



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

17th National e-Governance Webinar

GRAM PANCHAYAT LED GRASSROOT INITIATIVES FOR DEEPENING OF SERVICE DELIVERY

16th January, 2026 | 12:00 Noon to 01:00 PM

PROCEEDINGS

Speakers

Shri Vishal Narwade

Chief Executive Officer, Zila Parishad
Sangli, Maharashtra

Shri Prasun De

Director of Panchayats, D/o Rural
Development, Government of Tripura

ORGANISED BY:

DEPARTMENT OF ADMINISTRATIVE REFORMS
AND PUBLIC GRIEVANCES,
GOVERNMENT OF INDIA

Contents

1.	Background	2
2.	Theme	3
3.	Proceedings	3
3.1.	Welcome Address.....	3
3.2.	Shri Vishal Narwade, CEO (ZP), Maharashtra	5
3.3.	Shri Prasun De, Director of Panchayats, D/o Rural Development, Government of Tripura	6
3.4.	Questions and Answers Session	8
3.5.	Vote of Thanks.....	10
4.	Annexure	11
4.1.	Presentation by Shri Vishal Narwade, CEO (ZP), Maharashtra.....	11
4.2.	Presentation by Shri Prasun De, Director of Panchayats, Government of Tripura.....	17
4.3.	List of Participants.....	22
4.4.	Gallery	32

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 sixth webinar of the National e-Governance Webinar Series 2025–26 (17th Session of the National e-Governance Webinar Series) was convened on January 16th, 2025, the thematic area, namely Grassroot Level Initiatives for Deepening/ Widening of Service Delivery with focus on initiatives by Gram Panchayats, with two award-winning initiatives presented each from Dhule, Maharashtra and Tripura.
- The category **Grassroot Level Initiatives for Deepening/ Widening of Service Delivery with focus on initiatives by Gram Panchayats** recognizes and acknowledges initiatives that strengthen

strengthen last-mile public service delivery and grievance redressal through effective use of ICT, enhance transparency and administrative efficiency in Panchayat areas, and ensure inclusive access to government services for all sections of citizens.

2. Theme

The theme of the sixth session of NeGW 2025-26 held on **January 16th, 2026** was **Grassroot Level Initiatives for Deepening/ Widening of Service Delivery with focus on initiatives by Gram Panchayats**.

The award-winning initiatives under this theme highlight the transformative potential of digital innovation in strengthening public service delivery, by enabling transparent, efficient, and inclusive access to essential services at the Gram Panchayat level, leveraging multi-channel digital platforms, real-time monitoring, and community-led digital inclusion to bridge the last-mile governance gap.

The **Rohini Gram Panchayat** exemplifies the use of technology-driven governance to transform rural service delivery through real-time monitoring, digital inclusion, and accountable administration. Its integrated use of multiple e-governance platforms and innovative tools such as GIS mapping and WhatsApp-based grievance redressal demonstrates how Gram Panchayats can effectively deepen service outreach and enhance citizen trust at the grassroots level

The **West Majlishpur Gram Panchayat** initiative reflects a forward-looking approach to digital governance by expanding last-mile service delivery through multi-channel ICT access, proactive community outreach, and real-time monitoring systems to ensure transparency, efficiency, and inclusion for all sections of rural citizens.

Together, these initiatives underscore how the strategic application of digital technologies and inclusive governance practices can strengthen last-mile service delivery, enhance transparency and accountability, and bridge the digital divide in rural areas, setting replicable benchmarks for citizen-centric governance by Gram Panchayats

3. Proceedings

3.1. Welcome Address

Smt. Sarita Chauhan, Joint Secretary, Department of Administrative Reforms and Public Grievances, delivered the Welcome Address for the session. She welcomed all participants to the sixth webinar of the

National e-Governance Webinar Series 2025–26, which also marked the seventeenth webinar conducted under the series overall. She stated that the webinar series serves as a platform to disseminate information on award-winning e-Governance initiatives and facilitate knowledge sharing, with the objective of promoting their adoption and replication across States, districts, and local body levels.

She highlighted that the theme of the session, “Excellence in Grassroot Level Initiatives for Deepening and Widening of Service Delivery, with a focus on initiatives by Gram Panchayats”, underscores the critical role of Gram Panchayats as institutions of local governance and as key enablers of inclusive and last-mile service delivery. She extended a special welcome to the AR Secretaries, senior officers from the Departments of Rural Development and Panchayati Raj, and representatives from the National Institute of Rural Development and Panchayati Raj and the State Institutes for Rural Development for their participation and interest in learning about digital initiatives at the Gram Panchayat level.

She informed that the category of Gram Panchayats under the National Awards for e-Governance was introduced for the first time in 2025 and received an overwhelming response of over 1.44 lakh nominations from across the country. Encouraged by this response, the category has been continued in the 2026 awards, with more than 1.6 lakh nominations received so far, and the screening process currently underway. She emphasized that Gram Panchayats are vital to achieving the Government’s objective of inclusive governance and ensuring that public services reach the last mile, particularly as digital infrastructure such as BharatNet expands connectivity to remote villages. She also referred to the role played by digital platforms during the COVID-19 pandemic in enabling uninterrupted delivery of information and services, while noting that the digital divide remains a challenge that requires sustained efforts in capacity building of both users and facilitators.

She observed that several Gram Panchayats have demonstrated leadership in adopting technology to make public service delivery faster, more transparent, and inclusive, supported in some States by effective devolution of functions, functionaries, and funds and the development of enabling digital platforms. She noted that the initiatives showcased in the webinar reflect how local institutions have addressed operational challenges and developed innovative mechanisms to improve governance outcomes.

Introducing the initiatives to be presented during the session, she stated that Rohini Gram Panchayat from Dhule district, Maharashtra, the recipient of the Gold Award, has demonstrated the effective integration of platforms such as eGramSwaraj and Meri Panchayat to enable online delivery of certificates, tax services, welfare schemes, and grievance redressal, supported by GIS-based asset mapping, biometric authentication, digital dashboards, and focused efforts towards inclusion of tribal

communities, women, and elderly citizens. She further introduced West Majlishpur Gram Panchayat from West Tripura district, Tripura, the Silver Award recipient, highlighting its use of multi-channel digital access through Common Service Centres and a mobile CSC van to reach remote populations and improve service accessibility.

She concluded by noting that together these initiatives illustrate how ICT-enabled processes at the Gram Panchayat level can strengthen service delivery and grievance redressal, which form the foundation of good governance, and proceeded to invite the screening of the films and the presentations by the speakers.

3.2. Shri Vishal Narwade, CEO (ZP), Maharashtra

Following the Joint Secretary's opening remarks, Shri Vishal Narwade, Chief Executive Officer, Zila Parishad, Sangli (formerly CEO, Zila Parishad, Dhule), delivered an in-depth presentation on the Gold Award-winning e-Governance initiative implemented by Rohini Gram Panchayat, Dhule district, Maharashtra, a predominantly tribal PESA Gram Panchayat located in a remote forested region nearly 85 km from the district headquarters. He explained that the adoption of digital technologies in the Gram Panchayat emerged as a necessity rather than a choice, owing to dispersed habitations across seven hamlets, linguistic diversity, low literacy levels, and significant challenges faced by citizens in physically accessing public services.

He detailed how the Gram Panchayat developed its own website to enable citizens to submit applications online and access services in a multilingual and user-friendly manner, complemented by effective use of national and State platforms such as eGramSwaraj and the Meri Panchayat application. He highlighted that the Panchayat ensured transparency and accountability through online publication of Gram Sabha agendas, attendance, and proceedings, while strengthening last-mile access through seven Common Service Centre sub-units and the establishment of a dedicated ICT laboratory within the village school to promote digital literacy among residents.

The presentation further elaborated on the formulation of a locally contextualized e-Governance policy in 2024, developed with the support of engineering institutions and village youth, and the use of bulk SMS and calling systems to disseminate government information and provide guidance on digital platforms. He described innovative practices such as paperless e-office operations at the Gram Panchayat level, video conferencing for community learning, online Gram Sabha participation with biometric attendance, telemedicine facilities for human and animal healthcare, AI-enabled Anganwadi

services, online examinations conducted at zero additional cost using live monitoring systems, and full digitization of tax payments and grievance redressal mechanisms.

He emphasized the Panchayat's achievement in enabling end-to-end online delivery of certificates and services through its portal, including online applications, digital document submission, electronic payments, time-bound verification, and delivery of digitally signed certificates through email and WhatsApp, eliminating the need for physical visits to government offices. He also shared that more than 9,000 services and certificates have been delivered online, grievances are resolved within seven days using geo-tagged verification, over 1,200 beneficiaries have accessed telemedicine services, tax collection has increased to 95 percent through online payments, and more than 14,400 workers have been digitally registered under MGNREGA.

