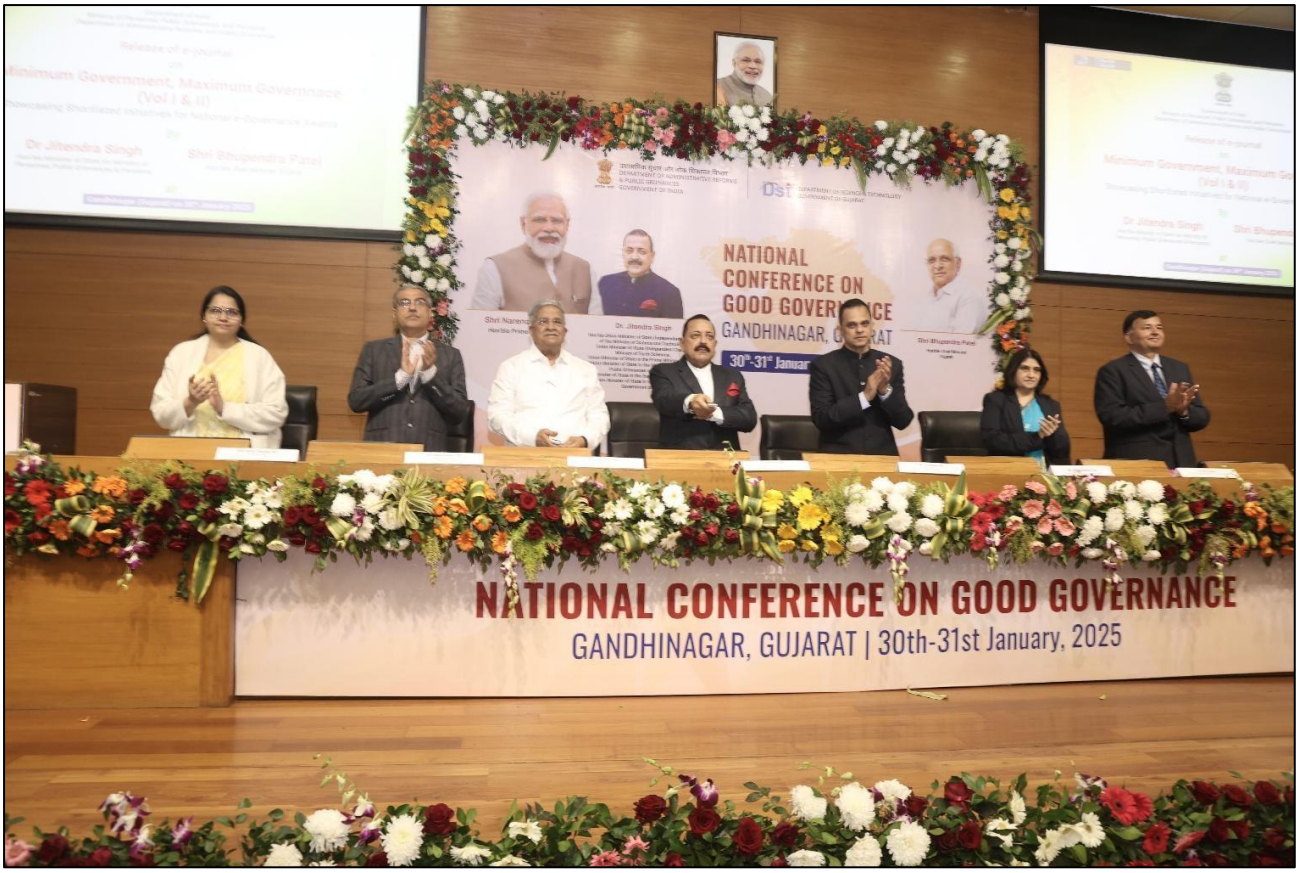
- Vidya Samiksha Kendra (PM's Award for Excellence in Public Administration)
- Jan Bhagidari through Swachh Bharat Mission
- State Organ & Tissue Transplant Organization
- Samagra Shiksha Program
- SWAGAT Grievance Redressal Platform, launched in 2003 by Hon'ble Prime Minister Shri Narendra Modi, which integrates technology with personal hearings at the Chief Minister's level.

Concluding, Shri Srinivas paid tribute to Mahatma Gandhi on Martyr's Day and expressed confidence that Gujarat's governance model will continue to inspire excellence nationwide.

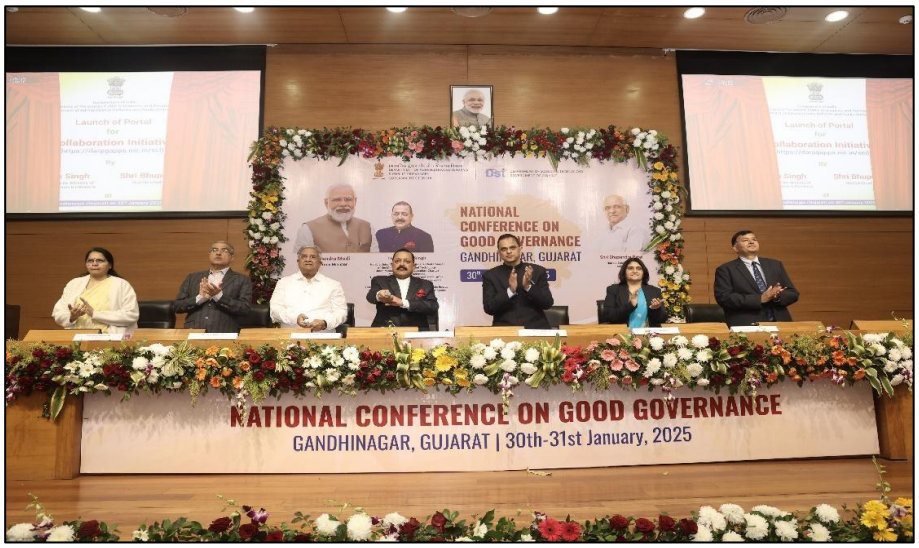
The session proceeded with further deliberations on best practices and emerging governance innovations.

Launch of the e-Journal MGMG & SCI Portal

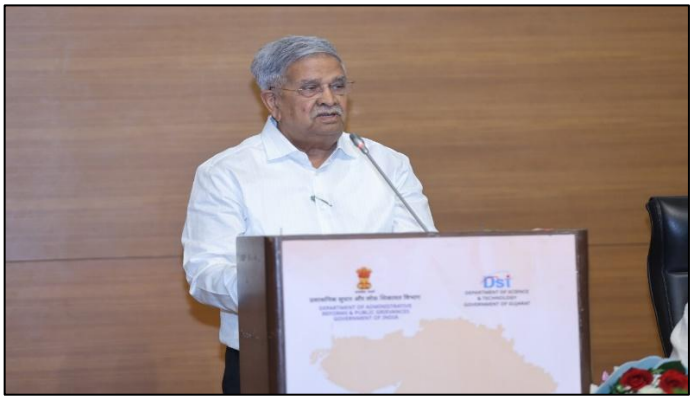
The e-Journal MGMG (Minimum Government, Maximum Governance) was officially launched by the Hon'ble Ministers, serving as a knowledge repository for best governance practices. It aims to foster innovation and knowledge sharing among policymakers, enabling them to adopt and replicate successful governance models.



Additionally, the State Collaborative Initiative (SCI) Portal was introduced as a transformative effort to facilitate inter-state collaboration for enhancing public service delivery. This initiative integrates award-winning governance models, including those recognized under the Prime Minister's Awards and National e-Governance Awards, to scale impactful initiatives nationwide.



Address by Shri Kanubhai Desai, Hon'ble Minister of Finance, Energy & Petrochemicals, Govt. of Gujarat



Shri Kanubhai Desai, Hon'ble Minister of Finance, Energy, and Petrochemicals, welcomed dignitaries and participants, emphasizing Gujarat's pride in hosting the National Conference on Good Governance. He highlighted that good governance is the foundation of a developed society, and platforms like this enable states to share experiences and explore innovative solutions for making governance more effective and transparent.

He reiterated Gujarat's strong commitment to governance reforms, transparency, efficiency, and citizen empowerment, noting that the state leads in Ease of Doing Business rankings. Under the Viksit Gujarat vision, the goal is to create a proactive, responsive, and accountable governance model for a prosperous, sustainable, and inclusive future by 2047.

Shri Desai acknowledged the leadership of Hon'ble Prime Minister Shri Narendra Modi, emphasizing his belief that good governance is people-centric, accountable, and transparent. As Chief Minister of Gujarat, Shri Modi introduced several governance reforms, including real-time monitoring of government processes, governance re-engineering, and direct citizen engagement, making governance simpler and more transparent.

Under the leadership of Shri Bhupendrabhai Patel, Gujarat remains committed to strengthening governance through:

- Policy reforms
- Digital platforms
- AI-powered decision-making
- A data-driven, seamlessly connected governance framework

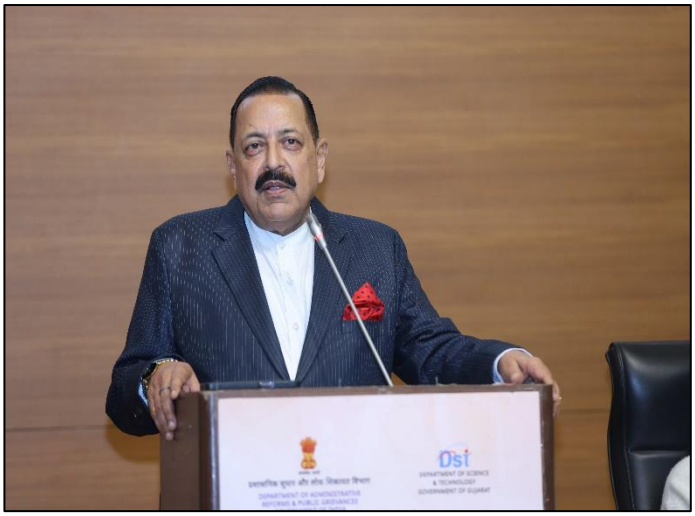
The state is also focused on institutional reforms and nurturing talent to ensure real-time service delivery through digital governance. Citizens are the biggest beneficiaries, as digital governance eliminates inefficiencies, enhances policy execution, and ensures access to government services anytime, anywhere.

The notable e-Governance initiatives in Gujarat include e-Sarkar, KarmYogi Application, Digital Gujarat, IFMS, VISWAS & Swagat portals

Shri Desai reaffirmed Gujarat's unwavering commitment to improving governance by ensuring policies and programs maximize citizen benefits. He thanked the Department of Administrative Reforms and Public Grievances for organizing this conference, which facilitates knowledge sharing and best practice adoption.

Concluding his speech, he emphasized that Gujarat will continue to set benchmarks for good governance, serving as a model not just for India but for the world, with innovation, accountability, and efficiency at its core.

Address by Dr. Jitendra Singh, Hon'ble Union Minister



Dr. Jitendra Singh, Hon'ble Minister of State for Science & Technology, Earth Sciences, PMO, Personnel, Public Grievances, Pensions, Atomic Energy, and Space, addressed the conference, emphasizing Gujarat's contribution to governance reforms and its role as a model for the nation. He acknowledged that many governance reforms adopted at the national level were first successfully implemented in Gujarat under Prime Minister Shri Narendra Modi's leadership as Chief Minister.

He highlighted the "Maximum Governance, Minimum Government" approach introduced in 2014, which prioritizes, increased transparency, zero tolerance for corruption, time-bound disposal of grievances, optimal use of technology in governance

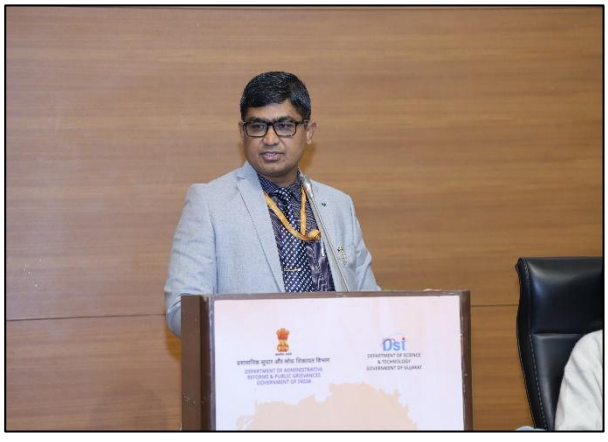
Key Reforms & Initiatives:

- The Self-Attestation Policy was introduced, eliminating the need for document attestation by gazetted officers—signifying trust in the youth of the country.
- Use of AI, face recognition, and biometric authentication to improve service delivery.
- Centralized Public Grievance Redressal System (CPGRAMS) transformed governance by ensuring timely and responsive grievance resolution.
- Introduction of a human interface in complaint redressal to improve citizen satisfaction.
- Maternity & childcare benefits for women employees to create a work-friendly environment.
- The Digital Life Certificate system using facial recognition technology enables pensioners to verify their existence without hassle, making the process easier for senior citizens.
- Initiatives such as Mission Karmayogi for capacity building of government officers to keep up with evolving governance models.
- The Special Campaign for Cleanliness & Efficiency resulted in ₹2,362 crore deposited into the state exchequer, demonstrating the potential of administrative efficiency.

Dr. Singh mentioned about the strategic committee constituted to envision governance in 2047, ensuring a future-ready administration. He emphasized that governance models must be continuously refined to remain relevant and effective. Concluding his speech, he reiterated that Gujarat's governance model serves as a benchmark for India and even for global administrations. With data-driven decision-making, technology integration, and a citizen-first approach, India will continue progressing towards a transparent, accountable, and efficient governance system.

Vote of Thanks Dr. Tushaba Shinde, Director, DARPG

Dr. Tushaba Shinde, Director, Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India, extended a heartfelt vote of thanks to all esteemed dignitaries, participants, and organizers for their valuable contributions to the conference.

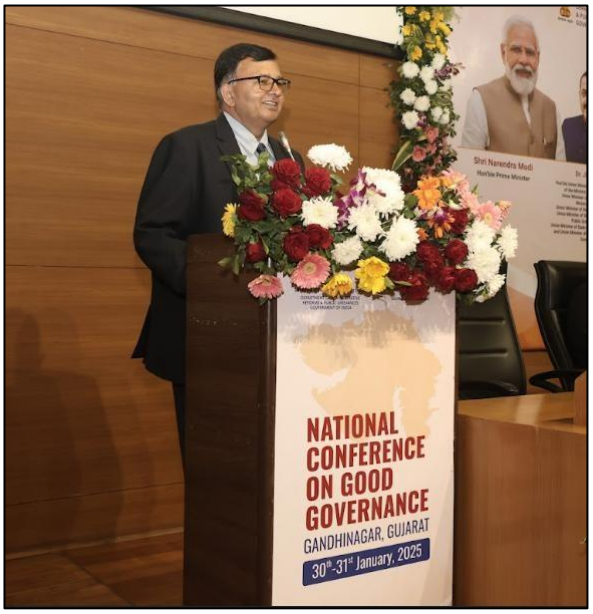


Session-I

Session-I: Government Process Re-engineering for Digital Transformation/Emerging Technologies for providing Citizen Centric Services

Session Chair: Dr. S. N. Tripathi, Director General, Indian Institute of Public Administration

- AI enabled Adaptive Traffic Control System & Smart Hawking Solution by Shri Devang P Desai, Chief Executive Authority, AUDA (Ahmedabad Urban Development Authority), Government of Gujarat
- Samagra Shiksha, Assam by Dr. Om Prakash, Mission Director
- Karnataka GIS by Dr. Shree Vyas, Project Director, Centre for e-Governance, DPAR e-Governance, Government of Karnataka
- Rajkisan Saathi Phase – II by Ms. Monika Choudhary, Joint Director, Department of Information Technology and Communication, Government of Rajasthan



Dr. S. N. Tripathi welcomed the esteemed guests, panellists, and participants from various parts of India, emphasizing the importance of good governance. He highlighted that governance should always mean good governance, as inefficient governance is neither acceptable nor desirable.

