GOVERNMENT OF INDIA DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

PROCEEDINGS

REGIONAL CONFERENCE
on Good Governance: Focus on Aspirational Districts
Sub theme: ICT Enabled Education/Agriculture/Citizen
Centric Services

Organised

in association with State Agency for Public Service,

Government of Madhya Pradesh

10-11 September, 2018-10-23

Bhopal, Madhya Pradesh

Good Governance: Focus on Aspirational Districts
Sub theme: ICT Enabled Education/Agriculture/Citizen Centric Services

PROGRAMME: -10th - 11th September 2018
Venue: Hotel Jehan Numa Retreat, Bhopal, (Madhya Pradesh)

Day-1: (10th Sep 2018)

09.00-10.00	**Registration**
10:00-11.20	**Session I [ICT Enabled Education]**
10:00-10:20:	Presentation on Project Utkarsh Baran, State of Rajasthan, by Dr. Vijay Vyas, NGO Partner, District - Baran, Govt. of Rajasthan.
10:20-10:40:	Presentation on Unnayan Banka- Reinventing Education Using Technology – by Shri Kundan Kumar, DM, Banka, Government of Bihar.
10:40-11:00:	Presentation on Padhe Dantewada- Likhe Dantewada, by Shri Saurabh Kumar, DM Dantewada, Government of Chhattisgarh.
11:00-11:20:	Panel Discussion on ICT Enabled Education Panelist: Shri Kundan Kumar, DM Banka, Govt. of Bihar; Shri Saurabh Kumar, DM Dantewada, Govt. of Chhattisgarh; Dr. Vijay Vyas, NGO Partner, Dist.-Baran, Rajasthan. Moderator: Smt. Dipti Gaur Mukharji, Principal Secretary, School Education Department, Government of Madhya Pradesh.
11:20-11:50	**Tea**
11:50-13:00	**Session II [Agriculture]**
11:50-12:10:	Presentation on e-NAM Soil to Sale by Dr. Vikrant Pandey, Collector and District Magistrate, Ahmedabad, Government of Gujarat.
12:10-12:30:	Presentation on Farm to Home and Social Media for agriculture by Dr. Amrik Singh, Block Agriculture Officer, Govt. of Punjab.
12:30-12:50:	Presentation on EM3 Agri Services- Samadhan Start up Quality Farm Tech Services by Shri Pranav Jain, Corporate Head
12:50-13:00:	Film on PM Awarded Initiatives-2018.
13:00-14:00	**Lunch**
14:00-15:35	**Session III [Public Service and Grievance Management]**
14:00-14:20:	Presentation on Punjab Transparency & Accountability in delivery of Public Services Act by Shri Parminder Pal Singh Sandhu, Addl. Secy-cum-Director, Govt. Reforms, Govt. of Punjab.
14:20-14:40:	Presentation on Citizen Centric Services & Grievance System. (PSGA 2010, Samadhan Ek Din & CM Helpline) by Shri Hari Ranjan Rao, Principal Secretary, Public Service Management, Govt. of MP.
14:40-15:00:	Presentation on Bihar Right to Public Grievance Redressal Act by Smt. Pratima Satish Kumar, Additional Mission Director, Bihar Administrative Reforms Mission Society.
15:00-15:20:	Presentation on Right to Services Act by Shri A.K. Satyajit, Joint Secy. and Shri Chandra Bhushan Prasad, Deputy Secretary, Administrative Reforms Dept. Govt. of Jharkhand.
15:20-15:35:	Panel Discussion on Public Grievance Management Panellists: Shri Chandra Shekhar, Secretary, Public Service Management Department, Government of MP; Shri Parminder Pal Singh Sandhu, Addl. Secy-cum-Director, Govt. Reforms, Govt. of Punjab; Shri A.K. Satyajit, Joint Secy., Govt. of Jharkhand. Moderator: Shri Amir Subhani, Principal Secy. (AR), Govt. of Bihar.
15:35-16:00:	**Tea**
16:00-17:20:	**Session IV [Good Governance Initiatives]**
6:00-16:20:	Presentation on Garbage Clinic – District Administration, Sarguja, by Shri Ramesh Kumar Singh, Executive Engineer, Municipal Corporation of Ambikapur, Govt. of Chhattisgarh.
16:20-16:40:	Presentation on Meghalaya Community Participation and Public Services Social Audit Act. 2017 by Shri Sampath Kumar, Commissioner-cum-Secretary, Government of Meghalaya and Ms. Rakshita Swamy
16:40-17:00:	Presentation on Digital Literacy Mapping by Smt. Purnima Chauhan, Secretary (Admin. Reforms), Govt. of Himachal Pradesh.
17:00-17:20:	Presentation on Parivartan Scheme for Aspiring Districts by Government of Haryana.

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Day-2: (11th Sep. 2018)

10:30-11:50	**Session – V[Citizen Centric Services]**
10:30-10:50:	Presentation on Transforming Aspirational Districts by Shri Rakesh Ranjan, Advisor, NITI Aayog.
10:50-11:10:	Presentation on Slum Free City- Chandigarh by Shri Harish Nayyar, CEO, Chandigarh Housing Board.
11:10-11:30:	Presentation on Student Online Applications in Odisha by Shri R.N. Palai, Special Secretary (E & IT), Government of Odisha.
11:30-11:50:	Presentation on Panch Parmeshwar Portal in the State of Madhya Pradesh by Shri Sunil Jain, Senior Technical Director (NIC), Bhopal.
11.50-12.30:	**Tea**
12.30- 13:00:	**Valedictory Session**
12.30-12.40:	Address by Shri Basant Pratap Singh, Chief Secretary, Government of Madhya Pradesh.
12.40-12.50:	Address by Shri K. V. Eapen, Secretary, Department of Administrative Reforms & Public Grievances.
12.50-13.00:	Vote of thanks by Additional Secretary/Joint Secretary (AR & PG).
13:10-14:10	**Lunch**
14:30-17:30	**Field Visit**

Executive Summary

The 29th Regional Conference on Good Governance with focus on Aspirational Districts was organized at Bhopal from 10th – 11th Sep 2018 by the Department of Administrative Reforms & Public Grievances (DARPG) in association with Department of Public Service, Govt of MP. Delegates from 12 states and UT of Chandigarh participated and made presentations on the use of ICT in the Education, Agriculture, Public service and Grievance Management, Citizen centric services and other Good Governance initiatives by their state governments. The idea was to share the best practices and specially the award winning practices among the participating states.

