

Regional Conference on Innovations in Citizen Centric Services Delivery

21st-22nd December 2016, Jaipur (Rajasthan)

Proceedings

**REGIONAL CONFERENCE ON
Innovations in Citizen Centric Services Delivery**

PROGRAMME: 21st-22nd DECEMBER, 2016

VENUE: BALL ROOM, COUNTRY INN, MI ROAD, JAIPUR (RAJASTHAN)

Day-1: 21st December, 2016 (Wednesday)

09:30-11:00: Registration and Tea

11:00-11:30: Inaugural Session

11:30-11:40: Welcome Address by Ms. Gurjot Kaur, DG, Dr HCM RIPA, Jaipur

11:40-11:50: Address by Mr. O.P. Meena, Chief Secretary, Government of Rajasthan

11:50-12:00: Address by Mr C Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

12:00-12:45: Session-I

12:00-12:20: Presentation on **Bhamashah Yojana** by Mr Anil Kumar Singh, Government of Rajasthan

12:20-12:45: Presentation on **e-LokSewa Kendra** (electronic provision of Services) by Mr. Alex Paul Menon, Government of Chhattisgarh

12:45-14:00: Lunch

14:00-15:45: Session-II

14:00-14:20: Presentation on **CM Office Real-Time Executive (Core) Dash Board** by Dr Nikhil Agarwal, Government of Andhra Pradesh

14:20-14:40: Presentation on **IT Innovations in Karnataka** by Dr (Mrs.) G. Kalpana, Government of Karnataka

14:40-15:00: Presentation on **Rajasthan Sampark** by Mr. K. K. Pathak, Government of Rajasthan

15:00-15:20: Presentation on **Capacity Building in Disaster Management: A way forward** by Mr Arasu Sundaram, Government of Tamil Nadu

15:20-15:40: Presentation on **Taking Registration nearer to people** and **Transport wallet** by Mr. V. Srinivasulu and Dr. Srinivas Puppala, Government of Telangana

15:45-16:00: Tea

16:00-16:20: Presentation on **Prerna – Learning Outcomes** by Mr. Rohan Thakur, Government of Himachal Pradesh

16:20-16:40: Presentation on **Sewa-Kendras** by Mr. Vinesh Gautam and Mr. Manpreet Singh Government of Punjab

16:40-17:00: Presentation on **CM Window: A Public Grievance Redressal System** and **e-District** by Mr. Bhupeshwar Dayal, Mr. Ghanshyam Bansal, Government of Haryana

17:00-17:20: Presentation on **Sewa-Setu and Chintan-Shivir** by Mr. Keyur Sampat, Government of Gujarat

19:00-20:15: Cultural Programme followed by dinner

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Day-2: 22nd December, 2016 (Thursday)

10:30-13:00: Session IV

- 10:30-11:00: Presentation on **Reforms in School Education of Rajasthan** by Mr. Naresh Gangwar, Government of Rajasthan
- 11:00-11:30: Presentation on **Public Services by one of the Largest Public Utility Delhi Jal Board** by Ms NidhiSrivastava, Government of NCT of Delhi
- 11:30-12:00: Presentation on **Dial 100–Emergency Response System** by Mr Anvesh Mangalam, Government of Madhya Pradesh
- 12:00-12:30: Presentation on **Nirbhaya Homes of Mahila Samakhya and Participatory Governance– Case of Parambikulam Tiger Resort** by Dr S Sajeew, Government of Kerala
- 12:30-13:00: Presentation on **Devbhoomi Public Service Centre** by Mr Sanjay Mathur, Government of Uttarakhand

13:00-14:00: Lunch

14:00-16:00: Valedictory Session

- 14:30-14:50: Presentation on **Rajasthan: Road to Development** by Mr AkhilArora, Government of Rajasthan
- 14:50-15:00: Address by Mr. O.P. Meena, Chief Secretary, Government of Rajasthan
- 15:00-15:10: Address and Summing up by Mr C Viswanath, Secretary, Department of Administrative Reforms and Public Grievance, Government of India
- 15:10-15:40: Address by Mr Kali Charan Saraf, Hon'ble Minister, Medical and Health, Government of Rajasthan
- 15:40-15:50: Address by Dr. Jitendra Singh, Hon'ble Minister of State, Government of India
- 15:50-16:00: Vote of thanks by Mr. P.K. Goyal, Principal Secretary Administrative Reforms Department, Government of Rajasthan

Inauguration



LIGHTNING OF LAMP

Welcome Address by Ms. Gurjot Kaur



Ms. Gurjot Kaur extended a warm welcome to the distinguished dignitaries, participants from 24 states of the country and the officers of DARPG. She emphasised the need for the conference, given that central and state governments were initiating vast number of schemes and programmes but there was an absence of a common platform to share information about them. She then acknowledged that the regional conference was being organized jointly by DARPG, Government of Rajasthan and the Dr HCM RIPA, Jaipur.

She spoke about the pervasiveness of the digital revolution and how technology enabled several new techniques of supervision and monitoring that could be employed by the various governments. She quoted Bhamashah Yojana of the Government of Rajasthan as a stellar instance of information and technology being employed to facilitate effective public service delivery. Many a pioneering breakthrough had become possible through seemingly small technological improvements. On her visit to Gujarat, she was inspired by how the Department of Ayurveda created a WhatsApp group to monitor the work of several doctors and traditional healers.

She expressed hope that valuable peer group learning would ensue over the course of the conference and that the knowledge so shared would prove beneficial for all in providing proper delivery of services to all strata of the society across the country.

Addresss by O.P Meena, Chief Secretary, Government of Rajasthan



Addressing the dignitaries, Mr. O.P. Meena thanked the participants who had come to participate in the conference at Jaipur. He appreciated the efforts of state governments in various priority programs. He, however, expressed concern that sometimes in the anxiety to outperform each other, they are ignoring basic governance.