He acknowledged the leadership of the Hon'ble Prime Minister in redefining governance with the philosophy of "Minimum Government, Maximum Governance." Recalling past inefficiencies where only 15% of government funds reached the intended beneficiaries, he highlighted how Direct Benefit Transfer (DBT) and Aadhaar-linked systems have transformed the landscape, ensuring 100% fund disbursement without leakages.

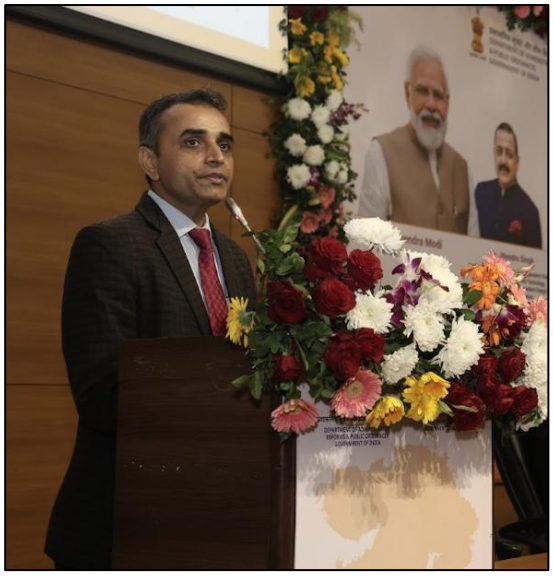
Dr. Tripathi underscored the concept of government process re-engineering, emphasizing that government functions should focus on citizen satisfaction rather than bureaucratic control. He explained that reforming governance involves restructuring people's mindset, streamlining processes, and leveraging technology to enhance efficiency. He pointed out that while technology is a great enabler, governance must remain human-centric.

He stressed the need to bridge the gap between bureaucracy and citizens, ensuring that government officials prioritize service over hierarchy. He also noted that successful governance initiatives must encourage entrepreneurship rather than excessive bureaucratic control.

Dr. Tripathi introduced the upcoming presentations and discussions, which would highlight innovative governance practices across India, such as AI-enabled traffic control, educational technology in Karnataka, and transformative initiatives in Rajasthan. He urged participants to actively listen and engage, emphasizing the importance of collaboration and innovative thinking in governance.

Concluding his remarks, Dr. Tripathi invited Dr. Om Prakash to deliver his presentation and encouraged attendees to participate actively throughout the day's sessions.

Presentation-1 Samagra Shiksha, Assam by Dr. Om Prakash, Mission Director



Dr. Om Prakash, Mission Director, presented an overview of Project Samagra Shiksha in Assam, focusing on the integration of Artificial Intelligence (AI) and Predictive Analytics to address key educational challenges.

He discussed Key Challenges Identified where Teacher-Related Issues like Proxy teachers, especially in remote areas, unauthorized absenteeism and backdated attendance signing, lack of subject- wise teacher availability data, absence of retirement planning leading to sudden vacancies, administrative burden due to excessive information requests and Student-Related Issues like Presence of ghost students inflating enrolment figures, lack of dropout prediction mechanisms, cumbersome migration and transfer processes, imbalanced pupil-teacher ratio (PTR),Absence of real-time data for planning and decision-making.

Technology-Driven Solutions Implemented:

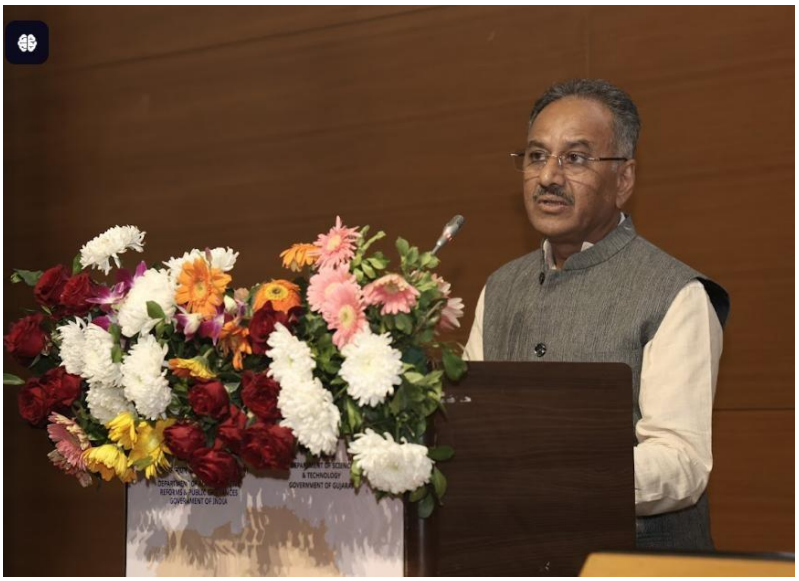
1. **AI-Based Attendance System:**
   - Captures attendance of 48 lakh students and 2 lakh teachers daily.
   - Uses facial recognition technology with geo-fencing.
   - Ensures two-time attendance marking (entry and exit).
   - Provides real-time data with high accuracy.
2. **Comprehensive Data Management System:**
   - Maintains detailed records of schools, teachers, and students.
   - Includes infrastructure data, teacher qualifications, and student health details.
3. **Predictive Analytics for Planning and Decision-Making:**
   - Identifies surplus and deficient teaching staff based on PTR.
   - Facilitates timely teacher transfers and retirements.
   - Supports school amalgamation to optimize resources.
   - Enables early dropout detection with automated alerts to parents and schools.
4. **Operational Improvements:**
   - Real-time teacher leave management system.
   - Online student transfer mechanism enabling quick and transparent transfers.
   - Reduction in ghost students, leading to annual savings of ₹100 crore on textbooks, uniforms, and midday meals.
   - Reverse information flow—districts now receive data rather than compiling reports.

Future Plans:

1. **Expansion of Digital Services:**
   - Digital service records for teachers.
   - Online procurement of school uniforms via vendor registration.
   - Civil work progress monitoring through integrated apps.
   - Midday meal distribution aligned with real-time attendance data.
2. **Enhanced Governance:**
   - AI-driven teacher transfer and posting system.
   - Leave management for officers.
   - Call center setup for monitoring attendance and stakeholder engagement.

The implementation of AI and Predictive Analytics in Assam's education system has significantly improved transparency, efficiency, and planning. The initiative has led to better teacher deployment, reduced absenteeism, streamlined administrative processes, and optimized resource allocation. Dr. Om Prakash emphasized the ongoing efforts to expand digital governance in education and thanked all stakeholders for their contributions.

Presentation-2: AI enabled Adaptive Traffic Control System & Smart Hawking Solution by Shri Devang P Desai, Chief Executive Authority, AUDA (Ahmedabad Urban Development



Shri Devang P. Desai, Chief Executive Authority, AUDA, addressed the gathering on the AI-enabled Adaptive Traffic Control System and Smart Hawking Solution, initiatives implemented in Rajkot to tackle urban traffic congestion and illegal encroachments.

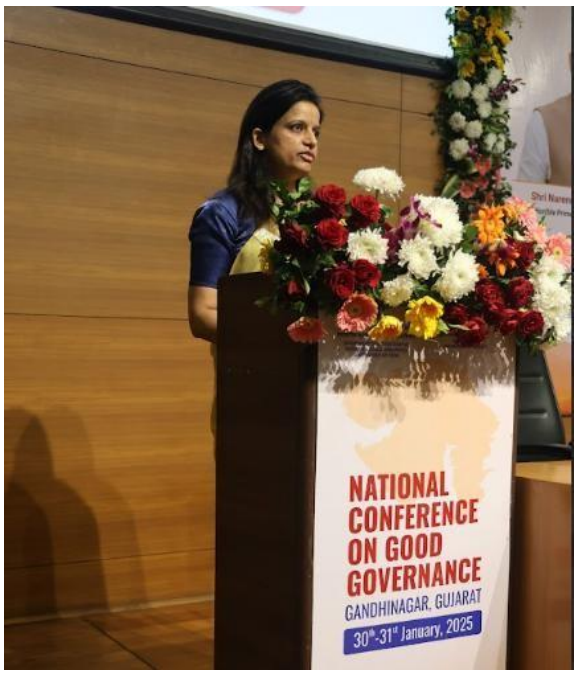
He highlighted that Rajkot, unlike larger cities in Gujarat, has narrower roads, with over 50% being 9 meters or less in width, leading to frequent congestion. To address this, an AI-enabled Adaptive Traffic Control System (ATCS) was introduced under the Smart City initiative in 2021. This system utilizes machine learning algorithms to optimize signal timing based on real-time traffic flow, significantly improving vehicular movement. The system operates in multiple modes, including vehicle-actuated split mode and full vehicle-actuated mode, ensuring minimal waiting time at signals. Moreover, ATCS supports emergency response by enabling remote control of signals for VIP convoys and ambulances. The initiative has resulted in a 34% reduction in traffic time, translating to a seven-hour daily time saving for commuters.

In addition to traffic control, the Smart Hawking Solution was implemented to regulate street vendors and reduce congestion. Despite the establishment of 80 designated hawker zones, unauthorized hawking on roads persisted. To counter this, AI-powered video analytics were deployed to monitor and identify violations in real-time. Encroachment removal teams receive automatic alerts with geo-referenced images, ensuring prompt action. This initiative has significantly reduced illegal street vending and encouraged hawkers to utilize designated zones, thereby improving traffic flow.

Shri Desai expressed gratitude to the Department of Administrative Reforms for recognizing these initiatives with the Silver Award in the National e-Governance District Initiative category. He acknowledged the collective efforts of the Rajkot Municipal Corporation team in making these projects successful.

The initiatives demonstrate the potential of AI and smart technologies in urban planning, contributing to efficient traffic management and sustainable city development.

Presentation-3: Rajkisan Saathi Phase – II by Ms. Monika Choudhary, Joint Director, Department of Information Technology and Communication, Government of Rajasthan



Ms. Monika Choudhary, Joint Director of the Department of Information Technology and Communication, Government of Rajasthan, addressed the dignitaries and esteemed members, presenting the journey of RajKisan Saathi. She highlighted the initial challenges faced in the agricultural sector and the transformative digital interventions made through this initiative.

She discussed the challenges before RajKisan Saathi is implemented like lack of an online system for farmers in Rajasthan, lengthy processing time, with document scrutiny alone taking approximately 45 days, causing delays of 2-3 months for subsidy release, no tracking system for farmers to monitor their applications, absence of a standardized farmer database and a structured identity system, inefficiencies in departmental monitoring of applications and subsidy disbursement.

Inspired by the "Ease of Doing Business" model, the project aimed at "Ease of Doing Farming.", Launched in January 2020 as a unified, integrated portal providing all agricultural services under one roof.

Utilized IT building blocks, including SSO, e-Mitra, e-Sanchar, e-payment platforms, and video conferencing, ensuring comprehensive digital support.

Developed a Farmer Data Bank consolidating land ownership, soil health, crop cycle, and scheme eligibility data. Ensured an end-to-end online system covering agriculture, horticulture, marketing, animal husbandry, and dairy services.

Implemented strict quality control for fertilizers, seeds, and pesticides, with licenses for manufacturers and retailers issued online.

Innovations in Agricultural Digitalization:

- Integration of Agri-input processes, facilitating seamless government-promoted Agri-processing and export businesses.
- Establishment of a farmer-seller-buyer network for better pricing and market connectivity.
- Advanced data analytics, chatbot support, and GIS-based decision-making tools.
- Implementation of an Aadhaar-based Direct Benefit Transfer (DBT) system, reducing fraud and ensuring subsidies reach the rightful farmers.
- Digital tracking of seed distribution, with over 1.17 crore mini kits distributed through an OTP-based system.
- Introduction of a single mobile app encompassing subsidy applications, eligibility tracking, training enrolments, work confirmations, and crop loss intimations.
- Scholarship program for female students in agricultural education, with direct fund transfers.
- AI/ML-powered plant disease diagnosis through image recognition, offering real-time advisory support.

Process Re-engineering & Efficiency Gains:

- Simplification of processes, allowing farmers to access services using a single Jan Aadhaar ID.
- Online verification of subsidies through mobile applications.

- Auto-calculated subsidy disbursement based on real-time field verification.
- Transparent, QR-code-based licensing system for manufacturers and dealers, ensuring authenticity.
- Introduction of a barcoded, geotagged, and randomly allocated lab testing system for fertilizer and pesticide sampling, preventing malpractices.
- Full automation of government processes, including user management, employee transfers, and jurisdiction mapping.

Impact & Achievements:

73 lakh farmers are on boarded onto the platform.18 lakh farmers have applied for subsidies. 65,000 female students are benefited through scholarships worth INR 12.9 crore. INR 2.85 crore disbursed through DBT.1.8 lakh quality control samples are tested.1.58 lakh licenses issued.

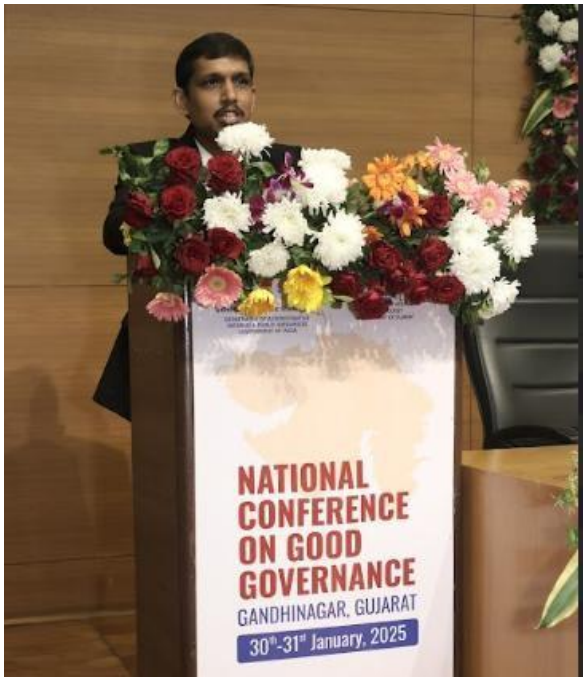
Adoption requests rare received from other states for replication of RajKisan Saathi.

Way Forward:

- Next phase to focus on AI-based crop acreage and yield predictions using satellite imagery.
- Development of an advanced GIS-based farmer advisory system.
- Implementation of market intelligence tools for farmers.
- Evolution of RajKisan Saathi into a Next-Gen AI-driven Agricultural Information Management System.

Ms. Choudhary emphasized that RajKisan Saathi has revolutionized agricultural governance in Rajasthan, eliminating manual interventions and ensuring transparency. The initiative has empowered farmers through digital tools, setting a benchmark for other states. The government's commitment to addressing farmers' issues has transformed traditional processes, taking Rajasthan from paperwork to a seamless, tech-driven agricultural ecosystem.