The rapid proliferation of Information Technology, in terms of web application and mobile outreach supported by Digital India programme has led to successful delivery of Government to Citizens (G2C) services and improve the administration and monitoring of departmental functions.

The success of Good Governance was illustrated by under mentioned projects in various states.

- The effectiveness of low cost technology model for promoting quality education specially among the government schools using web application/mobile app/LCD TV providing digital content in local language were presented by three Aspirational Districts of Bihar, Rajasthan and Chhattisgarh.

- Gujarat and Punjab brought out the use of ICT and digital/social media for e-Governance in agriculture and bridge the gap between the farmer and consumer to ensure appropriate market for crops/vegetables. A novel initiative 'Farming as a Service' by a Tech start up from M.P. to provide mechanized farming tools on demand was noteworthy.

- Delegates from Punjab, MP, Bihar and Jharkhand made presentations on the improvement in service delivery and grievance management achieved due to implementation of Acts on Public services and Grievance Redressal and use of IT to provide services in time bound manner. Special focus on increasing the touch points for delivery of citizen services and real time monitoring of performance using dashboard were also presented.

- Under Good Governance Initiatives, Chhattisgarh presented the application of technology for successful implementation and monitoring of Garbage disposal management undertaken at Ambikapur Municipal Corporation. Successful implementation of concurrent audit of schemes and programmes for effective monitoring was illustrated by Meghalaya. Himachal Pradesh presented the execution plan of digital literacy mapping of government officials. NITI Aayog made an elaborate presentation on Transforming Aspirational Districts.

- In the domain of Citizen Centric services, there were presentations on slum free city – Chandigarh, Student Online Applications management in Odisha and Panch Parmeshwar portal for m-Governance and e-Payment platform for Panchayats of Madhya Pradesh.

The Department of Administrative Reforms & Public Grievances (DARPG), Government of India, has been a moving force for entire development and serves as a repository of best practices. It works closely with the State Governments, particularly Administrative Reforms Departments of State Governments to support the progress in Good Governance.

INAUGURAL SESSION

The 29th Regional Conference on Good Governance was organized at Bhopal, Madhya Pradesh on 10th -11th September 2018. The Department of Administrative reforms and Public Grievances (DAR&PG), Government of India in association with Government of Madhya Pradesh had organized the conference with Focus on Aspirational Districts.

The conference was inaugurated by Smt. Vasudha Mishra, Additional Secretary, DAR&PG, GoI, Smt. Smita Kumar, Joint Secretary (DAR&PG) and Shri B. Chandrasekhar Secretary to the Chief Minister of Madhya Pradesh by lighting the lamp.

In her welcome remarks Smt. Vasudha Mishra greeted all the delegates of 12 States and a Union territory. She presented her views on how such platform played a significant role to improve ICT Enabled Education, Agriculture, Public Service Delivery and Grievance Management and Good Governance initiatives in Aspirational districts. She said, Regional Conferences organized by DARPG enrich knowledge and experience of the delegates. She requested the participants to share their knowledge on return to their States.

In his address, Shri B. Chandrasekhar, Secretary to Chief Minister, MP said Aspirational Districts need to be streamlined for better progress of the country.

The conference was aimed to provide a common platform to share experiences in the formulation and implementation of best practices in citizen-centric governance and improved public service delivery through e-Governance, transparent, accountable and citizen-friendly effective administration. The Department of Administrative Reforms and Public Grievances has previously organized 28 such Regional Conferences.

Lamp Lighting Ceremony

Smt. Vasudha Mishra, Additional Secretary to the Government of India, Department of Administrative Reforms & Public Grievances delivering Inaugural Address

1 Project 'Utkarsh'- Baran District

State	Rajasthan
Beneficiary	School Principals, Teachers and Students

RAJASTHAN

What is it?

Project Utkarsh started as one of implementation of "QuizAcademy - Quiz Based Learning System" in mass education system and have evolved as a solution to multi-faceted development challenges in the field of school education. As per the direction of Chief Minister, State Government has approved to implement Project Utkarsh in all Districts of Rajasthan by Moinee Foundation and Education Department under the guidance of District Magistrate through CSR support. Currently the project is being implemented in 1400+ ICT enabled Govt. Schools of 8 Districts of Rajasthan covering 316 Schools of Udaipur District, 127 Schools of Jhalawar District, 110 Schools of Sawai Madhopur District, 103 Schools of Jodhpur District, 220 Schools of Ajmer District, 125 Schools of Pali District, 105 Schools of Baran District and 100 Schools of Jaipur District.

Its unique approach to convert ICT Lab of Govt. Schools to smart-class by QuizAcademy platform is being leveraged by over 1.50 lakh students of class 9th & 10th. Outside of Rajasthan, Project Utkarsh is implemented in Udham Singh Nagar District of Uttarakhand State (since Jan - 2015) and Khed block of Pune district of Maharashtra (since June - 2017).

What are the Benefits

- 105 ICT Schools of Baran District included in the program.
- All 105 Schools are enrolled on virtual smart-class setup and monitored remotely through a custom District Dashboard.
- More than 70% Schools activated their ICT labs, initiated Smart-Class activities.
- 10000+ Students were direct beneficiary through their school's ICT labs.
- 8000+ Students created their email IDs for smart class and regularly used.
- 4500+ Students participated in online/offline formal assessment.
- Enrolment in Project Utkarsh enabled schools increased by 18.89% in year 2017
- Existing ICT infrastructure of worth Rs 5 crore put to use for e-Learning.
- 500+ Systems used for regular practice and learning.
- 500+ Teachers were trained for capacity building.
- 80%+ Participation of Rural and Tribal area schools.