He threw light on remarkable work done by Rajasthan. Much before Aadhar came into place, Rajasthan had quietly worked towards biometric identification through Bhamashah Yojana. Another example of good governance in Rajasthan in the field of education where schools were integrated to match demand and supply of teachers, which had resulted in the improvement of results at the board level.

Welcoming all the participants to Jaipur once again, he expressed hope that the next two days would be eventful for everyone.

Addresss by C Viswanath, Secretary, Department of Administrative Reforms and Public Grievances



The Secretary began his address by thanking all participants for being present for the 25th Regional Conference on Citizen Centric Service Delivery.

He acknowledged that Government of Rajasthan has been a pioneering innovator in many fields, especially at the forefront of Good Governance.

“Ideas move and make history”, he quoted. Innovation is not about re-inventing the wheel but about combination of ideas and making them work. He said that India has enough of challenges which throw opportunities to shine. He quoted Honorable Prime Minister and said that we need to transform and make leapfrog progress.

He mentioned how a lot of solid work has been done by state governments in the fields of Land, Revenue and Transportation.

He explained how technological innovation should hold relevance in a social setting. He further added how in social innovation, thoughts must be put for relevance first and innovation later.

He requested all states to compete for Prime Minister Awards for excellence in the Six priority programs namely: Pradhan Mantri Fasal Bima Yojana (PMFBY), Electronic National Agriculture Market (e-NAM), Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY), Pradhan Mantri Krishi Sinchai Yojana (PMKSY), Startup India and Standup India. He also invited people for the upcoming National e-Governance Conference at Vishakhapatnam on 9th-10th January, 2017.

Rajasthan-Bhamashah Yojana by Anil Kumar Singh, Government of Rajasthan



In order to promote financial inclusion and women empowerment in the state of Rajasthan, Bhamashah Yojana was inaugurated in 2014 by the Honorable CM of Rajasthan Ms. Vasundhara Raje. It is a unified platform of all entitlements to a family across all welfare schemes. In order to promote women empowerment, the Bank accounts are opened in the name of the eldest woman of the house. With more than 40,000 kiosks up and operating, Bhamashah Scheme has been a great success across Rajasthan.

Highlights of the scheme are:

- Financial inclusion: The objective of the scheme is to open at least one Core Banking System (CBS) bank account for each family of the State and to make banking services available near the doorsteps of the residents. The scheme will also motivate all state residents to open Aadhar enabled biometrically operated bank accounts linked with core banking facility
- Women Empowerment: The family bank account under the Bhamashah Yojana is opened in the name of the eldest female head of the family. The family based benefits are transferred into the bank accounts of women heads
- Creation of Bhamashah Resident Data Hub: To create single clean and authentic family database of the residents of the state after de-duplication, verification and quality control

Bhamashah Dashboard is a dynamic dashboard with latest updates on the scheme. It is available in the public domain. 1,35,33,647 families have enrolled under the Bhamashah scheme so far and transactions worth Rs 54,76,25,69,806 have been completed.

e-LokSewa Kendra (electronic provision of Services) by Mr Alex Paul Menon, Government of Chhattisgarh



The Government of Chhattisgarh has established i) 175 LokSeva Kendra, ii) 7905 GrameenLokSeva Kendra (CSCs or Common Service Centres) and iii) 352 CHOICE Centres (Chhattisgarh Online information for Citizen Empowerment) across all districts and block offices.

They have taken these initiatives with the aim of making multiple public services available to citizens in a single window system. The entire model has been designed as revenue-generating and self-sustaining thereby encouraging local level participation, especially in rural areas.

These Lok-Sewa Kendra's, one in every tehsil, have been established at public places such as Panchayat Bhavans, Collectorates or Tehsils and facilitate Direct Benefit Transfers to all citizens. 40+ services, which aligned with the CG Lok-Sewa Guarantee Act 2011 are being offered by these centers. This model was first initiated in one district and thereafter replicated across the state. Ever since the program has been initiated, the application processing time has reduced from days to minutes and the digital workflow of documents has been ensured from one office to another. It has also created employment opportunities for the Village Level Employees (VLE's).

The State of Chhattisgarh has enhanced its Dashboard and has introduced a ranking system for Districts and for Officers. The weightage and parameters for the ranking are changed every 3-6 months and this is used to push for different goals regularly by creating a competitive environment.

Chief Minister Dashboard, Andhra Pradesh by Dr Nikhil Agarwal



The Chief Minister's Dashboard provides a real-time snapshot of the various services rendered across the various departments of the state government to the citizens of Andhra Pradesh. This initiative serves the fundamental purpose of improving the reach and quality of governance in the state. The dashboard is made available to the public, thereby increasing accountability of the government. Active Street lights for example can now be monitored 24/7 in the cities of Vijayawada and Visakhapatnam. Real time updates of services offered allow the government to monitor the citizen services and identify and follow up on areas for improvement. The dashboard integrates work across various branches of the government through automation of data collected at respective government offices.

The Government of Andhra Pradesh has come to understand the significance of properly adopting the dashboard as a tool for better governance and building superior administrative structure through monitoring and development of accountability from the field level up to the head of respective departments.

Each department has a set frequency for data update. The data collected at the field level is sent to the dashboard either manually or electronically. Emphasis is placed on automated data sharing via web-link. The Hon'ble CM spends around half an hour every day on the dashboard, monitoring the performance of various departments on Key performance indicators.