Presentation-4: Karnataka GIS by Dr. Shree Vyas, Project Director, Centre for e-Governance, DPAR e- Governance, Government of Karnataka



Shree Vyas introduced Karnataka GIS (K-GIS) as a transformative initiative leveraging Geographic Information Systems (GIS) for improved governance. More than just a mapping tool, K-GIS integrates data from multiple departments, enabling policymakers to make informed, data-driven decisions.

The project aligns with Digital India's vision, emphasizing the importance of technology in governance. Karnataka's GIS journey began nearly nine years ago, anchored by the Karnataka State Remote Sensing and Application Centre, established in 1986. With over 700 spatial data layers and 50 lakh mapped assets—including schools, Anganwadis, and agricultural data—the initiative supports decision-making across sectors like urban planning, disaster management, and resource allocation.

Several key applications developed under K-GIS were highlighted:

- **Chunavana App** – Provides real-time election-related information, including polling station locations, queue status, and results.
- **Disaster Management App** – Designed for the upcoming Aero India event, offering emergency exit routes, parking, and real-time risk assessment.
- **Dishaank App** – Allows citizens to access land ownership details using GPS coordinates.
- **Forest Fire Monitoring System** – A preventive tool that has significantly reduced wildfire incidents in Karnataka.

- **Karnataka Attendance Management System** – Ensures government employees' presence in designated offices through GIS-integrated authentication.

Challenges such as data accuracy, real-time updates, and governance frameworks were acknowledged. To address these, data auditing mechanisms and a state GIS policy are being developed.

The initiative has received national recognition, including the National e-Governance Award (Gold Category) 2024 and other accolades such as the Agri India Award and India Geospatial Awards.

Shree Vyas concluded by emphasizing GIS's role as a necessity in modern governance, underscoring Karnataka's commitment to scalable, inclusive, and technology-driven public service delivery.

Session was concluded with Mementos giving to the speakers and group Photograph.

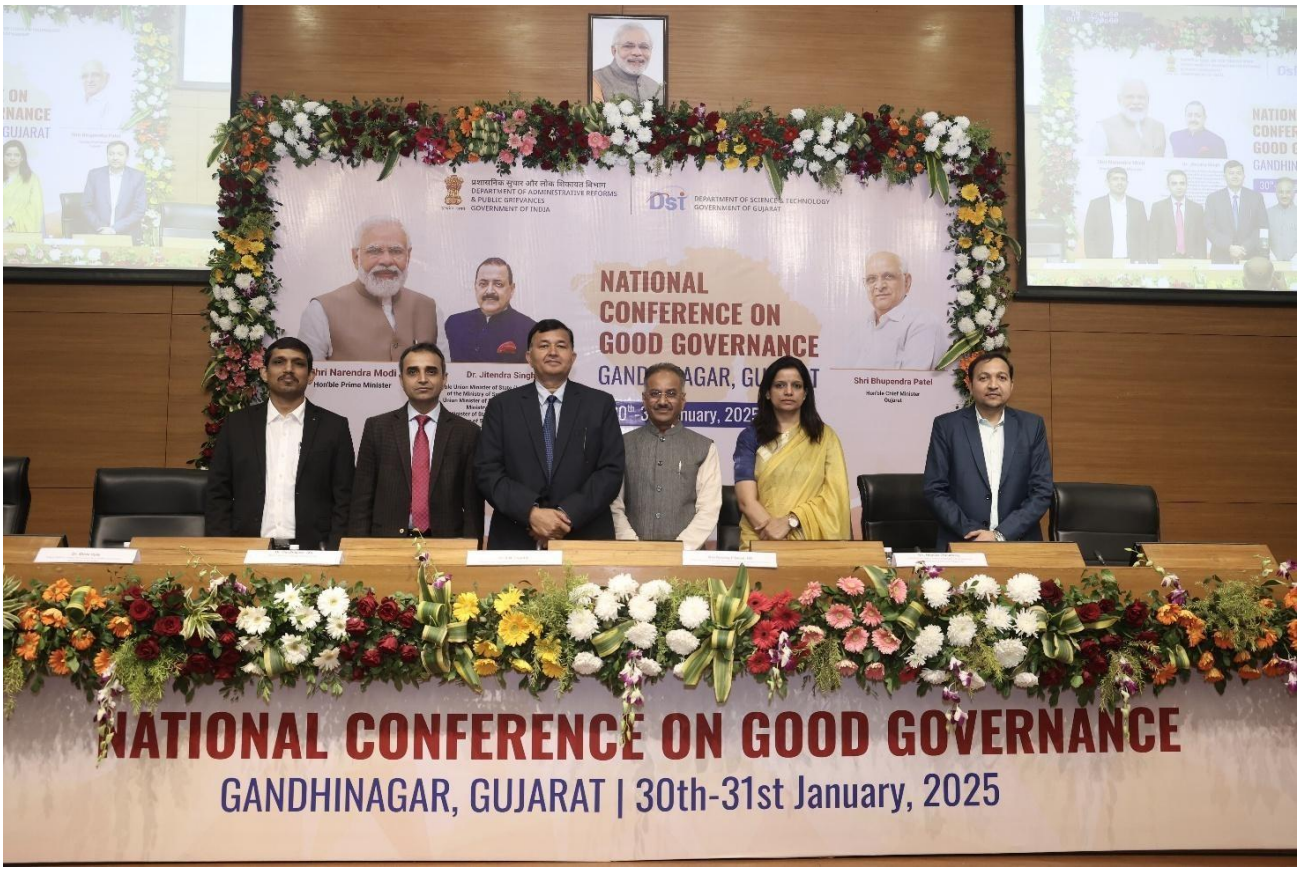
Dr. Tripathi commended the four presenters for demonstrating that no challenge is insurmountable and expressed pride in witnessing their contributions. He encouraged the audience to implement the insights gained, starting immediately.

Audience Participated in Q&A round where questions discussed regarding collaboration between KGIS and PM-Gati Shakti projects, the integration of unique student IDs with Aadhaar and cost and staffing of ATCS implementation.

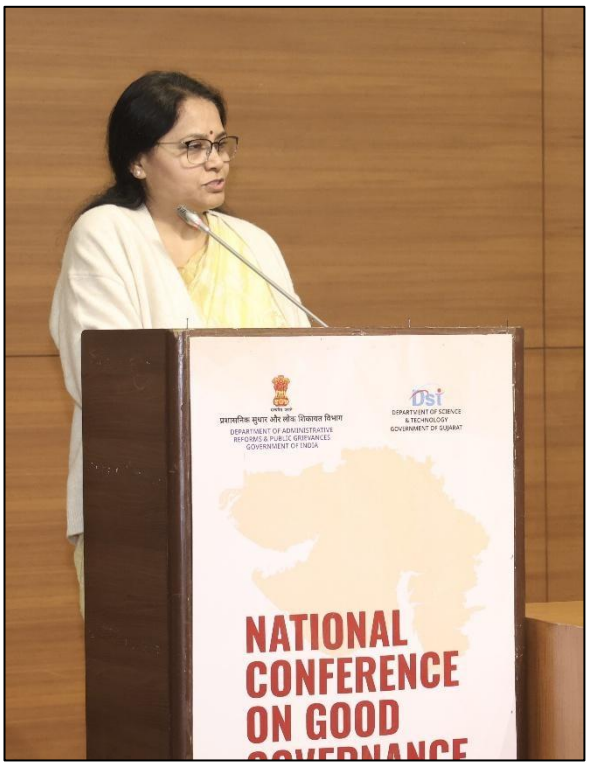
Dr. Tripathi acknowledged the impact of technology, transitioning from basic computerization to AI/ML-driven solutions.

Shri Kalpesh Patel, Deputy Director (IT), presented mementos to the session chair, Dr. Tripathi, and all speakers, followed by a group photograph.

Gratitude was extended to the speakers and session chair for their valuable insights.



Presentation-5: Presentation on Scheme on PM Award, 2024 by Smt. Sarita Chauhan, Joint Secretary, DARPG



Smt Sarita Chauhan expressed gratitude to the distinguished participants, including the Secretary of DARPG, Principal Secretaries, and Secretaries for the opportunity to speak about the National Award Scheme for e-Governance & Prime Minister's Award for Excellence in Public Administration.

National Award Scheme for e-Governance

These Awards are being given every year since 2003 to recognize and promote excellence in implementation of e-Governance initiatives. The Awards are presented generally during an event of two-days, viz. the National Conference on e-Governance.

In 2025, the National Awards for e-Governance scheme includes six categories:

Category (I) - Government Process Re-engineering by Use of Technology for Digital Transformation. In this category, 4 awards would be conferred.

Category (II) - Innovation by Use of AI and Other New Age Technologies for Providing Citizen Centric Services. In this category, 3 awards would be conferred.

Category (III) - Best e-Gov Practices in Cyber Security. In this category, 3 awards would be conferred.

Category (IV) - Grassroot Level Initiatives for Deepening/ Widening of Service Delivery with Focus on Initiatives. In this category, 4 awards would be conferred.

Evaluation Parameters are:

- Good governance
- Qualitative achievements
- Last-mile delivery

Category (V) - Replication and Scaling up on Successful National Awarded Projects like NAeG, Prime Minister Awards in Excellence, & Awards Conferred by Central Ministries by State/UT/District. In this category, 1 award would be conferred.

Category (VI) - Digital transformation by Use of Data Analytics in Digital Platforms by Central Ministries/States/UTs. In this category, 1 award would be conferred.

Categories for 2024 Awards:

Prime Minister's Award for Excellence in Public Administration:

The award was introduced in 2006 to recognize exceptional and innovative work by districts and government organizations. In 2014, the focus shifted to recognizing District Collectors' contributions in priority programs, innovations, and aspirational districts. In 2020, the scheme was revamped to emphasize economic development. The 2021 revamp introduced a competitive approach fostering innovation and best practices.

- **Holistic Development of Districts**: Five awards across 11 key priority sector programs.
- **Aspirational Blocks Program**: Five awards.
- **Innovation in Public Administration**: six awards.

This concludes the brief proceedings, focusing on the award's history, structure, and key categories.

Session-II

Session – II: District Level Initiative in e-Governance

Session Chair – Smt. Sarita Chauhan, Joint Secretary, DARPG

- Use of Teleradiology and Artificial Intelligence (AI) for Chest Radiograph by Dr. Samit Sharma, Secretary, Department of Animal Husbandry, Fisheries & Gopalan, and Managing Director, Rajasthan Skill and Livelihood Development Corporation, Government of Rajasthan
- Wokha SAATHI (Smart AI-based Assistant for Timely Help & Interface & WhatsApp Chatbot) by Shri Ajit Kumar Ranjan, Deputy Secretary, Sixteenth Finance Commission, Ministry of Finance, Government of India
- India Hypertension Control Initiative, by Dr. Ganeshkumar Parasuraman, Scientist E, ICMR - National Institute of Epidemiology, Chennai

The session commenced with opening remarks from Smt. Sarita Chauhan, who emphasized the significance of district-level initiatives in e-governance. She highlighted that the district administration serves as the cutting edge of governance, directly impacting citizens' lives, particularly in last-mile service delivery. She acknowledged the efforts made at the district level to identify and address gaps in service delivery, underscoring the importance of recognizing problems as the first step toward solutions.

Smt. Chauhan appreciated various initiatives undertaken at the district level that have contributed to improvements in governance, expanding beyond basic needs such as food, shelter, and dignity (Roti, Kapda, Maan) to encompass broader aspects like business facilitation and overall service efficiency.

She provided a concise introduction of the session's speakers.

The session then proceeded with the invited speakers presenting their detailed insights on their respective initiatives.

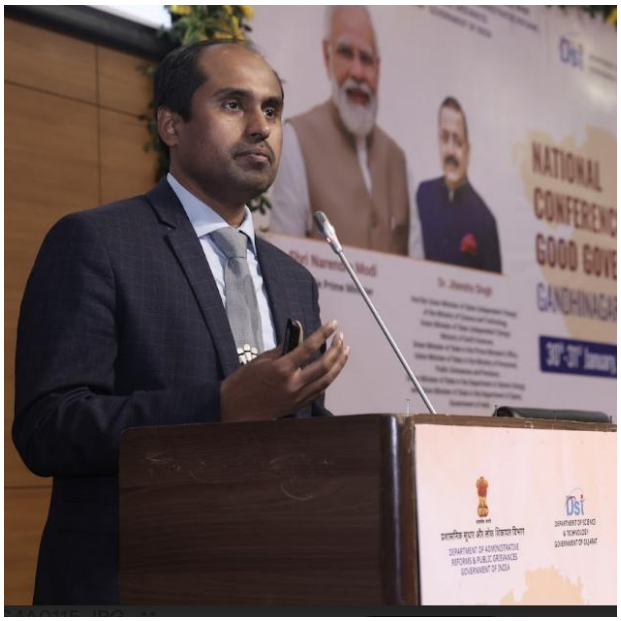
Presentation-1: Use of Teleradiology and Artificial Intelligence (AI) for Chest Radiograph by Dr. Samit Sharma, Secretary, Department of Animal Husbandry, Fisheries & Gopalan, and Managing Director, Rajasthan Skill and Livelihood Development Corporation, Government of Rajasthan

Dr. Samit Sharma delivered a speech on the use of Teleradiology and Artificial Intelligence (AI) for chest radiographs. He emphasized the role of technology in good governance and efficient public service delivery, ensuring quick approvals, benefit transfers, and quality services with dignity.

He highlighted the importance of transparency, accountability, and accuracy in services, particularly in workers' welfare policies and healthcare registrations. He discussed the implementation of automated systems for registration, digital X-ray facilities, and AI-driven diagnostics to enhance accuracy and efficiency. AI systems demonstrated an 87.8% sensitivity in detecting true positive cases, improving diagnostic precision while reducing human errors.

Dr. Sharma stressed the government's vision of "minimum government, maximum governance," advocating for AI-driven automation to minimize discretion, delays, and corruption in service delivery. He reflected on his experiences as a district collector and praised the transformative potential of AI in public administration. He concluded by acknowledging AI as both a disruptive and enabling technology for effective governance and improved public services.

Presentation-2: Wokha SAATHI (Smart AI-based Assistant for Timely Help & Interface & WhatsApp Chatbot) by Shri Ajit Kumar Ranjan, Deputy Secretary, Sixteenth Finance Commission, Ministry of Finance, Government of India



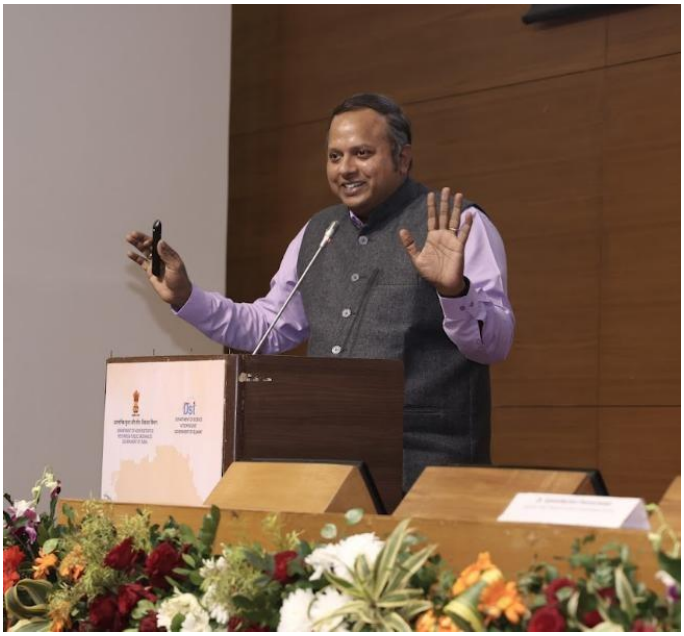
Shri Ajit Kumar Ranjan presented the Wokha SAATHI (Smart AI-based Assistant for Timely Help & Interface) project, an innovative WhatsApp chatbot designed to improve accessibility and service delivery in remote districts like Wokha, Nagaland.