Critical Success Factors

- Low cost technology
- Government support
- Online doubt clearance
- Remote Monitoring and ICT Infrastructure Improvement

Dr. Vijay Vyas, Executive Director Moinee Foundation, NGO Partner, District Banka, Rajasthan making presentation on 'Project Utkarsh-Baran'

Sh. Kundan Kumar District Magistrate, Banka making Presentation on 'Unnayan-Banka'

2 Project 'Unnayan'- Banka District

State	Bihar
Beneficiary	School Principals, Teachers and Students

BIHAR

What is it?

Mobile based learning platform – Eckovation and ICT is used for providing contextualized and interactive video learning modules, continuous and comprehensive evaluation of student's performance and cohort learning facilities to students involving use of Artificial Intelligence and Big Data Analytics. The scalable model to ensure quality education in government schools started in **Banka, Bihar** and upon proven success expanded in **Jharkhand** with the name **Gyanodaya**. The project is riding on enthusiasm of students and teachers of government schools in Banka (Bihar), Godda (Jharkhand), Chhapra (Bihar) and Chandauli (UP).

The initiative aims to provide Quality School Education in India by leveraging technology with a focus on ensuring continuous monitoring and accountability in the system. The approach is towards institutional building and ensuring sustainability through capacity building of teachers and administration. The students are preparing for various competitive exams like State Board Examination, IIT JEE, SSC-CGL, Bank PO, UPSC and RRB. Artificial Intelligence (AI) based technology is used for tracking the performance of the student over a period of time for mentoring and counselling purpose. Under the Unnayan initiative, students are now learning General English, Reasoning and Aptitude skills along with higher software technical skills like Designing Websites, Programming skills, Android App development, Robotics and Machine Learning etc. are provided to students through Boot-Camps in various districts.

What are the Benefits

- 1450 Schools are now associated with 'Unnayan' programme
- 120,000 Students are directly getting benefits by 'Unnayan' programme
- 1500 Teachers are associated with 'Unnayan' programme
- The scalable model has now been adopted in 3 States (Selected Districts)
- Virtual classroom with more than 10,000 learners through mobile app

Critical Success Factors

- 'Anytime-Anywhere' e-Learning model via a big virtual classroom with no geographical boundary
- Low cost and high efficiency model
- Multiplatform learning model
- School on Wheel program for Left Wing Extremism (LWE) affected areas
- Continuous progress monitoring and Assessment

3 Padhe Dantewada – Likhe Dantewada- Dantewada

State	Chhattisgarh

Beneficiary	Students of Dantewada District

What is it?

'Padhe Dantewada – Likhe Dantewada' programme has been started for the purpose that every child in Dantewada district could be able to read, write and do basic mathematics calculations. Many times it was seen that the children neither perform routine calculations nor can they read in Hindi. Under this programme, children are allowed to read and understand the basic questions of Hindi and Mathematics, such as addition, subtraction, Hindi writing and reading etc.

Performance report of each child is accessed by the school, block and district level officials through mobile app to determine and work on the areas that require special attention. Through this programme, every child of the district is able to study now.

Since the district is mosquito infested, the project also conducts haemoglobin check of all the students and monitors theirs record along with academic performance. One of the challenges that the district faces is that only 12% of the area has mobile coverage.

What are the Benefits

- More than 36,000 students have been assessed and efforts are being made to increase their academic performance.
- More than 4,000 teachers have contributed in making this programme a success. They have contributed in assessment of all children and evaluation of schools located on remote places.
- More than 900 school children are being assessed under the 'Padhe Dantewada – Likhe Dantewada' programme.

Critical Success Factors

- Combined Activities for Maximized Learning
- Regular Monitoring
- Setup of libraries to promote group learning and self-learning among children and to encourage community engagement
- Identification and Coverage of primary and upper-primary schools at block level
- Defining assessment levels and methodology

Shri Sourabh Kumar District Magistrate, Dantewada making presentation on 'Padhe Dantewada - Likhe Dantewada'

Left to Right: Shri Saurabh Kumar, Shri Kundan Kumar, Smt. Dipti Gaur Mukharjee (Moderator) and Dr. Vijay Vyas in panel discussion on ICT-enabled Education

4 e-NAM Soil to Sale - Ahmedabad

State	Gujarat
Beneficiary	Farmers

GUJARAT

What is it?

e-NAM is providing**One Stop Solutions** to farmers from Soil to Sale (S2S) via soil cluster mapping with Integrated Coastal Management (ICM) and Integrated Pest Management (IPM). It provides post-harvest management, soil health management, crop cultivation support, crop health management, weather information and risk and insurance services.

It is a priority programme implemented through innovation and convergence with FAST TRACK mode and also a Lok Adalat (grievance cell) has been set up for 100% accountability and transparency through surprise checking (Tools, quality and storage).

e-NAM has adopted the concept of Soil to Sale (S2S), means full package of services related to agriculture and allied services form Soil to Sale and also formulated ICT Platform for all the services under one roof and under one click.

It is the largest APMC, in the State, with infrastructure installed in 135 Acers of land *(main and Sub yards), and* coverage of more than 1.45 lakh farmers with 20 commodities, with total turnover of RS.2037 cr.

e-NAM has facilitated 100 % Cashless transaction (RTGS – (86.2 cr-20% /Cheque -344 cr-80%)and

What are the Benefits

- Disbursement of 415 individual godown and 115 Mandal godown
- 1500 MT production of Green Manure from Vegetable waste (Environment, waste management, women livelihood,)
- Linkages with Local Fruit and vegetable market (Turn Over), Disbursement of quality seedlings MSP, Centers (Turn Over), Farmer welfare activities
- Irrigation, Insurance, Finance, Tools and Technical support
- Revenue generation increased by e-NAM (10%)

Critical Success Factors

- Huge Storage support for long term and short term
- Finance against commodity and commodity insurance
- Lok Adalat for quick solutions
- Transport and Transit insurance programme
- Maximum use of local governance
- One-STOP Solution (Soil to Sale)

Dr. Vikrant Pandey, Collector & District Magistrate, Ahmedabad making presentation on 'Soil to Sale'

Dr. Amrik Singh, Block Agriculture Officer, Punjab making presentation on 'Farm to Home' and 'Social Media for Agriculture'

5 Farm to Home and Social Media for Agriculture

State	Punjab
Beneficiary	Farmers of Pathankot

PUNJAB

What is it?