Departments are rated on a scale of 0-3 stars based on overall points acquired across four parameters

- Data Collection – collection of data from the field/ground level. The accuracy, automation and frequency of data collection are measured
- Real Time Governance – Historical data, response time and descriptive analytics are considered
- Granularity – lower and in depth the level of data collection, the higher the points awarded
- Adherence to Dashboard Guidelines – the relevance and accuracy of data is assessed

Innovation Society by Dr. Kalpana Agarwal, Government of Karnataka



The innovations shared by the State of Karnataka are as under:-

- Mobile One enables citizens to access public and private services, such as payment of taxes, utility bills, traffic violation fines, tracking applications pertaining to passports, birth certificates or university results, etc. through their smart phones. The initiative tries to overcome limitations of e-access by providing a multi-mode governance platform with both paid and free services: push, pull and data capturing services, available 24x7x365 days at any location in India on any mobile device both in urban & rural Karnataka.
- The second key innovation, e-Procurement is mandated for all market-driven bidding, enabled ease of access to contractor community and successfully adopted an environmentally friendly mode of working, by involving less paper for countless weighty transactions.
- The third key innovation pertained to the Department of Food and Civil Supplies. Computerization of 212 offices and 312 Public Distribution Services (PDS) Whole Sale Points was accomplished, interlinked to a central server maintained by NIC. The ration card database was also digitized using biometric and demographic details of all family members. Under the mechanism, RR numbers (electricity meter number) in urban areas, HH numbers (property number) in rural areas, UID numbers, LPG consumer numbers of the family, etc. have all been digitized. The portal of the Department has a robust transparency feature wherein details regarding RC, BPL criteria, godown details and all other particulars on food grains can be tracked in real time. The portal is ahara.kar.nic.in/ and there is a facility to lodge complaints/ grievances through toll-free numbers 1967 and 1800-425-9339.
- The state has supported various other initiatives within the department such as iCare, E-Sugam (Simple Uploading of Goods Arrival and Movement), KSWAN Network, Secretariat Local Area Network (SECLAN) and SachivalayaVahini. Other non-state initiatives by NGOs include 'Tri-nethra,' a low-cost pre-screening ophthalmology device, Cardiotrack, for diagnosis of heart disease; and NanoPix, imparting video technology to farmers. The Government of Karnataka has been striving towards creating an environment that breeds innovation and upgradation of existing government processes.

Rajasthan Sampark by Mr K. K. Pathak, Government of Rajasthan



The Rajasthan Sampark portal is an Integrated Grievance Redressal portal developed to provide a common platform to citizens to register their grievances and dispose them in a time bound and transparent manner. It has 3 core features, which attempt to enhance the process of grievance redressal- the common integrated portal, the specific Facility Centres and the Jan Sunwai mechanism. Some of its salient features are as follows:

- Multiple channels of grievance registration including Citizen Contact Center (Toll Free Helpline), e-Mitra Kiosks, Rajasthan Sampark Centers have been established to ensure easy access to government services
- Option of escalation, feedback and re-opening of cases in case of unsatisfactory resolution is available to the citizens. Grievances are verified by Verifiers (a group of Village Level Employees) and cross-verified by Adopters (a group of Block Level Officers)
- More than 10.5 lakh grievances have been registered and 9.75 lakh grievances have been disposed on this portal, till now. Every month more than 25,000 people are using this portal to register their grievance
- Rajasthan Sampark Centers: Facility centers have been established to provide access of online services along with grievance registration in every Village Panchayat. These centers are also a paypoint for various financial and DBT services, as they are working as Bank correspondent also having Micro-ATM facilities. More than 35 thousand e-Mitra kiosks are being run across the state, out of which 24 thousand are based in rural areas
- Three Tier Public Hearing System or Jan Sunwai: A Regular Public Hearing System has been made mandatory to government officials, to provide a proper public hearing platform to every citizen. Usually Block level hearing is held on the first Thursday of the month, while Block level hearing is held on second Thursday, just after the first level. Last Friday of the month is reserved for the Village Level Public Hearing.

Even in Office days, Officers are ordered to remain in their office on Tuesday and Thursday as far as possible. Field Visits are planned on remaining days so that a citizen can know that if he goes on this day, his issue won't be unheard due to absence of the officer.

- Regular Tours, Visits and Inspections are monitored on Rajasthan Sampark Portal thus one can see tour schedule of any designated officer online.
- Special Drives and Campaigns: To enhance the reach of common citizen, various field visits, inspections and monitoring campaigns have been initiated with the aim of getting people's feedback, resolving their grievances and monitoring the implementation of government schemes.

Capacity development in Disaster Management by Dr. Arasu Sundaram, Government of Tamil Nadu



According to the Disaster Management Act 2005, there needs to a paradigm shift in the approach towards disaster management. From a relief-centric approach, the states need to align themselves as proactive agents. There is a need for building a 'culture of prevention', which would necessitate strategic partnerships at multi-level, multi-sectoral and multi-disciplinary platforms.

There needs to be a pan Indian process reengineering so that we can become prepared for when disaster may strike. An already grave danger is made worse due to urbanization, migration and more habitation in disaster-prone areas. Currently there is dearth of database, early warning systems (repositories) and capacity building across departments. Skills training sessions, awareness and sensitization campaigns and use of a holistic approach towards the same are the need of the time. Women and children are the worst hit when disaster strikes and a holistic approach would entail a preparation mechanism which would incorporate their risk reduction and risk management.

Transport Wallet Dr. Srinivas Puppala, District Transport Officer, Government of Telangana



Transport department of Telangana has come up with a mobile platform to store Registration Certificate, Driving license and other documents pertaining to vehicles. It has provided relief to the citizens in terms of decreasing the hassle to carry paper based documents along. This mobile app is the only Government App to come in the top 100 apps at Google play store.