He highlighted the challenges of geographical barriers, small population sizes, and limited government manpower, making traditional service centers unfeasible. To bridge this gap, the chatbot was introduced, utilizing conversational AI for easy access to government services. The system operates 24/7, requires no additional manpower, and works even with intermittent internet connectivity.

SAATHI enables citizens to request services, receive updates, and interact with government departments in real time. It also supports entrepreneurship programs, disaster relief applications with GPS-tagged submissions, and integrates multiple government schemes for efficient processing. The chatbot has achieved 98% accuracy and has been widely adopted, impacting over 10% of Wokha's population.

Shri Ranjan emphasized that even small technological interventions can significantly impact individuals in remote areas, reinforcing the importance of inclusive and accessible governance through digital innovation.

Presentation-3: India Hypertension Control Initiative, by Dr. Ganeshkumar Parasuraman, Scientist E, ICMR - National Institute of Epidemiology, Chennai



Dr. Ganesh Kumar Parasuraman began his address by highlighting hypertension as a major public health issue in India. He emphasized that out of 20 crore people affected by hypertension, only 2 crores have been diagnosed, leaving 18 crores undiagnosed and untreated. He underscored the silent nature of hypertension, which often leads to severe medical emergencies like heart attacks and strokes. Alarmingly, nearly 4 million cardiovascular deaths occur annually in India, with 50% of victims under the age of 69.

To address this issue, the India Hypertension Control Initiative (IHCI) was launched by ICMR in collaboration with the Ministry of Health, WHO, and other partners. The initiative aims to establish a systematic, standardized approach to hypertension management across the country. Dr. Ganesh Kumar drew parallels between public health

programs and governance systems, emphasizing the importance of defining processes, accountability, and resource allocation.

A key component of IHCI is ensuring continuous medication supply. He highlighted the affordability of hypertension treatment, citing Tamil Nadu's mass procurement model, which reduced the cost of essential hypertension drugs to just ₹0.09 per tablet. In contrast, treating heart attacks costs over ₹1.5 lakh per case, demonstrating the cost-effectiveness of prevention.

Dr. Ganesh Kumar also discussed challenges faced during implementation, such as lack of patient records and poor follow-up mechanisms. To overcome this, IHCI introduced 'Simple' App, a digital tool designed for healthcare workers to track and monitor patients efficiently. The app enables easy registration, offline functionality, and QR-based patient tracking, ensuring continuity of care.

The initiative started in 2017 with five states and 26 districts and has since expanded to 157 districts, covering 232 million people and registering 51 lakh hypertension patients. Approximately 45% of registered patients have their blood pressure under control, showcasing the program's effectiveness.

IHCI has received national and international recognition, including the National e-Governance Award, the United Nations NCD Award (2022), and an upcoming award from the World Hypertension League in 2024. The initiative's impact and scalability have been documented in scientific publications, providing insights for future public health interventions.

Dr. Ganesh Kumar concluded by emphasizing the need for collective efforts to scale such initiatives for larger masses, ensuring accessible and affordable hypertension care nationwide.

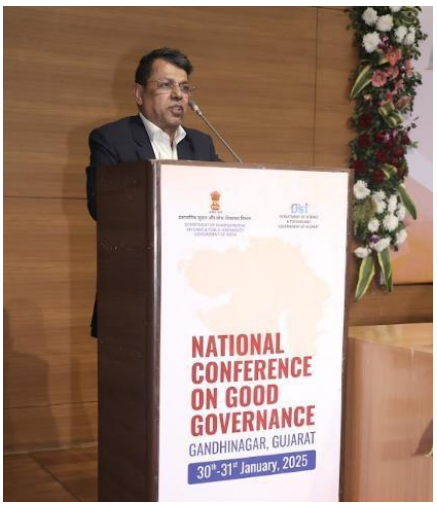
Sarita Chauhan introduced the next speaker, Mr. Shantmanu, a senior IAS officer of the 1991 batch (Jammu & Kashmir cadre), currently serving at the rank of Additional Chief Secretary. Highlighting his 33 years of distinguished service, she noted his extensive experience in various roles within the J&K government and central government, including his tenure as Joint Secretary and Additional Secretary in the Department of Food and Civil Supplies.

She emphasized the unique challenges of governance in Jammu & Kashmir, citing geographical, climatic, and infrastructural constraints that make administrative work more complex. Issues such as remote and far-flung areas, lack of connectivity, and the need for specialized efforts in digitization initiatives like BharatNet were also highlighted.

Concluding her introduction, Sarita Chauhan invited Shantmanu Sir to share his insights and experiences on digitization efforts in Jammu & Kashmir and their impact on governance.

Presentation-4: Speech on J&K Digitalization by, Mr. Shantmanu, Additional Chief Secretary, J&K

The session commenced with an address by Shantmanu (IAS), highlighting his extensive tenure in government services and his recent roles in higher education and IT. He reflected on his career journey, particularly his initial posting in Ladakh, emphasizing the challenges and learning experiences encountered during his tenure.



Shantmanu provided an overview of the traditional governance system in Jammu and Kashmir, mentioning the 'Darbar Move,' where physical files were transported between Jammu and Srinagar, leading to significant administrative delays. He recounted instances illustrating the difficulties citizens faced in accessing essential services, emphasizing the need for digital transformation.

He detailed the implementation of the e-file system, which has revolutionized administrative efficiency by eliminating delays associated with physical file transfers. Over 500 government offices and 24,000 users are now integrated into this system.

The 'e-Unnat' unified portal, consolidating 1,166 online services, was highlighted as a major achievement, earning J&K the SKOCH Silver Award. He noted that J&K currently leads in digital service integration, followed closely by Tamil Nadu.

Educational institutions, including Jammu University and Kashmir University, have been integrated into digital platforms, streamlining administrative operations.

He emphasized the expansion of Common Service Centers (CSCs), with 1,77,000 centers and an additional 30,000 touchpoint CSCs strategically placed to enhance accessibility. The Auto-Appeal System, ensuring timely service delivery under the Public Services Guarantee Act, was also introduced.

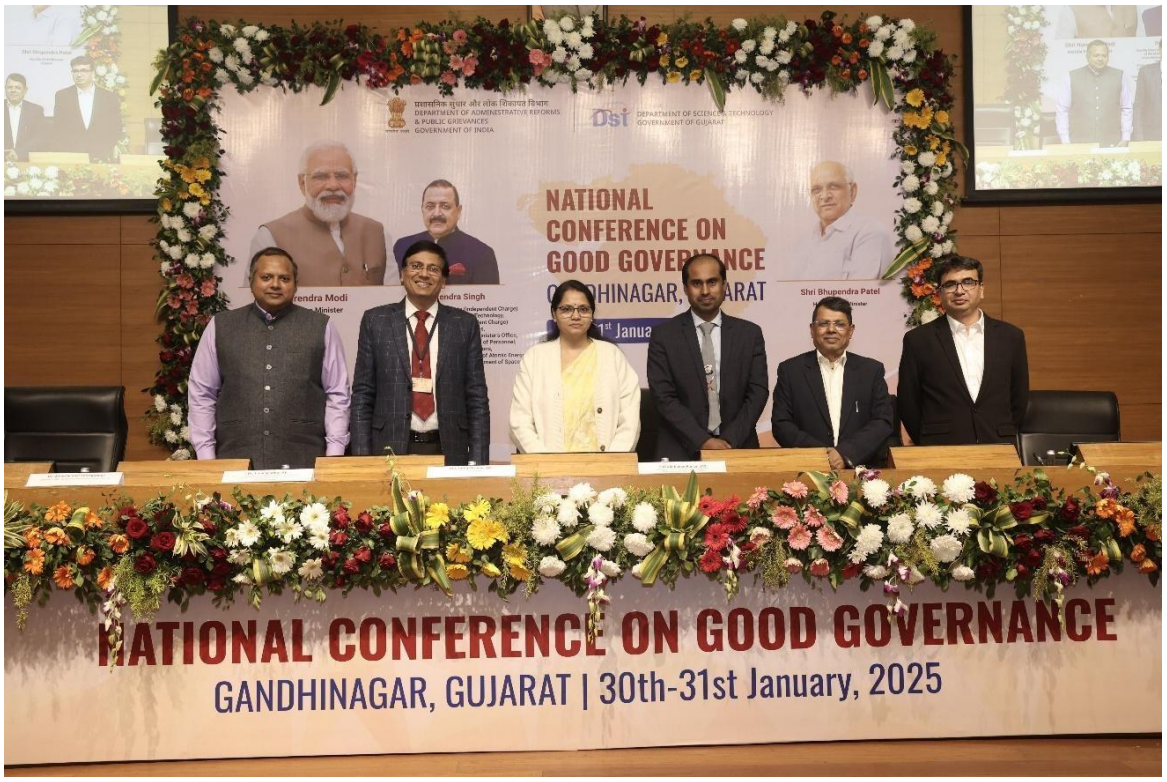
Upcoming initiatives include:

- The launch of an RTI portal for online applications.
- Implementation of the National e-Vidhan Application to enhance legislative transparency.
- Digital platforms like 'Kisan Kendra' and 'JK Samadhan Portal' to support farmers and grievance redressal.
- Automation of hospitals for improved healthcare services.
- Establishment of free Wi-Fi hotspots at major tourist and pilgrimage sites to boost connectivity.

Shantmanu concluded by acknowledging the evolving nature of digital governance, recognizing similar challenges in other states, especially in the Northeast. He expressed optimism about the continued advancements in J&K's digital landscape and thanked the audience for their support in this transformative journey.

Sarita Chauhan thanked the panellists and participants for their engaging discussions, emphasizing the importance of continuous digital transformation in healthcare and governance followed by the Question & Answer round.

The session concluded with the distribution of mementos to the session chair and all participants as a token of appreciation. Following this, a group photograph was taken to commemorate the event.



Session-III

Session III– Best Practices of Government of Gujarat (I)

Session Chair – Shri Mona Khandhar, PS (DST)

- Internal process E-HRMS, Govt Of Gujarat by Shri Jainam Mehta, Section Officer, HRMS Cell, General Administration Department
- E-Sarkar, Govt of Gujarat by Smt. Shraddha Jani, Deputy Director, Directorate of ICT and e-Governance
- Centre for Excellence (CoE) Use of IoT to AI by Govt of Gujarat by Shri Vrutik Shah, Deputy General Manager, Gujarat Informatics Limited
- Bharat Net –Village Wi-Fi, FTTH & Horizontal Connectivity, Govt of Gujarat by Shri Sanjay Gaden, GFGNL Head-Director(T&I)
- Incentive & Facilitation Portal, Govt of Gujarat by Shri Wasim Mansuri, Deputy Director, Directorate of ICT and e-Governance

The session, chaired by Shri Mona Khandhar, focused on highlighting best practices from various government departments in Gujarat, emphasizing an integrated and holistic approach to digital governance. Departments have actively worked on consolidating their existing platforms to enhance efficiency and service delivery.

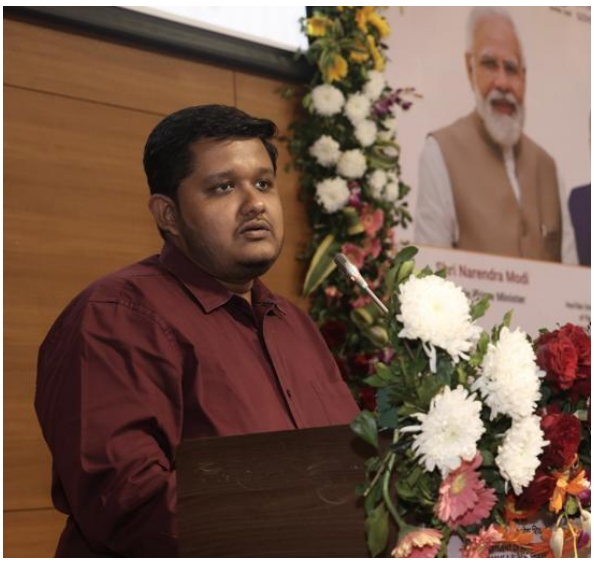
A major initiative discussed was the Human Resource Management System (HRMS), recently rolled out by the General Administration Department. This ambitious project successfully onboarded 8 lakh state government employees onto a unified digital platform for streamlined personnel management. The HRMS was developed in-house by Gujarat Informatics Limited in collaboration with the department, overcoming significant implementation challenges.

Shri Mona Khandhar invited Mr. Jainam Mehta to provide further insights into the project, particularly on the strategies used for change management and smooth employee onboarding.

Presentation-1: Internal process E-HRMS, Govt. of Gujarat by Shri Jainam Mehta, Section Officer, HRMS Cell, General Administration Department

Shri Jainam Mehta extended gratitude to senior government officials for the opportunity to present E-HRMS, formerly known as *Karmayogi*, a flagship initiative of the Government of Gujarat. Developed in collaboration with the General Administration Department and the Department of Science & Technology, the portal aims to digitize and streamline HR processes for the six lakh+ employees of the Gujarat government.

The primary objective is to digitize employee service records and integrate all HR functions into a unified platform. It ensures workflow-based solutions, covering the full employee lifecycle from recruitment to retirement. A single sign-on (SSO) mechanism using a unique HRPN (Human Resource Personal Number) facilitates seamless integration across G2C and G2G services.



Unique Features

- Open-source, scalable, and microservice-based architecture for enhanced efficiency.
- Decentralized administration with class-one officers having control over employee management.
- Accessibility on open networks, making it available across India.
- Integration with financial and administrative systems for payroll and leave management.

The project was rolled out in phases, starting with sanctioned position creation and user onboarding. Agile SDLC methodology was followed, ensuring flexibility for policy changes. Gujarat Informatics Limited (GIL) led in-house development, leveraging government expertise for a smooth rollout. Extensive user training was conducted via YouTube and WhatsApp channels.

Over 6 lakh sanctioned positions are created and 3.87 lakh employees onboarded.60,000+ Performance Appraisal Reports (PARs) and 1.8 lakh Annual Property Returns are submitted.

Benefits

- **For Employees:** 24x7 service availability, transparency, and ease of application submission.
- **For Administration:** Real-time decision-making, accurate data management, and improved inter-departmental coordination.

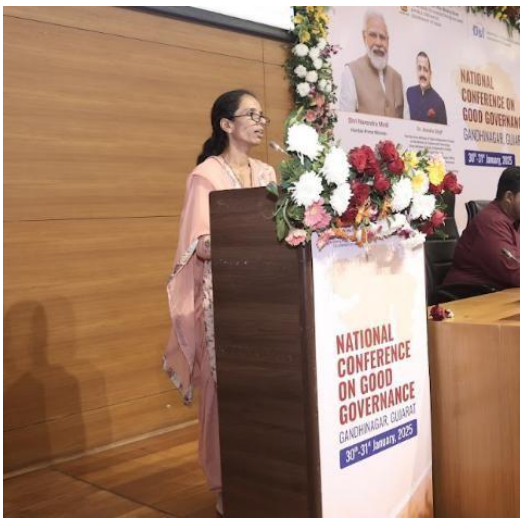
Challenges & Future Roadmap

- Addressing large cadre pools, policy complexities, and user training hurdles.
- Future developments include AI-powered tools, integration with national portals, payroll management, transfer posting, and digital service records.