Farm-to-home is a web based application for providing an additional platform to the farmers for selling their products directly to the customers. This project is designed to fill the gap between the producer and the consumer.

The project is designed for the farmers with the help of which they can sell their produce online. In this project all the farmers of District Pathankot can enrol themselves and can sell their produce to the customer directly.

One potential alternative is to deliver agricultural information to farmers via low-cost information and communication technologies like mobile phones and social media applications. So, keeping above in mind 'Social Media for Agriculture' program was started on 14th Aug, 2014 with 43 primary members and now a days there are 39 nos. of agriculture groups in the state by which 4,469 (Directly) and 89380 (Indirectly) members are associated and getting benefits.

What are the Benefits

- Direct interaction with consumer to know their demand.
- Facility of home delivery for order above 10 Kgs (vegetables) and 50 Kgs (pulses)
- Increase in the awareness about the production and marketing of the Farm produce
- Increase in the income of Farmers
- Financial Independence of Farmers- Progress of families
- Diversification in cropping pattern (Mushroom, Vegetable, Dairy Products, Value Addition of Farm Products)

Critical Success Factors

- Online purchase facility
- Use of multiple order channels (Telephone, Online, Offline)
- Facility of Home Delivery
- Use of Social Media

6 EM3 Agri Services- Samadhan Start-up Tech Services

Beneficiary | Farmers

What is it?

EM3 is breaking traditional stereotypes for increasing agricultural productivity by bringing tech & mechanization for the farming community on a Pay-for-Use basis. This approach greatly deepens the impact on farm viability. EM3 has 22 points of presence in Madhya Pradesh and 1 in Uttar Pradesh for farm operations throughout the entire crop production

Samadhan - FaaS (Farming as a Service) creates a platform that enables technology to reach the farmer and the farm in an efficient and affordable manner through a network of farm centres Samadhan Kendras. Each centre, managed through IT enabled systems and manned by agri-professionals, is equipped to handle a comprehensive suite of basic and precision farm operations throughout the entire crop production cycle.

EM3 is harnessing the power of information technology and mobile telecom services, financial services etc. to integrate and strengthen the value proposition.India is an agrarian society with over thousands of years of farming experience in one of the most fertile regions of the world. Ninety million households are directly engaged in agriculture. Given such a large pool of natural advantages, wisdom and experience, Indian farm productivity sadly remains way below the global standards.

What are the Benefits

- EM3 have established almost 150 franchisee based service centers in Rajasthan with partnership of State Government
- It has 22 points of presence in Madhya Pradesh and 1 in Uttar Pradesh for farm operations.
- It serves around 10,000 farmers now.
- The productivity has raised due to mechanisation of agriculture, as compared to working of humans in field.
- The farmer doesn't have to buy and park expensive equipment, this also raises system level capacity utilization.

Critical Success Factors

- Adaptation of radio taxi model
- Technology led farming techniques
- Collaboration with global agriculture and adaptation of best global agriculture practices
- Agreements with various organization and cumulative effort

Shri Pranav Jain, Corporate Head, EM-3 making presentation on EM3 Agri Services- Samadhan Start-up Quality Farm Tech Services

Sh. Parminder Pal Singh Sandhu, Additional Secretary-cum-Director, Govt. Reforms, Punjab making presentation on 'Punjab Transparency & Accountability in Delivery of Public Services Act'

7 Punjab Transparency and Accountability in Delivery of Public Service Act

State	Punjab

Beneficiary	Citizens

PUNJAB

What is it?

The Punjab Transparency and Accountability in Delivery of Public Service Act, 2018 aims to bring transparency, accountability and efficiency in all government departments. The key features of the legislation, are to overcome the shortcomings and weaknesses in the existing Right to Public Services Act, includes backend computerisation of all public services within three to five years, online receipt of service requests as a mandatory provision and electronic delivery of services in a time-bound manner.

Other features encompass inclusion of a healthy system of incentives and disincentives for the public authorities and their staff, intimation or tracking of application status by the applicants through mobiles or internet regarding their service requests, and simplified redressal/appeal mechanism, besides a lean and thin Punjab Transparency & Accountability in Delivery of Public Services Commission with faster delivery of justice.

Currently the Act covers 12 departments and 100 services, future roadmap for end-to-end online services are:
15 departments 150 services - FY18-19
30 departments 300 services - FY19-20

What are the Benefits

- Electronic delivery of services to citizens, in a time bound manner to enhance transparency and accountability.
- Online receipt of service requests to be a mandatory provision.
- Back-end computerization of all public services within three to five years.
- Healthy system of incentives and disincentives for the public authorities and their staff.
- Intimation or tracking of application status by applicants by mobiles/ web of service requests.
- Simplified redressal/appeal mechanism, lean and thin Commission with faster delivery of justice.

Critical Success Factors

- Segmentation of applications based on requirement.
- Administrative support from Government.
- Robust Technology/ Infrastructure set-up.

8 **Citizen Centric Services & Grievance System (PSGA, 2010-Samadhan Ek Din & CM Helpline)**

State	Madhya Pradesh

Beneficiary	Citizens

MADHYA PRADESH

What is it?

Public Service Delivery Guarantee Act (PSGA), 2010- Government of Madhya Pradesh (GoMP) in 2010 enacted the 'The Public Service Delivery Guarantee Act' (PSGA). The Act mandates the selected departments to re-engineer their business processes so that public services notified and delivered under the Act can be delivered within a stipulated time period. Currently, this Act covers 47 departments with 428 notified services (258 online services) and 412 citizen service centers across 51 districts in the state having received close to 5 crore applications with a disposal rate of 98%.