This app is available on Android and iOS platforms. It enables auto fetching of documents with just a single click. It acts like a digital wallet for all related documents (Driving License, Registration Certificate, Insurance Certificate, Permit, Fitness, etc.). The Login facility is mobile independent and with a username password one can access his/her documents from any mobile phone. It is a Citizen-friendly option to add multiple vehicles owned by same person and fetch documents. The documents once downloaded will be saved permanently and are handy for further use.

Impact:

- Over 1.5 lakh downloads in one month of launching
- Ranked in Top 100 Apps on play store and App Store
- Only Government App in Top 100 Apps.
- So far 19 lakh downloads as on 20-12-2016 (from 30-03-16)
- Wide coverage of Print and Electronic Media which brings awareness among the users

Challenges:

- Real time updation of data from Insurance Companies.
- Linking of Challans booked on the vehicle / License.
- Integration of payment gateway for payments for challans booked.

Another important initiative i.e. 'TS School Bus for Parents mobile app' that enables the parents of school students to track the school bus and driver details. This application helps eliminate untrained drivers and is quite useful for the parents who want to track their child's route and ensure a safe journey for them.

The Transport dept. of Telangana also has vehicle and license registration apps. This is also an important step in the direction of maintaining a database of drivers across the State.

Telangana-Innovations in Registration by Mr. Vemula Srinivasulu, Government of Telangana



The innovation in registration as in response to a quest for an easier, quicker and cheaper service delivery in registration process. In order to ease the process of Registration and Public Data entry, certain changes were made in service delivery to the citizens so that registration process becomes easier, quicker and cheaper while adhering to the core objective of transparency. Six innovative changes in the registration process were discussed that are perceived by people in the State of Telangana as user-friendly and transparent. The dependency on middlemen for document verification and stamps has been eliminated by reforms in the process and overall the registration process has become hassle free.

Prerna by Mr. Rohan Chand Thakur, Government of Himachal Pradesh



Program on Result Enhancement, Resource Nurturing and Assessment is the flagship program for imparting quality education. This program was initially started in District Hamirpur and has now been scaled up in the entire state. The main aim of the program is to improve the quality of the learning levels in primary schools since primary education is the base on which all subsequent learning is done. The program is a partnership between the District Administration, Elementary Education Department, Sarva Shiksha Abhiyan and NGO Pratham. In District Shimla, PRERNA is one of the five areas identified under **PEHAL**, an initiative of District Administration Shimla to identify certain trust areas which have a direct bearing on the lives of people at grassroot.

This approach is known as TaRL (Teaching at Right Level Approach). TaRL is defined by reorganizing children into groups to achieve specified learning outcomes over the duration of the program. The teachers are oriented on Combined Activities for Maximized Learning (CAMaL) in Language and Mathematics which is being used with identified groups, thus bringing significant improvement in learning levels.

Out of 321 cluster primary schools in the district, the District Administration, Shimla selected 100 Cluster Primary Schools of 7 selected Education Blocks as special focus schools in Phase 1 from June to August, 2016. Post the enthusiastic result in these 100 Cluster Primary Schools, the same component has been replicated in rest of the 221 Cluster Primary Schools in Phase 2.

To enable students to develop competency in Listening, Speaking, Reading and Writing (LSRW), English has been introduced in the current phase in 17 selected Primary Cluster Schools of Education Block, Mashobra.

To strengthen the tripolar association between students, teachers and parents, outreach campaigns in each phase are being undertaken and have received ample support from all ends. The success of the program lies in regular inspections by officials, creation of local accountability through stakeholder awareness and above all a system of recognising and motivating the high performing teachers

Sewa-Kendras in Punjab by Mr. Manpreet Singh and Mr. Vinesh Gautam, Government of Punjab



The Government of Punjab has envisioned that citizens of Punjab should get all Government services delivered by Government departments in an integrated manner, across the counter under one roof in urban as well as rural areas. Due to non-standardization of service delivery across the state and an average experience of the citizen interface, a need was felt to make these services easily accessible in local vicinity of the citizens. Hence, service delivery centres namely “Sewa-Kendras” have been set up in rural areas for a population of 8000-10000 and in case of urban areas covering 1.5 to 2 square kilometres so that the objective of providing services to citizens in a hassle-free, faster & transparent manner can be achieved. The proposed Sewa-Kendras (SKs) will work as front ends for delivering citizen centric services.

SKs will leverage the available tools of Information & Communication Technology (ICT) to enhance accountability and have uniformity in terms of a standard façade, uniform working culture, data sharing, etc. All SKs have basic facilities for service delivery including IT infrastructure, good ambience, and amenities for citizens and will be manned in a responsive manpower. SKs will act as one stop centre to provide the entire gamut of citizen centric services of all the departments under one roof. It has been envisaged that approximately 1758 rural and 323 urban SKs would facilitate delivery of citizen centric services notified under Right to Service Act, 2011 relating to various departments in phased manner. The state has invested more than Rs. 500 Crores in infrastructure of Sewa-Kendras. It is for the first time that an organization involved in management of visas of many countries has taken the management of citizen service centers. M/s BLS International. All Sewa-Kendras are fully furnished by State agencies like PWD etc. All Sewa-Kendras are having same facilities and are strategically located for the citizens. Rigorous monitoring of Sewa-Kendras is done by the Hon’ble Dy. CM and Worthy Chief Secretary. The Sewa-Kendras have employed more than 5000 people. More than 5,00,000 Training hours have been spent on employees of M/s BLS International.

On an average 25000 citizen service transactions happen daily with 77 citizen services being delivered.

Janta Darbar Haryana by Shri Bhupeshwar Dayal; and e-District by Mr. Ghanshyam Bansal, Government of Haryana



Janta Darbar

In order to make govt available to its citizens, a Janta Darbar is created at the district headquarter across state of Haryana where two officers are dedicated for helping citizens who come with their grievances. These kiosks were set up in every deputy commissioner's office where people can directly file their grievances and the same gets uploaded on Chief Minister's grievances redressal portal. After receiving the grievance the same is marked by the officers of CM office to the concerned department and department ought to redress the grievances within 30 days. At every district headquarters 2 computer operators were appointed specially for this project.