E-HRMS has transformed HR operations in Gujarat, improving efficiency and transparency in governance. Shri Jainam Mehta concluded by thanking the audience and reaffirming the commitment to further innovations in the system.

Presentation-2: E-Sarkar, Govt. of Gujarat by Smt. Shraddha Jani, Deputy Director, Directorate of ICT and e- Governance

Smt. Shraddha Jani provided an overview of the e-Sarkar system, an e-Governance initiative by the Gujarat government aimed at streamlining office procedures, improving efficiency, and ensuring transparency in government operations.



e-Sarkar facilitates digital processing of official letters, approvals, and notifications. It ensures a paperless and efficient decision-making system.

Aligns with the Digital India vision of the Hon'ble Prime Minister. Initially launched for state departments on Good Governance Day (25 Dec 2021). Later expanded to 26 State Departments, HODs, Commissionerates, Directorates, and other Government Offices.

Core Modules & Features

- e-File Management (e-tapaal, e-File, Office Note, MLA References).
- RTI Management (Online RTI portal, digital processing of RTI applications).
- Other Modules: LAQ Management, Award Management, Legal Case Management, Record Management, Knowledge Repository.
- Digital Dispatch Module: Enables officials to send orders digitally.
- Integration of e-Sign Solutions: Secure and verified digital approvals.

- Speech-to-Text Integration (Bhashini module): Facilitates English and Gujarati drafting.
- AI-based Chatbot Assistance for user support.
- QR Code Integration: Ensures document authenticity and easy verification.

Performance & Impact

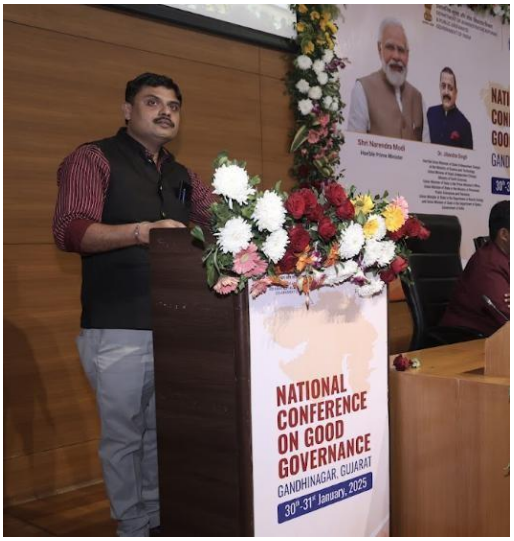
- 8,000+ offices on boarded.
- 1.3 crore e-Files registered and 33.82 lakh e-Files processed.
- Over 1.33 lakh users on boarded.
- 2,472 RTI applications processed digitally.
- More than 10 lakh trees saved due to reduced paper usage.
- Improved transparency & accountability through digital tracking.
- Work-from-home capability enables flexible and efficient governance.

Training & Future Scope

- 300+ training sessions conducted across Gujarat for government officials.
- Continuous on boarding of new offices and users.
- Expansion of digital services to further enhance governance efficiency.

Smt. Jani emphasized that e-Sarkar has transformed office management in Gujarat by making governance digital, transparent, and efficient. The project continues to expand, integrating advanced technologies to further improve workflow automation and citizen services.

Presentation-3: Centre for Excellence (CoE) Use of IoT to AI by Govt. of Gujarat by Shri Vrutik Shah, Deputy General Manager, Gujarat Informatics Limited



Shri Vrutik Shah delivered an insightful speech on the AI Center of Excellence (AICoE) and its role in advancing AI adoption in Gujarat. He highlighted the importance of AI in reshaping industries, governance, and service delivery, aligning with national initiatives like the IndiaAI Mission led by MeitY.

The Government of Gujarat is fully committed to AI-driven innovation. AICoE established in GIFT City, inaugurated by Hon'ble CM on 27th January 2024.18+ startups working at AICoE to drive AI-based solutions.

Four Thrust Areas of AICoE

- Sectoral Innovation: Addressing real-world challenges for citizens, industry, and academia.
- Capacity Building: Upskilling workforce, students, and government officials in AI.
- Ecosystem Bridging: Collaboration between government, startups, academia, and industry.
- Sustainability & Scalability: Ensuring long-term impact and scalability of AI solutions.

Key Partnerships & MOUs

- Microsoft & NASSCOM (June 2024) to provide AI technology, training, and support.
- MOUs with IBM, Intel, Amazon, L&T, Nvidia, GTU, IITs for AI capacity building.

AI CoE Functional Areas

- Technical Category: IT & non-IT infrastructure setup, model selection, data governance.
- Governance Category: Strategy for scalability, interoperability following MeitY guidelines.

- Knowledge Repository: AI findings to be leveraged across multiple applications.

AI Innovation Challenge & Use Cases

- 50+ use cases identified from 15+ departments.
- First AI Innovation Challenge launched (27th Jan 2024) with 8 government use cases.
- Key use cases:
  - Encroachment Detection System (95% accuracy expected)
  - Facial Recognition System (99% accuracy anticipated)
  - Bilingual OCR (Optical Character Recognition)
  - Document Identification & Recognition
- Industry-led challenges on Data Capitalization, AI-assisted surgery, and EV maintenance.

Role of DST, Microsoft, and NASSCOM

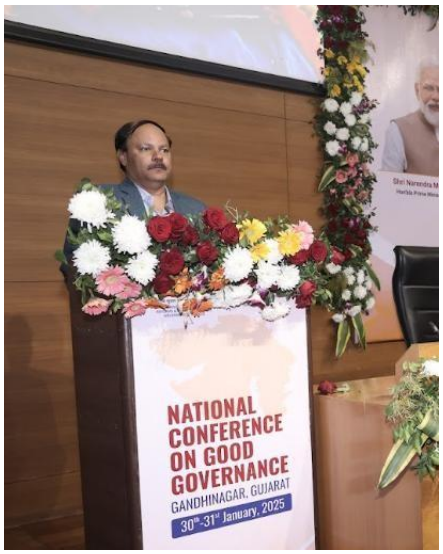
- DST Provides funding, infrastructure, and roadmap for AI adoption.
- Microsoft Offers AI technology, POCs, consultation, and government training.
- NASSCOM is Execution partner engaging start-ups, academia, and industry.

Progress & Future Plans

- AI Task Force & Strategic Planning Committee formed to monitor progress.
- POC initiated for AI-based chatbot for Digital Gujarat.
- Plans to integrate AI across government applications like e-Sarkar, HMIS 2.0, and Mari Yojana.

Shri Vrutik Shah emphasized that the AICoE will drive AI-led governance, service delivery, and industrial growth in Gujarat. The initiative fosters collaboration across government, industry, and academia to harness AI's full potential. The AI Innovation Challenge is set to accelerate AI adoption, with periodic reviews ensuring progress towards a digitally empowered Gujarat.

Presentation-4: Bharat Net –Village Wi-Fi, FTTH & Horizontal Connectivity, Govt. of Gujarat by Shri Sanjay Gaden, GFGNL Head-Director(T&I)



Shri Sanjay Gaden, the Head Director (T&I) at GFGNL, addressed the audience, including senior officers from various governments, with a detailed presentation on the ongoing digital connectivity projects in Gujarat under the BharatNet initiative.

He highlighted the scale and challenges of the projects, emphasizing the laying of 35,000 kilometers of fiber across 8,000 rural locations in Gujarat, with an exceptional 96% uptime despite weather challenges. He credited the success to strong collaboration and well-structured RFPs, as well as favourable execution strategies, particularly with regard to obtaining right-of-way approvals.

Shri Gaden described BharatNet's goals of connecting government offices, citizens, and telecom services. He showcased Gujarat's achievement in delivering 1,000 times faster speeds at the Gram Panchayat level and aggregating 600 times the bandwidth at the state level, enabling improved rural connectivity and the delivery of over 1.6 crore application forms. The project also extended to 40,000 rural public institutions.

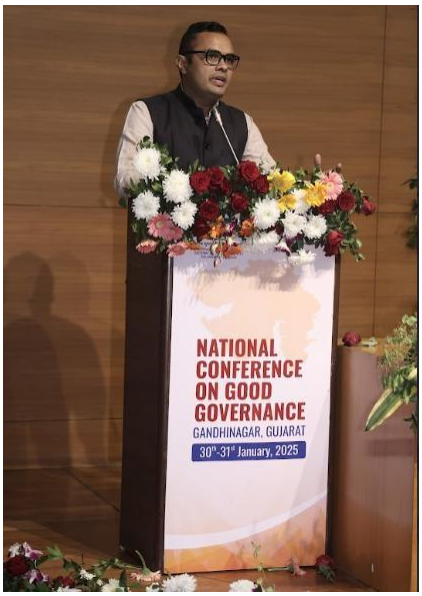
The presentation further discussed the importance of Fiber to the Home (FTTH) services in enabling value-added services like education and telemedicine. It emphasized the impact of enhanced telecom infrastructure, improving signal strength to benefit rural populations.

Looking ahead, Shri Gaden outlined plans for Phase 3 of BharatNet, which aims to modernize infrastructure and align with Gujarat's Vision 2047, ensuring sustainable growth and connectivity.

He concluded by highlighting the innovative partnership model adopted, ensuring minimal expenditure while serving rural and urban areas effectively. The initiative is poised for future success, with the government gaining value through strategic investments in digital infrastructure.

Shri Gaden thanked the audience and concluded his session.

Presentation-5: Incentive & Facilitation Portal, Govt of Gujarat by Shri Wasim Mansuri, Deputy Director, Directorate of ICT and e-Governance



Shri Wasim Mansuri, Deputy Director at the Directorate of ICT and e-Governance, introduced the Gujarat government's Incentive & Facilitation Portal designed to streamline and enhance transparency in the implementation of various state policies, including IT, Biotechnology, and Electronics. He explained that the portal enables applicants to apply for benefits online, submit required documents, and receive any necessary facilitation, all through a digital interface.

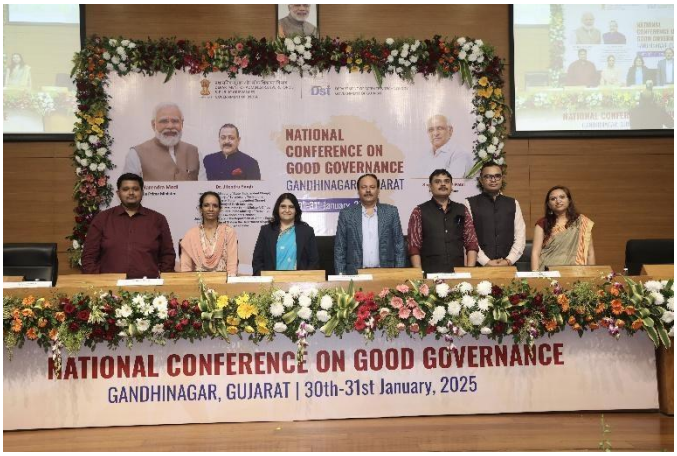
The core objective of the portal is to provide a smooth and transparent application process, with automated workflows for scrutiny, approval, and claims. The portal offers role-based access for different users, including applicants, scrutinizers, approvers, and course providers. Everything, from document submission to claim processing, is handled digitally, eliminating the need for physical paperwork and enabling faster approval and disbursement.

Shri Mansuri highlighted the portal's key features, such as real-time reporting, secure data handling with encryption, and two-factor authentication. He also pointed out the integration of several systems, including GST and electricity bill verification, making the portal more efficient and automated. The dashboard and reporting features allow officials to track pending applications, manage budgets, and forecast future requirements.

Additionally, the portal supports capacity-building initiatives by offering upskilling courses, which are managed through the system, allowing applicants to claim reimbursements upon course completion. The system also facilitates easy communication between applicants and the government through query management.

Looking ahead, Shri Mansuri discussed plans to enhance the portal with AI features for automated document verification, a mobile application for easier access, and further integration with systems like EPFO and GST. He concluded by emphasizing the portal's role in improving the ease of doing business and increasing transparency in governance.

Shri Mansuri thanked the audience and concluded his presentation.



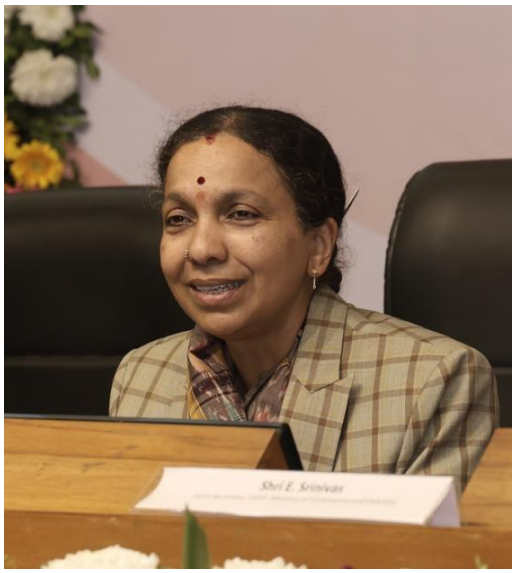
The session concluded with the distribution of mementos to the session chair and all participants as a token of appreciation. Following this, a group photograph was taken to commemorate the event.

Session-IV

Session-IV: - Emerging Technologies in Digital Transformation for Citizen Centric Services by GoI/ State Governments

Session Chair: – Dr. Jayanti S. Ravi, ACS (Revenue Department)

- Communication Strategy for Governance by Ms. Rakhi Bakshee, Media Consultant, IIPA.
- PCMC Smart Sarathi Project by Shri Shekhar Singh, Municipal Commissioner, Pimpri Chinchwad Smart City Limited, Government of Maharashtra
- Prime Minster Gati Shakti by Shri E. Srinivas, Joint Secretary, DPIIT, Ministry of Commerce and Industry & Industry 4.0/ Logistics Platform
- Use of block chain for Land Registration in Telangana by Smt. Rama Devi, Director, Emerging Technologies - Tech for Social Good - Govt of Telangana



Dr. Jayanti S. Ravi, Principal Secretary (Revenue Department), delivered a detailed speech on the importance of behaviour change and technology in transforming public systems, emphasizing that technology alone is insufficient without effective change management.

She shared two key examples of successful digital transformations in India, one from the railway sector and the other from Gujarat's health department.

IRCTC Transformation (Indian Railways):

Dr. Ravi highlighted the shift from a manual, opaque ticket booking system to the online IRCTC platform. She illustrated how this transformation became indispensable to users, with unions and the public resisting any potential reversion to the old system.

She emphasized that while technology contributed significantly (30%) to the change, 40% of the effort was attributed to change management—ensuring users understood and embraced the new system.

Gujarat Health Department: Technology-enabled Community Health Operations:

In Gujarat, a technology initiative was introduced to reduce the cumbersome documentation required by health workers (such as Asha and A&M workers). Previously, they had to fill out 93 columns per visit, but the new system simplified data collection and improved the accuracy of health assessments.

The technology allowed health workers to track maternal and infant health with greater efficiency, providing real-time data to guide interventions, such as identifying areas with skewed sex ratios or potential health risks.

This resulted in significant improvements in Gujarat's ranking for SDG (Good Health and Well-being), from 18th to 1st nationally by 2021. The system also led to a decrease in maternal mortality, as health workers could promptly identify and escalate critical cases.