He further outlined the Panchayat's targeted efforts to bridge the digital divide through digital literacy camps, the engagement of schools, youth volunteers, self-help groups as access points, mobile-based audio-visual tutorials, and multilingual service interfaces. Addressing implementation challenges, he discussed measures undertaken to overcome language barriers, geographical isolation, connectivity and power constraints through partnerships with telecom providers and use of solar energy, mobilization of financial resources through CSR, grants, and award funds, capacity building of staff, and strengthening of cyber security with technical expert support.

He concluded by presenting the initiative's measurable impact in terms of time and cost savings for citizens, reduction in dependency on intermediaries, prevention of livelihood loss due to travel, and improvement in citizen satisfaction, resulting in the Gram Panchayat securing the top position in the district's Rural Ease of Living Index. He also shared the long-term vision of consolidating services on a single digital platform, institutionalizing digital-first governance practices, adopting emerging technologies such as chatbots and advanced GIS applications, strengthening partnerships with government, academic institutions, NGOs, and CSR stakeholders, and establishing Rohini Gram Panchayat as a learning centre for other PESA villages and Gram Panchayats across the State and the country.

3.3. Shri Prasun De, Director of Panchayats, D/o Rural Development, Government of Tripura

Following the first presentation, Shri Prasun De, Director of Panchayats, Department of Rural Development, Government of Tripura, delivered a detailed presentation on the Silver Award-winning digital governance initiative implemented by West Majlishpur Gram Panchayat, located in the Jirania RD Block of West Tripura district. He outlined the institutional background of the Gram Panchayat, its

demographic composition comprising Scheduled Castes, Other Backward Classes and other communities, strong women's representation exceeding fifty percent, and a population of around 4,000, emphasizing the importance of inclusive and responsive governance at the grassroots level.

He explained that the Gram Panchayat has adopted 100 percent e-office functioning, making it the first Panchayat in the State to achieve complete digitisation of official records and workflows within a short time frame, thereby enabling paperless administration, faster file movement, and improved institutional efficiency. He highlighted that grievances are addressed through the State's integrated "Amar Sarkar" portal, procurement is conducted through the Government e-Marketplace platform, audits are undertaken online, and all taxes and non-tax revenues are collected through UPI-based digital payment systems, ensuring transparency, accountability, and cashless transactions.

The presentation further described the Panchayat's transition to fully digital service delivery, under which essential services such as birth and residence certificates, trade licences, and grievance registration are now provided online within one to two days, significantly reducing earlier processing times and minimising hardship for citizens. He noted that universal access to sanitation, electricity, road connectivity, drinking water supply, and strengthened education and child welfare services through model Anganwadi Centres have complemented the digital transformation process.

Shri De also elaborated on key achievements in the area of social empowerment, including the creation of multiple public Wi-Fi zones, universal tap water coverage, recognition as a child-marriage-free Gram Panchayat for four consecutive years, and the active role of self-help groups in promoting women's empowerment, livelihoods, and digital inclusion. He highlighted that the Panchayat received the Chief Minister's Award for Best Smart Panchayat in 2024, has been adopted as an ISO standardisation model by the State, and has been visited by the Sixteenth Finance Commission, reflecting its recognition as a model of good governance.

He discussed the challenges encountered during the digital transition, including limited digital literacy, resistance to change, and connectivity gaps, and described how these were addressed through awareness campaigns, involvement of self-help groups, improved internet infrastructure with support from the Department of Information Technology, mobile-based applications, and the establishment of fixed and mobile Common Service Centres, which played a critical role in extending services to every ward.

A significant portion of the presentation focused on the grievance redressal system anchored in the Amar Sarkar portal, under which complaints are geo-tagged and automatically routed to the concerned departments, with visibility to senior State leadership. He explained that regular village outreach

programmes conducted by elected representatives and departmental officials have institutionalised citizen feedback and enabled grievances to be integrated into Gram Panchayat, Block Panchayat, and District Panchayat development planning processes.

He concluded by outlining the future roadmap of West Majlishpur Gram Panchayat, which includes achieving ISO certification, expanding renewable energy adoption, converting Anganwadi centres into smart pre-primary education hubs, strengthening waste management systems, and building a self-reliant local economic ecosystem. He further shared that, following national recognition of the initiative, the Government of Tripura has launched the “Tripura Smart Panchayat Campaign” to replicate the model across 153 Panchayats in the current financial year and progressively across all Panchayats in the State over the next four years, positioning West Majlishpur as a learning centre and reference model for digitally enabled grassroots governance.

3.4. Questions and Answers Session

Following the presentations, an interactive question and answer session was held, during which participants from State Governments and national institutions engaged with the speakers on operational, technological, and sustainability aspects of the initiatives.

- An Official from Himachal Pradesh sought clarification from Shri Vishal Narwade on the application of artificial intelligence in Anganwadi centres under the Rohini Gram Panchayat initiative. In response, Shri Narwade explained that AI tools are being utilised for nutrition monitoring through the analysis of child growth parameters such as height, weight, and BMI, enabling large-scale data-driven tracking of health outcomes. He further shared that Anganwadi supervisors have been trained to use generative AI tools for administrative and educational support, while AI-enabled audio-visual learning modules are being deployed for pre-primary education. Additionally, AI-based tutorial videos have been developed for pregnant and lactating mothers to improve awareness regarding maternal and child healthcare practices. Smt. Sarita Chauhan appreciated the approach, noting that such tools enable the rapid development of instructional material and effective outreach to last-mile beneficiaries.
- Dr. Ravibabu from the National Institute of Rural Development and Panchayati Raj (NIRD&PR) commended both initiatives and raised concerns regarding data storage, security, and management, particularly in the context of increasing reliance on multiple digital platforms and the potential future use of AI systems requiring structured datasets. He advised the Gram Panchayats to consider maintaining data securely on local servers and offered institutional support from NIRD&PR for

strengthening ICT systems and GIS-based planning. Shri Narwade acknowledged data management as a growing challenge at the village level and welcomed the offer of technical support. Dr. Ravibabu further reiterated his readiness to assist in future capacity-building efforts. Smt. Sarita Chauhan welcomed the assurance of support from NIRD&PR, observing that such collaboration would encourage other Gram Panchayats facing similar challenges.

- Shri Suvasish Das, Director (e-Governance), DARPG, enquired about the strategies adopted by Rohini Gram Panchayat to achieve high digital adoption and extensive use of the Meri Panchayat application despite relatively low formal literacy levels and a geographically dispersed population. Shri Narwade explained that the initiative benefited from the widespread availability of low-cost mobile internet after 2016 and a targeted digital literacy strategy. Engineering college students were engaged to adopt small clusters of households and provide hands-on training on government applications and digital services. Furthermore, digital literacy components were integrated into the ongoing Saaksharta Abhiyan to improve adult digital skills, ensuring that at least one or two members in every household were capable of accessing online services. Shri Das noted that this community–academic collaboration model represented a significant learning for replication and requested documentation of the approach for wider dissemination, to which Shri Narwade agreed.
- Smt. Sarita Chauhan also posed a question to Shri Prasun De regarding future plans for convergence of funds and prioritisation of development sectors in West Majlishpur Gram Panchayat. Shri De responded that the State is adopting evidence-based planning approaches aligned with the Panchayat Advancement Index framework promoted by the Ministry of Panchayati Raj. He explained that the Amar Sarkar grievance redressal platform provides real-time insights into ground-level issues, enabling elected representatives and officials to directly engage with households and assess development gaps. This structured feedback mechanism informs Panchayat-level planning and resource allocation, ensuring that sectoral priorities are identified based on actual citizen needs and performance indicators.
- The session concluded with Smt. Sarita Chauhan noting the active participation of over 300 attendees from across the country. The interactive discussion reinforced the practical relevance of the initiatives and highlighted key considerations related to scaling of digital solutions, sustainability, data governance, and institutional collaboration for advancing digital transformation at the grassroots level.

