प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

सत्यमेव जयते

Proceedings

National e-Governance Webinar Series 2025 - 2026

Government Process Re-engineering by Use of Technology for Digital Transformation (State/UT Level)

August 22nd, 2025

Contents

1. Background

The Department of Administrative Reforms and Public Grievances institutionalised National e-Governance Webinar Series to showcase the award-winning initiatives that have received the prestigious National Award for Excellence in e-Governance, with the objective of greater learning, dissemination and replication.

These initiatives have leveraged technology to improve governance with a potential to enhance efficiency, transparency and inclusivity of government operations. By harnessing the power of digital tools and data analytics, governments can streamline administrative processes, expedite service delivery, and make informed policy decisions.

The National e-Governance Webinar Series focuses on the following themes:

- Government Process Re-engineering by use of technology for Digital Transformation
- Innovation by Use of AI and other new age technologies for Citizen- Centric Services
- Best e-Governance Practices/Innovation in Cyber Security
- Grassroots Level Initiatives for Deepening / Widening of Service Delivery
- Replication And Scaling Up of Successful National Awarded Projects like NAeG, Prime Minister Awards in Excellence, Awards conferred by other Central Ministries by State/UT/District
- Digital transformation by use of data analytics in digital platforms by Central Ministries / States/UTs

NeGW seeks to foster a culture of continuous learning, skill development, and knowledge exchange. Each webinar emphasises on a unique e-governance theme, featuring award-winning initiatives that have demonstrated outstanding contributions to their respective domains. NeGW aims to inspire and instill a new spirit of enthusiasm among administrators and stakeholders involved in government programs' implementation.

- The second webinar of the NeGW Series 2025-26 was convened on 'Government Process Re-engineering by use of technology for Digital Transformation (State/UT Level)' on August **22nd, 2025.** The webinar highlighted innovative projects at the level of State/UT Government that involve analysis and re-design of workflow and has resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery, data analytics or a combination of these through a dashboard/an application including mobile application.

2. Theme

The theme of the first session of NeGW 2025-26 held on **August 22nd, 2025** was **Government Process Re-engineering by use of technology for Digital Transformation (State/UT Level)**.

The award winning initiatives under this theme showcase the transformative impact of digital governance as SaMPADA 2.0 revolutionizes property registration by making the process entirely paperless, queue-less, and boundary-less, while the Project Monitoring & Water Quality Monitoring System strengthens urban governance through real-time project oversight, water quality alerts, and community empowerment, thereby advancing the goals of transparency, accountability, and sustainable living.

3. Proceedings

3.1. Welcome Address

Shri V. Srinivas, Secretary, DARPG, welcomed all the participants to the second session of the National e-Governance Webinar Series 2025-26, focusing on the theme 'Excellence in Government Process Re-engineering by use of technology for Digital Transformation (State/UT Level)'. He recalled that the inaugural session had highlighted two pioneering Central Government initiatives, the Mining Tenement System of the Indian Bureau of Mines and the Multi-Hazard Early Warning Decision Support System of the India Meteorological Department, both of which exemplify digital excellence at the central level.

Setting the context for the current session, Shri Srinivas introduced the two award-winning state-level projects being presented. The first, Stamps and Management of Property and Documents Application (SaMPADA) 2.0 of the Commercial Taxes Department, Government of Madhya Pradesh, represents a breakthrough in making property registration fully paperless, queue-less, and boundary-less. The second, the Project Monitoring System & Water Quality Monitoring Information System (PMS & WQMIS) of the State Mission Management Unit, Government of Kerala, leverages technology to ensure clean water, real-time monitoring, and community empowerment.

He welcomed the distinguished speakers, Shri Amit Tomar, Inspector General Registration and Stamps, Commercial Taxes Department, Government of Madhya Pradesh, and Shri Suraj Shaji, Mission Director, AMRUT Mission, Government of Kerala. He emphasized that both projects reflect the growing momentum of state-level digital transformation and are strong examples of technology-driven citizen-centric governance. With that, he invited participants to view the films on the two initiatives before commencing with the first presentation by Shri Amit Tomar.

3.2. Shri. Amit Tomar, Stamps and Management of Property and Documents Application (SaMPADA) 2.0, Government of Madhya Pradesh

Following the Secretary's opening remarks, Shri Amit Tomar, Inspector General of Registration and Superintendent of Stamps, Commercial Tax Department, Government of Madhya Pradesh, delivered a detailed presentation on SAMPADA (Stamps and Management of Property and Documents Application) 2.0, which received the Gold Award in the category of Government Process Reengineering using Technology for Digital Transformation at the State/UT Government level.

The department began work on the project in 2022, with MPSeDC (Madhya Pradesh State Electronics Development Corporation) serving as the system integrator under the Government of Madhya Pradesh. The project was initially launched in four districts in April 2024 and was subsequently rolled out across the state in October 2024. During the transition phase, SAMPADA 1 and SAMPADA 2 operated in parallel until 31st March 2025. From 1st April 2025 onwards, the system was fully switched over to SAMPADA 2.A detailed comparison between SAMPADA 1 and SAMPADA 2 highlights significant improvements. In SAMPADA 1, party identification was manual and required document uploads, while SAMPADA 2 introduced Aadhaar-based and PAN-based e-KYC for electronic verification. Property identification in SAMPADA 1 was manual for flats, buildings, and plots, while agricultural land details were auto-populated from CLR portals. In SAMPADA 2, property details are captured directly through integration with custodian departments, eliminating manual uploads. Guideline selection for property valuation, which was previously manual, is now GIS-based and automated. Drafting in SAMPADA 1 was manual, whereas SAMPADA 2 provides template-based deed drafting with editing facilities. Duty payment was online in both systems. Execution in SAMPADA 1 was conducted at SR (Sub-Registrar) offices through electronic tokens, while SAMPADA 2 added Aadhaar e-sign and DSC-based execution. Admission of execution earlier required parties to visit SR offices physically, but SAMPADA 2 introduced faceless and remote execution for certain instruments. Document delivery, which was physical in SAMPADA 1, is now fully electronic in SAMPADA 2, with delivery via email, mobile, portal, and WhatsApp. E-stamping, earlier restricted to service providers, can now be generated by any registered user.

The redefined processes in SAMPADA 2 ensure a paperless and faceless system. No hard copies are required, and all documents are shared electronically. Guideline locations have been geo-enabled and demarcated. The system is fully automated and integrated with major IT systems, offering Aadhaar KYC, PAN KYC, and video KYC for identity verification. Thumb impressions and wet signatures are no longer required. Integration with more than 15 departments allows direct exchange of documents, avoiding hard

copy uploads except in court cases. The platform also provides onboarding facilities for banks, NBFCs, companies, and PSUs. A dedicated mobile application supports various functionalities.

The paperless registration process includes identity verification for individuals using Aadhaar and PAN, while legal entities are verified using GST number, PAN, and CIN through their respective portals. Property verification is categorized into three types: agricultural land (through CLR portal), urban properties (through municipal portals), and rural properties (through Panchayat Darpan and SWAMITVA portals). Property photographs are mandatorily captured only via the SAMPADA mobile app, eliminating manual uploads. Digital maps of land records are used, with mutation facilities available for partial transfers. Linked documents are fetched from legacy records. Documents are signed electronically through Aadhaar e-sign or DSC, and delivery is completely electronic.

The workflow of registration begins with property selection, either through maps or property IDs, with data fetched automatically from custodian departments. Party identification follows electronically. Duty calculation and online payment are done through integration with the cyber treasury. Template-based deed drafting is enabled, followed by e-signing using Aadhaar. Three registration modes are available: office-based, remote, and faceless. Remote and faceless registrations are supported by video KYC, enabling interaction between parties and the sub-registrar.

An example of the fastest registration illustrates how two parties located in different cities, such as Delhi and Bhopal, can execute a document online via e-sign, complete video KYC, and submit to the sub-registrar. The system randomly assigns the case to a sub-registrar, who verifies and delivers the registered document electronically through email, mobile, or WhatsApp.