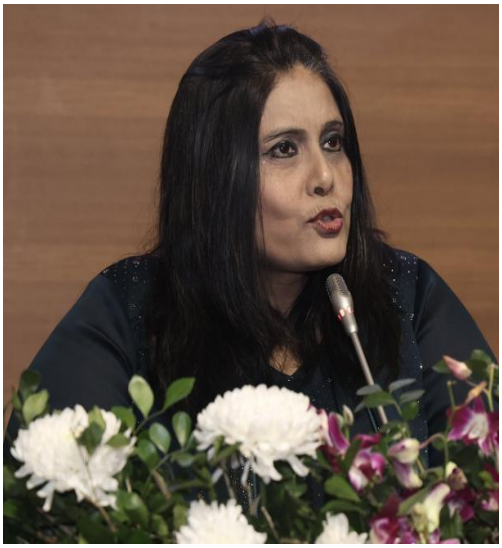
Role of Technology in Improving Public Systems:

Dr. Ravi stressed the role of technology in simplifying processes, ensuring data transparency, and improving decision-making. Technology allowed for more targeted interventions, like addressing low sex ratios or preventing maternal deaths, and enhanced the efficiency of health workers.

The technology initiative ultimately contributed to better public health outcomes and demonstrates the importance of continuous monitoring and data-driven decision-making in government programs.

The session concluded with a recognition of the critical role of technology in fostering public sector reforms, highlighting that both technology and change management are key to sustainable success.

Presentation-1 Communication Strategy for Governance by Ms. Rakhi Bakshee, Media Consultant, IIPA.



Ms. Rakhi Bakshee, a Media Consultant at IIPA and former anchor on DD News, delivered an insightful presentation on the evolving communication strategies in governance. Key points from her presentation are summarized as follows:

Introduction to Communication in Governance:

Ms. Bakshee emphasized the importance of bridging the gap between government actions and public engagement through effective communication strategies.

She discussed the role of both online and offline communication channels in reaching the broader public, especially in the digital age.

Digital Engagement:

- Social media platforms play a vital role in engaging citizens, providing a space for citizens to share feedback, concerns, and praise.
- The shift toward online platforms has made it easier for information to spread, with new forms of communication like blogs, threads, podcasts, and videos gaining prominence.

Offline Communication:

- Despite the digital shift, offline methods remain crucial for reaching people in remote or underserved areas. Tools like LED screens, grassroots engagement programs, and community events help bridge this gap.
- Examples such as "My Sathi," a platform to engage citizens, were highlighted as successful initiatives in this realm.

New Communication Platforms and Tools:

- Ms. Bakshee highlighted the use of alternative media platforms, including radio (notably the PM's *Mann Ki Baat*), which remains an effective tool for engaging large, diverse audiences in local languages.
- The combination of traditional media (TV, radio, print) with modern tools like LinkedIn videos and augmented reality creates a multi-dimensional approach to communication.

Technology in Governance:

- The integration of emerging technologies like augmented reality (AR), virtual reality (VR), blockchain, AI, and machine learning has the potential to enhance communication in governance and make it more impactful.
- These technologies can improve the accessibility of services, promote citizen participation, and ensure effective governance through smarter, data-driven strategies.

Capacity Building and Citizen-Centric Communication:

- Ms. Bakshee stressed the importance of citizen-centric communication, where citizens are actively involved in governance through digital platforms.
- Initiatives like Mission Karmyogi were mentioned as examples of capacity-building efforts aimed at using technology for better governance.

Conclusion:

- Ms. Bakshee concluded by expressing optimism about the future of communication in governance, emphasizing the convergence of technology and communication as a means to achieve smarter, more effective governance.
- She thanked the conference organizers for the opportunity to share her insights and learn from the experiences of others.

This session provided valuable insights into the role of communication strategies in governance, particularly through the use of digital and emerging technologies to engage citizens and enhance public participation.

Presentation-2: PCMC Smart Sarathi Project by Shri Ankit Bhargava, representing Shri Shekhar Singh Municipal Commissioner, Pimpri Chinchwad Smart City Limited, Govt of Maharashtra

Shri Ankit Bhargava, representing Shri Shekhar Singh, Municipal Commissioner, presented the evolution of the municipal corporation's approach to service delivery. Initially reactive in nature, the corporation progressed to a proactive model and is now aiming for an "intelligently active" approach, where services are provided based on the needs of citizens, anticipated through data analysis.

The journey began in 2015 with the launch of *Sarathi*, an award-winning platform for managing grievances. This platform employed an auto-escalation mechanism, advancing grievances to higher officers if unresolved. In 2019, under the Smart City Mission, the *Smart Sarathi* app consolidated all municipal services into one platform, introducing additional features like Citizen-to-Citizen (C2C) services. An example of this was the blood donation initiative during COVID, where data on citizens' blood groups helped save lives by providing fast access to blood and plasma.

The app collects data on citizen needs, which is leveraged for efficient property tax collection. By combining service delivery data with tax records, the corporation improved tax collection significantly, addressing both service efficiency and revenue generation. A key development in this regard was a targeted communication strategy that included technology interventions and analytics for tracking defaulters. For example, localized messages about property tax defaulters were displayed on VMDs (Variable Message Displays) in the respective areas.

In terms of innovative engagement, the corporation used a "carrot and stick" approach for property tax collection. For example, a meme competition encouraged citizens to promote timely tax payment, resulting in 3,000 submissions within 15 days. Additionally, the corporation improved bill distribution by partnering with women's self-help groups, leading to a significant increase in on-time property tax payments.

Shri Bhargava also highlighted the launch of an AI-powered grievance management system that automatically escalates issues based on citizen sentiment, further improving responsiveness.

Finally, the presentation underscored the creation of a "Citizen Hub for Data and Communication," which integrates all municipal data, improving service delivery, revenue collection, and future planning.

The municipal corporation's focus on data-driven strategies, effective communication, and leveraging technology has resulted in significant improvements in both service delivery and revenue generation, positioning it as a model for other cities.

Presentation-3: Use of block chain for Land Registration in Telangana by Smt. Rama Devi, Director, Emerging Technologies - Tech for Social Good - Govt of Telangana

Smt. Rama Devi, Director of Emerging Technologies for the Government of Telangana, shared insights into the state's efforts in leveraging blockchain for various applications, particularly focusing on chit fund management and land registration.

Overview of Telangana's Emerging Technologies Initiatives:

- Since 2018, Telangana has focused on emerging technologies like AI, blockchain, cloud computing, drones, robotics, and space tech.
- The state aims to develop a robust ecosystem around these technologies by fostering partnerships and creating policy frameworks.
- Telangana has set up four Centers of Excellence (CoEs) in AI, cybersecurity, 3D printing, and e-waste management.

Blockchain Adoption:

- Telangana started working with blockchain in 2018 after hosting an international blockchain conference.
- Key benefits of blockchain include its immutability, distributed ledger, smart contracts, and potential for disintermediation.
- Blockchain is used in several projects like fraud detection, seed identification, and property registration.

Chit Fund Management:

- The chit fund sector, a popular financial instrument among low and middle-income groups, faced issues with fraud and poor regulation.
- Blockchain was implemented to bring transparency to the system, providing real-time data and preventing fraudulent activities.
- Initially launched in 4 SROs (Sub-Registrar Offices), the system scaled up after its success, with 25,000 crore plus INR circulating through chit funds annually.
- The blockchain system is decentralized, with multiple nodes for security and fraud detection, offering a dashboard for easy monitoring.

Blockchain for Land Registration:

- Telangana has been addressing issues like double registrations and fraudulent property transactions using blockchain technology.
- A blockchain-based system was implemented in partnership with CDAC in two SROs, which helped flag duplicate registrations.
- Although the system is on hold temporarily due to government system changes, it is poised to be implemented once stabilization occurs.
- The blockchain solution will enhance immutability, accountability, and security in property registration.

Future of Blockchain in Telangana:

- The state continues to explore blockchain for various applications, including land registration and chit fund management, benefiting citizens by ensuring transparency, trust, and security in these essential services.

In conclusion, Telangana's blockchain initiatives showcase how technology can effectively address challenges in informal financial systems and land records, with potential for wider adoption across other states.

Presentation-4: Prime Minster Gati Shakti by Shri E. Srinivas, Joint Secretary, DPIIT, Ministry of Commerce and Industry & Industry 4.0/ Logistics Platform

Shri E. Srinivas, Joint Secretary at the Department for Promotion of Industry and Internal Trade (DPIIT), presented the *PM Gati Shakti National Master Plan* for integrated planning and multimodal connectivity, launched by the Honorable Prime Minister in October 2021. The presentation covered the following key aspects:

Overview of PM Gati Shakti:

- PM Gati Shakti is a transformative initiative that brings together infrastructure planning and development on a single platform. It integrates multiple infrastructure sectors such as roadways, railways, power, shipping, and ports, allowing for coordinated and seamless planning.
- The vision is to enhance multimodal connectivity, ensuring efficient transitions between different modes of transport (e.g., road-to-rail transfer for cargo), and addressing last-mile connectivity challenges.

Key Features:

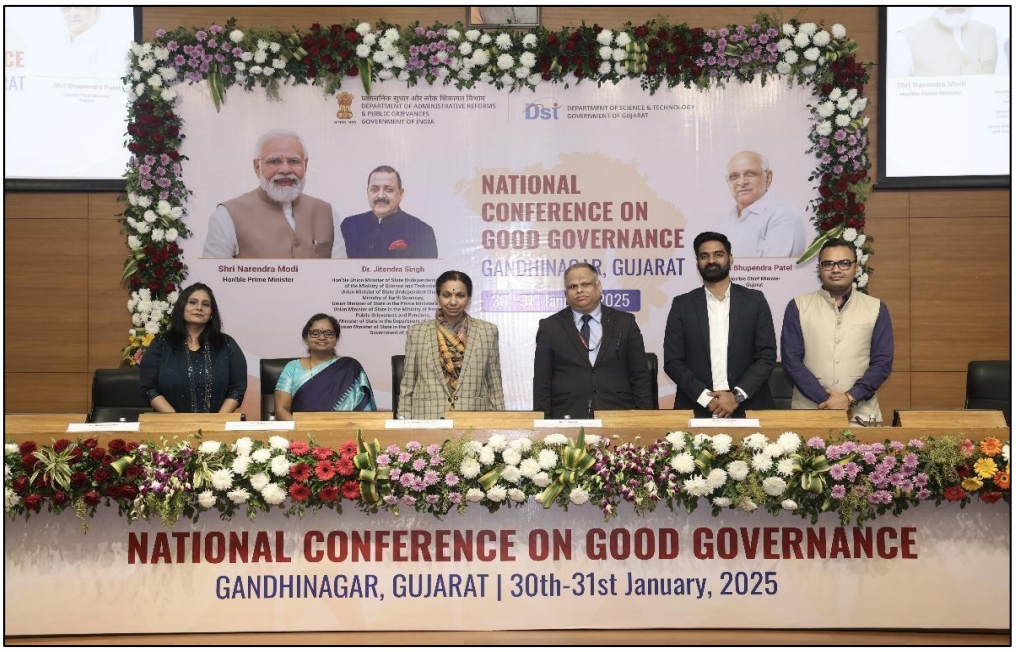
- The initiative aims to reduce logistics costs by improving infrastructure, with a focus on last-mile connectivity, which is often a bottleneck in the movement of goods.
- All infrastructure assets across 44 central government ministries are mapped and displayed on a single digital platform. This includes both current assets and future planning.
- The platform facilitates planning by offering various tools to assess projects and identify gaps in infrastructure needs, such as the number of schools in a region or road access for a proposed railway project.

Institutional and GIS-based Mechanisms:

- The portal operates through two primary mechanisms: an institutional framework and a GIS-based platform. The institutional framework includes an empowered group of secretaries and a technical support unit that evaluates large projects (above 500 crores) before they are approved.
- The GIS-based platform developed by BISAC (Gandhinagar) provides visibility into various assets and helps stakeholders in planning and coordinating projects, ensuring all relevant departments are involved and informed.

Visibility and Collaboration:

- The platform enables all ministries and their respective projects to be visible in one place, fostering collaboration between departments. For example, railways can view road projects, and ports can see what road or rail projects are in planning, allowing for better coordination.
- Project planners can access a variety of data, including land use, forest areas, and industrial zones, to ensure projects are planned in alignment with existing infrastructure and regulations.



Current and Future Impact:

- Through the platform, over 235 projects with budgets over 500 crores have been planned. Additionally, critical gap projects and last-mile connectivity issues have been identified and addressed.
- The portal's tools help identify infrastructure deficiencies, enabling targeted interventions to bridge these gaps and optimize resources.

Access and Technology:

- The PM Gati Shakti portal is available to government users with proper credentials. Once registered, users can access the platform and contribute to project planning.
- Shri Srinivas emphasized that the initiative exemplifies the role of technology in streamlining planning and execution, offering enhanced transparency and efficiency in infrastructure development.

The session concluded with Shri Srinivas urging for wider adoption of the PM Gati Shakti platform, encouraging greater citizen-centric services and transparency in infrastructure planning across India.

The session concluded with a summary of the discussions, emphasizing the contributions of various speakers.

Key topics included the importance of communication in public administration, emerging technologies like blockchain for citizen services (e.g., chit fund management and land records registration), and India's potential to become a global leader in leveraging digital transformation for public services.

The session was noted for its dynamic exchange of ideas and the potential for further collaboration to implement these technologies effectively.

The session chair, Dr. Jayanti S. Ravi, ACS (Revenue Department) and all speakers were thanked for their valuable insights.

The audience was recognized for their active participation, and there was an invitation for further offline interactions to take the discussions forward.

The session concluded with the presentation of mementos to the speakers and gratitude expressed to everyone involved.

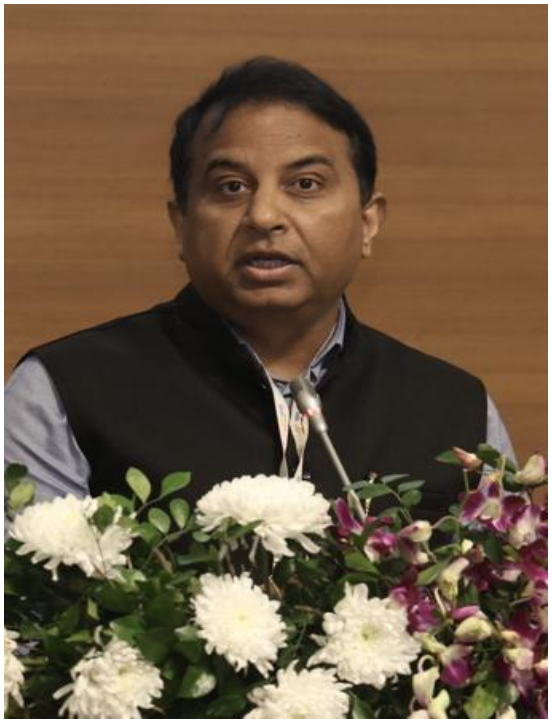
Session-V

Session–V: - **Government Process Re-engineering for Digital Transformation (Central level Initiative)**

Session Chair: - **Shri Mona Khandhar, PS (DST)**

- iGOT by Shri Rakesh Verma, COO, iGOT
- Poshan Tracker, by Ms. Arkaja Das, Director, M/o WCD
- Area Officer, the worksite monitoring and inspection management system by Ms. Rohini R. Bhajibhakare. Joint Secretary, D/o Rural Development
- Open Network for Digital Commerce (ONDC) by Shri T. Lalit Kumar Singh, Deputy Secretary, Department for Promotion of Industry and Internal Trade

Presentation-1 iGOT by Shri Rakesh Verma, COO, iGOT



Shri Rakesh Verma, COO of iGOT, presented the transformative journey of the iGOT platform, launched under the *Mission Karmayogi* initiative by the Honorable Prime Minister. The initiative aims to revolutionize capacity building for civil servants across India, particularly focusing on the needs of government officials.