3.5. Vote of Thanks

Shri Suvasish Das, Director, Department of Administrative Reforms and Public Grievances, delivered the Vote of Thanks for the session. He expressed his sincere gratitude to all participants for joining the sixth session of the National e-Governance Webinar Series 2025–26 and for contributing to a meaningful exchange of experiences and ideas. He conveyed special thanks to the Joint Secretary, DARPG, for her continued leadership and guidance in steering the National e-Governance Webinar Series and for the Department’s sustained efforts in promoting the dissemination and replication of best practices in e-Governance across the country. He also expressed deep appreciation to the distinguished speakers, Shri Vishal Narwade, Chief Executive Officer, Zila Parishad, Sangli, (formerly CEO, Zila Parishad, Dhule), Maharashtra, and Shri Prasun De, Director of Panchayats, Department of Rural Development (Panchayat), Government of Tripura, and Director, Panchayati Raj Training Institute, Agartala, for their insightful presentations on the award-winning initiatives of Rohini Gram Panchayat and West Majlishpur Gram Panchayat, respectively, which demonstrated the effective use of digital platforms and ICT-enabled solutions to enhance service delivery, transparency, accountability, and citizen engagement at the grassroots level. Shri Das further acknowledged the participation of Additional Secretaries, AR and IT Secretaries, senior officers, public administrators from Central Ministries, States and Union Territories, and representatives from NIRD&PR, CRDT-IIT Delhi, and the State Institutes for Rural Development, noting that their active engagement reflects a collective commitment to strengthening grassroots governance and leveraging digital technologies to deepen and widen service delivery. He concluded by thanking all attendees for their valuable contributions and expressed hope for their continued participation in forthcoming sessions of the National e-Governance Webinar Series in pursuit of the vision of Viksit Bharat through inclusive and citizen-centric digital governance.

4. Annexure

4.1. Presentation by Shri Vishal Narwade, CEO (ZP), Maharashtra

Welcome

National Awards for e-Governance (NAeG) 2025

Grassroots Level Initiatives for Deepening Service Delivery at Gram Panchayat

Gram Panchayat - Rohini

Taluka- Shirpur,

District Panchayat, Dhule (Maharashtra)

ROHINI GRAM PANCHAYAT

- PESA Gram Panchayat with more than 80% tribal population.
- Located at foothills of Satpura Hills at interstate border of Madhya Pradesh & Maharashtra.
- 85 km away from District headquarters.
- Gram Panchayat has 7 hamlets with scattered population of 7200.
- Literacy- 45%
- Digital Literacy- 100%
- Tribal Dialect- Pawara

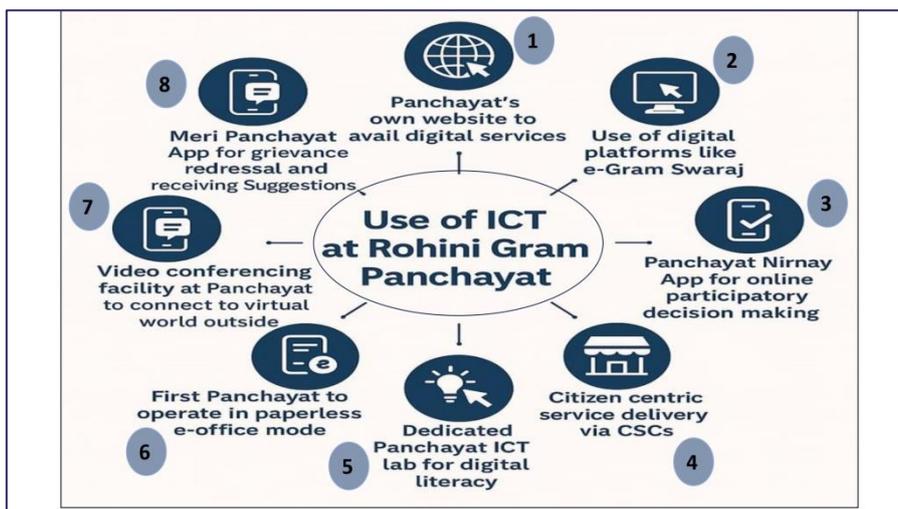
MADHYA PRADESH

MAHARASHTRA

Satpura Hills

Rohini

Physical Distance and Populations of Hamlets within Gram Panchayat

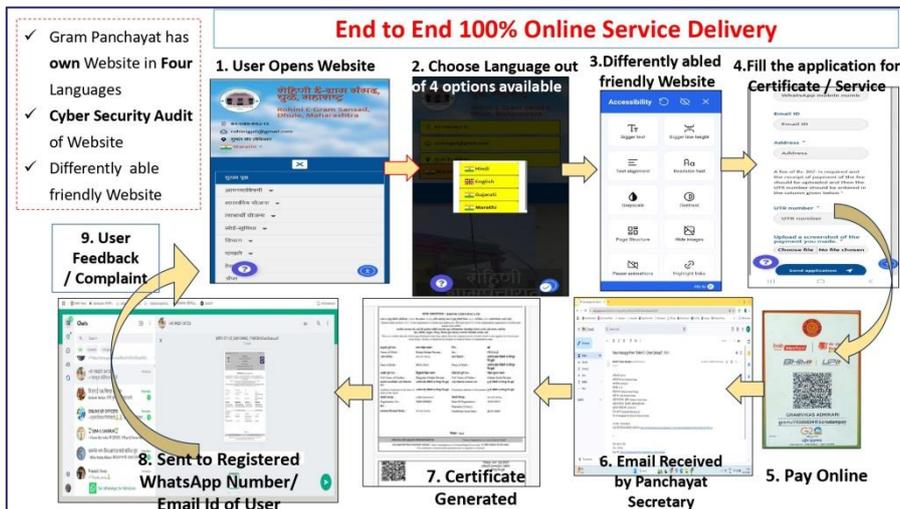




Grassroots Level Initiatives for deepening Service Delivery at Rohini Gram Panchayat

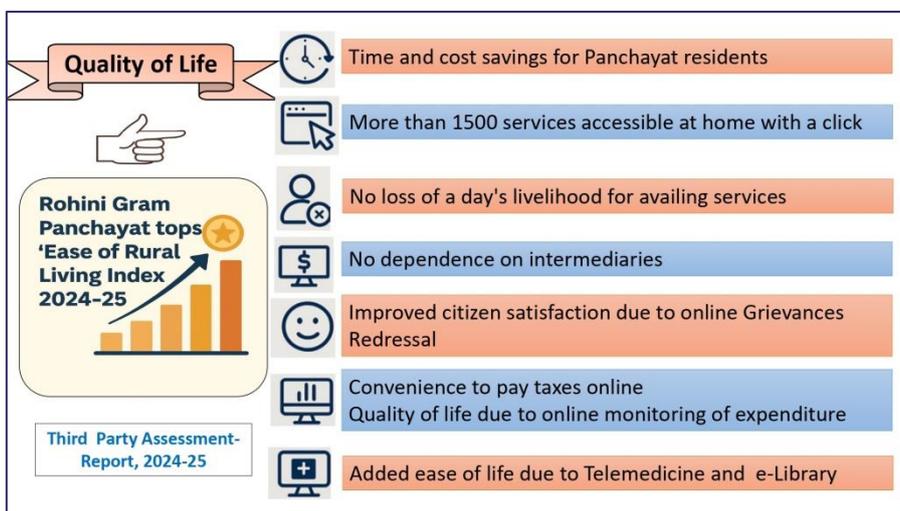
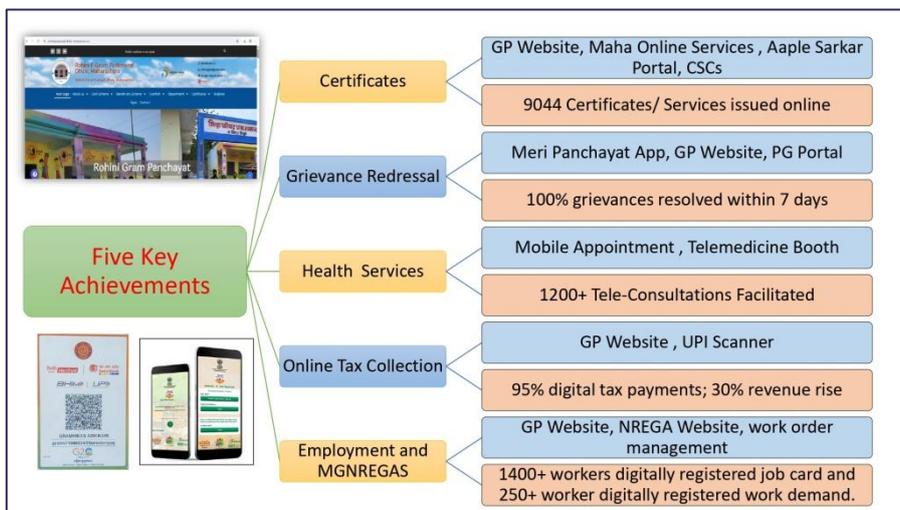


Rohini Gram Panchayat E-Governance Policy, 2024
Bulk SMS/Calling System to Disseminate Information about Government Schemes.
75 Access Points to Help Digitally illiterate/ marginalized.
Artificial Intelligence Enabled Anganwadi Centre.
Zoom Platform based 100% Transparent Monitoring of Exam and Teaching.
E-Gramsabha for all netizens of Rohini, irrespective of physical location.
Telemedicine for all Hamlets (Public and Animal Health)
Incentives for 100% Online Payment of Taxes to Gram Panchayat.
Exclusive Rohini Panchayat YouTube channel, Facebook Page, Instagram Account, WhatsApp group.