The system's performance indicators are noteworthy. There are 7,486 service providers on SAMPADA 2, with 8.31 lakh documents registered and 8.77 lakh e-stamps generated. The total revenue generated so far amounts to ₹6,673 crores, surpassing last year's figures despite a lower number of registered documents. More than one lakh guideline locations have been geo-referenced, with property photographs accepted only through the mobile application. This measure has also improved property market value assessment.

For guideline revision, over 50 GIS layers from various departments are utilized annually. Information from different departments is collated to revise guideline rates for respective locations. For example, GIS layers from the Town and Country Planning Department are integrated into this process.

E-stamping has also been modernized. Earlier, only service providers could generate e-stamps, but now any registered user can generate them and create templates as per their requirement. Similarly, the Collector

of Stamp Court has been digitized. All processes, including notice generation, order sheet preparation, replies, payments, inspections, and even final orders, are conducted online and delivered electronically.

The SAMPADA mobile application provides multiple features across platforms. It includes calculators for stamp duty and registration fees, details of guideline locations, mandatory property photo capture, slot booking, deed validation, and deed signing.

Search facilities have been enhanced. Users can now search documents by name, Khasra number, or property details. Index registers can be accessed sub-registrar-wise and year-wise. Certified copies can be obtained online after payment, eliminating visits to SR offices. Multilingual support has also been introduced.

The system has achieved major integrations with over 15 departments, including CLR for land records, Treasury for online payments, DigiLocker, GST verification, PAN and Aadhaar for e-signing, GIS layers for planning departments, and the Revenue Commissioner's portal for auto-mutation after registration.

Data migration has been completed to ensure continuity. All SAMPADA 1 documents have been migrated to SAMPADA 2, while pre-SAMPADA 1 documents are also being digitized and uploaded. This ensures that linked legacy records are always available during new registrations.

The system has high replicability potential. It is a robust application that can be adopted in other states. Delegations from more than nine states have already visited Madhya Pradesh to study this solution.

In terms of recognition, the project has received multiple awards, including National Awards, and was a finalist in the MP Excellence Award 2024. It has also been appreciated for implementing paperless registration and integrating with land records. More than two lakh paperless registrations have already been completed under this system.

The presentation concluded with appreciation for the progress made, emphasizing that SAMPADA 2 represents a major reform in digital registration through its paperless, faceless, and automated features.

3.3. Shri. Suraj Shaji, AMRUT Mission, Government of Kerala

Shri Suraj Shaji, Mission Director, AMRUT, State Mission Management Unit, Government of Kerala, extended greetings and proceeded to present the Project Monitoring and Water Quality Monitoring System. He explained that this initiative had been a key effort to ensure digital transformation in the urban development sector. The primary objective of the initiative was to automate workflows and enable real-time tracking, thereby improving transparency and enhancing the quality of work executed. Through this system, project delivery had been improved significantly, resulting in both time and cost savings, while also offering a transformative solution for water quality monitoring and the works implemented under the mission.

At the outset of the mission, one of the major challenges faced was the absence of a proper monitoring system. Most of the data handled by the department was manual and fragmented. Since the mission functioned on a deposit model, where the mission provided funds and line departments executed the works, significant data inconsistencies were observed. Real-time monitoring posed a major challenge, leading to inefficiencies in project management, delays in decision-making, frequent miscommunication, and poor coordination among stakeholders. These gaps directly affected overall progress and the timely completion of works.

To address these challenges, the state conceptualized a solution that could improve coordination among the departments involved in the AMRUT mission and strengthen overall monitoring. Thus, the Project Monitoring and Water Quality Monitoring System was developed. Its purpose was to centralize data management, automate workflows, and ensure efficient fund allocation. The system also introduced a dashboard to collect feedback from citizens, enabling interactive engagement with beneficiaries directly impacted by the works.

The solution included a Power BI-based web application (with purchased rights), a mobile application for field data collection, and a central control web application. Together, these elements provided a coordinated, bird's-eye view of all projects implemented under the mission across Kerala. A unique feature of the system was the integration of project management with one of the mission's key focus areas, water quality monitoring and rejuvenation, into a single platform. With Power BI, multi-dimensional tracking and visualization became possible, a critical requirement considering that over 900 works were simultaneously underway across the state with a financial allocation of about ₹3,200 crores. This system significantly enhanced real-time project tracking. Citizens could also understand the progress stages of projects and raise concerns where issues affecting daily life arose.

Shri Shaji highlighted that the initiative had generated several tangible benefits. First, it had reduced project initiation and execution delays. For example, once an issue such as contractor unavailability or land acquisition complications was identified, the monitoring dashboard enabled quick intervention. Land-related issues could now be escalated to the concerned authorities far more efficiently. As a result, project initiation times had been reduced, and delays in civil works were significantly minimized.

Stakeholder satisfaction had also improved, as all parties now had access to day-to-day monitoring of works. Importantly, data errors were significantly reduced. A core team collected data from all districts, while field-level teams across Kerala used the mobile application to capture and upload information. This consolidated data was visualized on the PowerBI dashboard, accessible from the state headquarters.

The overall aim of the initiative was to contribute to Sustainable Development Goal 6, aligning with the objectives of both the AMRUT mission and the Government of India. The water quality monitoring system enabled data collection in compliance with ISO 9001 criteria for both pre-monsoon and post-monsoon seasons. This facilitated the tracking of deviations across physical, chemical, and microbiological parameters. Where deviations were significant, data was promptly shared with the Water Resources and Health Departments for urgent intervention. This proactive approach had helped prevent multiple health risks.

The initiative was also aligned with Kerala's broader strategy of promoting women-led self-help groups, particularly through Kudumbasree. Under the AMRUT Mithras initiative, women were trained to use testing devices and mobile applications for on-site water quality testing. This created a grassroots-level network of women who collected authentic data from water bodies across the state. Not only did this provide reliable data, but it also served as a source of income for women in rural areas.

The representative observed that urban infrastructure projects were often delayed due to land acquisition issues, compensation disputes, and fund shortages. The key to addressing such challenges lay in their early identification, which this system enabled. The project monitoring platform provided a statewide bird's-eye view of ongoing projects and was easily scalable.

Looking ahead, the system could be upgraded with AI tools, IoT devices, and predictive analytics for smarter decision-making. This was particularly important for Kerala, a state heavily impacted by climate change. The government was focused on building climate-resilient infrastructure, and by integrating IoT sensors into the dashboard, the system could monitor infrastructure performance during erratic monsoons, track water levels in rivers, assess the stability of bridges, and evaluate drainage system

efficiency. Such advancements would help Kerala and India meet climate resilience goals. Furthermore, as a digital system, it contributed to reducing the carbon footprint and promoting ecological balance.

The Project Monitoring System (PMS) module had two components: a web-based system and a dashboard. The web-based component handled user registration (at both headquarters and district levels), data entry, updating, and report generation. The dashboard, monitored at headquarters, provided visualization, real-time insights, monitoring, evaluation, and reporting for decision-making. Reports generated from each project could be used for high-level meetings with the Chief Minister, Chief Secretary, or departmental secretaries.

Similarly, the Water Quality Monitoring System comprised a mobile application, a web application, and a dashboard. The mobile application, available on Android and iOS, was operated by trained self-help group members. They collected water samples using testing kits supplied by municipal corporations and municipalities. The results were uploaded, reports were automatically generated on the web application, and necessary interventions were initiated. In cases where rejuvenated water bodies failed quality tests, the dashboard facilitated the analysis of possible errors or limitations in earlier works. The workflow involved registration, sampling, and visualization, providing both real-time and post-work quality testing.

Regarding the future, the representative stated that immediate plans included the integration of IoT devices and sensors for real-time water quality data collection. In the medium term, the system could adopt multilingual support and expand partnerships with central and state government agencies. Already, data was being shared with the Health and Water Resources Departments, and plans were underway to host the system at the State Data Center instead of a private database, ensuring greater data security.

In the long term, integration with national-level portals was being considered. For instance, the Ministry of Housing and Urban Affairs already operated a water quality portal, and selected data from Kerala's system could be shared and integrated. This would create a GIS-based national repository of water bodies, enabling monitoring of water quality across India and safeguarding public health at a national scale.