Background and Evolution of iGOT:

- iGOT was launched in January 2023, following extensive consultations with international ecosystem partners from countries like Korea, Australia, the UK, and Singapore, as well as corporate Learning and Development (L&D) models.
- Instead of relying on existing Learning Management Systems (LMS), the team chose a more challenging yet sustainable approach, building the platform from the ground up using a *DPI (Digital Public Infrastructure)* model similar to the success of Aadhaar, UPI, and COVID apps.
- The platform has seen rapid growth, with 37 lakh course completions in the first year and 1.7 crore in the second year, making it the world's largest capacity-building platform.

Learning Philosophy and Impact:

- The platform is designed to enable all forms of learning, from structured training to self-paced learning. Drawing inspiration from Mahabharata, Shri Verma highlighted three distinct learning styles and emphasized the importance of adaptable learning models for diverse users.
- iGOT has democratized learning across all levels, with a notable 70% course completion rate, which is far superior to other platforms in India (e.g., Coursera and Udemy). It has attracted 75 lakh users and recorded over 3.4 crore enrolments to date.

Key Features and Initiatives:

- The platform has been constantly evolving, adding features like surveys, webinars, expert talks (e.g., from Harvard, Oxford, World Bank), and a mentorship model to cater to different learner needs.
- In October, the *National Learning Week* was launched, resulting in a significant increase in daily course completions—from 40,000 to 3.8 lakh.

- iGOT has scaled to handle over 20,000 transactions per second (TPS), comparable to the scale of Aadhaar and UPI.

Regional and Institutional Collaborations:

- The platform has been adopted by multiple state governments, including Rajasthan, Bihar, and Andhra Pradesh, where officials are on boarded across all levels, from district officers to senior secretaries.
- Major government departments such as the Department of Posts and Railways have integrated iGOT into their training modules, helping to standardize and track progress across vast networks of employees.

Customization and AI-Driven Recommendations:

- iGOT features personalized learning paths based on the user's role and department. Upcoming features include an AI-powered dashboard that will recommend courses tailored to individual profiles, further enhancing the user experience.
- The platform supports a hybrid model, allowing for physical training alongside online learning, and is equipped with state-specific pages for course customization.

Partnerships and Content Providers:

- iGOT collaborates with various global institutions, including IITs, IIMs, and organizations like Meta, Microsoft, and the World Bank, ensuring that the courses offered are diverse, relevant, and of high quality.

Conclusion:

- Shri Verma concluded by emphasizing that iGOT has not only re-engineered government processes but has also revolutionized how capacity building is approached, offering a wide array of learning opportunities for officials at all levels, from state governments to national ministries, including large-scale departments like Railways.

This session highlighted the success of iGOT in transforming government capacity building, underscoring its scalability, user engagement, and ongoing efforts to ensure continuous improvement in the learning ecosystem.

Presentation-2 Poshan Tracker, by Ms. Arkaja Das, Director, M/o WCD

Ms. Arkaja Das, Director at the Ministry of Women and Child Development, presented the *Poshan Tracker*, a key initiative aimed at improving the monitoring and delivery of services under the *Mission Saksham Angari* and *Poshan 2.0* programs. The programs focus on addressing malnutrition and promoting good nutritional habits among children, pregnant women, lactating mothers, and adolescent girls, particularly in aspirational districts and the northeast region.

Overview of the Programs:

- The Ministry oversees around 14 lakh Anganwadi centers, serving over 10 crore beneficiaries. These centers provide a range of services including supplementary nutrition, growth measurement, early childhood care, education, immunization, and health checkups.
- The Anganwadi worker is central to the delivery of these services, but until recently, service delivery was based on a manual system, leading to delays in data collection and monitoring.

Challenges and Initial Efforts:

- The manual system posed challenges in real-time monitoring, performance measurement, and data accuracy. Previous initiatives like the *ICDS CAS* system saw limited uptake, with issues such as lack of real-time dashboards and absence of Aadhaar authentication for beneficiaries.

Introduction of Poshan Tracker:

- To address these challenges, the *Poshan Tracker* was introduced under the *Poshan Abhiyan* launched in 2018. The tracker digitizes the process, with mobile apps provided to Anganwadi workers. These workers now have a real-time digital tool that helps them track beneficiaries' height, weight, and nutritional status based on WHO charts. The app is geotagged, Aadhaar-authenticated, and provides centralized data to improve the efficiency of service delivery.
- Over time, the app's usage has grown significantly, with daily transactions rising from 1 crore to 34 crore. This shift has dramatically improved the tracking and reporting of growth measurements.

Integration with Health and Other Ministries:

- The Poshan Tracker has been integrated with the *Reproductive and Child Health (RCH)* system, allowing better access to data, with plans for deeper integration in the upcoming RCH 2.0. The system is also taking a whole-of-government approach by integrating with various relevant ministries, particularly health and education.

Beneficiary Management and Citizen Empowerment:

- The Poshan Tracker now includes a *Beneficiary Module*, where citizens can download the app, verify their identity via OTP, and track their benefits. This module allows beneficiaries to monitor their progress and raise issues if necessary.
- Additionally, facial recognition technology has been implemented for monitoring the distribution of take-home rations, ensuring that only authorized beneficiaries receive them.

Real-time Monitoring and Policy Impact:

- The tracker provides real-time dashboards at state, district, and central levels, enabling better monitoring and data-driven decision-making. Heatmaps generated by the app help identify hotspots for malnutrition, allowing for more targeted interventions.
- The availability of near real-time data has proven valuable for policy adjustments and addressing malnutrition trends more effectively than periodic surveys.

Future Plans:

- Moving forward, the focus will shift towards empowering citizens and further enhancing the *Poshan Tracker* by adding features such as geofencing and supportive supervision modules for officials. This will further improve the data collection and monitoring process.

Conclusion:

- Ms. Das concluded by highlighting the success of the Poshan Tracker in digitizing and streamlining services, greatly improving data accuracy, transparency, and real-time monitoring. She acknowledged the contributions of various stakeholders, including UNICEF, and emphasized the importance of continued process re-engineering to ensure the success of nutrition programs in India.

This session underlined the pivotal role of digital tools like the *Poshan Tracker* in transforming public health initiatives and enabling more effective governance and service delivery, with a focus on improving the nutritional status of vulnerable populations.

Presentation-3 Area Officer, the worksite monitoring and inspection management system by Ms. Rohini R. Bhajibhakare. Joint Secretary, D/o Rural Development

Ms. Rohini R. Bhajibhakare, Joint Secretary at the Department of Rural Development, presented the *Area Officer System*, a transformative digital platform designed to enhance the monitoring and inspection of rural development works across India. The system is focused on improving accountability, transparency, and efficiency in inspecting works carried out under the Ministry of Rural Development.

Overview of the Area Officer System:

- The system was created to address the need for robust monitoring of over 8 crore assets across rural development schemes, such as *Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)* and *Pradhan Mantri Awaas Yojana (PMAY)*.
- Traditionally, inspections were manual, and officers had limited data to guide their visits. The *Area Officer System* now enables a digital, data-driven, and workflow-based inspection process that improves both the effectiveness and transparency of inspections.

Key Features:

- **Single Window System:** The system provides an end-to-end solution, from identifying work sites to creating inspection schedules, conducting inspections, and filing reports.
- **Macro and Micro Reviews:** Senior officers can conduct state-level reviews, while field officers can perform detailed site inspections.
- **AI-Based Smart Recommendations:** The platform uses artificial intelligence to recommend work sites for inspection based on certain flags, such as delays in project completion or unusual project cost estimates, enhancing accountability.
- **Dynamic Citizen Feedback Module:** Citizens can raise grievances, which are automatically flagged for inspection, contributing to enhanced citizen engagement and transparency.

Process of Inspection:

- The system not only recommends sites for inspection but also provides geotagged coordinates and facilitates easier access to the site. Officers are guided on the most pertinent questions to ask during inspections, ensuring thorough reviews.
- The platform captures *time-stamped* and *geo-fenced* photographs during inspections to ensure that work has been physically checked, thereby preventing fraudulent claims.

Impact and Outcomes:

- The system has been successfully used to inspect over 80 lakh work sites, resulting in better accountability and performance tracking. The platform's integration with geospatial and management information systems (GIS and MIS) helps to create detailed dashboards for real-time monitoring at the state and national levels.
- The system also ensures that the officers are genuinely visiting work sites, as they are required to upload authenticated photos, which strengthens the accountability of the inspection process.

Citizen and State Involvement:

- The platform supports the government's *whole-of-government* approach by enabling any ministry or department to onboard their schemes onto the system. This flexibility allows other departments to adopt the platform and integrate it with their own processes, contributing to improved governance across sectors.

Future Prospects:

- Ms. Bhajibhakare encouraged other departments and state governments to adopt this system, noting that the platform is open-source and can be customized for other schemes. She emphasized the importance of collaboration and replication of this model across various governance frameworks to streamline processes and reduce redundancy.

Recognition and Awards:

- The *Area Officer System* has received national recognition, including the *Jury Award* in National award in e-governance for its innovative use of technology in governance. She invited participants to explore the system for their own applications and to contribute to its expansion.

The session highlighted the significance of data-driven governance, citizen engagement, and digital solutions in enhancing transparency and accountability in rural development projects. The *Area Officer System* serves as a model for modernizing field inspections and ensuring the effective use of resources in rural development.

Presentation-4 Open Network for Digital Commerce (ONDC) by Shri T. Lalit Kumar Singh, Deputy Secretary, Department for Promotion of Industry and Internal Trade

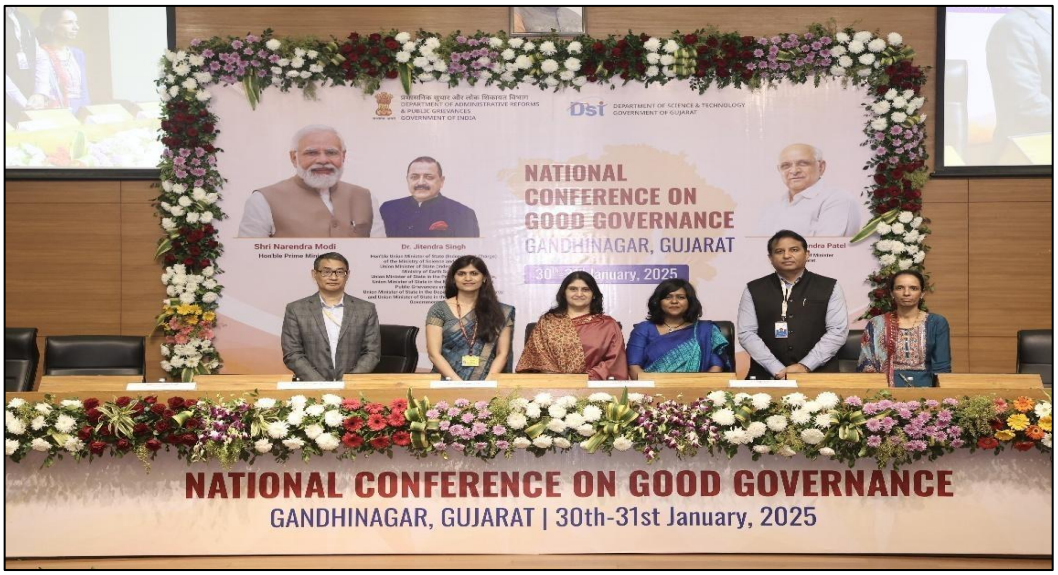
Shri T. Lalit Kumar Singh introduced the Open Network for Digital Commerce (ONDC), a pivotal initiative by DPIT under the Ministry of Commerce and Industry. The initiative aims to democratize the e-commerce space by creating an interoperable open network that allows MSMEs, small sellers, farmers, and consumers to access and benefit from digital market opportunities. ONDC is likened to the UPI of e-commerce, focusing on creating a decentralized and open protocol-based system for digital commerce, separate from the constraints of dominant e-commerce platforms.

Key Features of ONDC:

- **Interoperability**: Allows seamless transactions across different digital platforms without restrictions imposed by central intermediaries.
- **Unbundling**: Separates e-commerce functions like cataloging, logistics, and payments, allowing businesses to operate independently.
- **Open Protocol**: Similar to internet protocols (HTTP) and email protocols (SMTP), ONDC enables businesses to communicate across diverse systems, ensuring broader inclusivity.

Growth and Impact:

- **Exponential Growth**: From 1,000 transactions in early 2023 to 1.5 crore by December 2024. The target is to reach 2 crore transactions by March 2025.
- **Wide Reach**: ONDC is present in 1,100+ cities, with over 200 network participants and 177,000 entities on-board.
- **Inclusivity**: 60% of sellers are small businesses, reflecting the initiative's success in empowering small merchants and rural areas.



- **Expansion**: Initially focused on groceries, food, and beverages, ONDC has expanded into 13+ categories, including fashion, electronics, mobility, and financial services (credit, insurance, investment).

Impact on Various Sectors:

- **Farmers**: Over 35 lakh farmers connected to ONDC, benefiting from better access to agricultural inputs and market opportunities.
- **Artisans and MSMEs**: ONDC has enabled rural artisans and small businesses to reach a wider customer base, with several success stories of increased sales and income.
- **Empowering Women**: Initiatives like the setup of local fulfilment centers in Himachal Pradesh have empowered women entrepreneurs by providing training and market access.
- **Street Vendors and Mobility Entrepreneurs**: ONDC has on boarded 500+ street food vendors, showing increased earnings, and also helped mobility startups (like auto and cab services) retain 100% of their earnings with zero commission.

Technological and Digital Inclusion:

- ONDC has introduced features like QR code generation for sellers, integration with non-English interfaces, and WhatsApp-based support to assist in on boarding and overcoming digital literacy barriers.

International Expansion:

- ONDC has piloted export transactions between Singapore and India, with further expansion plans in Southeast Asia and the Middle East.

Conclusion: ONDC is positioned not only as an e-commerce initiative but as a catalyst for digital transformation across sectors. The initiative is working towards creating a unified, open digital architecture for the country, contributing to India's vision of becoming a $10 trillion economy.

Closing Remarks: The session emphasized the importance of leveraging ONDC as a platform for future innovation, digital inclusivity, and integrating government schemes into this open network framework. A group photograph was requested before breaking for lunch.

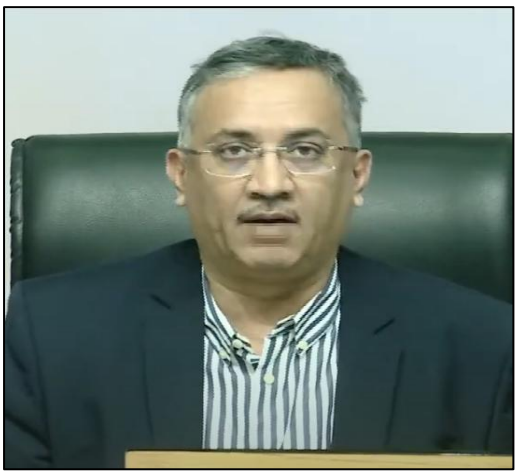
The session concluded with the presentation of mementos to the speakers and gratitude expressed to everyone involved.