Every kiosk was equipped with 2 desktop machines with printing and scanning facility and internet connection. At every district City Magistrates were appointed as nodal officers. In departments class 1 officers were appointed as nodal officers by their respective Administrative secretaries. Till now, a total of 229194 registrations have been made on the monitoring desk. Footfall in Janta Darbar has reduced from few hundreds to just a handful. Grievances which were being received by the CMO in the form of letters has reduced. Constant monitoring of grievances is done which was not possible earlier.

e-District

The state of Haryana has taken up 'E-District' in mission mode. The project aims to improve the delivery of government services by undertaking back-end computerization and digitization. The outcome of the project is 360 degree profiling of all citizens through the course of their life- digitizing and documenting all major life processes starting from conception of a citizen to ensuring a dignified end to their bodies. The mechanism of e-district collates and integrates all i) demographic data, ii) all the data about the services entitled to a citizen and also iii) creates a repository of all the documents submitted as proof by a citizen

Sewa-Setu and Chintan-Shivir by Mr. Keyur Sampat, Gujarat



The government of Gujarat has undertaken many initiatives to enhance the quality of citizen centric services. Some of such initiatives are 'Chintan-Shivir', Jan Seva Kendra, State Wide Attention on Grievances by Application of Technology (SWAGAT), e-Procurement, e-City, e-Dhara, e-Gram, Aapno Taluko Vibrant Taluko (ATVT) and Swantah-Sukhay etc.

Seva-Setu and Pragati-Setu programs were recently initiated by the Government of Gujarat with the vision of providing services at the doorstep of rural and urban citizens. The overall objective was to make citizen services proficient, accountable, sensible and transparent (PAST) which were not there in the past. The programs commenced in rural areas first and were later expanded to urban areas. Some of its salient features are as follows:

Seva-Setu is organized at village level in the presence of committee headed by Sub Divisional Officer and other Block Level Officers. The grievance is disposed at the same time and in some cases where site inspection is required, they are disposed on the same day.

PragatiSetu employs the same mechanism but applies to grievances that communities collectively may be facing such as road building, electrification issues, irrigation issues, public health access, etc. Pragati-Setu is held at the Sub-Division level in the presence of a committee headed by Collector and Other Officers. The detailed proposals in this regard are forwarded to the concerned government departments for redressal. However, due to the presence of district level officers, most of the grievances are disposed on the spot.

Chintan-Shivir: Chintan-Shivir was conceptualized in 2003, by the then Honorable Chief Minister of Gujarat, Mr. Narendra Modi ji. The first Chintan-Shivir was held at Kevadia village on the banks of river Narmada. The vision behind this initiative was to develop Gujarat State and to put it on the global map with a view to keeping pace with the rapid changes, scientific and technological innovations taking place in the world.

Under the program, all the Ministers and IAS officers including Secretaries and Heads of the Departments, Collectors, District Development Officers meet at a single platform. They deliberate on various issues such as innovative projects taken up by them, measures to expedite the completion of such projects, remedial future action plan etc.

Renowned experts from diverse fields and subjects related to governance, HR, Development of new systems of management etc. are also invited to participate and offer their guidance and innovative ideas to eliminate the obstacles in completion of pending projects.

Integration of schools, Mr. Naresh Gangwar, Government of Rajasthan



With 18 million school-age children, Rajasthan has the potential for large scale impact through their public schools. The speaker talked about integration of schools across Rajasthan that were located between 100-200 meter to each other. This has resulted in the monitoring of teachers and their performance in the school

He also talked about Strengthening of schools: How department started one Adarsh School in every Gram Panchayat, which matches the quality of Kendriya Vidyalayas.

The speaker also talked about improvements in management structures: Staffing norms are now based on enrolment and level of the school. The result is Better teacher availability: At least one teacher was available per class

Board results have improved by 10-15% for tenth and twelfth boards as a result of these measures.

Delhi Jal Board by Ms. Nidhi Srivastava, Government of NCT of Delhi



Delhi Jal Board faces a number of issues with Water Supply and Revenue. Particularly, citizens weren't getting their bills on time and there was a lot of mistrust between the Jal Board and Consumers. Managing water supply for Delhi is a herculean task because it depends for water on adjoining states. Hence, to tackle the challenge of providing potable water, she discussed the technology interventions bought about by the Delhi Jal Board. She talked about the Revenue Management System which is a technological intervention that streamlined metering and revenue collection. Instead of 2 billing cycles per year, now 6 billing cycles are generated. Hence consumers get their bill on time and pay on time

The state is also trying to amend the Water Act which prevents them from laying pipes in the slum areas.

Dial 100 by Mr. Anvesh Mangalam, Madhya Pradesh



In an emergency situation, people expect State and its agencies to respond immediately in efficient and effective manner. There are number of helplines depending on the type of emergency functional at present but 1-0-0 is the most popular emergency response number since decades in India for emergencies in which police assistance is expected. However this service was not fully equipped with necessary resources and technological support at the back end. Hence in 2013, MP state resolved to its emergency response mechanism and modernize its 100 service.