In conclusion, Shri Suraj Shaji, emphasized that the Project Monitoring and Water Quality Monitoring System had provided the state with a powerful tool for transparency, efficiency, and citizen engagement. It ensured real-time tracking of projects, accurate water quality monitoring, and contributed to sustainable development goals, while simultaneously empowering women at the grassroots level. The initiative not only strengthened infrastructure delivery but also aligned with broader national and state priorities on climate resilience and ecological balance.

3.4. Vote of Thanks

Shri Puneet Yadav, Additional Secretary, DARPG, delivered the Vote of Thanks for the session. He expressed his gratitude to all participants for their active engagement in the second webinar of the National e-Governance Webinar Series 2025-26. He extended special thanks to Shri V. Srinivas, Secretary, DARPG, for conceptualizing and leading this innovative initiative, which has provided a valuable platform for knowledge sharing and learning across government stakeholders.

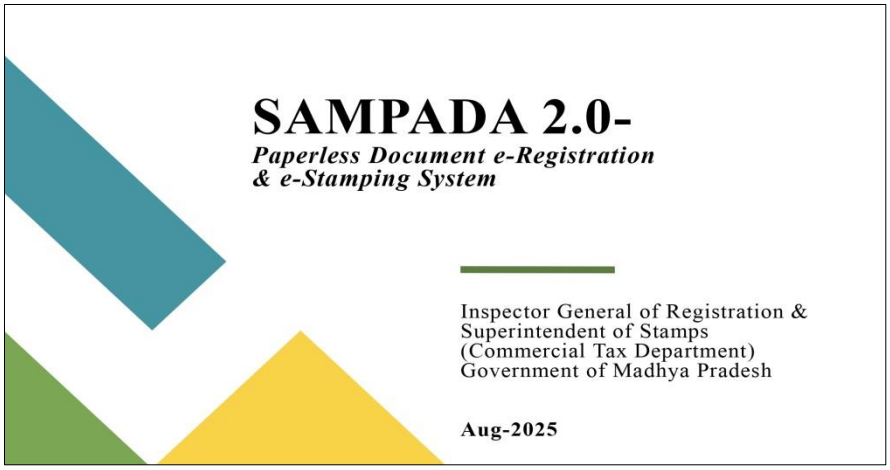
He acknowledged contributions of the distinguished speakers, Shri Amit Tomar, Inspector General Registration and Stamps, Commercial Taxes Department, Government of Madhya Pradesh, and Shri Suraj Shaji, Mission Director, AMRUT Mission, Government of Kerala. He commended the presentations on SaMPADA 2.0 and PMS & WQMIS, noting that both projects address pressing governance challenges and demonstrate how innovative digital solutions can effectively resolve long-standing administrative issues.

He further thanked the IT Secretaries, e-Governance Secretaries, District Collectors, and officials from various States/UTs for their active participation and commitment to strengthening e-governance practices. In addition, he recognised the dedicated efforts of the e-Governance Division of DARPG in organizing the webinar series.

With these acknowledgements, Shri Yadav formally concluded the session.

4. Annexure

4.1. Presentation by the Inspector General of Registration and Superintendent of Stamps, Government of Madhya Pradesh



SAMPADA 2.0
'Stamps And Management of Property And Document Application'

- Project was conceptualized in 2022
- MPSeDC (Madhya Pradesh State Electronics Development Corporation) under Dept. of Science & Technology Government of Madhya Pradesh is System Integrator
- Statewide rollout was inaugurated by Hon'ble CM on 10th Oct 24
- Since Apr-2025 complete switch over to SAMPADA 2.0

SAMPADA 1.0 vs SAMPADA 2.0 : Few Important Changes

Particular	SAMPADA 1.0	SAMPADA 2.0
Party Identification	Manual based on documents uploaded	Electronic through Aadhar e-KYC / PAN e-KYC
Property Identification	Manual for Flat/ Building/ Plot & Auto populated for Agriculture	Integrated with custodian department to auto populate
Guideline selection for Property Valuation	Manual	GIS based Automated
Deed Drafting	Manual	Automated with option to add additional content
Duty / Fee Payment	Online (head wise payment)	Online (Multi-head in single transaction)
Execution	Wet signature and through electronic pen at SRO	Aadhar based e-Sign OR through Digital Signature
Presentation & Admission of Execution	Physical appearance in Sub-registrar office only	Additional to physical appearance, faceless provision also available for certain instruments
Document Delivery	Physical	Electronic copy on e-mail / portal
E-Stamp	Only through service provider	Any registered user

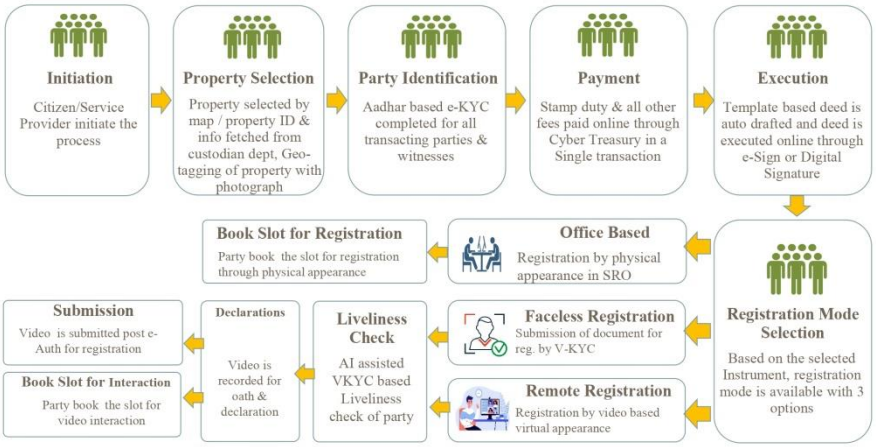
Re-engineered Processes

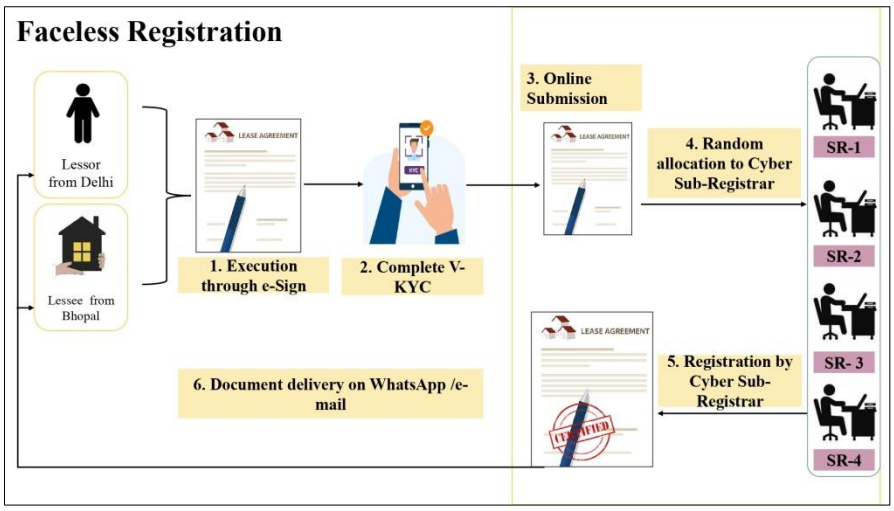
Demat Registry	• Do away from hardcopy, only electronic copy of documents will be provided • Online provision for Protest & Charge Creation on document
Completely GIS Driven	• Geo-enabled Guideline Locations & its demarcation • Location based services for guideline rates, property selection & valuation
End-to-end automation	• Backward & forward linkages with IT systems such as Bhulekh, RCMS etc • Case Management, RRC, Audit, Spot Inspection like 7 buffer modules
Paperless & Faceless	• Use of Aadhar e-KYC & Video-KYC for identity verification • Do away from wet signature, thumb impression
Certificate less	• Over 15+ Integration to get authenticated data from custodian department • No hardcopy upload except Power of Attorney, Court Decree / Orders
Organization Onboarding	• Provision to onboard Organization (Banks, NBFC, Company, PSU etc.) into the system
Mobile App	• Variouation-based services and geofencing for property photo captures • Alerts, Notifications, deed acceptance, e-signing etc.