Session-VI

Session-VI: - Best Practices of Govt. of Gujarat (II)

Session Chair: - Shri Mukesh Kumar, PS (Education)

- Vidya Samiksha Kendra, Shri Lalit Narayan Singh Sandu, IAS, State Project Director, Samagra Shiksha Education Department
- Integrated Lease Management and Vehicle Tracking, Shri S J Chavda, Additional Director (Development), Industries and Mines Department
- Transforming Public Distribution System by Leveraging Technology, Smt. Smita Gosai, Assistant Director, Food, Civil Supplies and Consumer Affairs Department
- VISWAS Project, Home Department, Shri Narsimha Komar IPS, Chairman Viswas Task Force and Police Commissioner, Vadodara



The session commenced with a warm welcome from the Session Chair, Shri Mukesh Kumar, who highlighted the session's focus on Gujarat's best practices across various sectors. The session brought together key officials who have played a pivotal role in driving the state's progress through innovative initiatives.

Presentation-1 Vidya Samiksha Kendra, Shri Lalit Narayan Singh Sandu, IAS, State Project Director, Smagra Shiksha Education Department

The presentation focused on the Vidhya Samiksha Kendra (VSK), an innovative initiative by the Gujarat government aimed at transforming school education through real-time, data-driven monitoring. Initiated three years ago, the model was adopted by the Government of India and has since been implemented across multiple states as a national model. Shri Sandu highlighted the key features and achievements of VSK, emphasizing its role in improving educational outcomes through technology.

Key Highlights:

Real-Time Monitoring System:

- The VSK utilizes data-driven tools to monitor various aspects of school education, from student attendance to learning outcomes, and provides actionable insights to teachers for student improvement. This system is built on technologies such as AI, Big Data, and Cloud Computing.

Improved Attendance and Engagement:

- The VSK platform successfully increased student and teacher attendance, with 18 lakh students showing improved regularity. It tracks attendance daily and triggers responses when attendance dips below set thresholds, improving consistency across schools.

Assessment and Performance Tracking:

- VSK integrates summative and formative assessments to track students' progress. It generates detailed report cards, not only for academic performance but also for parameters like health and oral reading fluency, helping to provide a holistic view of student development.

School Accreditation and Quality Assurance:

- The system includes a school accreditation module that evaluates and rates schools based on quality metrics, promoting accountability and motivating schools to improve their standards. Schools are given ratings, and this information is made publicly available to encourage competition and growth.

Data-Driven Policy Making:

- The system empowers decision-makers at various levels by providing real-time data, reducing administrative workload, and ensuring better educational outcomes. It has helped improve the efficiency of school administration, saving significant time and resources.

Expansion and National Recognition:

- The VSK initiative was inaugurated by the Prime Minister in 2022 and has received national and international recognition. Gujarat has been praised for its digital infrastructure and innovative use of technology in education, with the state performing significantly better than the national average in terms of digital connectivity and usage.

In conclusion, VSK is a comprehensive and scalable model for educational reform, providing evidence-based insights for continuous improvement in school education. The initiative has received widespread appreciation and is seen as a benchmark for using technology to transform educational systems.

Presentation-2 Integrated Lease Management and Vehicle Tracking, Shri S J Chavda, Additional Director (Development), Industries and Mines Department

The session focused on Gujarat's Integrated Lease Management and Vehicle Tracking System (ILMS & VTMS), aimed at addressing challenges in the mining sector, particularly illegal mining and transportation activities. Shri S. J. Chavda detailed the use of advanced technologies to monitor and manage mining operations and vehicle tracking across the state.

Key Highlights:

Technology Integration for Monitoring:

The ILMS and VTMS utilize drones, GPS tracking, body cameras, and apps like GeoMine to monitor mining operations, ensuring legality and reducing illegal activities. The system has engaged over 100,000 stakeholders, including truck owners, drivers, stock traders, and end users, for seamless tracking and management.

Vehicle and Stakeholder Tracking: The system allows real-time vehicle tracking, including data on routes, speed, and incidents, enhancing compliance with regulations. It provides detailed reports and allows for root replay and violation alerts to improve monitoring efficiency.

Comprehensive Management System: The system supports multiple functionalities, including:

- Live vehicle and stakeholder tracking
- Application registration for stakeholders such as vehicle owners and mining operators
- Role-based access and dynamic workflows for better approval and management
- Integration with payment systems for online transactions related to mining permits and operations

User-Friendly Interface:

- The platform is browser-independent, supporting major browsers (Chrome, Firefox) and providing a unified interface for all users, including stakeholders from 33 districts. It allows for online query submissions, application processing, and real-time updates.

Impact on Illegal Mining and Operations:

- The system has significantly improved compliance and reduced illegal transport by providing accurate, real-time data, allowing for timely interventions. The system's user-friendly features also enhance overall transparency and accountability in the mining sector.

In conclusion, the Integrated Lease Management and Vehicle Tracking System is an innovative approach that combines technology with efficient management practices to enhance monitoring, reduce illegal activities, and streamline operations within Gujarat's mining and transportation sectors
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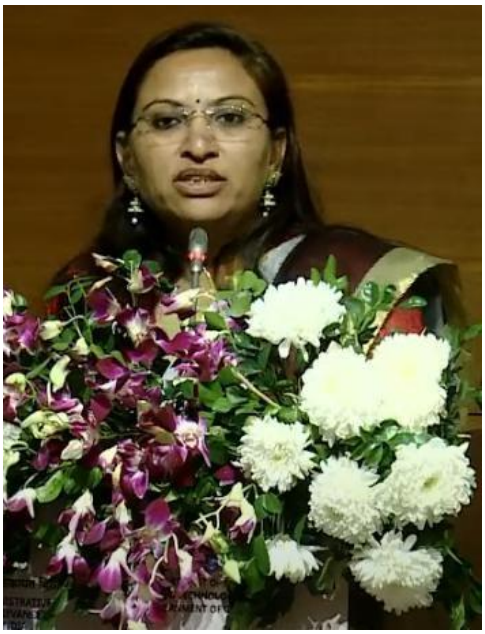
Presentation-3 Transforming Public Distribution System by Leveraging Technology, Smt. Smita Gosai, Assistant Director, Food, Civil Supplies and Consumer Affairs Department



The session presented Gujarat's efforts to transform the Public Distribution System (PDS) through technology, focusing on improving efficiency, transparency, accountability, and reach. Smt. Smita Gosai outlined key technological advancements and strategies implemented to streamline the PDS in the state.

Key Highlights:

Scale of PDS Operations:

- The PDS in Gujarat serves approximately 3.7 crore people through 7.26 million ration card holders.
- The system handles monthly allocations of 1 lakh metric tons of wheat and 92 lakh metric tons of rice. Additionally, commodities are distributed to ICDS and PM Poshan Centers, catering to 5 lakh mothers, 15 lakh children, 52,000 Anganwadis, and 40 lakh students in 30,000 PM poshan centers.

Challenges and Technological Interventions:

- Managing such a large-scale system posed challenges like maintaining transparency, accountability, and real-time monitoring.

- To address these issues, the department initiated a comprehensive digital transformation of PDS, including digitization of ration cards, integration with the National Food Security Act (NFSA), and onboarding of various automation and tracking systems.

Technological Solutions:

- Farmer Procurement Portal and Miller Modules for seamless procurement.
- One Nation One Ration Card, e-KYC, and vehicle tracking systems for better logistics and monitoring.
- Implementation of AI, ML, IoT, and data analytics to automate the supply chain from procurement to distribution.

Supply Chain Automation:

- The supply chain is divided into First Mile (from FCI to civil supply depots) and Last Mile (from depots to Fair Price Shops - FPS).
- A Command and Control Center allows for real-time monitoring of vehicle logistics, inventory tracking, and route optimization to prevent delays and unauthorized stoppages.

Logistics Optimization:

- Use of vehicle tracking systems, smart delivery apps, and electronic proof of delivery to streamline operations and improve transparency.
- Optimization of 170 routes in First Mile and 15,376 routes in Last Mile resulted in a monthly saving of ₹48 lakh and an annual transportation cost saving of ₹5 crore.

Innovative Initiatives:

- Introduction of Grain ATMs, which have distributed 115 metric tons of food as of September 2024.
- E-KYC implementation through face authentication for 3.58 crore ration card holders.
- National Portability for migrant workers and labours, allowing them to access PDS benefits in other states.

Impact and Citizen Engagement:

- Citizen feedback through proactive calls from the Chief Minister's office about their experiences with government services.
- Transparency metrics and escalation mechanisms to improve service delivery and resolve issues promptly.

In conclusion, the department's technological innovations in automating the PDS supply chain, optimizing logistics, and enhancing citizen engagement have significantly improved the efficiency and transparency of Gujarat's public distribution system. These efforts have resulted in substantial cost savings and have made the system more accountable and accessible to the people it serves.

Presentation-4 VISWAS Project, Home Department, Shri Narsimha Komar IPS, Chairman VISWAS Task Force and Police Commissioner, Vadodara

The session covered the *VISWAS Project*, a flagship initiative of the Gujarat Home Department, aiming to enhance law enforcement capabilities through the adoption of advanced technologies. The Gujarat Police force, comprising over 1.25 lakh personnel, is integrating innovative tools such as CCTV cameras, body cameras, and drone-based surveillance systems to improve safety, security, and law enforcement efficiency across the state.

Key highlights of the project include:

CCTV Surveillance:

Over 20,000 cameras installed in key locations, including 8,500 cameras under smart city projects and an additional 10,000 body cameras deployed state wide.

Drone Technology:

- 19 drones equipped with day and night vision capabilities have been deployed for surveillance in critical areas, including tourist hotspots and large public events.

Command & Control Centers:

- 34 district-level command centers are linked to a central facility, *Trinetra*, which enables real-time monitoring and integration of video feeds, body camera data, and drone footage.

Data Integration & Analytics:

- The system integrates various databases, including vehicle tracking and traffic management, allowing for seamless data flow between multiple law enforcement tools. Video analytics and AI/ML tools support incident investigations and crime prediction.

Traffic and Road Safety:

- The project has significantly enhanced road safety, saving over 650 lives annually by improving traffic management and enforcing road laws.

Citizen Safety & Surveillance:

- The deployment of surveillance tools focuses on women and children's safety, as well as public space security, contributing to a safer environment across the state.

The session emphasized the importance of project governance, with an empowered task force overseeing its execution. The system has been implemented in phases, with Phase 1 covering 41 cities and Phase 2 expanding to 54 cities, including major urban centers. Future developments include extending integration to toll plazas and other safety infrastructure.

The project has received national recognition, including the National e-Governance Gold Award in 2021. The overarching goal is to create an environment where criminals are unable to operate undetected, fostering trust and confidence in law enforcement and ensuring public safety.

The session concluded with a discussion on the continued integration of technological infrastructure to make Gujarat a safer place, showcasing how technology can enhance governance and law enforcement in diverse settings.

Closing Remarks: The session highlighted the effective application of technology in addressing governance challenges, offering valuable insights for integrating IT solutions into public security frameworks.

Valedictory Session

The valedictory session of the National Conference on Good Governance in Gandhinagar, Gujarat, was addressed by several dignitaries.

Closing Remarks by Smt. Sarita Chauhan, Joint Secretary, DARPG

Smt. Sarita Chauhan, Joint Secretary, DARPG, summarized the conference's key takeaways, emphasizing the importance of digital public infrastructure, data-driven decision-making, and digital literacy in achieving good governance. She highlighted award-winning projects and initiatives, including those focused on AI in governance and grievance redressed, and stressed the need for structured reforms and replication of successful solutions.

Address by Smt. Mona Khandhar, PS (DST), Govt. of Gujarat

Smt. Mona Khandhar, Principal Secretary, DST, Government of Gujarat, shared her insights on how technology is driving good governance, making the process smoother and more inspiring. She cited the leadership of the Prime Minister and Chief Minister in promoting technology adoption and emphasized the citizen as the ultimate beneficiary. She proposed a framework for integrating citizen data and government platforms and highlighted Gujarat's progress in this direction, including the selection of Gandhinagar as one of ten districts for integrated platform implementation.

Address by Shri V. Srinivas, Secretary, DARPG

Shri V. Srinivas, Secretary, DARPG, joined virtually and congratulated the Gujarat government for hosting the conference and acknowledged the participation of senior officials from various states and central government ministries. He praised Gujarat's model of governance, which prioritizes citizen engagement through technology and highlighted several innovative projects. He also summarized key presentations from the conference, showcasing the diverse applications of AI in governance. He concluded by thanking the organizing committee and all participants.

Vote of Thanks by Dr. Tushaba Shinde, Director, DARPG

Dr. Tushaba Shinde, Director, DARPG, delivered the vote of thanks, expressing gratitude to all the dignitaries, speakers, panelists, organizers, and participants for their contributions to the conference's success. He acknowledged the leadership of Shri V. Srinivas and the support of Smt. Mona Khandhar and Smt. Sarita Chauhan.

Conveying deepest gratitude towards all esteemed participants, he emphasized that their profound knowledge, experience, and insightful perspectives shared during the two-day conference significantly enhanced the understanding of attendees about Good Governance, inspiring each one of them to move beyond conventional boundaries. He also thanked the media for their vital role in amplifying the discussions and outcomes of the conference, helping ensure that the insights shared reach a wider audience and make a lasting impact beyond these walls.

Conclusion:

In alignment with the Hon'ble Prime Minister Shri Narendra Modi ji's vision of "Maximum Governance – Minimum Government", the 27th edition of the National Conference on Good Governance was successfully held on 30th and 31st January 2025 in Gandhinagar, Gujarat.

The conference was inaugurated by Union Minister of State for Personnel, Public Grievances and Pensions, Dr Jitendra Singh, who also unveiled a special edition e-Journal on Administrative Reforms. This publication encapsulates a compendium of exemplary governance initiatives shortlisted for the Prime Minister's Awards for Excellence in Public Administration 2023, serving as a rich repository of innovation and excellence in the public administration.

The inaugural session was further graced by the presence of Shri V. Srinivas, Secretary, DARPG, whose address underscored the critical role of technology and innovation in transforming citizen services and fostering a responsive administrative ecosystem.

With focus ranging from citizen-centric service delivery, to government process re-engineering, and the strategic integration of emerging technologies, the two-day conference emerged as a dynamic platform for administrative collaboration, dialogue and capacity-building. A highlight of the event was the presentation of four pioneering public service projects, each exemplifying the transformative impact of innovation in governance.

The conference also spotlighted updates on the Prime Minister's Awards for Excellence in Public Administration 2024 and offered a forward-looking perspective on forthcoming e-Governance initiatives.

With over 30 distinguished speakers, including district collectors, senior officers, and domain experts, the conference featured six thematic sessions exploring critical domains such as e-Governance, digital governance, and replicable best practices, particularly those emerging from Gujarat—long celebrated as a model of administrative ingenuity.

As the 27th edition in a continuing series of National Conferences held since 2014, this conference reiterated the government's unwavering commitment to fostering technology-driven, inclusive, and transparent governance frameworks. It sought to stimulate knowledge exchange, encourage the replication of successful governance models, and reinforce the values of efficiency, accountability, and quality of life enhancement.

The conference concluded on a high note, reaffirming the nation's journey toward becoming a Viksit Bharat through smart, scalable, and citizen-first governance.