On Nov. 1, 2015, an integrated Emergency Response System was launched by Hon'ble Chief Minister MP with 110 seat modern call centre and 1000 first response vehicles. Under the project, a state of art call centre and command room was set up with modern technologies like Computer Telephony Interface (CTI), Computer Aided Dispatch (CAD), Voice Loggers, Geographic Information System (GIS), Global Positioning System (GPS) etc. Each First Response Vehicle (FRV) is also equipped with Mobile Data Terminal (MDT), Police Wireless, PA system, First aid box, Accident extraction kit etc. for effective intervention. For smooth and efficient response, standard operating procedures (SOPs) have been laid down. To monitor performance and standardize response, Key Performance Indicators (KPIs), have been laid down for each role. Facility works on round the clock basis. The project has empowered people particularly women, weaker sections and senior citizen and people on the move in distress to avail police services with confidence that if called on 100, police shall surely reach soon. The average response time is 3 to 10 minutes in urban areas and 20 to 40 minutes in rural areas.

Software acts as decision support system and its incident analysis capability equips police leaders to realign their response in dynamic manner. It facilitates to customize patrolling plan during day and night. Dial 100 vehicles do patrolling during day and night almost 30 lakhs kilometers per month. As a result there is perceptible decline in petty crime and crime against women and girls on streets.

Under the project, more than 16.6 lakhs persons in distress have been benefitted. More than 10000 persons injured in road accidents have been taken to hospital by Dial 100 FRVs during its first 12 months of operations. As many as 800+ children, who were lost or went missing have been restored to their guardians. 131 new borns abandoned by their parents on road side have been rescued by the staff working in these vehicles on 24 by 7 basis.

Maximizing on the experience of the successful running of the project during last one year, FRVs are being strengthened to include biometric attendance device and CCTV cameras in each vehicle besides body worn cameras will also be provided to all the duty staff. More vehicles are to be added in to the fleet as right now vehicles in rural areas have to cover long distances to provide service. Very soon system will also start taking calls for National single Emergency number (1-1-2).

Participatory Governance by Dr. S. Sajeev, Government of Kerela



A case study from Parambikulam:-

In the heart of the Western Ghats of Anaimalai, Palakkad District, a region endowed remarkably in terms of species, habitat and ecosystems. Within that landscape, an area of 285 sq. km was classified as a wildlife sanctuary and later as Parambikulam Tiger Reserve after expanding to 643.66 sq.km. The reserve within this region, the Government of Kerala innovated a conservation governance model that dovetailed the imperatives of conservatism, livelihood and economic production. Using techniques of “people inclusive” conservation, they were able to address various problems of the area such as high number of forest fires, over-dependence of the local community on the forest, grazing pressure, unregulated tourism, poaching and smuggling threats, porous boundaries, non-reach of developmental schemes, large scale unemployment, solid wastes accumulation, etc.

The government decided to intervene by setting up managerial units that would facilitate capacity building within the community thereby enabling improved infrastructure of local communities. Forest development agency (FDA) and Eco-Development Committee (EDC) were set up and innovative activities were launched for alternate employment of the indigenous communities. Many agencies and schemes such as NABARD, STDD, PVG scheme, NHRM, NREG, LSG, etc were converged in order to accomplish the same.

The initiative led to transformation of livelihood from timber harvesting to tiger conservation and the number of forest fires and poaching incidents reduced significantly. It led to a large amount of revenue generation (300 lakhs per year), greater control over grazing and over plastic waste and illegal activities and enhanced livelihoods for the tribal population.

A model of Community Based Eco Tourism was successfully established in the Palakkad region thereby exemplifying how sustainability of biological diversity and local livelihood were mutually inclusive arenas that could be achieved using innovative government interventions.

Devbhoomi by Mr Sanjay Mathur, Uttrakhand



The State of Uttarakhand has been striving towards improvement of public services since its inception in 2000. Uttaranchal Development Cell was created to identify areas where development was needed. After many system studies and interactions (which involved engaging consultants, the UNDP Cell, IIT Roorkee, various departments and Participatory Rural Activities in villages), certain key problem areas in public service delivery system were identified for redressal.

One of the key areas that the study revealed was that citizens faced a lot of difficulty in getting certificates. Due to the hilly terrain, travelling to the nearest Tehsil or Subdivisional Office proved very painful and cumbersome for citizens. 10 out of 13 districts in the state of Uttarakhand are hilly in nature, and to make multiple trips to the office to get certificates was proving to be a major hassle for citizens. Additionally, the paper work and documentation required to get a certificate was quite tedious.

To address the problem, the government transformed the already operational "Janadhar" Kendra into Uttara Kendra now called Dev-Bhoomi Jan-Sewa-Kendra, under the brand of "Aapki-Sarkaar-Aapke-Dwar". Some of the salient features of the Kendras are as follows:

- Ease of transaction to applicant: Dev-Bhoomi Jan-Sewa-Kendra are set up at convenient locations especially for citizens based in far flung regimes of the district.
- Digital signature based certificates: All certificates are digitally signed and no hardcopy is maintained at any level. The Village Level Operator scans the supporting documents and returns them to the applicant immediately after uploading them
- 32 services are offered at the Dev-Bhoomi Kendra
- Applicants are issued notifications via SMS or email at every stage of the application
- Applications are disposed in compliance with Regulatory Technical Standards guidelines
- Helpdesk Toll Free No. **1800-3000-2300** for Village Level Employees (VLEs)/Citizen grievances set up at Dehradun, where real time troubleshooting services are provided
- Capacity Building of District/Tehsil/Block level Govt. officials of relevant departments has been done through training on services and functionality of system
- District level workshop/training programme conducted for VLEs

The Dev-Bhoomi Kendras were developed to establish a closer link between the Government and the Citizens by enabling timely delivery of critical information and services through structured systems to manage issues of health, education etc. In the last 18 months, 29.28 Lakh applications were received at the centres and 27.35 Lakh were disposed.

Road to Development by Mr. Akhil Arora, Government of Rajasthan



On the road of development, core infrastructure, service infrastructure and service delivery need to be taken up together. Taking care of amenities required by people is very important but equally important is taking care of social aspirations.