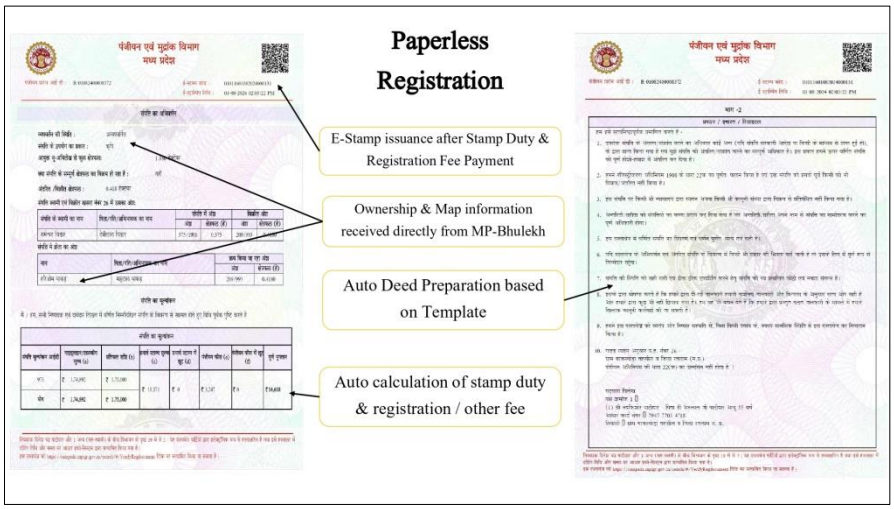
Paperless Registration

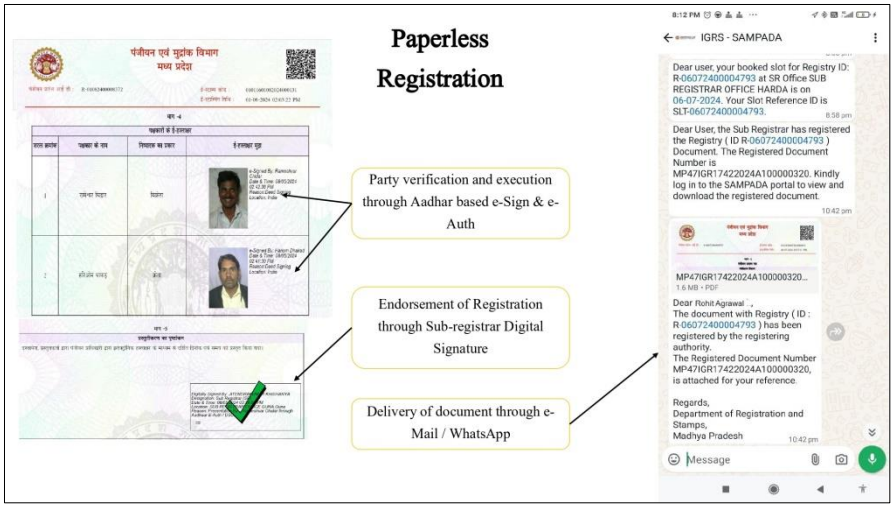
Identity verification/KYC	• Individuals - Aadhaar e-KYC /PAN • Legal persons -RoC portal/GSTN number/PAN for
Property verification	• Agricultural land - Land records portal • Urban properties - e-Nagar Palika portal • Rural properties - Panchayat portal, SVAMITVA
Photographs of properties	• Geo-tagged photograph (Pin Lat-long) of the property through SAMPADA mobile app
Maps	• Digital cadastral maps from land records • Option for Pre-mutation sketch, in case of partial transfer
Link documents	• Legacy document digitisation
Document signing	• Electronic signing of documents • Either through Aadhar based e-Sign or Digital Signature
Document delivery	• Electronic delivery and verification of documents
Integrations	• 15+ Data custodians/Service providers

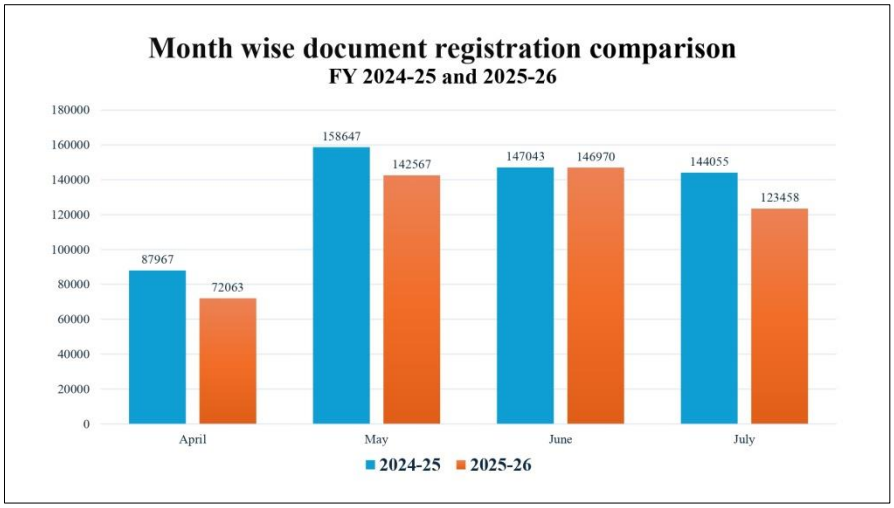
SAMPADA 2.0 Workflow

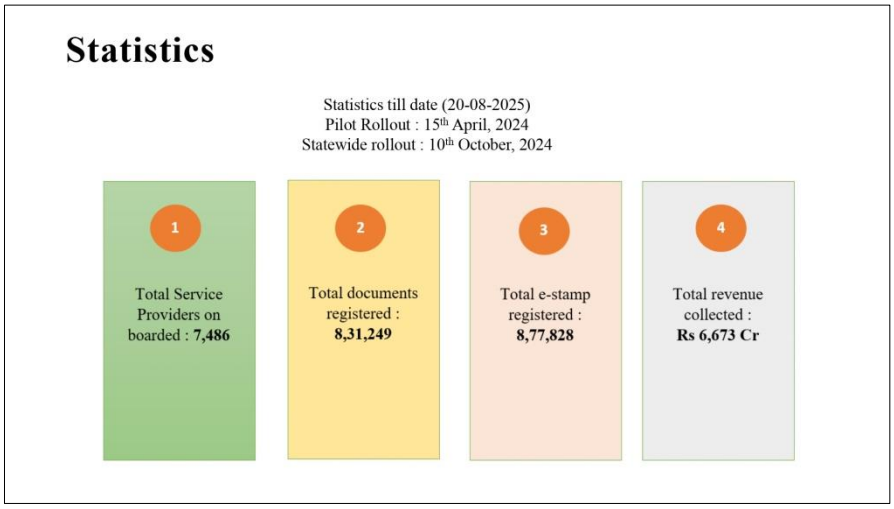


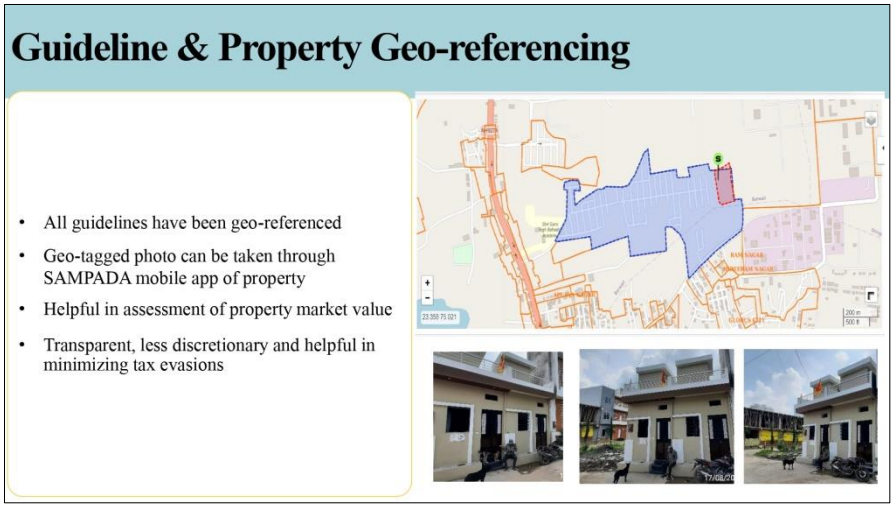

Faceless Registration
Lessor from Delhi
Lessee from Bhopal
LEASE AGREEMENT
1. Execution through e-Sign
2. Complete V-KYC
3. Online Submission
4. Random allocation to Cyber Sub-Registrar
SR-1
SR-2
SR- 3
SR-4
5. Registration by Cyber Sub-Registrar
6. Document delivery on WhatsApp /e-mail