Samadhan 1 day- It is a unique initiative of Government of Madhya Pradesh to deliver 34 services on the same day. This initiative has been well received with more than 28 lakh application registrations since its inception in March 2018.

CM Helpline- This is an official Citizen Facilitation Contact System Called "CM Helpline" for its citizens to provide "single sign on platform" and a "Single toll-free Contact Number" (181) in state for registration and redressal of grievances and providing schemes information. This initiative, with 800 attributes, covers 58 departments, mapping 13,000 officers across 51 districts in the state. Presently, 40,000 calls per day are being handled with 65 lakhs+ applications have been registered till date with 93% resolved cases with a citizen satisfaction rate of 58%.

CM Dashboard- CM Dashboard is a key Initiative of Madhya Pradesh Government towards the data driven governance, and effective monitoring and information of all key services in the state on one click. Its salient features are:

*35 departments on boarded   * 100 Services Monitoring on Once click
* End to end In-house development   *Automated Reports creation
* Almost real time monitoring of Service   * Once Click Report Availability

What are the Benefits

- Transparency and accountability
- Real time monitoring of services and schemes
- Effective interoperability between departments
- Sustained delivery outcomes based on initiatives

Critical Success Factors

- State Government active involvement.
- Availability of data on Public domain for monitoring.
- Outcome driven initiatives, supported by administration.

Shri Hari Ranjan Rao, Principal Secretary to Chief Minister, Govt. of Madhya Pradesh making presentation on 'Citizen Centric Services & Grievance System (PSGA, 2010, Samadhan Ek Din and CM Helpline)

Smt. Pratima Satish Kumar, Additional Mission Director, Bihar Administrative Reforms Mission Society, making presentation on 'Bihar Right to Public Grievance Redressal Act'

9 Bihar Right to Public Grievance Redressal Act (BRPGRA)

State	Bihar
Beneficiary	Citizens

BIHAR

What is it?

Bihar Right to Public Grievance Redressal Act came into effect in 2015, and its implementation was started in 2016, for any relief / benefit sought relating to any scheme / programme / service being executed by the State Government. This provides legal right of opportunity of hearing and redressal of grievances to the citizens within the stipulated time limits.

The power asymmetry between the complainant and the Public Authority (PA) is eliminated through the institution of the Public Grievance Redressal Officer (PGRO), he being an independent authority does not have a vested interest or bias towards one party or the other.

Monitoring for redressal:

- PGRO orders are monitored by Bihar Prashasnik Sudhar Mission Society (BPSMS) to ensure that actual redressals are taking place.
- Based on feedback and learning, currently the PGROs are being instructed to confirm that their orders for redressal are actually being complied with by the Public Authority.
- Additionally, citizen satisfaction is captured at the time of final orders.

Salient Features

- Coverage: Entire State, all 44 Departments (478 services)
- Independent Quasi-Judicial Officer vested with powers under CPC
- Power parity: Complainant at par with the Public Authority

What are the Benefits

- Coverage: Entire State, all 44 Departments (478 services)
- Multimode to register grievance (Web, Mobile App, Post, physical Grievance receiving centres)
- 1.68 lakh grievances registered and 1.44 lakh disposed
- 3.8 lakh grievances registered and 3.4 lakh disposed.

Critical Success Factors

- Redressal is the focus and not merely disposal of the complaint.
- Redress of grievances through the Public Grievance Redressal Officer (PGRO), who being an independent authority does not have a vested interest in the Grievance.
- Real time monitoring of Redressal process at state level.
- Robust infrastructure setup
- Outcome driven initiatives, supported by administration.

Sh. Chandra Bhushan Prashad, Deputy Secretary, Administrative Reforms Department, Government of Jharkhand making presentation on Right to Services Act

Left to Right: Shri A.K. Satyajit, Joint Secretary (Jharkhand), Shri Parminder Pal Singh Sandhu, Shri Chandra Shekhar, Shri Amir Subhani, Principal Secretary, Administrative Reforms, Govt. of Bihar and Smt. Pratima Satish Kumar in Panel Discussion on Public Grievance Management System

10 Jharkhand State Guarantee of Services Act, 2011

State	Jharkhand
Beneficiary	Citizens

JHARKHAND

What is it?

Jharkhand State Guarantee of Services Act, 2011 aims to deliver notified services within stipulated timelines ensuring transparency, accountability and citizen accessibility to services by creating citizens' rights to avail services as part of Citizen Centric Governance. The main objectives were:

- Technology solution for cross verification of services delivered in already implemented IT modules of service delivery
- Strengthening Common Service Centers (CSCs)
- Process reengineering and process audit of the service delivery process
- Development of dedicated grievance redressal mechanism

Implementation:

- Jharkhand State Guarantee to Services Act got enacted on 30.09.2011.
- Services notified under the Act have upper timeline stipulated for their delivery to applicants.
- Designated Officers (DO) have been notified for delivery of services.
- For each public service there are First Appellate Officer (FAO) and Second Appellate Officer (SAO) notified and the aggrieved applicant may invoke appellate jurisdiction.

Grievance Redressal (Online Portal)

- Grievance system is developed for selected services. Citizen raise their grievance through online portal (rtgsa.jharkhand.gov.in/rtgsa).
- Citizen can also check the current status of their grievance.
- Raised grievances are resolved completely online at different levels such as Department, Second Appellate Officer and Designated Officer.
- Call centers are running for all online services.

What are the Benefits

- Encompasses 20 departments and 316 services across the State.
- 90 services are delivered online.
- Linked to digilocker in pull model.
- Issuance of acknowledgement and linking it with SMS to the applicant.
- More than 10,000 panchayat volunteers have been engaged to facilitate door step delivery of services as part of "Sarkar Aapke Dwar Programme."

Critical Success Factors

- More than 4,400 CSCs have been facilitated to provide online services.
- Involvement of 'Panchayat Volunteer' in the service delivery ecosystem.
- Aadhaar linkage in the service delivery process.