Efforts to Ensure Inclusivity for Digitally Illiterate or Marginalized Citizens in Gram Panchayat Rohini

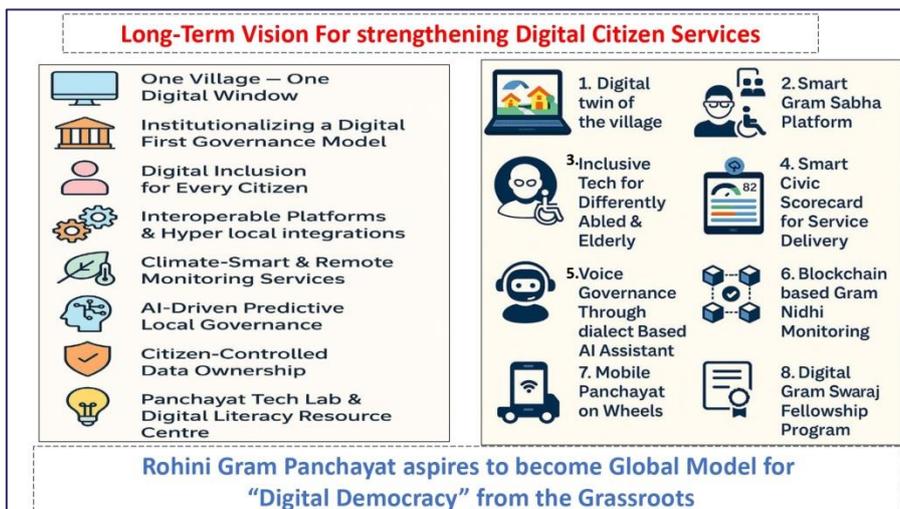
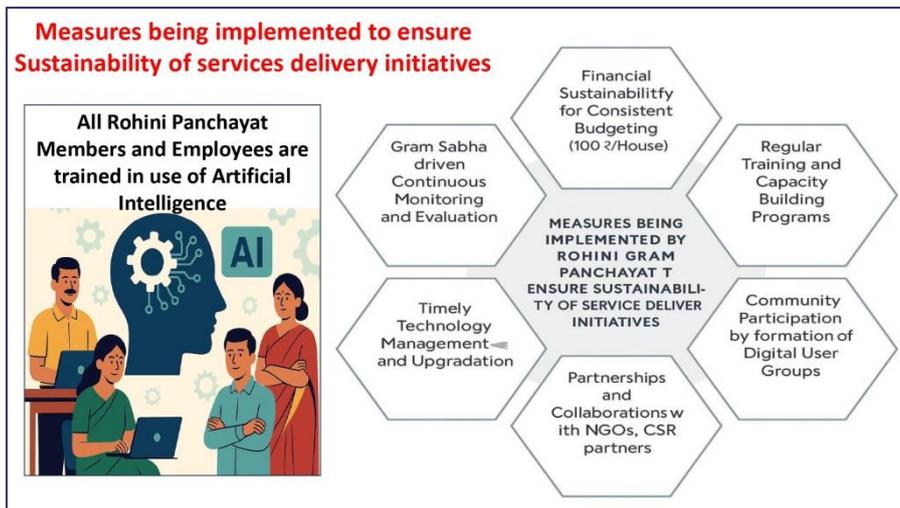
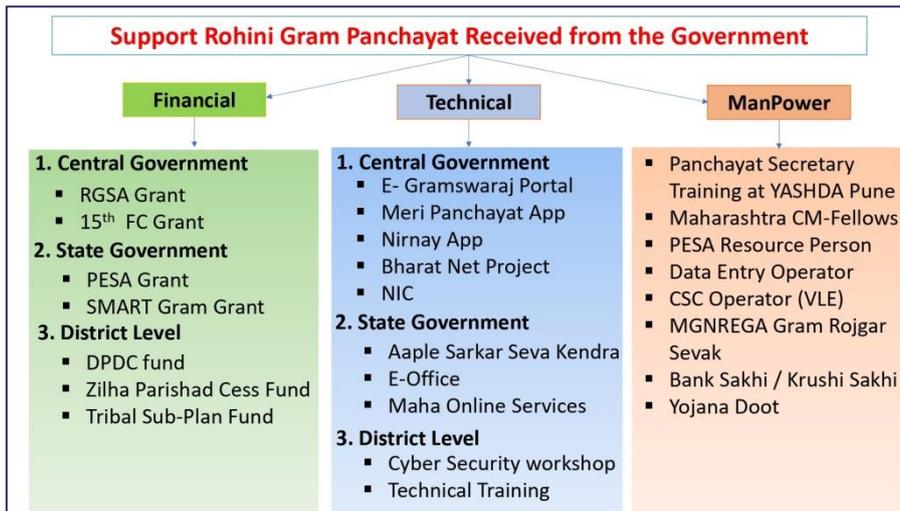
 Deployment of Digital Sakhis and Volunteers	 Voice-Based and Bilingual Services	 Digital Literacy Camps	 Pictorial Digital Information Boards
 Mobile ICT Van Outreach	 75+ Digital Access Points	 Mobile Based Audio Visual Tutorials	 Digital Inclusivity Dashboard

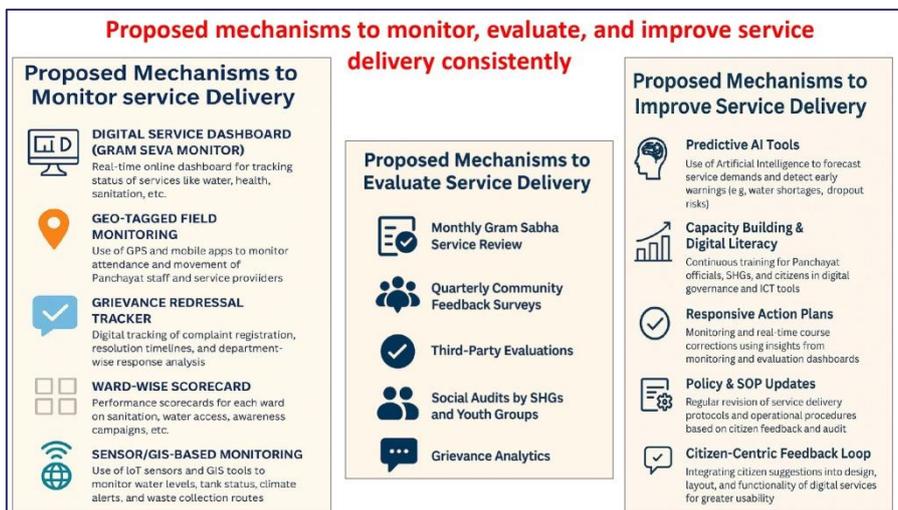
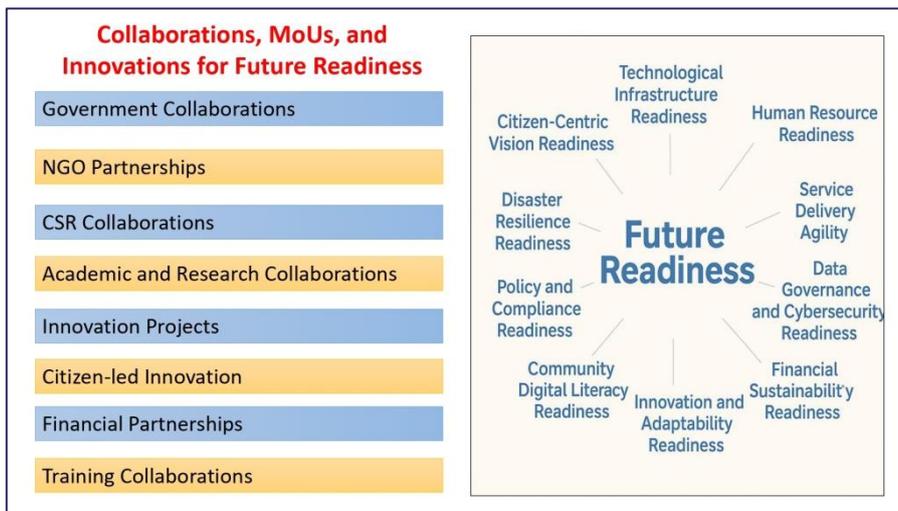