Paperless Registration
E-Stamp issuance after Stamp Duty & Registration Fee Payment
Ownership & Map information received directly from MP-Bhulekh
Auto Deed Preparation based on Template
Auto calculation of stamp duty & registration / other fee

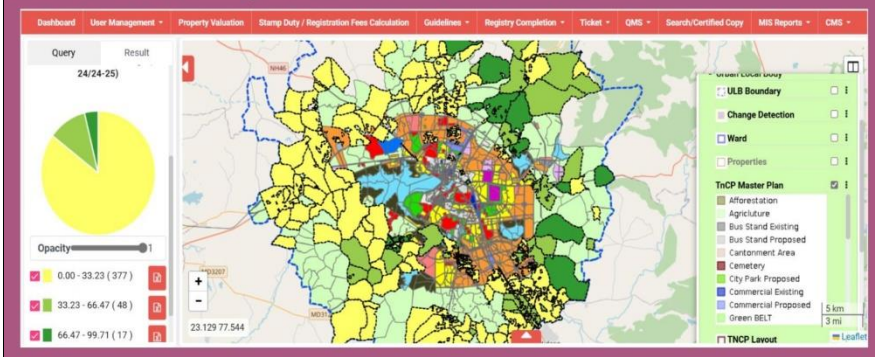

Paperless Registration
Party verification and execution through Aadhar based e-Sign & e-Auth
Endorsement of Registration through Sub-registrar Digital Signature
Delivery of document through e-Mail / WhatsApp
IGRS - SAMPADA


Month wise document registration comparison
FY 2024-25 and 2025-26
180000
160000
140000
120000
100000
80000
60000
40000
20000
0
87967
72063
158647
142567
147043
146970
144055
123458
April
May
June
July
2024-25
2025-26


Statistics
Statistics till date (20-08-2025)
Pilot Rollout : 15th April, 2024
Statewide rollout : 10th October, 2024
1
Total Service Providers on boarded : 7,486
2
Total documents registered : 8,31,249
3
Total e-stamp registered : 8,77,828
4
Total revenue collected : Rs 6,673 Cr


Guideline & Property Geo-referencing
All guidelines have been geo-referenced
Geo-tagged photo can be taken through SAMPADA mobile app of property
Helpful in assessment of property market value
Transparent, less discretionary and helpful in minimizing tax evasions

Use of Geo-Analytics in Guideline Revision



Note – Department integrated with more than 50 GIS layers of various department/ organization through MPSeDC SSDI Division

Change in E-Stamping

1. e-Stamps can be generated by anyone after sign-up and performing his/her Aadhar based e-KYC
2. Templates can be created by the users for frequently used instruments
3. Deed need to be drafted online and executed through e-Sign / Digital Signature

Note: Only solution in the country where e-Stamping is managed by the department.

Online Case Management System

- Automation of Courts of Collector of Stamps (CoS)
- Online impounding, notice generation, order sheet, reply, payment, inspection order etc.
- CoS orders are generated & delivered electronically
- All the cause lists of cases are online
- Automation of Revenue Recovery Cases
- It completes lifecycle of electronic document registration

Mobile App

- Dynamic mobile app for all platforms
- Geo-tagging & property photograph through app
- FaceAuth based e-Signing
- Location based know your guideline facility
- Deed acceptance
- Document Search
- Verification of e-Registered Document & e-Stamp
- Notification etc

Google play

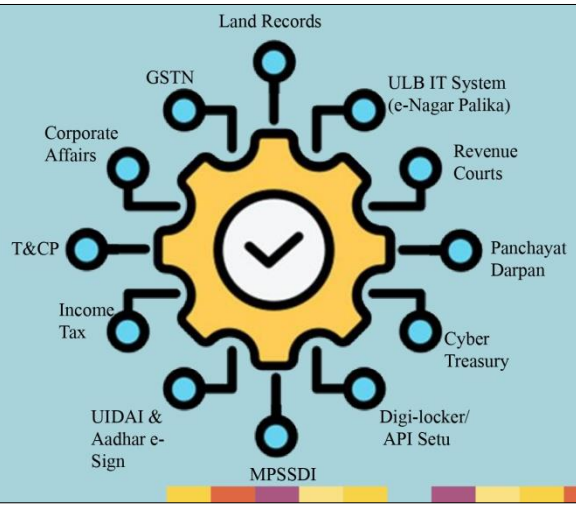
Available on the App Store

Search & Certified Copy

- Provides more parameters for search such as name, khasra, other property details
- Provide online facility to see the year wise and Sub-registrar wise index register
- Facility to raise the online request to get certified copy on legacy (before registered on 2015) documents
- Automatic Linking of documents based on the type of the document
- Multi-lingual (Hindi & English) based searched will be available soon irrespective the language used in the registered document
- All linked information would be made available in the search

Major Integrations

From chaos to clarity : Integrated system for reliable, hassle-free data



Major Integration in Sampada 2.0

Sr	Purpose	Custodian Department
1	Records of Rights of Agriculture Land, Swamitva Plots and Diversion Status	Commissioner Land Records
2	Online payment of Stamp duty & other fees through Cyber Treasury	Treasury & Accounts
3	Digi-locker	NeGD, Meity
4	Case generation for mutation & auto mutation through RCMS	Principal Revenue Commissioner
5	Progress updates of electronic registration on NGDRS*	DoLR, Govt. of India
6	Property Tax Register	Urban Administration & Housing, P&RD

Major Integration in Sampada 2.0

Sr	Purpose	Custodian Department
7	GST Verification	GSTN
8	PAN verification	Protean (formerly NSDL)
15	Aadhar based e-Sign	ESPs (CDAC, E-Mudhra)
10	Company verification through CIN	Ministry of Company Affairs, GoI
11	GIS Layers	MP State Spatial Data Infrastructure
12	MapMyIndia / Google Maps	Base Maps, Address Search, 3D Street Map
13	Aadhar based E-KYC/ e-Auth	UIDAI

Legacy Data Digitization

- All documents registered in SAMPADA 1 have been migrated to SAMPADA 2
- Physical copies of documents (pre-SAMPADA 1) are being scanned and uploaded in SAMPADA 2
- Any document referred to in a registration process will require linkage to the legacy document
- On demand legacy record digitization process in place for delivery in 3 days of application

Sustainability & Replicability

1. Future ready Architecture
2. Open API's for 3rd parties to promote innovations & value added services
3. Electronic data creation, preservation, retention & purging policy
4. Digital execution of documents
5. Machine Learning Powered Video based Customer Identification & Video Interaction

Knowledge Sharing

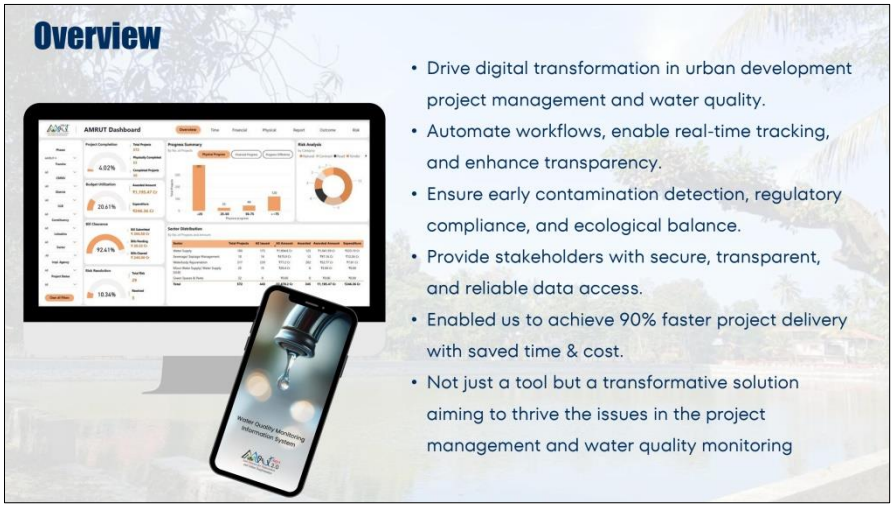
- Department of Land Resources, MoRD, Govt. of India
- States
  - Karnataka
  - Andhra Pradesh
  - Chhattisgarh
  - Gujrat
  - Uttarakhand
  - Rajasthan
  - Tamilnadu
  - Bihar
  - Telangana
  - Uttar Pradesh