In a state like Rajasthan gender equality and women empowerment are important aspects. Hence Bhamashah Yojana recognises lady of the house as the head. Anything to do with citizen centric delivery would be possible with help of technology but we need to emphasize on the core cardinal segments of Governance. Everytime as a jargon business process re-engineering is talked about but Rajasthan took it to next level by talking about policy reforms. They start from the interface being provided to common man: Entitlement delivery, the focus of which is needed.

Rajasthan Sampark which is the grievance redressal mechanism in the State addresses the interface to citizen centric service delivery. Everyone talks about last mile delivery but in Rajasthan, they are bringing a paradigm shift by calling it first mile. There are help kiosks for people who are not IT friendly and want to access services.

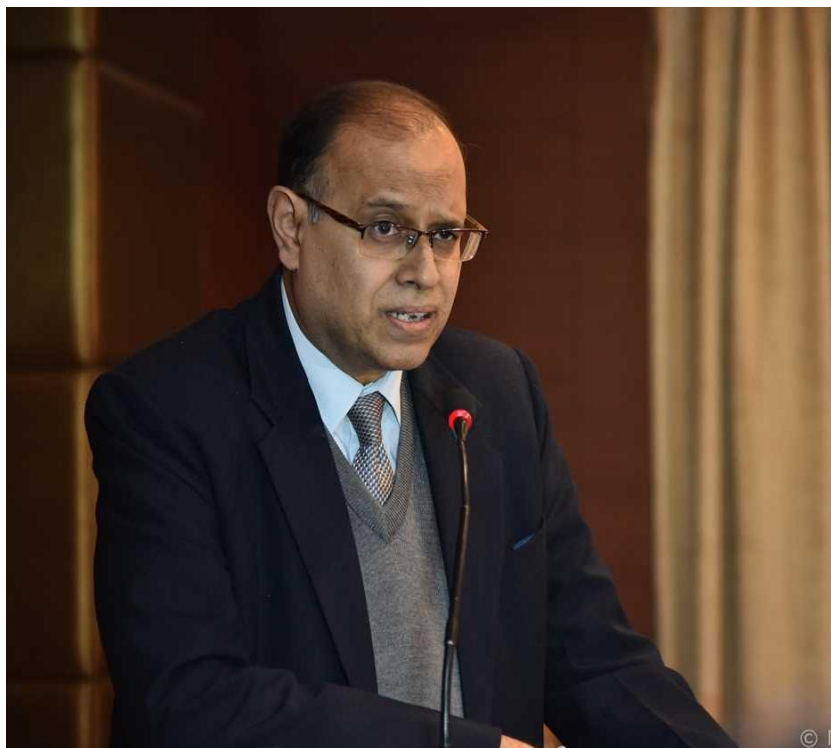
He elaborated on Bhamashah Yojana and how they leverage the existing infrastructure.

Address by Mr O.P. Meena, Chief Secretary, Government of Rajasthan



Mr OP Meena expressed his gratitude to one and all for having chosen Jaipur as the host city for the conference, and for having graced the conference. He appreciated the best practices, innovations and initiatives that had been deliberated across different states and sectors and regarded that a considerable amount of progress had been accomplished in a short extent of two days. He envisioned that the quantum of knowledge gained would go a long way in improving the quality of services.

Address by Mr. C. Viswanath, Secretary, DARPG



Secretary DARPG Mr C Viswanath thanked the Honorable Minister and other dignitaries to be able to make it to the conference. He mentioned that the department has successfully conducted 25 regional conferences and this 25th Regional conference marks a period of one decade since inception of regional conferences in 2006. He briefed that about 18 states have participated and 16 presentations were made in the regional conference. Over 70 Participants showed their enthusiasm. He mentioned the previous Regional Conference on Path Breaking and High Impact Initiatives in Citizen Centric Service Delivery at Guwahati and National Workshop on Public Services Delivery and Right to Services Act at Jammu organized earlier during the year. He highlighted the themes of the conference namely: Financial inclusion, grievance redressal, women empowerment, forest and environment. He commented how the cross section of subjects and departments and areas has been covered. The participation was exceedingly great and everyone thoroughly enjoyed. He thanked all speakers for their excellent presentations and mentioned Rajasthan's 'Bhamashah Yojana' along with Government of Chattisgarh's 'Balrampur Ko Biometric Banao'. He remarked how these are areas which resonate with the vision of Prime Minister. He commented how 'Janta-Darbars' being organized in Haryana are also a good example. He mentioned Telengana's 'm-wallet' that ensures cloud storage of Registration certificates, driving licenses. He mentioned the usefulness of how 'CM Dashboard' in Andhra Pradesh, where the CM monitors the schemes. He mentioned Himachal Pradesh was doing excellent work in increasing enrollment in schools. Uttarakhand and Punjab for Sewa-Kendras and Tamil Nadu was acknowledged for good work on disaster management. Madhya Pradesh on emergency dial system of police, Delhi Jal Board for water supply and Kerala for Nirbhaya shelter scheme for rape victims were praised. He further added that the diverse fields were a very welcoming field in the conference. He said that DARPG under the guidance of Honorable Minister has been working towards good governance. He gave a motto: Reform, Perform and Transform and described the need for disruptive innovation to leapfrog miles ahead. He said how the need of the hour is to ensure minimum government and maximum governance. He spoke about the Jeewan Praman program started by the Department of Pensions, where every pensioner get service sitting at his home. Every sphere of government is covered by all these programs where digitization is available. He invited the dignitaries to the National e-Governance Conference at Vishakhapatnam. He thanked everyone for participating in the conference and sharing the great work being done.