Strategies taken by Rohini Gram Panchayat to address Service Delivery Challenges

Communication is the "Key" to "Unlock" potential of ICT

Sr	Challenges Faced	Steps/ Strategies taken
1	Geographic Isolation	Partnered with Mobile Companies
2	Scattered Population	Opened 7 Assistant Booths & 4 CSCs
3	Digital Literacy Gap	Monthly Digital Training through schools/SHGs
4	Language & Cultural Barriers	Audio-Visual Tutorials in Tribal Dialect
5	Financial Constraints	Mobilized CSR Funds, Won Award Money
6	Internet Connectivity Issues	Installed Wi-Fi and Towers
7	Electricity Issues	Solar Powered WiFi Hotspots
8	Limited Digitally Skilled Manpower	Sponsored Youth ICT Training Program
9	Less Cybersecurity Awareness	Cyber Hygiene and Data Privacy Drives





Panchayat Nirnay App – NaeG 2025 List Of Qualified Gram Panchayat for e-Governance Awards

SR	STATE	DESCRIPTIONS					
		GRAM PANCHAYAT NAME	GRAM SABHA /MONTHLY SABHA	MEETING NOTICE	AGENDAS	DECISIONS	VIDEOS & PHOTOS
1	ODISA	SUKATI	1	1	1	1	1
2	GUJARAT	PALSANA	2	2	2	0	1
3	KARNATAKA	HUDIKERI	0	0	0	0	0
4	MAHARASHTRA	ROHINI	23	23	23	113	23
5	TRIPURA	WEST MAJLISPUR	1	1	0	0	0
6	ANDHRA PRADESH	PERAVALI	2	2	1	0	0

Meri Panchayat App – NaeG 2025 List of Qualified Gram Panchayat for e-Governance Awards

SR	STATE	GRAM PANCHAYAT NAME	NO OF COMPLAINT REGISTERED	NO OF COMPLAINT RESOLVED	PENDING PROGRESS	COMPLAINT RESOLD
1	ODISA	SUKATI	0	0	0%	0%
2	GUJARAT	PALSANA	30	23	23%	76%
3	KARNATAKA	HUDIKERI	1	0	100%	0%
4	MAHARASHTRA	ROHINI	1334	1334	0%	100%
5	TRIPURA	WEST MAJLISPUR	0	0	0%	0%
6	ANDHRA PRADESH	PERAVALI	0	0	0%	0%

Highest Utilization of Meri Panchayat App in the whole Country by any Gram Panchayat

Rohini Gram Panchayat Promoting Adoption of E-Governance by other Gram Panchayats across India

- More than 1092 PESA Gram Panchayats Visited Physically.
- More than 2895 Gram Panchayats Learnt Rohini Model Virtually from 9 States.
- Zero cost, 100% transparent Zoom Based Monitoring of Exam is adopted by State.
- Gram Panchayat Rohini is Selected as “[Panchayat Learning Center](#)” by Maharashtra Training Academy YASHADA Pune.
- Improvement in [Panchayat development Index and Good Governance Index](#)
- Place for internship for Engineering College Students.



E-Governance is less about “e” and is more about “Governance”: ARC-II



E-Governance is means to achieve larger end goal of Good Governance

4.2. Presentation by Shri Prasun De, Director of Panchayats, D/o Rural Development, Government of Tripura

Overview

West Majlishpur GP at a glance

Jirania RD Block, West Tripura.



Overview of West Majlishpur GP

<p>Established on December 18, 2013 The West Majlishpur Gram Panchayat was officially established as a Rural Local Body under Jirania RD Block.</p>	<p>Composition of the Panchayat This Gram Panchayat is divided into 6 wards with a total of 11 elected representatives, where 7 are women, making it women-led.</p>	<p>Population Density Details The total area of the Panchayat is 3.40 sq. km with a population density of 1147 per sq. km, indicating a relatively high concentration of residents.</p>	<p>Sex Ratio Statistics The sex ratio stands at 1031 females per 1000 males, which is higher than the national average of 1020.</p>
<p>Population Breakdown Statistics The population comprises 23% Scheduled Castes, 0.5% Scheduled Tribes, and 76.5% other communities, totaling 3899 individuals.</p>	<p>Family Types in the Panchayat Families are categorized as APL (49%), PG (44%), and AAY (7%), reflecting economic diversity within the community.</p>	<p>Economic Activities Overview Approximately 44% of families are wage seekers, primarily engaged in agricultural activities, indicating the economic reliance on farming.</p>	

Innovative Features of West Majlishpur GP in regards to online service delivery

				
<p>E-Office Enabled: 100% Paperless Work West Majlishpur is fully equipped with e-office capabilities, ensuring a completely paperless workflow for efficient administration.</p>	<p>Online Grievance Redressal The village has implemented a 100% online grievance redressal system via AAMAR SARKAR, enhancing citizen engagement and responsiveness.</p>	<p>Procurement through GeM All procurement processes are conducted through the Government e-Marketplace (GeM), ensuring transparency and efficiency in acquiring goods and</p>	<p>Audit Online Compliant West Majlishpur GP maintains 100% compliance with online audit protocols, promoting accountability and financial integrity.</p>	<p>Fully UPI-Enabled The administration supports a fully Unified Payments Interface (UPI) system, facilitating seamless digital transactions for services and payments.</p>

Key Achievements of West Majlishpur GP



Shift towards complete e-Service delivery
West Majlishpur GP has taken necessary steps for implementation of fully paperless file processing and e-Service delivery for its residents.



Scientific Toilets for All
All households are equipped with scientific toilets/HHHLs, promoting hygiene and reducing health risks associated with open defecation.



All-Weather Roads Connectivity
Every ward is connected to NH-8 via all-weather roads, enhancing transportation and accessibility for residents.



Electricity for Every Household
100% of households have electricity connections, contributing to better living standards and opportunities for economic development.



Complete Enrollment in AWC and Model AWCs
Achieved 100% enrollment in Anganwadi Centers (AWCs), ensuring early childhood education and nutrition for all children.

Key Achievements of West Majlishpur GP



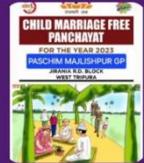
Educational Facilities Across Levels
Schools at Pre-Primary, Primary, Secondary and Higher Secondary levels are equipped with basic facilities, enhancing the quality of education.



Free Wi-Fi Zone and First ever PLC
The Panchayat itself is a Free Wi-Fi Zone available for everyone and it has also developed the first all-facility Panchayat Learning Center in the State.



Universal Tap-Water Access
Every household in West Majlishpur has access to clean tap water, ensuring improved sanitation and health for the community. Presently, 85% households have been connected with individual water tap connection under JJM.



Child Marriage Free GP
No incidents of child marriage reported in the last five years, establishing West Majlishpur as a Child Marriage Free Gram Panchayat.



Self-Help Groups (SHGs) Empowerment
A total of 60 SHGs have been formed, with 62 women achieving Lakhpati status, promoting women's empowerment and financial independence.

Key Achievements of West Majlishpur GP



Received CM Award for Best Smart Panchayat in Tripura

West Majlishpur GP has received Award for Best Smart Panchayat for its performance in e-Service delivery, e-Office enabled along with digital, smart infrastructure and e-governance activities.



ISO Certification In collaboration with KILA

A team from Kerala Institute of Local Administration visited the Panchayat through a MOU for guiding the Panchayat towards achieving ISO certification. During recent visit in the month of February for progress analysis they praised the progress achieved by the Panchayat so far. Till date the Panchayat has readied itself fully and presently on the verge of getting ISO 9001:2015 certified.



Visit by the Sixteenth Finance Commission

The respected delegates from the Sixteenth Finance Commission has visited this Panchayat on 29th January, 2025 to oversee its development initiatives and praised for the service delivery and appreciated the infrastructure availabilities at the Panchayat. They also expressed that this Panchayat should be a role model for other GPs in the State and such initiatives to be replicated in all GPs as much as possible.

Online Services for Residents

Sl. No.	Name of the Service/Certificate	Corresponding Website	Number of Days required before Online Services	Number of Days required after Online Services
1	Register of Ordinary Residence (RoR)	eror.tripura.nic.in	3-5	1
2	Birth Certificate	dc.crsorgi.gov.in	4-5	1
3	Death Certificate	dc.crsorgi.gov.in	4-5	1
4	Marriage Certificate	edistrict.tripura.gov.in	7-10	2
5	Caste Certificate (ST/SC/OBC)	edistrict.tripura.gov.in	7-10	2
6	Trade Licence	eoffice.tripura.gov.in	3-5	1
7	MGNREGS Demand for Work	nrega.nic.in	2	1
8	Property Cards, Mutation	jami.tripura.gov.in	4-5	1
9	Construction Permit	eoffice.tripura.gov.in	3-5	1
10	Distance Certificate	eoffice.tripura.gov.in	3	1
11	Grievance Redressal	amarsarkar.tripura.gov.in	NA	1-2

Challenges faced in Digital Transformation

Limited Digital Literacy
Many residents faced challenges adapting to online processes and were hesitant to abandon traditional methods.