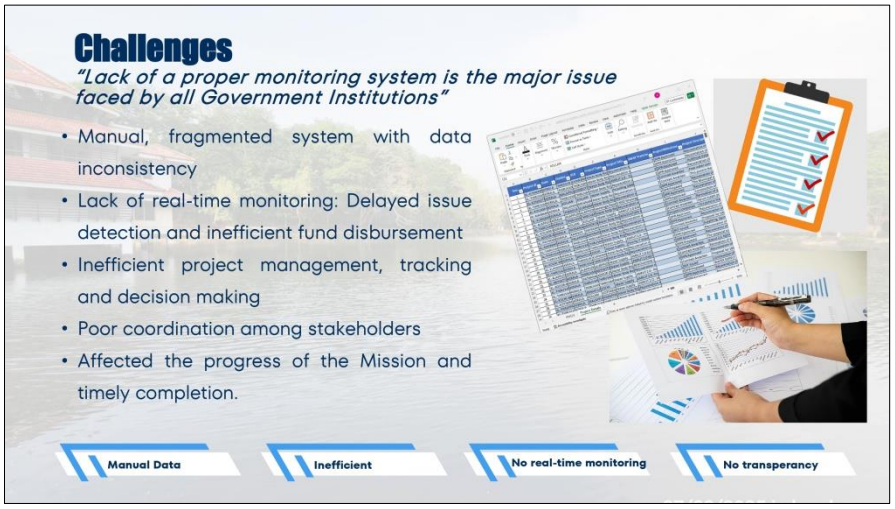
Achievement's of SAMPADA 2.0

- National E- Governance Award Gold – 2025
- Finalist in PM Excellence Award 2024
- Other E- Governance Awards
- *Rs 200 Crore* was given to Government of Madhya Pradesh by GOI under "Scheme for Special Assistance to state for Capital Investment" for the FY 2024-25 - for implementing 'Online & Paperless Registration System and Real time integration with Land Records' under Milestone 3 (i) and 3 (ii)

Thank you

4.2. Presentation by Mission Director, State Mission Management Unit, AMRUT, Government of Kerala





Revolutionizing Project management & Water quality monitoring

- Centralized Data Management
- Automated workflows and alerts enhances apt fund allocation
- Advanced Analytics & Reporting
- Stakeholder & citizen Engagement, feedback
- Sustainability Framework

Project Monitoring System (PMS)

A comprehensive web application integrated with a Power BI dashboard

Water Quality Monitoring System (WQMIS)

A Mobile application for field data collection, a Web application for central control, and a Power BI dashboard for analytics, reporting, and alert system for quality violations

Digital Transformation Solution - Uniqueness

- Combines project management and water quality monitoring into a single platform
- Advanced data analytics using Power BI for multi-dimensional tracking & visualization
- Enables real-time tracking of project execution
- Enhanced citizen engagement and transparency
- Efficient project workflow & financial allocation and management
- Instant water quality monitoring & surveillance

Integrated System

Real-time Analytics

Centralized Data

Technology Stack (PMS)

PHP & HTML
PostgreSQL
Microsoft Power BI

Technology Stack(WQMIS)

python
nextJS
postgreSQL
Android
Java
Microsoft Power BI

Benefits & Impacts

- Reduced project initiation time by 80%.
- Reduced delay by 85%
- Reduced operational costs by 40%
- Stakeholder satisfaction increased by 90%
- Reduced error rates in reporting by 90%.
- Improved water quality monitoring with immediate alerts for parameter deviations.
- Response time to quality variations increased by 50%
- Improved decision making by instant data updation

Efficiency Gains | Cost Benefits

Quality Enhancement | Transperancy

Benefits & Impacts

- Aligns with UN Sustainable Development Goal number 6 and with the AMRUT Mission.
- Regular water quality monitoring during pre- and post-monsoon seasons enables
  - Early detection of deviations in physical, chemical, or microbiological parameters.
  - Alert for timely corrective action by water supply and health departments.
  - Prevention of health risks through proactive troubleshooting.
- AMRUT Mithras (from **Kudumbasree women-led SHG groups**):
  - Engaged in on-site water quality monitoring, water meter readings, and related tasks.
  - Their involvement showcases a strong model of women's empowerment in the urban water management sector

Scalability & Replicability

- Can handle all types of Urban infrastructure projects with its technological advancement time to time.
- Extendable to other establishments (Government or Quasi Government) with less or no customization
- Easy to upgrade and incorporate AI tools and IoT devices for automatic, real-time data, predictive analytics and smarter decision-making.
- Aligns with Sustainable Development Goals (SDGs).
- Further integration of green technologies and paperless processes.
- Reduces carbon footprint and promotes ecological balance

Components & Workflow - PMS Module

Components

Web App
- ✓ User Registration
- ✓ Data Entry
- ✓ Updation
- ✓ Monitoring & Validation
- ✓ Reports

Dashboard
- ✓ Visualization
- ✓ Real-time insights
- ✓ Monitoring & Evaluation
- ✓ Reports for decision making

Workflow

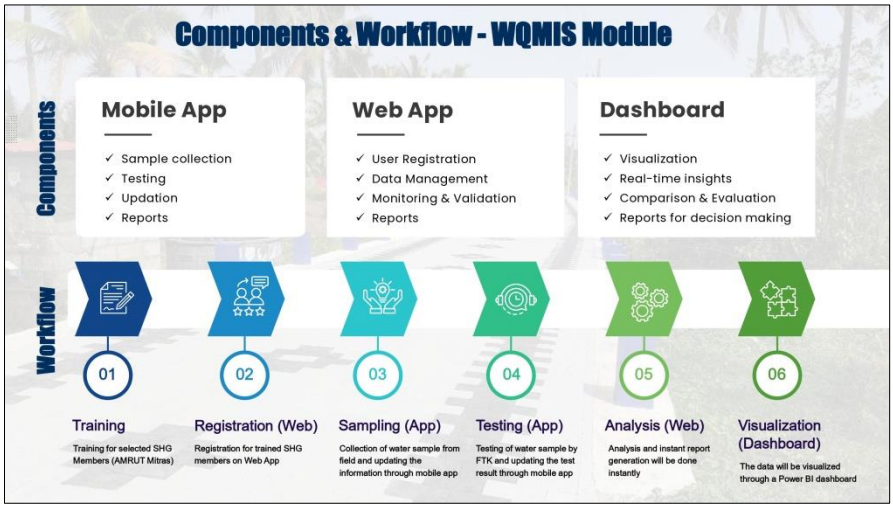
01 **Registration (Web)** — Registration for users

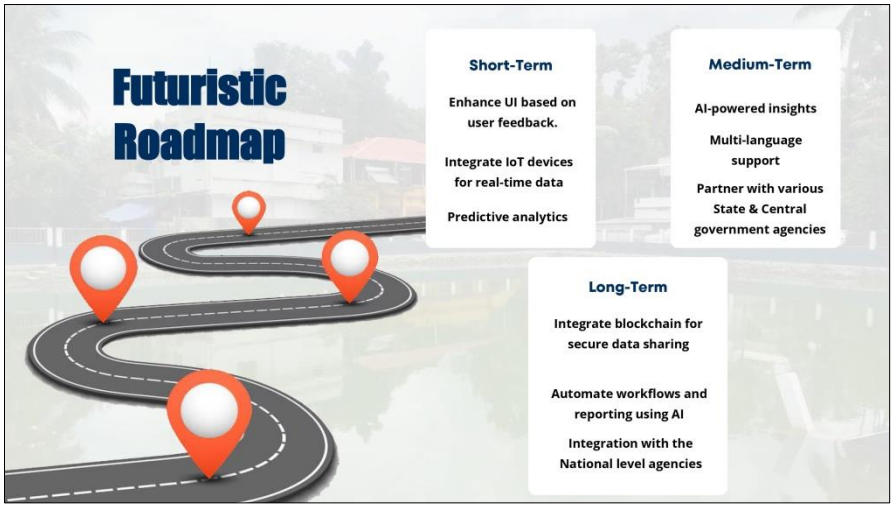
02 **Data Entry (Web)** — Project details and documents

03 **Updating (Web)** — Physical & Financial progress, Risk/ issues, etc.