Address by Mr Kali Charan Saraf, Hon'ble Minister for Medical and Health, Government of Rajasthan



Mr Kali Charan Saraf highlighted the importance of regular introspection and re-evaluation of the quality of services delivered by the Government. He asserted that there is a need to constantly re-engineer citizen centric services to make them more transparent and more accessible to all sections of society. He envisaged it to be the overall objective of the conference as well.

He explained how in the age of globalization, better administration entails better planning and organizing. The true measure of progress would be to universalize service delivery to the most marginalised sections of the society. The Government of Rajasthan has converged 166 services across 19 departments and under the Bhamashah Yojana is delivering them to citizens across various strata of the society. It is a first of its kind scheme with excellent outreach and efficiency and he recommended all states to emulate it.

Address by Dr. Jitendra Singh, Honorable Minister of State (MoS) Independent Charge for Ministry of Development of North Eastern Region; MoS in Prime Minister's Office; Personnel, Public Grievances & Pensions; Department of Atomic Energy and Department of Space



The Honorable Minister in his address thanked everyone for their participation. He mentioned that the conference was significant because it was the silver jubilee conference. He thanked the administrative team for the efforts that went into running the conference. He remarked that the best part about these conferences is not only to familiarize ourselves with the best practices but also create an opinion of the states that follow the good practices. He added that an unspoken campaign goes on for good governance to carry forward the objectives laid down by honorable PM. In the last few days the department has come across representations from officers stating that they don't get the expected assignments, he said. He also commented on how this is also an opportunity to make an appeal to the states to start mutual learning. Rajasthan presentation was applauded in the sense that it set an atmosphere of mutual learning.

He spoke about the mobile app which CPGRAM has launched recently. He spoke about continuous monitoring and disposal of grievances with no less than 85% efficiency by the Department.

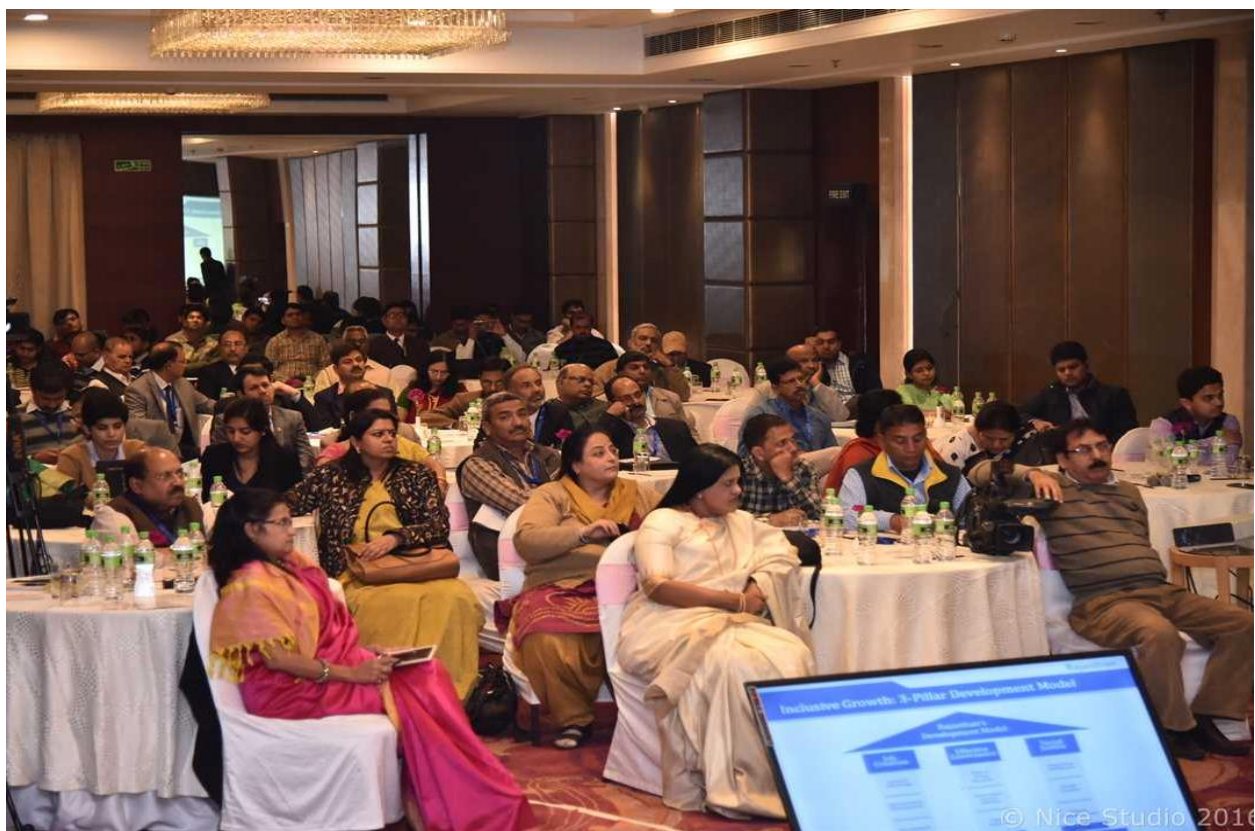
In his concluding remarks, he emphasized on citizen education about reforms as all the reforms will not meet the objective if citizens are not aware of the schemes available to them.

He thanked everyone for participating in the conference and for sharing best practices across the country.

Vote of Thanks by Mr PK Goyal, Principal Secretary (Administrative Reforms), Government of Rajasthan



Mr. P.K. Goyal thanked all the dignitaries and participants for providing the department the opportunity to host the prestigious conference in Jaipur. He extended his thanks to the Union Minister for having graced the occasion and the central and state Departments of Administrative Reforms for having contributed in making the conference a success. He expressed hope that the immense learning that took place during the conference would be carried back to the states and would aid in providing citizens with improved and effective public service delivery.



Closing Ceremony