11 **Garbage Clinic – District Administration, Sarguja**

State	Chhattisgarh
Beneficiary	Citizens

What is it?

Ambikapur district of Chhattisgarh reinvented the wheel of Solid Waste management (SWM) with the innovative ideas that reduced implementing cost along with little resources required to dispose the waste thereby recycling the waste for the betterment of society. The challenges that Ambikapur eyed before implementing it and the reason why such method was adopted were:

- Remote locations and size, type and bulk of waste, poor fiscal health and defunct connectivity.
- Big treatment plants with huge land requirement and cost

Ambikapur adopted an Institutional Mechanism with implementation of indigenous formation of Swachh Ambikapur Mission Society – A federated society of 20 Self-Help Groups (SHGs) involving 600 screened, selected and intensively trained women members under National Urban Livelihood Mission (NULM) for Solid Waste Management (SWM) was formed.16 garbage clinics for waste segregation of the waste collected by double chambered Rickshaws collecting garbage from door-to-door to ensure collection of segregated waste, driven by women.

One tertiary segregation unit for inorganic Recyclables, bailing unit for compacting the segregated dry waste at the Garbage Clinic, Composting units for the wet waste and Bio digester to produce methane gas are part of the process cycles. There is provision for compulsory medical check-up, dress code & safety gear (gloves, shoes) for all the workers. Real-time management information system (MIS) and online Inventory of Tools have been implemented in the project.

What are the Benefits

- Certified cleanest city in India in Swachhata Sarvekshan 2017
- Certified Dustbin free city
- The former dumpsite - now Sanitary park, a weekend resort
- 447 women earn an honourable livelihood: green-jobs
- Garbage converted into recyclable waste. Rs 80 lakhs from sale from Dec 15 -17
- Greater transparency and citizen participation. 84% citizen give garbage, 79% pay user charge
- 47% saving on Transportation & Fuel Consumables etc.1.5 cr (14-15) to 80 lakhs
- Green transport – e-rickshaws, replaced tractors & cranes.

Critical Success Factors

- Less Capital intensive, financially sustainable, easy to operate, does not require highly technical expertise.
- Deploying urban poor women for collection and segregation did not disturb the existing stakeholders and added livelihood opportunities.

Sh Ramesh Kumar Singh, Executive Engineer, Ambikapur (Chhattisgarh) making presentation on 'Garbage Clinic' – District Administration, Sarguja

Sh. P. Sampath Kumar, Commissioner-cum-Secretary, Government of Meghalaya and Ms. Rakshita Swamy making presentation on Meghalaya Community Participation and Public Services Social Audit Law, 2017

12 **Meghalaya Community Participation and Public Services Social Audit Law, 2017**

State	Meghalaya

Beneficiary	Citizens and Government authorities

MEGHALAYA

What is it?

The objective of Meghalaya Community Participation and Public Services Social Audit Law, 2017 are:
- Facilitate concurrent audit of schemes and programmes
- Monitor effectiveness and efficiency in implementation
- Increase transparency in programmes and institutions
- Educate citizens, make them aware of rights
- Enhance citizen ownership in development initiatives
- Provide a platform for registering grievances and redressal within stipulated time frame

Scope includes all Government initiatives and schemes including, Education, Health, Forest & Environment, Power, services of MoECL, Water & Sanitation, Employment & Skilling, Roads &, Agriculture & Allied activities, Community and Rural Development, Security, Food & Civil Supplies.
Implementation Framework:
- State Social Audit Council: Monitor implementation of the Act and advise
- Social Audit Nodal Officer at State Level; Social Audit Nodal Officer at District Level; Village Level Social Audit Committees

What are the Benefits

- 180 local youth trained in Social Audits
- 11 Departments trained in Social Audit
- Village Monitoring Committees of 15 schemes familiarized with mandate and roles
- Nearly 1100 applications received through Social Audit Public Hearings on November, 22 & 23
- All Social Audit Reports in public domain- http://mssat.nic.in/index.php/mssat_controller/reports_mssat
- Protocol on social audit that includes platform for grievance redress and filing of applications- arrived at through the pilots

Critical Success Factors

- Social Audit through Public hearing (Village headman, Departmental, Administrative, previous social audit findings)
- Sharing of information and verification with people- key to social audit
- Access to Government information in specific formats- vital for facilitating social audits
- Facilitated by sector specialists from different parts of the country

13 Digital Literacy Mapping

State	Himachal Pradesh
Beneficiary	Employees of State Govt.

What is it?

The project aims to build digital capacity in manpower deployed at cutting edge level to provide public services timely to citizens of Himachal Pradesh. The StateGovernment is working to provide public services online to citizens categorized as G2G, G2B, G2C, G2E to reduce footfall in offices. Currently 27 Depts. have notified 188 PSG services to be delivered in a time-bound manner by nearly 13,000 designated authorities; 73 services currently delivered online through 9 web portals.

Hence, there was a requirement to build/ enhance the digital competency of Govt. manpower by implementing Digital Literacy MAP (DLM) initiative to test their digital literacy & enhance it in a phased manner.DLM aims at mapping the digital literacy of all the employees of the State Govt. The Department of Administrative Reforms, in collaboration with HIPA has developed a portal named "Mapping Digital Literacy".

This is software based on Server-Client Architecture. It records the basic information of the employee with Aadhaar details. The user attempts the basic computer questions on the screen self-certifying his level. This software will auto generate a computer competency report and send to the HoD of the official mapped so that he can acquire next level of training within 6 months.

What are the Benefits

- The auto generated report enables HIPA to plan training schedules for different competency levels.
- Steady digital capacity building of about 8 lakhs HP Govt. officials is ensured without any extra effort or cost.
- Once trained the employees can easily adapt to a growing number of IT enabled online mechanisms for several Govt. projects.
- DLM empowers & builds Human Resource capacity for minimum govt. with maximum governance realizing the vision of a Digital India.
- Online efficiency may reduce need for additional govt. manpower while automatically expanding supply side outreach to public.