Resistance to Change
A significant number of citizens preferred offline service delivery due to concerns about accessibility and trust in digital systems.

Infrastructure Gaps
Insufficient internet service providers and slow connectivity impeded the successful adoption of digital services.



Strategies adopted for Digital Success



Awareness Drives through Campaigns
Conducted extensive campaigns via Gram Sabhas, Mahila Sabhas, Sishu Sabhas, door-to-door visits, Village Walk to inform the community about available digital services.



Enhanced Internet Connectivity
Introduced broadband, optical fiber, and 5G services to facilitate better internet access for the community.



Formation of Monitoring Committee
Established a dedicated committee led by the Panchayat Pradhan to ensure the timely delivery of digital services.



Use of Digital Applications
Leveraged apps like Amar Sarkar, Panchayat Nirnay and Meri Panchayat to enhance service delivery and address grievances efficiently.

Transforming Governance Digitally

1



Establishment of CSCs
West Majilishpur Gram Panchayat utilizes local CSCs and digital innovation to enhance e-services, ensuring efficient service delivery to citizens as quick as possible.

2



Efficient Service Delivery Achieved
The Panchayat's approach has significantly reduced procedural delays, making services more accessible and timely for residents.

3



Empowering Residents with Technology
By providing digital access, the Panchayat empowers residents, enabling them to engage more effectively with local governance.

4



Model for Other Panchayats
The success of West Majilishpur serves as a benchmark for other Panchayats in India, promoting digital governance nationwide.

Grievance Redressal Overview



- 1 **AAMAR SARKAR web portal**
The AAMAR SARKAR web portal is a platform designed for capturing grievances from the common people through initiatives like Village Walk and AAMAR SARKAR Day.
- 2 **153 grievances raised**
To date, a total of 153 issues have been raised through the AAMAR SARKAR web portal, indicating active community participation.
- 3 **110 issues addressed**
Out of the grievances raised, 110 issues have been successfully addressed, showcasing the effectiveness of the grievance redressal mechanism.
- 4 **Inter-departmental collaboration**
The portal promotes a robust framework involving all departments of the State Government, ensuring comprehensive attention to grievances.
- 5 **State-level monitoring**
The grievance redressal process is monitored at the state level by the Chief Secretary, Secretaries, and Directors, ensuring accountability.
- 6 **Digital complaint Box and Digital Feedback Form**
Villagers can also submit their complaints and feedbacks digitally using a QR Code scanner, enhancing accessibility and convenience.
- 7 **Daily Feedback Form**
The daily feedback forms works as a valuable input for the delivered services and the scope of improvement on real time basis.



Future Goals of West Majlishpur

ISO Certification and e-delivery of services

To establish the service delivery of international standards leading to the attainment of ISO Certification.

Enhancing Pre-Primary Education

Improvement of Pre-Primary educational institutions by having an alternative power supply, smart classrooms, and modern teaching aids.

Clean and Green Panchayat

To appear as a Clean and Green Panchayat thereby increasing the greenery ratio through various initiatives.

Promoting Renewable Energy

To promote renewable energy through implementation in all Government institutions, enhancing sustainability.

Women and Child-Friendly Initiatives

Become a Women and Child-Friendly Panchayat as part of attaining Local Sustainable Development Goals (LSDG).

Waste Management Strengthening

To strengthen Solid and Liquid Waste Management practices, ensuring a cleaner environment.

Self-Reliant Panchayat

To explore sources of Own Source and become a self-reliant Panchayat, enhancing local economy.

Livelihood Opportunities

More livelihood opportunities by involving Self-Help Groups (SHGs) in income-generating activities and skill development programs.



Begin regular digital literacy programs aimed at empowering both citizens and Panchayat staff.
Training Programs Commence



Implementation of regular village-level surveys to gather feedback, ensuring continuous improvement in online service delivery.
Feedback Mechanisms Established

Continuing the Digital Service delivery

Continuation of present e-services and initiation of additional citizen-centric services under the online system to enhance accessibility.



Technology Upgrade

Enhancement towards green energy with fully solarised GP office along with other government establishments.



Key points at a glance

Access points for e-Service and e-Office compliant

- No. of CSC available- 4
- Mobile CSC Van- 1 no.
- Gram Panchayat Office
- Citizen Charter

Steps taken by the Panchayat for inclusivity

- Mahila Sabha, Sishu Sabha
- Ward Sabha, Gram Sabha
- Weekly Village Walk
- Door-to-Door Visit
- Help Desk facility at Panchayat

Prominent achievements in service delivery

- CM Award for Smart Panchayat and Service Delivery
- All certificates being applied, processed and issued online
- On the verge of ISO 9001 certified.
- Visited by the team of Sixteenth Finance Commission.
- Adheres to timeliness of Citizen Charter for service delivery.
- Availability of CSC facility.

Steps taken by the Panchayat to address challenges

- Arranging alternate high-speed internet connectivity.
- Monthly meeting with Line Department Officials.
- Block level co-ordination meeting at every 15 days.
- Village Walk and Amar Sarkar portal.
- Regular conduct of various Sabhas
- Digital Feedback and Complaint Box.
- Frequent visit by Block officials.

Support received from Stakeholders

- Handholding support from KILA, NLU
- FFC, PDF, RGSA funds
- Panchayat Samiti & Zila Parishad funds and supervision
- MSIRREGA wages and material fund
- NEEPCO CSR Fund contribution
- Training by IRLM
- Local Youth organisations, social clubs etc.

Sustainability roadmap

- Regular training for all officials and PRI members.
- Handholding facilities for citizens at Panchayat.
- Solarisation of Panchayat Office and other public places.
- Increasing CSCs, AECs etc.

Collaboration & Future Innovation

- MOU with KILA for support over ISO certification.
- MOU with NLU over Plan and Budget preparation.
- Increasing Free Wi-Fi Zones at each Ward.
- Record keeping and delivery records maintaining through online.
- Facilitating Digital Record Room.

Monitoring & Evaluation mechanism for improvement

- Grievance redressal through Amar Sarkar app and Village Walk.
- Grievance redressal through Digital Feedback and Complaint Box.
- Daily Feedback Forms.
- Weekly Meeting of the Monitoring Committee



Most Recent Achievement for e-Governance

PM Modi lauds 'Aamar Sarkar' web portal launched by Tripura CM Manik Saha

ANI | Updated: Jul 28, 2024 06:10 IST

New Delhi [India], July 28 (ANI): In a significant achievement for Tripura, the 'Aamar Sarkar' web portal, launched by Tripura Chief Minister Manik Saha, has been selected as one of the five best practices among all the participating states in the Chief Ministers' Conclave.

The pioneering initiative of state government 'Aamar Sarkar' was presented as best practice in promoting good governance by Chief Minister Manik Saha in the Chief Minister's Conclave chaired by Prime Minister Narendra Modi on Saturday, July 27th in New Delhi.

PM Modi lauds 'Aamar Sarkar' Web Portal launched by Tripura CM

Agencia, Jul 27, 2024, Tripura, PHOTO DASH

Agencia, July 27 In a significant achievement for Tripura, the 'Aamar Sarkar' web portal, launched by Tripura Chief Minister Dr. Manik Saha, has been selected as one of the five best practices among all the participating states in the Chief Ministers' Conclave. The pioneering initiative of state government 'Aamar Sarkar' was presented as Best Practice in promoting Good Governance by Chief Minister Prof. Dr. Manik Saha in the Chief Minister's Conclave chaired by Prime Minister Narendra Modi on Saturday (27th July) at New Delhi. The Chief Minister's Conclave was attended by more than 30 Chief Ministers and Deputy Chief Ministers of 28 Indian states in the country. 'Aamar Sarkar' was selected as one of the five best practices amongst all the participating states in the Conclave. 'Aamar Sarkar' initiative of the State Government is lauded by Prime Minister Narendra Modi and all Chief Ministers and Deputy Chief Ministers in the conclave and it is likely to be replicated in



Tripura's 'Aamar Sarkar' Initiative Honored Among India's Top Governance Practices

The 'Aamar Sarkar' initiative from Tripura has been recognized as one of India's best governance practices, a significant accolade highlighting the state's commitment to transparency and public service. The initiative was presented by Chief Minister Manik Saha at a high-level conclave in New Delhi on July 27, chaired by Prime Minister Narendra Modi. This recognition underscores the effectiveness of 'Aamar Sarkar' in enhancing governance and bridging the gap between the government and the citizens.

'Aamar Sarkar', which translates to 'Our Government', is an innovative approach designed to improve citizen engagement and ensure that government services are more accessible and efficient. The initiative focuses on decentralizing governance, empowering local bodies, and fostering greater public participation in decision-making processes. It aims to provide a platform for citizens to voice their concerns, share feedback, and actively participate in governance.



Engage in Digital Change

Support the digital transformation journey of West Majlishpur Gram Panchayat.

Address
West Majlishpur, Jirania, West Tripura

Email
westmajlishpurgp@gmail.com

Time
10:00 AM - 05:30 PM

4.3. List of Participants

Sr no.	Participant's Name
1	Ashish Unhale IAS , Cachar , Assam
2	Nakhtaram Ishram Cpo Barmer Rajasthan
3	Dr M V Ravibabu, NIRDPR
4	B.Srinivasa Rao, CEO ZPP NALGONDA
5	dhs punjab
6	District Sirohi
7	rishi.raj rishi.raj
8	Collector
9	Manab Gupta
10	Ranchi
11	DM UNNAO
12	BDO lawan
13	ram sumiran
14	Pranshuta
15	Sunil Meena
16	ADPRAMNAD
17	Juri Das
18	PRD Rajasthan
19	NIC Pathanamthitta
20	Dr M V Ravibabu - NIRDPR
21	Bongaigaon
22	Ramji lal
23	Deputy Director, Panchayat raj sanchalnalaya Bhopal, M.P.
24	Shashank Jain, Assistant Programmer, AHD, Rajasthan
25	PM livelihood, Mayurbhanj
26	Shubham
27	AC(ST), IT & DAC
28	Surajit Borgohain
29	Andhra Pradesh
30	Tarn Taran
31	RAJASTHAN HOME GUARDS
32	DEStO Farrukhabad
33	DC MAMIT-MZ
34	Nitesh Kumar Saini
35	Deputy Conservator of Forests (Mill Division)), Sri Vijaya Puram
36	Bdpo valtoha
37	Jitendra Kumar mishra
38	Rajaiah SPM
39	tgird
40	Bdo Dausa

41	SITAMARHI-BIHAR
42	Bdo k had
43	DM Dhalai
44	Grampanchayat Rohini (Maharashtra)
45	Korea-Chhattisgarh
46	BDO DUKLI
47	DEGM ashoknagar
48	Prashant Buddhiwant,TRTI Maharshtra
49	additional Drdo sdpt
50	NIC MOGA
51	R.D.Yadav D.E.ST.O Azamgarh
52	Dr Piyush nayak Bahraich
53	deshveer singh
54	HR Bhiwani
55	Bandipora
56	Gurmeet Singh Mehta
57	NIC Kolhapur
58	NIRDPR
59	SHANTI NATH MAURYA
60	Rucha Mahale, Head SeMT MP
61	JP Singh
62	Neha Bhartiya
63	Textiles (GoM)
64	Dr Likha Kiran
65	West-Tripura
66	DPO Chamba
67	CEO ZP DAUSA
68	mau
69	SPRC Tripura
70	UP-Fatehpur
71	SIRD, Punjab
72	OD-Kendrapara
73	DIO ASR
74	training branch
75	Rohit QCI
76	cpo YSR DISTRICT
77	AR-TIRAP
78	acpbudgam
79	Deputy Collector Diu
80	DDO Unn
81	NIC Bulandshahr UP
82	Charaideo
83	koraput

84	bdo Koilsa azamgarh
85	PHSC
86	DPM PURI
87	936278
88	Collector DHENKANAL
89	Collectorate Prakasam
90	Babulal Meena bdo
91	O/O CDC Goalpara West Co-District
92	NIC Amritsar
93	Secretary, RD&AD_ Mizoram
94	PRD Director Bihar
95	S Sekhar, Additional Commissioner (GST) Andhra Pradesh
96	ADC RD TARNTARAN
97	Pratap Singh Dhurvey
98	BS US
99	GG Secretary, Chhattisgarh
100	santosh kumar
101	JAPIT, Jharkhand
102	DC Office Ferozepur
103	asp siucaw kotacity
104	Jagatsinghpur district Odisha
105	Bantip Ryngksai, SeMT Meghalaya
106	DC Tseminyu
107	Dharmesh ASIO NIC Punjab
108	SDM HQ
109	AHIDMS
110	Tejinder pal
111	Rohit Anand
112	WBPOLICE
113	FD USTR
114	Nagarajappa-eProc
115	Cpo Sirohi
116	BDO MANDWI
117	BDO Mohanpur
118	Jaseena
119	BDO lalganj
120	ANSSIRD PR RC DHARWAD
121	NIC Mehsana
122	Joint Secretary, RDD
123	Karimnagar-Telangana
124	One plus
125	Directorate of RD, PRIs & ULBs, ANI
126	AR-LOHIT

127	Prasuna Rani
128	Udalguri
129	User
130	venkateshwar
131	Himanshu Agarwal DoIT Chandigarh
132	Salema R. D. Block
133	Kesarjit Singh
134	RCVPNAAM, Madhya Pradesh
135	NAVEESH Y B ICAR NIVEDI
136	NIC Fatehpur
137	DPM - Yavatmal (MH)
138	Rajsamand collectorate
139	BaLODABAZAR nic
140	Suhail Abas
141	Divakar Hemadri, ADG (AH), ICAR
142	DM-Nayagarh Odisha
143	Binay Das
144	BDO BELBARI
145	Megha Khajuria-J&K
146	lahari meena
147	DPO Ramgarh
148	Souvik D
149	Redekar , GAD, Maharashtra
150	Collector Nagpur
151	Shri Debdas Debbarma
152	Sheohar
153	NIC SK Nagar
154	Sharad
155	DR SHEEL ASTHANA, JOINT DIRECTOR ARD
156	IT Cell
157	DPRO Patna
158	Mahima Kaul
159	Raigarh-Chhattisgarh
160	Bdpo Bhikhiwind
161	Sonali Gupta
162	Collector Office Thane
163	Abdul Rahim Baba
164	DARPG-SPB-CR
165	adps ajmer
166	CEO ZP DHULE
167	ZP UDUPI
168	test
169	Sitaram Swaroop

170	Morigaon
171	Dr Kumar Partha Pratim
172	Old Agartala RD Block
173	DPRO Darbhanga
174	ceo zp
175	SMMU AMRUT
176	dd(estabalishment)
177	Rajeshwar
178	Patna
179	TRS
180	Aman Rustagi
181	DDT&G Himachal Pradesh
182	Surajpur-Chhattisgarh
183	Directorate of Social Welfare, Chhattisgarh
184	NIC Latehar
185	Director Industries Jammu
186	HR-Kurukshehra SWAN
187	CM YUVA
188	PMAY ZP Dausa
189	SP Tech Kerala
190	Jhajjar-Haryana II
191	AdokgreC&RD
192	JIRANIA R.D. BLOCK
193	Manish Malik
194	Ramesh Chandran R
195	KanpurDehat
196	SIRD Nagaland
197	HR Meiwat
198	munna
199	26440680866
200	BDO Nichar
201	Higher Education Department Odisha
202	DIO-CPT
203	ZP Dhule
204	SPRC JK
205	CDO-cum-EO, KORAPUT
206	VIPIN, FACTORIES AND BOILERS, KERALA
207	Guest
208	ADPS DAUSA
209	DC LATEHAR
210	TR-SouthTripura
211	Nic West Singhbhum
212	ADDNL COLLECTOR

213	AD/IT Gangtok, Sikkim
214	Pankaj Srivastava Head SeMT Ladakh
215	ADC/ADM Mamit
216	Raj Bahadur Yadav
217	Abhirup Ghosh
218	934417@vc.nic.in
219	DM West Tripura District
220	Additional Secretary PRD BIHAR
221	ADC RD Amritsar
222	Bibhash Medhi
223	TRIPURA
224	apo
225	DPDO TEZU
226	etcharidwar
227	Dhamtari
228	ITO AHD Kerala
229	BDO DCM
230	navaneeth
231	egov-H&UDD
232	Collector Office Nandurbar
233	Malkangiri
234	Degm Harda
235	Debapratim ABF Jashipur
236	MGNREGA CG
237	NIC
238	Bijoy Roy
239	Dr. Mari Angu (JS)
240	SPRC
241	EO (IT) ANI
242	DARPG1
243	Anshul
244	PCCF&HoFF_CG
245	rajaiah
246	bathinda
247	Neha Mehta
248	P.S.RAMGRAD PACHWARA
249	adcd ferozepur
250	DPO Dhalai
251	DPM Tarntaran
252	adps karauli
253	DIT,Bihar
254	CEO ZP Faridabad
255	DC Ferozepur

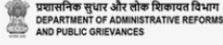
256	SDM (HQ) WEST DISTRICT DELHI
257	AC(G) Ludhiana
258	Gurpartap Singh
259	Shillong EKH-Meghalaya
260	sanjit bharali
261	CDO ZP Jharsuguda
262	bhupinder singh
263	Dr.SKS
264	CPO ZP UDUPI
265	DM-office KARAULI
266	Ashok pareek
267	Vivek Sharma
268	DISTRICT IT MANAGER SITAMARHI
269	NIC Ongole
270	sourabh
271	DC Jind
272	desto#123
273	BDO Nangal rajawatan
274	Seema Sanjenbam
275	bdo phulpur up
276	KERALA FIRE AND RESCUE HQ
277	COLLECTOR NALGONDA
278	NIC KASGANJ
279	alridge Thangkhiew
280	adpsbkn
281	egov section- H&UD
282	CDO-cum-EO, ZP KORAPUT
283	DC-Bhiwani
284	mithun baroliya
285	DC OFFICE CHAMBA
286	kamlesh
287	Garhwa
288	ARIT
289	eDM
290	Dilip
291	Yogesh
292	abcd
293	Srikanth kavali YSR KADAPA
295	DPRO BAREILLY
295	SPMU RAJASTHAN
296	R.D.yadav D.E.ST.O. Azamgarh UP
297	collector office nagpur
298	sk

299	tarani
300	DIO Puri
301	RANCHI
302	NIC Patna
303	eDM dhamtari
304	DC OFFICE SIRSA
305	Bijan Das, SPJ Dist
306	Dantewada-Chhattisgarh
307	mini
308	SUNIL KR YADAV
309	Roktima
310	Padmanabh Tripathy
311	DPRO OFFICE WEST SINGHBHUM JHARKHAND
312	KHARAVADA झुझ PANCHAYAT
313	DIO Mehsana
314	District Office ,Cachar , Assam
315	DIT, Bihar
316	NARAYANPUR-CG
317	District Moga
318	Tapas Kumar Das
319	DM OFFICE PATNA
320	JK Police
321	Collector Office, Mahesana
322	Abid Gadyal
323	BBMB BHIWANI
324	Deputy Collector LA SOUTH GOA
325	BDO BILARIYAGANJ
326	SM Jharkhand
327	Collector Korea, Chhattisgarh
328	eDM-BhadradriKothagudem
329	NIC MIRZAPUR
330	District Chhindwara
331	DC MOKOKCHUNG
332	Collector Thane
333	Shravasti
334	NIC UNAKOTI
335	Dumburnagar
336	District Korea Chhattisgarh
337	dusmant
338	DM BUXAR
339	CDO-cum-EO ZP Kandhamal
340	Prasenjit Mandal
341	jila Panchayat Haridwar

342	Deputy Collector PG Cell Puri Odisha
343	2513 069 6734
344	CDO PURI
345	Joint Director Planning
346	2515 701 7711
347	East Godavari
348	ANSSIRD RC DHARWAD
349	SIPRD ASSAM
350	Rahul kumar
351	lalvarghese
352	Panchayati Raj HP
353	Additional Secretary Personnel CHD
354	ps ramgarh pachwara
355	SPMU
356	Ravindra Singh
357	Assam
358	CEO ZP Sangli
359	Gajapati
360	dy secy
361	ACP DoIT Karauli
362	NIKITA
363	Ramanathapuram
364	North Tripura District
365	DM Darbhanga
366	Bijit Debbarma
367	MOGA-PUNJAB
368	Dpo Nlg
369	Collector- Devbhumi Dwarka(Gujarat)
370	collectorate palakkad
371	Comdt Swati Sharma, RHG
372	Prohibition, Excise & Registration, department, BIHAR
373	NIC MUZAFFARNAGAR
374	BDO KHAGARIA
375	DM Central North
376	Mungeli DMC
377	Sewa Setu, Assam
378	Sitamarhi Bihar
379	Ashoknagar (M.P.)
380	SeMT Team, Delhi
381	block puri
382	bdo Jirania
383	Special Secretary, L & ESI, Odisha
384	Aliya Khan

385	Hooghly Rural Police District
386	DPRO OFFICE
387	CEO/Thoubal ZP
388	DPRO BANKA
389	WBP
390	Hyderabad
391	ARD Department - Goa
392	Nic Khowai
393	Gayatri Pathak, Assitant DLR
394	IT Delhi
395	distrist panchayat
396	Ampati-Meghalaya

4.4. Gallery



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

6th National e-Governance Webinar 2025-26

(17th Webinar of National e-Governance Awards Webinar Series)

EXCELLENCE IN GRAM PANCHAYAT LED GRASSROOT INITIATIVES FOR DEEPENING OF SERVICE DELIVERY

16th January, 2026 | 12:00 Noon to 01:00 PM

Initiative 1

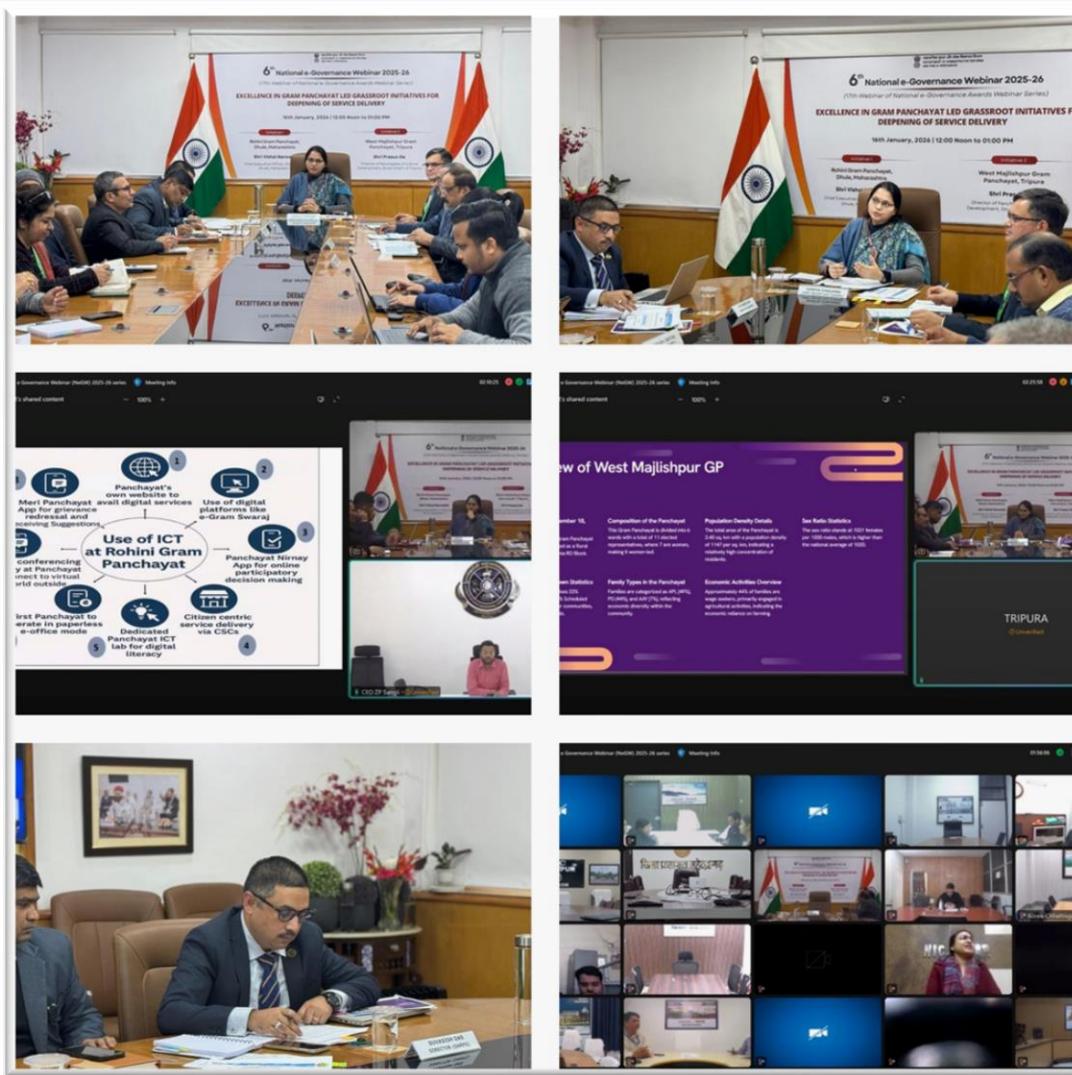
**Rohini Gram Panchayat,
Dhule, Maharashtra**

Shri Vishal Narwade
Chief Executive Officer, Zila Parishad
Dhule, Maharashtra

Initiative 2

**West Majlishpur Gram
Panchayat, Tripura**

Shri Prasun De
Director of Panchayats, D/o Rural
Development, Government of Tripura





सत्यमेव जयते

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