04 **Centralized Data** — All data is stored, analyzed and managed centrally.

05 **Visualization (Dashboard)** — The analyzed data will be visualized through a Power BI dashboard


Components & Workflow - WQMIS Module
Components
Mobile App
✓ Sample collection
✓ Testing
✓ Updation
✓ Reports
Web App
✓ User Registration
✓ Data Management
✓ Monitoring & Validation
✓ Reports
Dashboard
✓ Visualization
✓ Real-time insights
✓ Comparison & Evaluation
✓ Reports for decision making
Workflow
01
Training
Training for selected SHG Members (AMRUT Mitras)
02
Registration (Web)
Registration for trained SHG members on Web App
03
Sampling (App)
Collection of water sample from field and updating the information through mobile app
04
Testing (App)
Testing of water sample by FTK and updating the test result through mobile app
05
Analysis (Web)
Analysis and instant report generation will be done instantly
06
Visualization (Dashboard)
The data will be visualized through a Power BI dashboard


Futuristic Roadmap
Short-Term
Enhance UI based on user feedback.
Integrate IoT devices for real-time data
Predictive analytics
Medium-Term
AI-powered insights
Multi-language support
Partner with various State & Central government agencies
Long-Term
Integrate blockchain for secure data sharing
Automate workflows and reporting using AI
Integration with the National level agencies


Explore through our PMS & WQMIS
PMS & WQMIS
PMS & WQMIS
PMS Video
PMS Explanation Video
WQMIS Video
WQMIS Explanation Video


Thank You
FOR YOUR KIND ATTENTION
SURAJ SHAJI IAS
Mission Director
State Mission Management Unit, AMRUT
Local Self Government Department
Government of Kerala

4.3. List of Participants

Sr. no.	Participant's Name
1	CTM JHAJJAR
2	Azeeta Qureshi
3	Jaspreet Singh
4	Collector SuryapetTG
5	DARPG STC Conference Room
6	AIG Stamp
7	Suraj Shaji IAS MD, AMRUT KERALA
8	KRA DAADI
9	VC Coordinator, DARPG
10	DM Darbhanga
11	JDR Kolhapur
12	NIC BANDA
13	DM Mandsaur
14	Transforming India
15	NIC, PASIGHAT
16	AR-LEPARADA
17	Transforming India
18	DIO Mansa
19	डिजि
20	Moradabad-Uttar Pradesh
21	JC ANANTHAPUR
22	Collector Office - Kumuram Bheem Asifabad
23	South Salmara Mankachar
24	digi
25	ADM Pratapgarh
26	Collectorate Peddapalli
27	Treasuries & Accounts Department
28	JC Anantapur
29	DRO Faridkot
30	Barpeta-Assam
31	NIC Kannauj
32	test
33	rajeev
34	DM Farrukhabad
35	DeGM RATLAM
36	Rucha Mahale, Head SeMT MP
37	NIC Karimnagar-Telangana
38	DIO Mansa
39	satna

40	DM AJMER
41	Barpeta
42	JC,COMMERCIAL TAXES
43	Amitabh Nag
44	MPIGRS HQ
45	Rucha Mahale, Head SeMT MP
46	LP
47	QCI
48	Una-Himachal Pradesh
49	Rangareddy-Telangana
50	Rohit QCI
51	Nagaur-Rajasthan
52	CTM JHAJJAR
53	ADC SAHIBGANJ
54	AJAY
55	25105709079
56	उपनिबंधक कार्यालय बहेड़ी
57	DRO Hanumakonda TS
58	Shillong EKH-Meghalaya
59	DC Dibang Valley
60	AR-DC- Lohit
61	PK BHATTACHARJEE, IBM
62	DARPG
63	DM Rohtas
64	TN-Sivagangai
65	Longding
66	Collectorate-Mancherial Telangana
67	CHAMPAWAT UTTARAKHAND
68	KIPHIRE
69	Kullu-Himachal Pradesh
70	d m west
71	HARYANA-PANCHKULA
72	SHI-YOMI DISTRICT
73	Barpeta
74	District Sirohi
75	culturedepartmentgovt.of odisha
76	Patiala
77	ADM Gorakhpur-U.P.
78	Sonipat
79	FINANCE DEPT
80	Addl EO ,Khordha
81	CPO,KURNOOL

82	Collector Kolhapur
83	Kathua
84	NIC Sahibganj
85	937008
86	CEO-Chitradurga
87	NBS Rajput,IAS,Principal Secretary,Public Enterprises Department
88	COLLECTOR ASR
89	DM alirajpur
90	Chhatarpur
91	CEO ZP DHULER
92	District Collector, Mahabubnagar
93	Medak
94	DC MAMIT-MZ
95	Er. Chinmaya Naik, Estimator, RWD-II, Malkangiri, Odisha
96	Mansi Singh QCI
97	CDO AMBEDKAR NAGAR
98	Superintendent Revenue
99	Collector Ananthapuramu
100	AR-TIRAP
101	DC Office Rupnagar, Punjab
102	Richard Ingti
103	DM UNAKOTI
104	DSR Jagatsinhhpur
105	Udalguri
106	Pag Ranipet
107	cpombnr1@gmail.com
108	Vitthal shinde GAD Maharashtra
109	Prabhav QCI
110	CMFO SASNAGAR
111	SRO Dhekiajuli
112	DC Pakke Kessang
113	COLLECTOR & DM SOUTH GOA
114	TGRAC
115	Tehsildar Hqa Rajouri
116	CTM Rohtak
117	ADM KANDHAMAL
118	sarita chauhan
119	SE Bikaner
120	CEO ZP DHULE
121	DPO Samastipur
122	TN-The Nilgiris
123	Harilal

124	HRC CHAMBA
125	DeGM Ashoknagar
126	DC CHUMOUKEDIMA
127	Rajendra Prasad
128	Dausa_Collectorate 204
129	eDM Chatra
130	DM Lalitpur
131	CDO-CDO-cum-EO, Zilla Parishad, Angul
132	Anantnag
133	KURNOOL_COLLECTORATE
134	Collectrate_Ananthapuramu
135	Mon Nagaland
136	zp koppal
137	Pakur District
138	Medak Additional CollectorRev
139	Avinash Sharma - MPSEDC
140	Vandana Pal ADIO Jhalawar Rajasthan
141	AASC GUWAHATI
142	Saquib khan
143	Dc office rajouri
144	SR
145	Collector Office Rajkot Gujarat
146	ADM, BHADRAK
147	DC office staff West Karbi Anglong
148	Anantnag
149	d m west
150	xyz
151	ACUT Ferozepur
152	Assistant Commissioner, Bajali
153	vk
154	DM Dhalai
155	Special Secretary, FE&CC
156	DM ARARIA
157	puspanjali choudhury
158	AIG STAMP, MUZAFFARNAGAR
159	Sitamarhi Bihar
160	kaithal
161	SURESH kp
162	Gomati-Tripura
163	DM North Tripura
164	DPM-CHITRADURGA
165	Haryana Sirsa 1

166	NIC Gadchiroli
167	Indian Bureau of Mines
168	TASU -HUDD
169	Saktikanta Mohanty
170	COLLECTORATE ELURU
171	IT Branch, Tarn Taran
172	DC OFFICE CHAMBA
173	CPO Knl
174	Omprakash Behera
175	NIC Jhalawar Rajasthan
176	DM SINGRAULI
177	District Collectorate, Karaikal
178	ICAR NIVEDI Bengaluru
179	Revenue HQ Delhi
180	The Nilgiris - Tamilnadu
181	NIC Pathanamthitta
182	MPSEDC Bhopal
183	Supdt R DC Office Chamba
184	CDO banda
185	ADC i/c SDOCivil Parbatjhora, Kokrajhar District
186	Deputy Director, DPMU, Jajpur
187	Keonjhar Odisha
188	Purnajyoti_PPIA Fellow_Sukma
189	ADMREV, JHARSUGUDA
190	HP
191	GeGM- North Tripura
192	NITIN AGRAWAL
193	SHIVPURI MP
194	Pallav Jain
195	Longding
196	Vishal Raj
197	NIC MAHABUBNAGAR
198	navaneeth
199	Gajapati-OD
200	ADPS TONK
201	IT Branch Pathankot
202	DEO SAGAR
203	Soumendra Choudhury
204	Manoj Tripathy OAS
205	CDO Tehri
206	NIC Saraikela
207	DARBHANGA IT CELL

208	CPO Vizianagaram
209	NAVEESH Y B
210	Morigaon
211	DeGM Narsinghpur
212	Collector North Goa
213	EDM Firozabad
214	Puneet Verma WAPCOS LIMITED
215	Basti
216	ADM MAINPURI
217	NIC SAITUAL
218	HPSPCB Chamba
219	DSEO Doda
220	NGH, Meghalaya
221	RB
222	ACG SBS Nagar
223	Changlang
224	DIO NGH
225	NIC SAITUAL
226	EDM Jaunpur
227	ceo-DIBD
228	Collector_Dantewada
229	dszpraichur
230	ARVIND KUMAR
231	District moga
232	Dr Piyush nayak Bahraich
233	ADM Jagatsinghpur
234	Siba Sankar Padhy
235	NIC Ambedkarnagar
236	DM POONCH
237	NIC KASGANJ
238	Payal goyal
239	DC Phek
240	DM ARARIA
241	ddpo चरखी दादरी
242	sheopur
243	HTH Department
244	e-DM Jalaun
245	CPO Kupwara
246	Navin kumar singh
247	DC, Bishnupur
248	Dulal Chandra Das
249	DISTRICT PLANNING OFFICE, RAMANATHAPURAM

250	CPO Kurnool
251	Aiswarya Bhanja
252	Sub Collector Tirur
253	Manish Singh, MPSeDC
254	ADPM
255	CDO HARIDWAR
256	Tamizharasu
257	Namchi
258	Awantika Devi
259	Dantewada
260	Dc Tseminyu
261	HARIDWAR
262	DC Gen Misc Mayurbhanj
263	ZP-KOLAR
264	EDM
265	Kollam
266	EDM Neeraj Sri.
267	Suganthan
268	DIO NIC Jhalawar RJ
269	GM IT HRY
270	DIO Yamuna Nagar HRY
271	DHUBRI
272	Aligarh
273	Avinash Sharma - MPSEDC
274	District Planning officer west singhbhum
275	Collectorate Peddapalli
276	DC office staff West Karbi Anglong
277	Udalguri
278	DM ARARIA
279	Subham Pramanik
280	NIC Sonbhadra
281	Panipat-Haryana
282	JDR Kolhapur
283	Ashwin Kumar Ramesh - TNeGA - PM
284	NIC Bulandshahr UP
285	bdodiu
286	PHE NONGSTOIN
287	DIT BIHAR
288	DC Sahibganj
289	Doit Nagaur
290	kupwara
291	NIC ETAH,U.P

292	NIC CHARKHI DADRI
293	DWSM kolhapur
294	Adavimath DS Dev, ZP
295	FINANCE DEPT. GOVT OF ODISHA
296	Subash Kumar
297	NIC ETAH,U.P
298	Degs Sehore
299	EE BHADRAK
300	darbhanga it cell
301	Dantewada
302	Avinash Sharma -MPSEDC
303	AIG FIROZABAD
304	Sebastin Raja
305	DeGM Narsinghpur
306	DDMA WKA
307	Surajpur-Chhattisgarh
308	DESTO Bareilly
309	Rajwansh Singh PDMC Goa
310	Department of IT
311	PRAMOD KUMAR THAKUR
312	Asst Director IT, Gangtok
313	DM REWA
314	GSUDA GOA
315	GOLAGHAT-ASSAM
316	DM
317	ADMGen, BARGARH
318	Bhawani Prasad
319	district rtm
320	samastipur
321	DM NAGAUR
322	DPO Samastipur
323	COLLECTORATE YSR KADAPA
324	Rajeev Swankar DR Bilaspur
325	Ravi Meena
326	Collector Satara
327	COLLECTOR, SIVAGANGAI
328	Vinay Pandey
329	ashok kataria
330	CL 1 - Guest - SANJAY KUMAR JAIN DEPUTY COLLECTOR SHEOPUR M.P.
331	UKH
332	Collector Hyderabad
333	RDC, Central Division, Cuttack

334	E District Manager Haridwar
335	EDM GORAKHPUR
336	ADM SUNDARGARH
337	kolhapur
338	CT & GST CIRCLE, MALKANGIRI
339	Hyderabad Collectorate
340	Dc office Bahtinda
341	Swagatika Behera
342	Shwetank Chaurasia
343	District Gurdaspur
344	NIC Samba
345	COLLECTOR ASR
346	RWSS Division Jspur
347	DM
348	DC ADMIN NASHIK
349	DM BARWANI
350	Bappirul Hussain
351	dharam pal, US
352	SE Hydraulic Kupwara
353	Udupi
354	CTM Rohtak
355	Department of Agriculture Odisha
356	Daityari Panigrahi
357	Tejashvi Kumar
358	H&UD
359	Collector Kolhapur
360	Keonjhar
361	Prasanta Sarkar Dhubri
362	PPIA Seraikela
363	DeGM, Sambalpur
364	25167276884
365	shashank singh
366	NIC Saraikela
367	EE RWS
368	Dc office Barnala
369	puspanjali choudhury
370	Faridabad
371	Doit Karauli
372	Rajwansh Singh PDMC Goa
373	Ambedkarnagar
374	Dc office rajouri
375	Shivendra

376	Addl EO ,Khordha
377	Vasanth TNeGA
378	DEStO Farrukhabad
379	North Goa Collectorate
380	CCE PIP
381	Ujjala
382	Hasan askari
383	EE D JSV Chamba online portal
384	Rucha Mahale, Head SeMT MP
385	DESTO lucknow
386	ceo
387	Karauli Collectorate
388	NIC Ayodhya
389	Hasan Askari
390	SEI
391	NIC Ghazipur
392	Dantewada
393	dyceozp dhule
394	SR NAGAUR
395	DEO SAGAR
396	CD Naik
397	Medak
398	DSR SAMASTIPUR
399	Doit Karauli
400	DPM Gondia
401	OIC Development Jodhpur
402	EE BHADRAK
403	Silgrak
404	Nagaur-Rajasthan
405	Omprakash Behera
406	peshkar
407	Deepak TNeGA
408	SUDEEP CHATURVEDI
409	DeGM Ashoknagar
410	IT Branch Sri Muktsar Sahib
411	Sivagangai

4.4. Gallery


प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS
AND PUBLIC GRIEVANCES
National e-Governance Webinar Series 2025-26
Government Process Re-engineering by Use of Technology for Digital Transformation (State/UT Level)
22nd August, 2025 | 12:00 Noon to 01:00 PM
Welcome Address by Shri. V. Srinivas
Secretary, Department of Administrative Reforms and Public Grievances
Lead Speakers
Project SAMPADA (Stamps And Management of Property And Documents Application) 2.0
Shri Amit Tomar
Inspector General of Registration and Superintendent of Stamps, Government of Madhya Pradesh
Project Monitoring System and Water Quality Monitoring Information System
Shri Suraj Shaji
Mission Director, AMRUT, State Mission Management Unit, Government of Kerala
Scan to Join the Webinar on
Friday, 22nd August, 2025
From 12:00 Noon to 01:00 PM

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India