Critical Success Factors

- Thrust from the higher level Government authorities
- Real time online monitoring of digital literacy level of all government officials.
- Usage of low cost technology

Smt. Purnima Chauhan, Secretary (Administrative Reforms), Government of Himachal Pradesh making presentation on 'Digital Literacy Mapping'

Shri G. Prasanna Kumar, DG, Haryana Institute of Public Administration making presentation on 'Parivartan Scheme for Aspiring Districts'

14 Parivartan Scheme for Aspiring Districts, Haryana

State	Haryana
Beneficiary	Citizens

HARYANA

What is it?

An Initiative under the slogan of "Perform Reform and Transform" was modeled on the NITI Aayog Scheme for Aspirational Districts and was launched on 21 April 2018. It was a result of a **Chintan Shivir** on 15-17 December, 2017, attended by ministers and senior bureaucrats.

Focus Areas: - Deliberate on State issues, prepare a blueprint of new Haryana, strategy to create jobs, action plan to double farmers' income, enhance efficiency of water utilization and make the youth more 'SAKSHAM".

The important features of the programme are as follows:

- 46 Blocks assigned to Senior IAS, IPS & IFoS Officers
- Quarterly Reviews & Ranking of Officers
- Objective and quantitative Evaluation Matrix worth 43 marks on implementation
- Comprehensive **citizen feedback** mechanism to capture and address concerns of citizens through Haryana Governance Reforms Authority (HGRA)
- Random verification of self-certified achievements

What are the Impacts

- Facilitation of financing: DRI Loans, MUDRA Loans, Start Up India
- Doubling Farmers' Income: Increasing micro irrigation, creation of farm producers organizations
- Improved Delivery of Health Services: Universal immunization.
- Swachh Bharat: Public toilets, stray cattle free; solid waste management; green parks
- Congestion Free Bazaars: Parking Spaces, Removal of Encroachments, Hawkers zones, LED lights, CCTV
- Youth Engagement: Opportunity SAKSHAM, placement, youth clubs, linked sports with schools
- Reduction in Air Pollution: Stopping of Stubble Burning, Monitoring Air Quality.
- Check on eve teasing.

Critical Success Factors

- Senior IAS, IPS & IFoS Officers were allocated 46 Blocks to implement the programme.
- Periodic reviews & ranking of Officers based on objective and quantitative evaluation matrix (worth 43 marks) on implementation.
- Verification of self-certified achievements is conducted by special agencies.

15 **Transforming Aspirational Districts by NITI Aayog**

Beneficiary Citizens of Aspirational District

What is it?

Launched by the Prime Minister in January 2018, the 'Transformation of Aspirational Districts' programme aims to quickly and effectively transform these districts. A total of 117 districts have been selected under this programme. The broad contours of the programme are Convergence (of Central & State Schemes), Collaboration (of Central, State level 'Prabhari' Officers & District Collectors), and Competition among districts driven by a mass Movement. With States as the main drivers, this program will focus on the strength of each district, identify low-hanging fruits for immediate improvement, measure progress, and rank districts.

49 key performance indicators have been chosen to measure progress of the districts. Districts are prodded and encouraged to first catch-up with the best district within their state, and subsequently aspire to become one of the best in the country, by competing with, and learning from others in the spirit of competitive & cooperative federalism. The weightage provided to various sectors are:

- Health and Nutrition – 30%
- Education - 30%
- Agriculture and irrigation – 20%
- Financial Inclusion and skill formation – 10%
- Basic infrastructure – 10%

What are the Benefits

- 48.28 Lakh new LPG Gas connections.
- 31.26 Lakh new Household Electricity connections.
- 68.52 Lakh new LED Bulbs distribution.
- 73.51 Lakh new PM Jan Dhan Accounts.
- 50.43 Lakh new enrolment under PM Jeevan Jyoti Bima Yojana (PMJJBY)
- 84.99 Lakh new enrolment under PM Suraksha Bima Yojana (PMSBY).
- 6.29 Lakh infants and 1.80 Lakh pregnant women vaccinated.

Critical Success Factors

- Buy in from highest level of government
- Clear vision and plan at district level
- Real time monitoring of progress of districts and their ranking

Sh. Rakesh Ranjan, Advisor, NITI AAYOG, making presentation on 'Transforming Aspirational Districts'

Sh. Harish Nayyar, CEO, Chandigarh Housing Board making presentation on 'Slum-Free Chandigarh'

16 Slum-Free Chandigarh

State	Chandigarh
Beneficiary	Slum dwellers (One Lakh plus) population

What is it?

Chandigarh Administration supported by Union Ministry of Housing and Urban Poverty Alleviation undertook the Project 'Slum Free Chandigarh'. A Slum population of about 1,10,000 spread over 18 notified colonies comprising of 23,841 families were identified through a Bio-Metric Survey of 2006. These were mainly construction workers (50%) and skilled and unskilled workers, who had migrated from other states and were residing in Chandigarh for a long time.

356.36 Acres of land was earmarked for rehabilitation of these slums. The flats will be handed over to the beneficiaries on lease for a period of 20 years, and after the completion of the time period, the house will be allotted to them.

The project adopted following best practices:

- Change in mode of allotment
- Promoting excellence through IT
- Simplification of forms and application processing
- Innovations in flat design
- Detailed Socio-Economic survey
- Post allotment collection facility & check
- Integration with Aadhaar for biometric authentication
- Appointment of Appellate Authority

What are the Benefits

- Access of basic facilities in terms of clean water, electricity and hygiene environment
- Provision of basic school, police and dispensary facility in rehabilitee colonies.
- Improve in the health and hygiene of population moved to new colonies.
- Innovative design of flats 1BHK and 2 BHK to allotees
- Ease of application procedure, allotment and tracking.

Critical Success Factors

- Change in the mode of allotment to 'On Lease /Rent 'basis.
- Integration with Aadhaar for verification of beneficiaries and tracking of allotment.

17 Student Online Applications

State	Odisha
Beneficiary	Students

ODISHA

What is it?

The project Student Academic Management System (SAMS) is an innovative idea of Odisha Government for admission and academic management of students for higher secondary and above. It was conceived by the Higher Education Department, Government of Odisha and planned jointly with E & IT Department. The objective of the project was to bring in transparency in the process of college admissions by use of Information Technology (IT) and to reduce the cost of admission to students. The important features of SAMS are:

- Students apply online - one Common Application Form (CAF) for all colleges.
- Online validation, central processing & generation of selection lists
- Intimation through SMS, email, Website & Toll free number
- Online processing & updation of admission procedure
- Backend Integration of qualifying exam result database
- Uses the database of e-Admission for providing various services like Issue of College ID & Library cards
- Allocation of subject, sections & hostels
- Preparation of Return of Matriculates (RoM) for generation of Registration Numbers
- Filling up of form for final exams Online

The project is self-sustainable now and managed by "SAMS Society" since 2015-16.

What are the Benefits

- Most parents (70%) feel that cost of e-Admission has reduced and most of them (90%) are of the opinion that e-Admission as simple and convenient process
- Transparency and access to information stand out as major achievement of SAMS along with Student services
- No. of individual litigations on admission reduced to zero
- 4.4 lakhs Class X pass students from remote corners have accessed internet scope for e-Delivery of other services

Critical Success Factors

- More than 6,500 Common Services Centers (CSCs) are facilitating SAMS
- Third Party Audit was conducted by Xavier Institute of Management, Bhubaneswar for Impact assessment study of SAMS.

Sh. R.N. Palai, Special Secretary, Electronics & Information Technology making presentation on 'Student Online Application System' Odisha

Sh. Sunil Jain, Senior Technical Director (NIC), making presentation on 'Project - Panch - Parmeshwar Portal' of Madhya Pradesh

18 Project- Panch - Parmeshwar Portal

State	Madhya Pradesh

Beneficiary	Panchayat & Rural Development Officials & Citizen

MADHYA PRADESH

What is it?

Panch Parmeshwar was initiated for Transparent & Participatory Governance which could transform recording of transactions in system (offline) to system driven transactions (Online & Live).

After successful implementation of this project, 22,816 Gram Panchayats, 313 Janpad / Block Panchayats and 51 Zilla (District) Panchayats of Madhya Pradesh are using 'Panch Parmeshwar' application now. It is available as web and Mobile App.

Panch Parmeshwar has transformed the way of bookkeeping and financial management of Panchayat and Revenue Department through below steps-

- Enforced real-time system driven financial transactions
- Discontinued the practice of data entry of transactions
- Online & Integrated Works Register
- Online & Integrated Payment Receivers Register
- Online electronic Payment Order (ePO) creation, Online submission of ePOs to Bank for e-Payment (End-to-end Integration with banks)
- Online sharing of daily transactions by banks

What are the Benefits

- Vendors and Suppliers can track payments
- Transparency and Accountability
- Single Bank Account for all schemes
- Withdrawal / Payments by Cheques, Cash is banned
- All payments using system generated e-Payment Orders
- Discontinued the practice of manual data entry of transactions
- End-to-end cash flow monitoring and reporting based on different parameters

Critical Success Factors

- Government process re-engineering
- Capacity building and adaptation of change management
- Government participation
- Tracking and monitoring of progress
- ICT enabled system implementation

The two-day Regional Conference was finally concluded with closing remarks by eminent dignitaries. Shri K. V. Eapen, Secretary, Department of Administration Reforms & Public Grievances, Govt. of India; Shri Basant Pratap Singh, Chief Secretary, Government of Madhya Pradesh; Shri Hari Ranjan Rao, Principal Secretary, GoMP, followed by Vote of thanks by Smt. Smita Kumar, Joint Secretary, DAR&PG, GoI and Shri B. Chandrasekhar, Secretary to CM, Madhya Pradesh.

In his address Shri Basant Pratap Singh, Chief Secretary, GoMP appreciated the success of the conference. He appreciated the efforts for successful implementation of Public Service Guarantee Act (PSGA) and making it a popular means of Public service delivery. He made special mention of the innovative ideas such as the "Samadhan-One Day", for making the Lok Seva Kendras efficient and transparent among the beneficiaries especially those from the deprived section of society. He remarked that Madhya Pradesh figures among the top states delivering Public services in an effortless and in completely digital manner. He said, "You get public support for innovative ideas once they are confident of your intent."

Sh. Basant Pratab Singh, Chief Secretary, Madhya Pradesh delivering valedictory address

He also thanked participants from various states for their presence and giving informative presentations. He concluded with the hope that the next event is organized soon and invited the participants to visit Madhya Pradesh again and again.

In his address by Shri K.V Eapen, Secretary, DARPG, GoI appreciated the Madhya Pradesh Team for organizing the successful event. He appreciated Madhya Pradesh Government for their efforts for visibility and popularity of the PSGA Act. He lauded the State for the pace with which it has implemented the service delivery schemes.

Sh. K.V. Eapen, Secretary to the Government of India, Department of Administrative Reforms and Public Grievances delivering valedictory address

He concluded by congratulating the host state and representatives from other states for making the event successful.

Smt. Smita Kumar, Joint Secretary to Government of India, DARPG; Sh. K.V. Eapen, Secretary to Government of India, DARPG; and Sh. Basant Pratap Singh, Chief Secretary, Madhya Pradesh, during the valedictory session on 11th September, 2018

The vote of thanks was delivered by Smt. Smita Kumar, Joint Secretary, DAR&PG wherein she appreciated the smooth execution of the event. She thanked participants for making their presence and sharing their thoughts and achievements made by their states.

On behalf of Government of Madhya Pradesh, Shri Hariranjan Rao, Principal Secretary, GoMP delivered his vote of thanks to all the Delegates from States and assured that Madhya Pradesh will be delighted to host such collaborative conferences on Good Governance.

Shri B. Chandrasekhar also expressed his gratitude to the dignitaries over the dais and all participants from various states and invited them to visit Madhya Pradesh again.

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GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES