Regional Conference on Replication of Good Governance Practice

STATE CONVENTION CENTRE, BHUBANESWAR

DECEMBER 03 – 04 2021

DELEBERATIONS & PROCEEDINGS

PREFACE

The Department of Administrative Reforms and Public Grievances (DARPG) has organized a Regional Conference on the theme 'Replication of Good Governance Practices" at Bhubaneswar in collaboration with the Government of Odisha on December 03-04, 2021. 14 States of North-Eastern and Eastern Region of India (Arunachal Pradesh, Assam, Meghalaya, Manipur, Sikkim, Nagaland, Mizoram, Tripura, Jharkhand, Bihar, West Bengal, Chhattisgarh and Andhra Pradesh including Odisha) participated in the Conference in a semi-virtual mode.

Shri Naveen Patnaik, Hon'ble Chief Minister of Odisha, Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences; Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances and Pensions; Department of Atomic Energy and Department of Space addressed in the Valedictory Session of the event.

Shri Suresh Chandra Mahapatra, Chief Secretary, Odisha and Shri Sanjay Singh, Secretary, (AR&PG), Government of India addressed the Inaugural Session as well as the Valedictory Session.

The objective of the Conference was to bring national and state level public administration organizations on the same platform to share experiences in Innovations in public administration, transforming future public solution for improving quality of life, e-Governance, Digital Governance, etc. The Conference was a two-day event in which representatives of States such as Maharashtra, Tamil Nadu, Chhattisgarh, Haryana, Madhya Pradesh, Gujarat, Rajasthan, Punjab, Kerela, Telengana, Uttarakhand, Uttar Pradesh were invited to make presentation on select good governance practices of their States for wider dissemination.

On Day 1: In Session I, Smt. Anu Garg, Principal Secretary, Government of Odisha chaired the Inaugural Session on the topic, "Innovations (Districts)". In Session II, Shri V Srinivas, Special Secretary, (AR&PG), Government of India chaired and held deliberations on "Innovations (States)". In Session III, Shri NBS Rajput, Joint Secretary (AR&PG), Government of India chaired the post lunch discussion on "Innovations (Centre)". Session IV has been Chaired by Shri Swadheen Kshatriya, State Chief Commissioner of Right to Services, Maharashtra on "Improving Public Delivery System".

On Day 2: Session V was chaired by Shri Sanjeev Chopra, Additional Chief Secretary, Home Department, Government of Odisha wherein deliberation was held on "Administrative Innovations in Odisha". Session VI was chaired by Shri K Rajeshwar Rao, Special Secretary, NITI AAYOG, Government of India Aspirational Districts Programme, NITI AAYOG thereupon presentations were made on "Aspirational Districts".

This Conference was an effort to create a common platform to share experiences in the formulation and implementation of best practices which shall lead to better public service delivery for benefit of the citizens.

PROGRAM SCHEDULE

Timing	Schedule
10:00 Hrs- 10:30 Hrs	• Inaugural Session • Lighting of Lamps • Welcome address by Shri V. Srinivas, Special Secretary (AR& PG), Government of India • Address by Shri Sanjay Singh, Secretary (AR&PG), Government of India • Address by Shri Suresh Chandra Mahapatra, Chief Secretary, Odisha • Vote of thanks by Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha
10:45 Hrs. -11:45 Hrs.	Session I - Innovation (Districts) Smt. Anu Garg, Principal Secretary, Government of Odisha-In Chair • Water Conservation initiative of Solapur District by Shri Milind Shambarkar, DC, Solapur, Maharashtra • SOIL - The SOUL of Life by Thiru P. Madhusudan Reddy, District Collector, Sivaganga, Tamil Nadu • An e-Library Initiative- Saksham Surajpur - Shri Rahul Dev, Chief Executive Officer, Zila Panchayat, Surajpur - Chhattisgarh
11:45 Hrs-13:00 Hrs.	Session II - Innovations (Centre) Shri V. Srinivas, Special Secretary (AR &PG), Government of India - In Chair • e-Sanjeevani, an Integrated Telemedicine Solution -Dr. Praveen Kumar Khosla, Executive Director, C-DAC • Expanding e-Governance through Passport Seva Kendra-Lt Col. A.K. Singh, OSD (PSP), Ministry of External Affairs • Nirbadh Seamless Service EPFO(e-EPFO)-Shri Ajay Kumar, Regional PF Commissioner -I, EPFO • Clean Energy Initiative Accelerating Innovations – Dr. Sangita M. Kasture, Scientist F, Department of Bio-Technology
14:00 Hrs-15:30 Hrs	Session III - Innovations (States) Shri NBS Rajput, Joint Secretary (AR & PG), Government of India - In Chair • Cashless Haryana-Haryana Cashless Consolidated Portal (HCCP)-Shri Munish Chandan, Head SeMT, Department of Information Technology, Haryana • Business Transforming IT Tools-MPMKWCL-Madhya Pradesh, Madhya Kshetra Vidyut Vitran Company Ltd, by Shri Abhishek Martand, General Manager, IT • Rajasthan Agriculture Competitiveness Project- Dr. Om Prakash, Commissioner, Rajasthan Agricultural Competitiveness Project.

15:45 Hrs.- 17:00 Hrs	Session IV - Improving Public Service Delivery Shri Swadheen Kshatriya, State Chief Commissioner of Right to Services, Maharashtra-In Chair • "Zero Pendency"-making the system deliver- Jalandhar District Punjab by Shri Ghanshyam Thori, DC, Jalandhar • "Reach out" an innovative programme to deliver public redressal in lesser time- Kasaragod District, Kerala by Dr. D. Sajith Babu, Director, Civil Supplies, Govt. of Kerala • Collector's Grievance Cell-One District One Number, District Sambalpur-Shri Shubham Saxena, DM, Sambalpur, Odisha • Improving Service Delivery & Redressal of Public Grievances: Success story of Sirohi, Rajasthan-Shri Bhagwati Prasad Kalal, DM, Sirohi
DAY-2 Session	
10:00 Hrs-10:45 Hrs	Session V - (Administrative Innovations in Odisha) Shri Sanjeev Chopra, Addl. Chief Secretary, Odisha-In chair • 5T and MO Sarkar-Shri Manoj Mishra, Secretary, E & IT Department, Government of Odisha • Scheme Monitoring Tool (Jal Jeevan Mission), Assam-Shri Akash Deep, Commissioner & Secretary, PHE&MD, JJM&I/C, Director, IT, Assam • Decentralized System of Micro Composting Centers and Material Recovery Facilities for efficient solid waste management -Shri Sangramjit Nayak, Director, Municipal Administration & Ex-officio Additional Secretary, Housing & Urban Development Department, Government of Odisha • Bhubaneswar Land Use Intelligence System (BLUIS) -Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha
10:45Hrs-12:25 Hrs	Session VI - Aspirational Districts Shri K. Rajeswara Rao, Special Secretary, NITI AAYOG, Aspirational Districts Programme, Niti Aayog-In chair • "Millets Mission -Empowering Small and Marginal Farmers" by Dr. M Muthukumar, Director Agriculture and Food Production of Odisha & MD, MARKFED • Ensuring last mile delivery of services to the needy - Siddarthnagar District, Uttar Pradesh-Shri Pulkit Garg, Chief Development Officer.

INAUGURAL SESSION

HONOURABLE SPEAKERS

**Shri V. Srinivas, Special Secretary,
AR & PG, Government of India**

**Shri Sanjay Singh, Secretary
AR & PG, Government of India**

**Shri Suresh Chandra Mahapatra, Chief Secretary,
Government of Odisha**

**Shri Sanjeev Chopra, Additional Chief Secretary,
Government of Odisha**

I. Inaugural Session

Welcome Address by Shri V. Srinivas, IAS, Special Secretary, Department of Administration Reforms & Public Grievances, Government of India

In his welcome address, Shri V. Srinivas, IAS greeted the delegates of Government of India and Senior Officials of Government of Odisha. He apprised that 200 virtual participants from across 15 states were attending the conference online. He said the Regional Conferences held by DARPG are in response to Indian Bureaucracies need for a new narrative to present civil servants who have gone beyond the call of duty to provide exceptional institutional leadership and brought in remarkable transformations in several sectors. Talking about the importance of the conference Shri V. Srinivas said, "District Administrations across the country are doing remarkably well in terms of innovation."

He further added that the performances of the initiative being presented have been measured under the schemes submitted for the Prime Ministers Award for Excellence 2020 and National e-Governance Award 2020 and these projects being presented here stood out as the next generation reforms; those which reduced the interference in the life of a common man and reduced the interface between Government and the citizens which benefitted millions of Indians.

Talking about the success of the Aspirational District Programme, he said that the Government is committed to bring benefits of innovations and next generation reforms to the people at the grass root. He outlined the subjects and topics that conference would deliberate upon. The Government of Odisha has been a model state for Good Governance; the OSWAS model has transformed the work of the State Secretariat. Shri V. Srinivas also hailed the hassle-free service delivery by the Odisha Government under the 'Mo Sarkar' programme wherein 457 services were being provided online and the incredible initiatives undertaken by the State Government has been an outstanding model of Sporting Excellence in promoting hockey in Tokyo Olympics as well as conducting the Junior Hockey World Cup.

He hoped that these projects to be presented in the two-day event would motivate other states for replication which will be useful for strengthening the public service delivery.

Address by Shri Sanjay Singh, IAS, Secretary, Department of Administration Reforms & Public Grievances, Government of India

He welcomed all the dignitaries present on the dais, namely- Shri Suresh Chandra Mahapatra Chief Secretary, Government of Odisha, Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha, Shri V. Srinivas, Special Secretary, Department of Administrative Reforms & Public Grievances, and Government of India. He also welcomed the officials from Government of Odisha and other participants from various parts of the country, delegates & other staff members of Odisha present in the conference as well as those connected virtually.

He emphasized on the importance and role played by these kinds of regional conferences for Good Governance.

He expressed his happiness for choosing Bhubaneswar as the venue for the conference, as in his view Odisha is a symbol of Good Governance in this country. He underscored the objective of the best practices resembled in Odisha. Replication of the same beyond launching is the need of the hour and concern too, marking sustainability as its core competency, not only in the same state where it took place but also in other states. Officers need to work upon the theme of sustainability and make the most out of it and to achieve the same. He quoted Shri V. Srinivas, Special Secretary, Department of Administrative Reforms & Public Grievances, Government of India regarding his view and experience in building a concrete and sound system of the PM awards for last two decades. He found that most of the awards are from the districts. In PM awards, focus is upon those aspects which are measurable and quantifiable, covering the priority schemes. Nevertheless, there are still several aspects which are not measurable and quantifiable. Good Governance is such another aspect. To overcome this, a lot work is needed to find the parameters for integrating Good Governance in all schemes such as transparency and rule of law. PM awards are for those schemes which gives a guarantee. Department is concentrating on the same to replicate throughout the country. Department is directed to integrate the innovation and multiplier effect and deliver in this aspect. Grievances are also a very important aspect, especially in digital world. Security, Investigation, Operation and other complains are now a common thing. These aspects need to be checked and delivered smoothly and this is what the Good Governance is all about. He hoped that these avenues will be touched and discussed thoroughly in the sessions. Mr. Singh closed his address while thanking the guests and other dignitaries.

How to replicate the best practices and how to make it sustainable. Officer implementing the best practices are awarded but once he leaves, the best practice dies. Basically, it is to take stock of the best practices, that is one of the shortcomings of application and implementation of the best practices. Systemic

arrangement and concept to be developed concrete and sound system of PM Award which has been launched since last 15 years, under PM award 3000 application received.

Address by Shri Suresh Chandra Mahapatra, IAS, Chief Secretary, Government of Odisha

The inaugural ceremony of the Regional Conference on "Replication of Good Governance Practices" commenced with the lighting of lamp by the esteemed dignitaries. Shri Suresh Chandra Mahapatra Hon'ble Chief Secretary, Odisha formally welcomed all the dignitaries present on the dais, namely- Shri Sanjay Singh, IAS, Secretary, Department of Administrative Reforms & Public Grievances, Government of India, Shri V. Srinivas, Special Secretary, Department of Administrative Reforms & Public Grievances, Government of India, Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha.

The chief secretary, Odisha welcomed the participants from various parts of the country, delegates and other staff members to Odisha and expressed his happiness to organize the regional conference in the temple city of Bhubaneswar. He mentioned about the significance of the conference and its aim about bringing together a core group of officers & delegates from all over India with a significant participation of officers and delegates from Odisha also. At the outset of the function, he thanked Government of India for providing this opportunity to Odisha for organizing such an important conference.

He emphasized on the expectations of the citizens these days and especially of those who are young. They expect delivery of the services from the Government at par with the services being delivered by the private sector. He said that it is a big challenge for the Government Sector officials and was hopeful that this kind of Regional Conferences will surely help to deliver the services to the citizen and the kind of exposure one will get in the conference will surely help us to execute the services far better. He talked about the initiatives taken by several Government(s) and Officers in the other parts of the country and insisted to replicate this time-tested practice, may be across or in few parts of the country and at times certain practices needs to be executed all over the country. After this conference, the practices and knowledge implemented will be compiled and shared with the participants, so that they can utilize the knowledge and exposure to their respective workplace all over the country.

Shri Mahapatra further added that Odisha is honored to be the part of this conference as a responsible host. He added that Odisha is the sponsor of both the men and women hockey team of the country till 2032. He emphasized the role of Odisha in successfully handling the disaster and coming up as a role model in

India. He threw light on the mitigation process to save people from Cyclone and other natural disaster and their timely rescue in the shelters providing all basic facilities at its best and saving maximum life.

Address by Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha

Shri Sanjeev Chopra, Additional Chief Secretary, Odisha, while welcoming the dignitaries and participants in his inaugural address, emphasized upon the importance of these kind of conferences and he heartly thanked the Secretary, Department of Administrative Reforms & Public Grievances, Government of India for organizing the event at Bhubaneswar, Odisha.

In his opinion, the conference is basically to spread the awareness level regarding the *Best Practices* that were or are being executed at different parts of the country-in the districts and in the states. Shri Chopra discussed that it happens sometimes when the protagonist leaves the position in which he conceptualized the innovation / best practice; it generally withers away.

He said that these kinds of conferences are a great medium and a great platform to ensure that, these innovations / best practices get stabilized, replicated and scaled up in the larger interest of Governance and for the people. These kind of conferences triggers the interest in promoting efficiency in public service delivery. He added that there should be a mechanism which ensures the replication of the best work/practices which has been implemented at some part of the country to another part of the country. At times, it goes in vain. He focused upon the need of *institutional mechanism* both at the Central as well as at the State level, Government to ensure preserving the best practice. He insisted on creating an institutional mechanism for replication of the best practices and think to go beyond the conference and put a yardstick to scale the work/practices and evaluate the progress at frequent interval of time.

In the end, **Shri Sanjeev Chopra**, Additional Chief Secretary, Odisha offered a vote of thanks to the Department of Administrative Reforms and Public Grievances (DARPG), Government of India to make Odisha host such an important conference. He also thanked the Chief Secretary of Odisha for his guidance for the successful progress of the event, He thanked the General Administration and Public Grievance Department, Government of Odisha for excellent arrangement and all the other esteemed invited guests and participants for gracing the occasion by their solemn presence.

SESSION – I
Innovation (Districts)

CHAIRPERSON

**Smt. Anu Garg, Principal Secretary,
Women & Child Development and Water
Resources Department, Government of Odisha**

RESOURCE PERSON

**Shri Milind Shambarkar,
DC, Solapur, Maharashtra**

**Shri Thiru P. Madhusudan Reddy, District
Collector, Sivaganga, Tamil Nadu**

**Shri Rahul Dev, Chief Executive Officer,
Zila Panchayat, Surajpur-Chhattisgarh**

I. Session I - Innovation (Districts)

Address by Smt. Anu Garg, Principal Secretary, Government of Odisha - (In Chair)

Smt. Anu Garg, IAS Principal Secretary, Water Resources Department at the outset said that the District Collectors are in the best position for innovation as they have the authority, resource persons, specified small area, impactful and most importantly 360 degree area to innovate as unlikely when in State, the focus remains Department oriented. She insisted upon virtual conference to showcase international best practices which will give the Government a glimpse and exposure to the good governance world-wide. She deliberated on some of the effective interventions by the Women & Child Development Department which can be termed as small interventions with spiraling impact as strengthening public service delivery at the Community and Systems level.

Regarding distribution of Ready to Eat (RTE), the department was facing issues related to its supply chain and quality of the mixed supplement. To sort out the issues, the department fixed a day of 23rd of each month, when SHG members would take up the activity of mixing of different ingredients of the RTE supplement. The community members, PRI members, Lady Supervisors, CDPOs and other concerned departmental officials were authorized to make field visits and monitor the premixing activity. This exercise improved the quality of the RTE supplement ensuring transparency as well as its timely supply to the enrolled beneficiaries.

The second intervention highlighted by the Principal Secretary was to promote institutional deliveries during natural disasters like Cyclones which are very frequent in the coastal areas of Odisha. She said that now advance technologies help us in estimating the advent of cyclones. The Health & Family Welfare Department of Odisha Government with support of ICDS has started following the practice of admitting pregnant mothers in government health institutions who are expecting to deliver within 15 days prior to advent the cyclone. This practice has helped the state in averting transportation problems of pregnant mothers during natural disasters.

The third intervention put before the house by the Principal Secretary was related to strengthening the pre-school education component in ICDS for the 3-6 years age children during the COVID pandemic when all AWCs were closed for a long period, though the food were delivered at the door-step but the closure of AWCs was acting as a big hindrance for delivering the little stimulation the children got through PSE (Pre-School Education) physically. To bring back the

momentum for little children was a huge task, therefore, the W&CD Department developed a small calendar of activities that could be implemented at the doorstep for the parents, the elder siblings and other community members such as activities like drawing a butterfly with father, singing lullaby with grandfather and elder siblings etc. were included in the calendar of activities to involve the children and ensure preschool activity which could be taken up at home. She emphasized that the aforementioned small activities finally have great impact.

1. Water Conservation initiative of Solapur District by Shri Milind Shambarkar, District Collector, Solapur-Maharashtra

Mr. Milind made a brief overview to the project and the initiative taken to make it successful. In briefing the project, he said that Water Conservation is one of the very important programs for the district which the Maharashtra government decided to implement for improving the lifestyles of the rural population and achieving rural development. It was essential to solve serious drinking water problems and develop agriculture through water resource development.

Problem statement:

Solapur district is in drought prone area of Maharashtra; hence the district is facing drought problem every year. Therefore, need of water conservation and management were essential in Solapur district. The city falls under the category of dry (arid and semiarid) climate, the monsoon lasts from June to the end of September, with irregular, erratic scanty rainfall, with annual average of around 488 mm.

Key objectives of the projects:

- To ensure drinking water for all and to make Solapur district water scarcity free
- In situ soil & water conservation for increasing irrigated land area
- Ground water recharge by storing & reducing runoff water
- Recycle and Reuse of wastewater (sewage) from rural area (Soak Pits)
- Enhance living standard of people especially in rural areas

Strategies:

- Completed water conservation works were geo tagged.
- Community based participatory approach (Shivar Feri, Gramsabha)
- Desiltation and Repairs of Percolation Tanks – PPP Model.
- Soak pits - In situ recharge of sewage water.
- Use of Treatment potential map
- Water Budgeting Based Planning

- Third Party Evaluation & Geo Tagging.
- Competition through "WATER CUP".
- Social Audit
- Wells Recharge through People **Participation**.

People's Movement

Mahashramadan,Village Ranmasale Tal.North Solapur

Stream Rejuvenation Work– Kasal Ganga (Village Katphal to Shelave)

- Fund – Tata Trust - Rs.6.09 Cr
- Blocks Covered - Sangola, Malsiras, Pandharpur
- No. of Villages Covered - 23 villages
- Total length of Stream rejuvenated   – 42 Km

Work at Village Katphal Tal - Sangola

Work at Village Mahud Bk Tal- Sangola

Outcomes:

- Increase in Ground Water level
- Tanker fed to tanker free villages
- Creation and Restoration of 1,35,123 TCM.
- Conversion of Barren land to fertile land – 2800 ha.
- Change in cropping pattern and diversification.
- Increase in Crop Productivity.
- Area under drip irrigation – 30790 ha (With Rs.93.86 Cr investment)

Outcome ....

4. Barren Land Converted to Fertile land – 2800 ha

Organic matter rich 42 lakh Cubic Meter removed from water bodies and spread on barren land and converted 2800 ha of fertile land which increase the productivity.

Krishna Tank, Managalvedha

Outcome ....

3.Increase and restored water harvesting capacity of structures by-1,35,123 TCM.

Q & A

Q. What triggered you to take up this project?

A. Solapur District is a drought prone area and Maharashtra then had started water conservation movement which propelled to take up this project.

Q. What was the tenure of execution?

A. It took 3 years to execute the programme.

Q. Is NREGA a contributor for this project?

A. Yes, NREGA has contributed for completion of this project.

2. *SOIL- The SOUL of Life by Shri Thiru P. Madhusudan Reddy, District Collector, Sivaganga, Tamil Nadu*

Sivaganga district of Tamil Nadu has a legacy of system tanks which did not get filled up for more than a decade. Mr. Reddy made a brief presentation on water conservation initiative adopted by District Administration.

Objective:

- To clear Prosopis Juliflora – major hurdle in Sivaganga for free flow of water in supply channels and Rivers.
- To evict encroachments – No specific funds are available for this purpose, but cost of eviction is to be recovered from encroacher as per law which is not implementable in reality.
- To strengthen MI tank bunds and supply channel bunds
- To convert Fallow lands into Cultivable lands by assisting farmers to remove Juliflora in their lands.
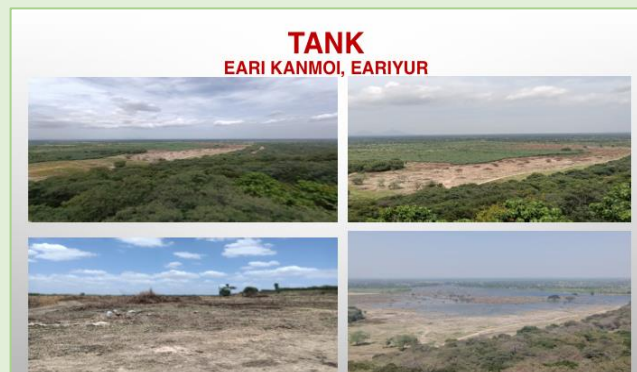
Impact:

- Storage capacity of MI tanks increased.
- Waterbodies in district - All full of water.
- **Flood Mitigation** - No major damages due to flooding even when 80% excess rainfall is received in this Monsoon. This much rain was received earlier in 2005.
- MI tank irrigation is utilized consecutively for the past 3 years.
- Increase in net cultivated area from 93,191.703 Ha in 2018-19 to 108068.037 Ha (15.96% Increase). This is possible because of reduction of current fallow from 16957.072 Ha in 2018-19 to 4636.478 Ha in 2020-21 and also reduction in other fallow land.
- Increased tree plantation activities due to production of more saplings in villages itself.

Purpose and Outcome:

- Rivers – Clearing Prosopis Juliflora in Vaigai River, Manimutharu, Uppar, Palar and Thenar – Together for a length of 194Kms.
- 4304Kms of supply channels/inlets/outlets of MI tanks and Ponds were cleared – Jungle clearance & desilted.
- 2107 MI tanks are desilted.
- 3351 Ponds are desilted.
- Surveying of Water Bodies by Special teams to restore boundaries and identify encroachments.
- Encroachments are evicted in 452 MI tanks – Both temporary and permanent structures.

Q & A

Q.   What triggered to take up the project?
A.   PILs from the citizen were taken constructively by the Government to clean up the water bodies and take up the project.

Q.   In the presentation as mentioned 11000 water bodies were renovated. Did you make any attempt to link them?
A.   Only ensuring the clear channels, the natural gradient is sufficient to fill up the tanks and other water bodies. For the ponds, there is rain catchment area and drainage were earlier blocked but now in the District headquarter there is a temple pond which was filled up after 25 years.

Q.   Was there any improvement in critical or semi critical districts, post completion of the project?
A.   Borewells are filled up now and hence no water shortage in summers.

Q.   What is O&M Policy?
A.   The O&M is handled at the district administration level. There is the Agriculture Department which allows the farmers to use agriculture machineries and the Government fixes the price. Second option being, the villagers pay for the fuel and feed the driver and Government only pays the driver salary.

3. An E-Library Initiative by Mr. Rahul Dev, Chief Executive Officer, Zila Panchayat Surajpur District, Chhattisgarh

Mr. Rahul Dev, Chief Executive Officer, Zila Panchayat, Surajpur, Chhattisgarh made a presentation on the e-Library initiative (Centralized Library Management System) taken by the district administration of Surajpur. As a brief introduction, he outlined the history of Surajpur district, which was created along with eight other new districts in 2011 by former Chief Minister of the State Dr. Raman Singh. He also mentioned that the district of Surajpur is the first district to receive the National Satyan Maitra Literacy Award.

Project Brief:

The District Administration of Surajpur has launched an online portal called "Saksham Surajpur" an e-way to bridge the gap between books and readers and facilitate easy flow of information free of cost. The portal clubbed 156 libraries of the district. It provided names of all the books available in block-wise libraries. If a reader needs a book, which is unavailable at the library close to him, but is there at one in a faraway place, they can register for that particular book and it would be delivered to their nearest library. The reader can then collect the same from there. Currently, the portal consists an index of nearly 84,351 books and as many as 27,148 members have enrolled.

Objective:

- Students - expanding learning opportunities, easy accessibility
- Bridging knowledge disparity, overcoming inequalities
- Youth and job seekers - right learning/education and employment opportunities
- Inclusivity – to include public

- Return Policy – Book issued for a period of 15 days and issued books can be returned in the nearest library
- Penalty System: If a book isn't returned within 16-30 days, a fine of Rs. 5 is imposed. Between 31-60 days, a fine of Rs. 10 is imposed and more than 60 days Rs. 50 is imposed.
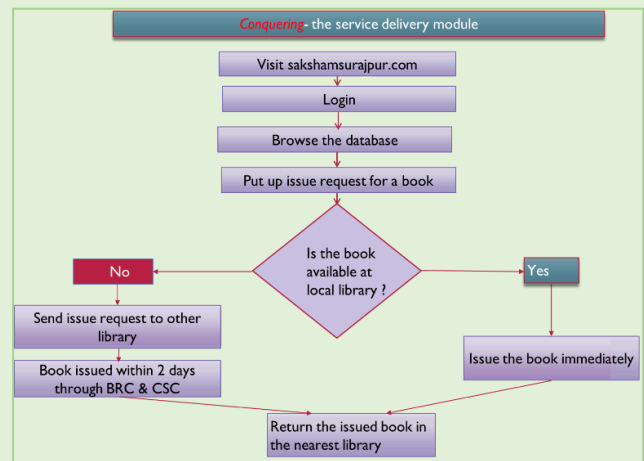
Monitoring mechanism:

Impact:

- Twelve students from rural areas cracked various government service examinations.
- Several students cracked Chhattisgarh state civil service examinations pre in 2020.
- Students cracked Assistant Professor exam.
- Maximum utilization of resources

Q & A

Q.   Is online subscription of books also been done in this project?

A.   No but it is a great suggestion and will definitely implement the same.

Q.   Did you face any challenges from the Government staff as delivering books were initially not in their job description?

A.   Yes at first challenges were faced but with proper counselling the Government machineries volunteered for this task and now the delivery is made with no extra cost.

SESSION – II
Innovation (Centers)

CHAIRPERSON

**Shri V. Srinivas, Special Secretary,
AR & PG, Government of India**

RESOURCE PERSON

**Dr. Praveen Kumar Khosla, Executive Director
C-DAC**

**Lt Col. Shri A K Singh, OSD (PSP),
Ministry of External Affairs**

**Shri Ajay Kumar, Regional PF Commissioner - I,
EPFO**

**Dr. Sangita M. Kasture, Scientist F, Department of
Biotechnology**

II. Session II: Innovations (Centers)

Address by Shri V. Srinivas, Special Secretary, Department of Administrative Reforms & Public Grievances, Government of India

Special Secretary discussed the rise of digital institution in the Governance in India. Aadhaar enabled payment system where India Post payment bank came in, massive change were introduced with direct benefit transfer particularly in sectors where food and fertilizer were subsidized and where tremendous amount of rigidity existed in scheme implementation but digitization has made the work effortless.

He highlighted the topics to be covered under Innovation at centre.

1.   e-Sanjeevani, an Integrated Telemedicine Solution -Dr. Praveen Kumar Khosla, Executive Director, C-DAC

Dr. Praveen Kumar Khosla made brief presentation on E-Sanjeevani' a web-based comprehensive tele consultation service. 'E-Sanjeevani' provides specialized healthcare services to rural and isolated communities alike. Besides enhancing quality of medical services, addressing issues pertaining to uneven distribution and shortage of infrastructural as well as human resources, E-Sanjeevani also aims to make healthcare services equitable by bridging the digital divide that exists between the urban vs. rural, rich vs. poor etc. E-Sanjeevani can also be used to provide medical education to interns, people across various Common Service Centers (CSCs), etc. The National Teleconsultation service: E-Sanjeevani OPD is functional in 28 States and Union territories in the nation (ANI 2021). Overall, the E-Sanjeevani OPD portal has crossed more than 3,000,000 consultation across the country since its launch in April 2020. More than 300 specialty OPDs have been set up on E-Sanjeevani OPD.

Technology:

E-Sanjeevani is an independent platform, browser-based application that facilitates both doctor-to-doctor and patient-to-doctor teleconsultations. It has a user-friendly GUI and has been developed on Net technology using 3.5 framework

with MS-SQL as the database. It provides the ease accessing on the health records at the comforts of one's doorsteps. The application is based on invite-system which restricts it to the actual beneficiaries of the application. It has a user-friendly interface which facilitates both tech savvy and novice doctors/users in the rural and urban environment to access the application. The application also has advanced degree of security against unwanted elements.

Process flow:

a) Registration
- User verifies his/her mobile no. using OTP
- Fills Patient Registration form
- E-Sanjeevani OPD assigns a patient ID

b) Token
- Users request a token for consultation
- Upload's health records, if any
- User receives Patient ID & Token through SMS

c) Login
- Closer to the turn e-Sanjeevani OPD sends a SMS notification asking user to login
- User logs in using Patient ID

d) Wait
- E-Sanjeevani OPD assigns a doctor to the patient (time interval depends on the length of the queue)As the doctor is assigned to the patient "CALL NOW" button gets activated

e) User is required to click "CALL NOW" button within 120 seconds*

f) Upon clicking "CALL NOW" within 10 seconds the doctor shows up in video

Teleconsultation via E-Sanjeevani OPD
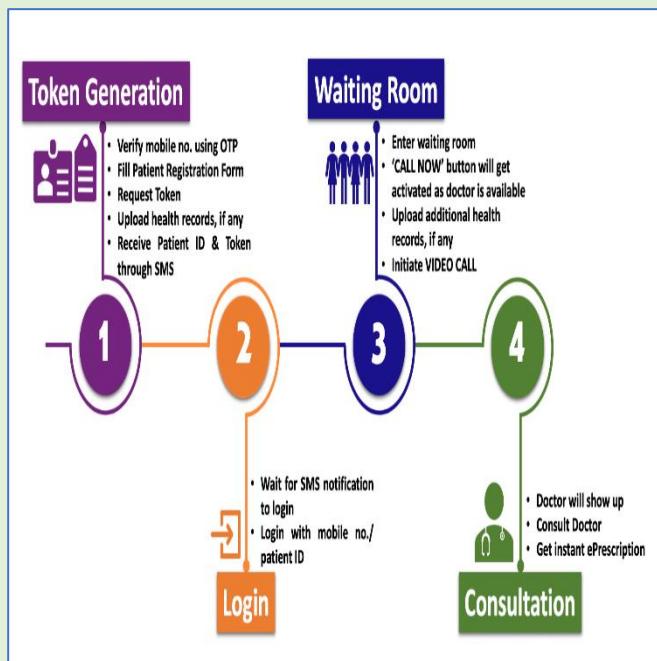
- As the doctor is assigned to the patient "CALL NOW" button gets activated
- User is required to click "CALL NOW" button within 120 seconds*
- Upon clicking "CALL NOW" within 10 seconds the doctor shows up in video

Challenges Faced - Scaling Up Application

Sl. No.	Challenges	Solutions
1.	Code level changes were required to support open-source web server deployment.	Application code is improvised for open-source web server deployment on machines with Ubuntu OS.
2.	To store large data, there was requirement of integration of new services.	**S3** Bucket is used to store large data files.
3.	High availability of small services in memory data storage was required.	**Reddis** used in memory data storage to maintain the availability of small services.
4.	To scale up data base services to some extent on standalone servers, high volume read write operations were required to identify and	**Mysql RDS services** including auto scaling and auto back with high volume read and writes issued for database

	enable.	
5.	Multiple Servers were required for high volume network traffic.	**Load-balancer** for multiple application **ec2 services** is used to manage the network traffic.

2. *Expanding e-Governance through Passport Seva Kendra-Lt Col. A.K. Singh, OSD (PSP), Ministry of External Affairs*

Lt. Col. A.K Singh made a brief presentation on digital **Passport Seva Programme (PSP).** The PS programme was launched by the Ministry of External Affairs as a mission mode project to augment and improve the delivery of passport service to Indian citizen. The main vision of the programme is to deliver passport services to citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained, and motivated workforce.

Key aspect of service transformation achieved by Passport Seva

The Passport Seva is transforming passport and related services in India to provide a best-in-class experience to Indian citizens. PSP is enabling MEA to deliver passport services in a reliable, convenient, and transparent manner, within defined service levels.

Key aspects of the service transformation achieved by PSP are as follows:

- Anywhere Anytime Access: Citizens can submit their passport applications and seek an appointment on payment of passport fees online through the PSP portal (www.passportindia.gov.in) at their convenience. The portal provides comprehensive and latest information on all passport related services. Citizens visit the nearest PSK with prior appointment date/time, thus avoiding long queues and inconvenience.
- Increased Network : As extended arms of 36 Regional Passport Offices, 93 Passport Seva Kendras (PSKs) have been made operational across the country and 428 Post Office Passport Seva Kendras (POPSKs) are being established as part of Passport Seva.
- Improved Amenities: The PSK provides a world class ambience. Amenities in every PSK include helpful guides, Self-Service Kiosks, photocopying, food and beverage facilities, public phone booth, baby care, newspapers and journals and television in a comfortable air-conditioned waiting lounge. The Electronic Queue Management System ensures the 'first-in-first-out' principle in application processing.
- State of the Art Technology Infrastructure: Passport Seva is supported by state-of-the-art technology infrastructure which enables end-to-end passport services to be delivered with enhanced security comparable to the

best in the world. The photograph and biometrics of the applicants are captured when they visit the PSK. Their applications and supporting documents are digitized and stored in the system for further processing.

- Integration with Police and India Post: The PSP network connects with the State Police across all the states and union territories. The applicant's data is sent electronically for police verification. PSP also provides an interface to India Post for tracking delivery of passport to citizens.
- Call Centre & Helpdesk: A multi-lingual National call center 1800-258-1800 (Tollfree) enables citizens to obtain passport service-related information and receive updates about their passport applications, round the clock, seven days a week. An e-mail-based helpdesk besides a mobile based application 'm passport' provides information on passport services.
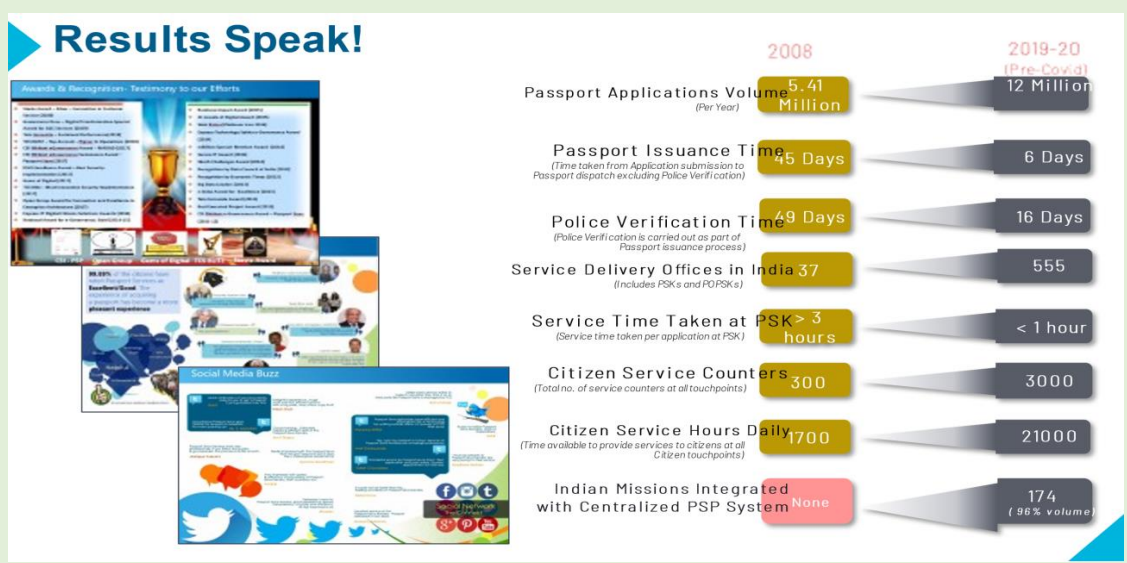

PASSPORT SERVICE - BEFORE

PASSPORT SERVICE - TODAY

Passport Seva at Doorsteps - POPSKs

426 POPSKs

PSP Innovation

Results Speak!

	2008	2019-20 (Pre-Covid)
Passport Applications Volume (Per Year)	5.41 Million	12 Million
Passport Issuance Time (Time taken from Application submission to Passport dispatch excluding Police Verification)	45 Days	6 Days
Police Verification Time (Police Verification is carried out as part of Passport issuance process)	49 Days	16 Days
Service Delivery Offices in India (Includes PSKs and POPSKs)	37	555
Service Time Taken at PSK (Service time taken per application at PSK)	> 3 hours	< 1 hour
Citizen Service Counters (Total no. of service counters at all touchpoints)	300	3000
Citizen Service Hours Daily (Time available to provide services to citizens at all Citizen touchpoints)	1700	21000
Indian Missions Integrated with Centralized PSP System	None	174 (96% volume)

Key Achievements:

- 36 No's of Passport Offices spread across the country

- 93 No's Passport Seva Kendras (PSKs)
- 428 No's Post Office Passport Seva Kendras (POPSKs)
- Cadre of the Central Passport Organization (CPO) comprising of 2,741 employees
- 17 No. of languages supported at 24*7 call centers
- 15000 Calls/day, 4 lakhs SMS /day and 100+ Help Queries/day
- 80000 Daily Citizen Serviced, 20200+Citizen Service Hours /day
- 2 Crores online Hits/day
- 2,25,000+ Mobile App (Police & Citizen) Hits/ Day

3.Nirbadh Seamless Service EPFO(e-EPFO)-Shri Ajay Kumar, Regional PF Commissioner -I, EPFO

Shri Ajay Kumar, Regional PF Commissioner gave brief presentation on NIRBADH Seamless Service Delivery. He said, EPFO till a few years back grappled with mountains of files, snaking queues of people, and overwhelming backlogs despite a well-intentioned workforce clocking extra hours beyond their office timings. That was partly because this mammoth of an organization caters to a size of membership that is more than the population size of many countries. The fact that its membership hails from all socio-economic classes—and turns to the organization in times of dire needs add a different level of complexity to its functioning. In many ways, the organization is dealing with individual emergencies day in day out.
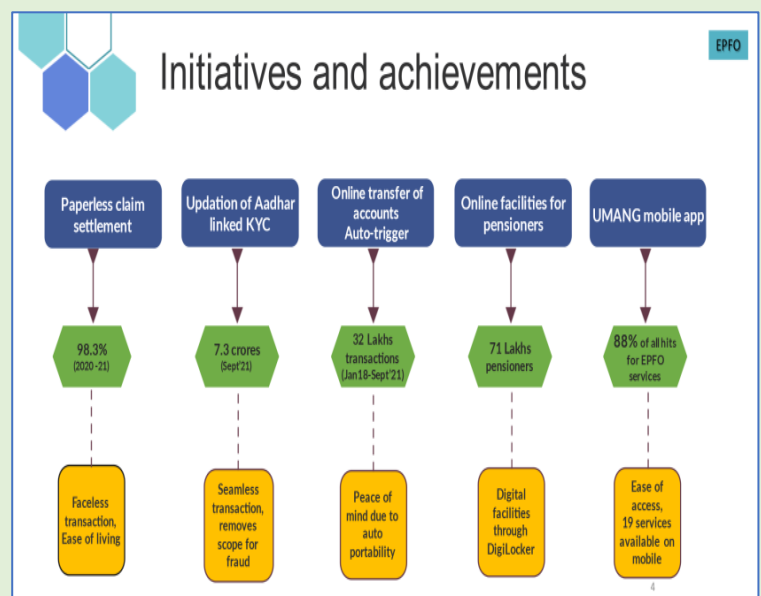
It is in this context that a technology-powered initiative was launched to remove systemic inefficiencies and make the experience of engagement with EPFO convenient —even pleasant. This has been a transformative experience for the organization, particularly in the last few years. For better comprehension, the entire initiative can be simplified into six pillars:

- e-Claim's submission and auto settlement: A facility was introduced to allow members to prefer online claims. It meant the member no longer needed to fill a physical copy of the claim form.

- Online transfer of account: The organization had developed an auto-trigger of such transfers this entailed funds getting transferred to the new account once the details of the member have been matched between the old and the new employers provided the member doesn't object to the transfer.
- Easing the burden of senior citizen: Pensioners can submit JPP anytime during the year as is convenient to them.
- Grievance redressal mechanism:
- Services on mobile devices: Unified Mobile Application for New-age Governance (UMANG) application which is a single platform for all Indian citizens to access a range of e-government services on their mobile phones.
- Other E-essentials: Online Tax Exemption Form is an online initiative to provide a facility to upload scanned form 15G/H in case of online claims.

Achievements

- By the end of the year March 2020, EPFO has settled over 93.48% (196 lakh) claims through online mode, and this reached 99% in May 2021.

- Over 1.96 million online transfers have taken place in auto-trigger mode till September 2021, where members didn't even need to raise a claim. They can always, see all their previous accumulations with different establishments together on the portal.
- EPFO offers 19 services through UMANG app and many more are in the process of being added keeping in mind the increasing use of mobile phones.
- Total 3.61 million 15G/15H forms have been filed online since the inception of this facility till September 2021 making online settlement truly online, even for those members who wanted to avail income tax exemption facility.
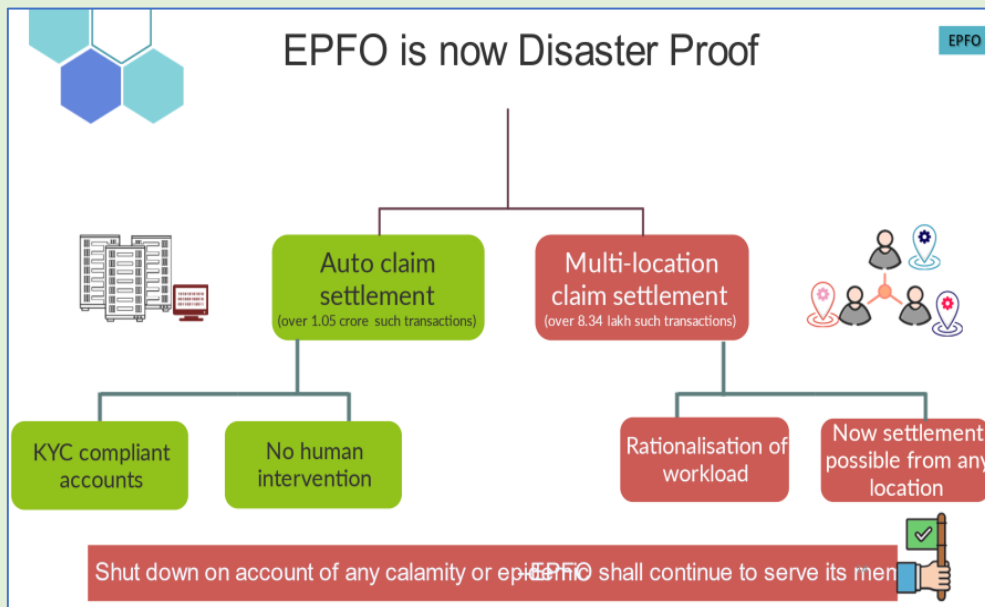
4. Clean Energy Initiative Accelerating Innovations – Dr. Sangita M. Kasture, Scientist F, Department of Bio-Technology

Dr. Sangita M Kasture, Scientist F, Department of Biotechnology made brief presentation on clean energy initiative. During the presentation she has explained there are 5 elements to deal with climate change challenge.

1. India will take its non-fossil energy capacity to 500 GW by 2030.

2. India will meet 50 percent of its energy requirements from renewable energy by 2030.

3. India will reduce the total projected carbon emissions by one billion tones from now till 2030.

4. By 2030, India will reduce the carbon intensity of its economy by less than 45 percent.

5. By the year 2070, India will achieve the target of Net Zero.

Snapshots: Waste to Energy: Innovations 2018-2020
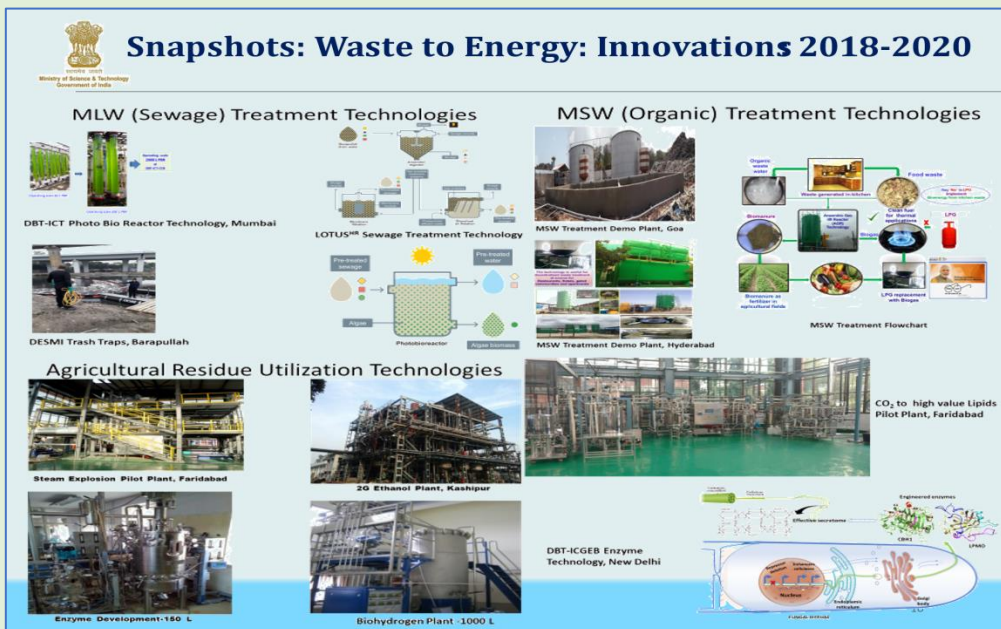
Achievement

- Increasing International RD&D Collaborations: **Joint Funding Opportunities**
- Raising awareness of the transformational potential of Energy Innovation: **National/Internal Meetings/Conferences**
- Increased Private Sector Engagement and Investment: **Clean Energy International Incubation Centre – Facilitated Start-up**
- Clean Energy Investment and Technology Innovations: **Joint DBT-IEA partnership for Clean energy transition**
- Avoided Emissions Framework: **India-Sweden Collaboration**
- Delivering the Mission Innovation Breakthroughs: **MI Innovative Solutions**
- **Mission Innovations Champions:** Scaling the Potential of Clean Energy Innovation: Turning Awareness into Action.

At the end of the session the e-services were deliberated and the success of e-Praman Patra was discussed. The face recognition technology used in the e-Praman Patra has made the service effortless.

SESSION – III

Innovation (In States)

CHAIRPERSON
Shri N B S Rajput, Joint Secretary, AR & PG, Government of India

RESOURCE PERSON
Shri Munish Chandan, Head SeMT, Department of Information Technology, Haryana
Shri Abhishek Martand, General Manager, IT
Dr. Om Prakash, Commissioner, Rajasthan Agricultural Competitiveness Project

Address by Shri NBS Rajput, Joint Secretary, Department of Administrative Reforms & Public Grievances (In-Chair)

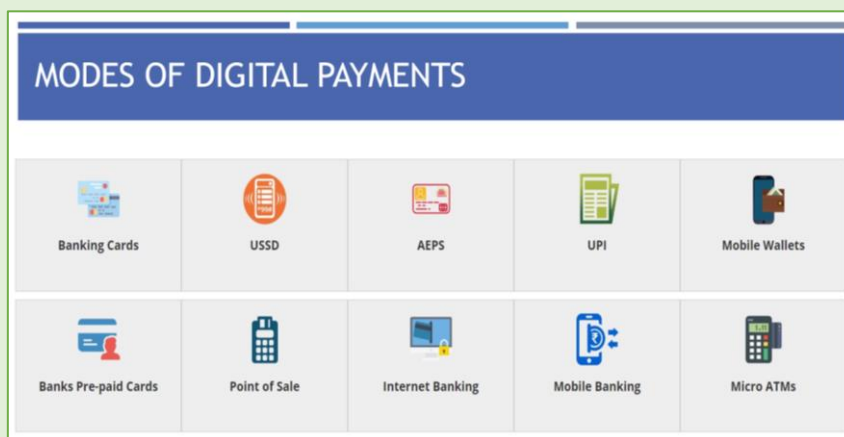**Shri NBS Rajput apprised the house of the topics to be presented in the third session of the conference**

1.   Cashless Haryana-Haryana Cashless Consolidated Portal (HCCP) – Shri Munish Chandan, Head SeMT, Department of Information Technology, Haryana

Mr. Munish Chandan, Head SeMT, Department of Information Technology, made brief presentation on initiatives taken by the State Government. To move towards a cashless society and to encourage digital payments, Government of Haryana has taken an initiative to promote digital payments in line with the Digital India initiation of Government of India.

Non-availability of information of cashless transactions happening at different touch points and in multiple modes after the announcement of demonetization by the Government of India due to which it was impossible to estimate the quantum of digital transactions happenings across Haryana.

In view of the above, an integrated monitoring tool has been created by the Govt. of Haryana to monitor the progress and penetration of different modes of digital payment transactions in the form of Haryana Cashless Consolidation Portal (HCCP).

MODES OF DIGITAL PAYMENTS

Banking Cards	USSD	AEPS	UPI	Mobile Wallets
Banks Pre-paid Cards	Point of Sale	Internet Banking	Mobile Banking	Micro ATMs

*Objective***:**

The objective of the scheme is to help people have access to multiple payment options, deliver citizen services electronically and to offer government services without having the need to visit government offices.

*Strategy***:**

To monitor the progress of the digital/ cashless transactions in the State, an integrated monitoring tool called "Haryana Cashless Consolidated portal" has been developed. The tool has been launched by Department of Information Technology, Electronics and Communication. The key features of the portal are:

- Tracking the consumption of the digital payment services by citizens of Haryana.
- API integration to capture transaction data from different stakeholders such as e-wallets, AePS, DBT, Revenue Dept.
- Safe, secure, and easily accessible by users
- Display information of all available electronic modes and channels of transactions
- Provisions for institutions, banks, e-wallets and departments showcase their upcoming cashless incentivization offers
- Monitoring of cashless transactions count in Haryana, Monthly updation of the captured data on the portal

HARYANA'S RANKING IN DIGITAL TRANSACTIONS

No. of digital transactions (per capita basis) for Haryana (as on 31.10.2021) -12.42*

Digital Payments Transactions (Per capita basis)

Ranks No.2 - Large States
For no. of Digital Payments Transactions (per capita basis)

Rank No. 3 - Overall
For no. of Digital Payments Transactions (per capita basis)

*Source: NPCI (digipay.gov.in)

Key achievements:

- As on Oct 2021, 68.48 crore digital transactions have been done during FY 2021-22.
- The total digital transactions since FY 2017-18 till date stands at 473.01 crore.

Mr. Chandan highlighted that due to successful roll out of the program, the State's success has been widely acclaimed across India. Government of Haryana is able to offer cashless digital service to other States.

2. Business Transforming IT Tools-MPMKVVCL-Madhya Pradesh, Madhya Kshetra Vidyut Vitran Company Ltd, by Shri Abhishek Martand, General Manager, IT

Shri Abhisek Martand made brief presentation on the initiative taken by Government of Madhya Pradesh. Madhya Pradesh Madhya Kshetra Vidyut Vitaran Company Limited (MPMKVVCL) undertakes the activities of distribution and retail supply of electricity to 16 districts in the state of Madhya Pradesh with an operational area of approximately 96,069 sq.km and a consumer base of 48.19 lakhs. Out of 48.19 lakh consumers, 2615 are HT consumers whose revenue share is more than 50% of total revenue, approx. 8 lakh Agriculture consumers and 35,000 plus high value LT consumers. MPMKVVCL has developed various IT systems in the form of web-applications and mobile applications to enhance its operational and commercial efficiency. These IT

applications are used by Discom Employees (including Corporate and Field staff) and Consumers as well.

Objective:

The main objective of the IT systems is to enhance the operational and commercial efficiency and improve performance of employees of MPMKVVCL.
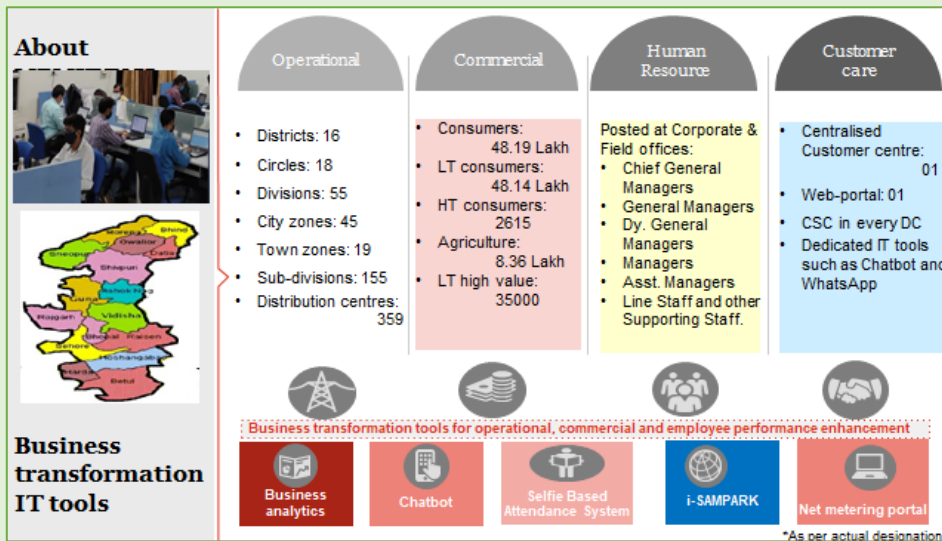
Strategy:

- The IT solution has developed using Power-Bi
- Single platform for reporting: It integrates all the concerned departments in a single platform
- It is a Single window IT tool catering to Power system monitoring, commercial, manpower allocation analysis and financial aspects of the utility.
- Technical: It is a Flexible IT tool which can incorporate management requirements on a regular/ monthly basis.
- Adaptability to high frequency transactions daily
- Almost zero server shutdowns
- Accessible up to lowest administrative level i.e., Distribution Centre.
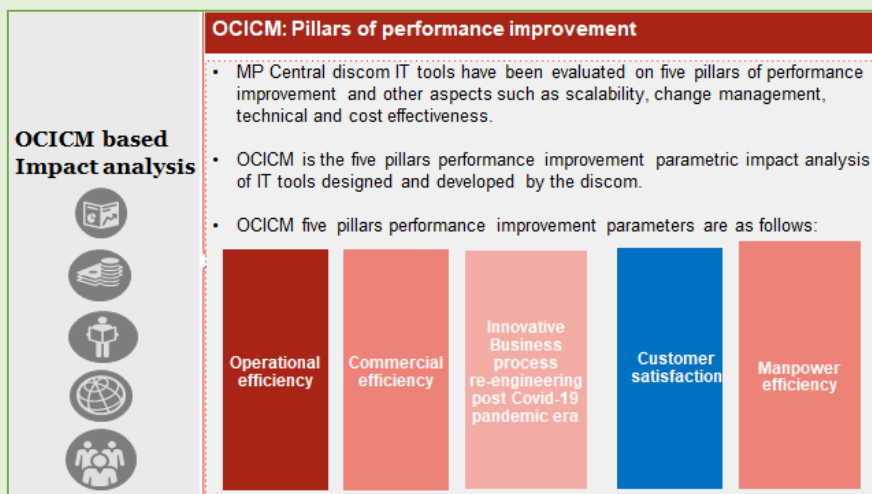
Key achievements:

A. Operation efficiency
- Single window platform catering to all complaints and requisitions.
- IT system driven processes for transparency and accuracy in data and communication.

B. For Commercial efficiency
- Micro level analysis in terms of reporting and trend analysis of all commercial parameters in each circle/division/DC leading to decision making related to policies, manpower deployment etc.

C. Manpower efficiency
- Field staff and Centralized Call Center gets updated information through paperless mode.
- Cost of manpower has reduced due to sharing of peak time complaints on mobile and web platform.
- Services such as linking of mobile number to service connection number, self-reading has been converted to IT driven solutions resulting in reduced burden on the field staff.

D. More than 40 lakh bill notifications and over 15,554 self-meter reading have been uploaded. Also, more than 17 lakh LT bills and 1132 HT bills are downloaded till now.

3. Rajasthan Agriculture Competitiveness Project- Dr. Om Prakash, Commissioner, Rajasthan Agricultural Competitiveness Project.

Dr. Om Prakash, Commissioner, Rajasthan Agricultural Competitiveness Project made brief presentation on the State Initiative. The project was approved on March 27, 2012 to sustainably increase agricultural productivity and farmer's income in selected locations of Rajasthan. The project is implemented in 17 districts of Rajasthan with an area of 2,76,827 hectares and 1,37,607 farmer families are involved in the project. The total project outlay is Rs 716.67 Crore. There are 6 departments such as Agriculture, Horticulture, Animal Husbandry, Water Resource, Ground Water and Watershed and Soil Conservation involved in the project. The primary beneficiaries of the project are small and marginal farmers.

*Objective***:**

The objective is to establish the sustainability in increasing agricultural productivity and farmer incomes through a distinct agricultural development approach by integrating agriculture water management and agricultural

technology, farmer organizations and market innovations in selected locations across the ten agro ecological zones of Rajasthan.

*Strategy***:**

The good governance strategy of Rajasthan Agricultural Competitiveness Project are:

- The **CACPs enabled** improved planning and field-level cross-sectoral implementation
- **Task Team Leader and The World Bank team** regular involvement resulted in technical guidance and speedy clearances.
- **Political leadership** involvement and monitoring led to generate positive environment
- **ACS/ Pr. Secy (Agriculture)** Level monitoring resulted in better coordination among all line department and approvals from the higher authorities.
- **PMU level Weekly** and **District Level monthly** review meeting resulted in better physical and financial achievement
- Inclusion of RACP in **District Collector's Review meeting** for better monitoring and issue resolving
- **Regular Field visit** by PMU teams for better understanding and effective monitoring
- Intensive **farmers training**, integrated field **demonstrations**, and **higher than normal grants** to offset farmers' costs drove adoption of improved farming and water management practices and technologies
- **Timely and Transparent procurement** made it easy to make available cost effective better agri-inputs and technologies to farmers which further popularize RACP beneficiary activities.
- **Innovative Agriculture, Horticulture and Animal Husbandry (Goat) Package** designed for providing the end-to-end solution to the farmers
- Project supported **reforms to the Agricultural Produce Marketing Committee (APMC)** Act of 1962 to reduce the minimum capital and other requirements for FPCs to obtain direct purchase licenses, creating an enabling policy environment for value-addition.
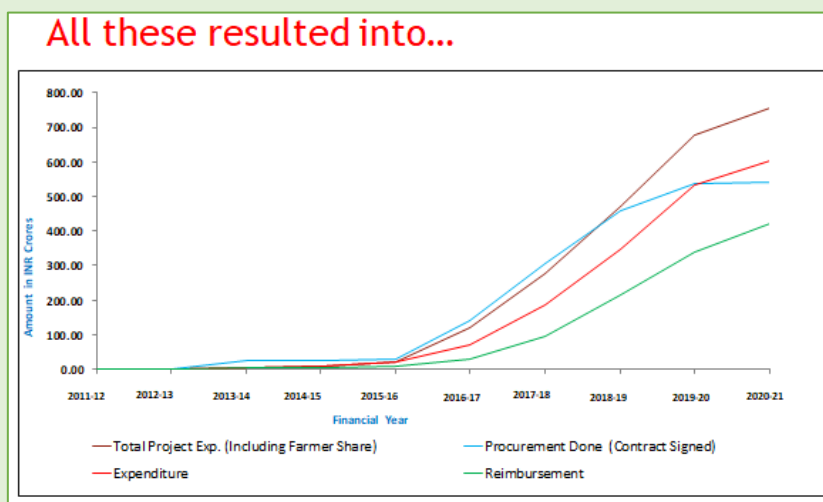
Key achievements:

- Reduction in usage of water for agricultural activities
- Increase in production of crops
- Increase in production of goat milk
- Increase in weight of goat
- Increase in gross margin from crops and goats
- Adoption of improved technology by the farmers

Best practices demonstrated under RACP: Agriculture & Horticulture

- Micro Irrigation System (Drip and Sprinkler) on Farm Ponds and Diggies with Solar Panel
- Vegetable crops demonstration with drip irrigation, fertigation and mulching
- Green house with diggi, solar and drip

Animal Husbandry: Goat Package (End to End Solution)

- **Breed Improvement**- Quality Buck Distribution
- **Nutrition Management**- Chaff Cutter, Feeding & water trough, Feed supplement and Azolla Unit distribution
- **Health management**- Farmer's Door services availability through **Lady Link Workers**, Animal health Camps, Mobile Van, Travis installation in each cluster village.
- **General Management**- Goat House
- **Quality Management**- Clean Milk Production
- **Marketing**- Weighing Balance, Goat Milk and Live Goat Marketing through FPC
- **Income Generation**- Goat Unit (4 Goats) Distribution

Q & A

Q.   Who decides and supplies machinery to the farmers?

A.   There is a task force and under each task force 20 farmers are attached. Any machinery requirement is supplied through them.

SESSION – IV

Improving Public Service Delivery

CHAIRPERSON   Shri Swadheen Kshatriya, State Chief Commissioner of Right to Services, Maharashtra-In Chair
RESOURCE PERSON   Shri Ghanshyam Thori, DC, Jalandhar   Dr. D. Sajith Babu, Director, Civil Supplies, Govt. of Kerala   Shri Shubham Saxena, DM, Sambalpur, Odisha   Shri Bhagwati Prasad Kalal, DM, Sirohi

Address by Shri Swadheen Kshatriya, State Chief Commissioner of Right to Services, Government of Maharashtra – in Chair

Shri Swadheen Kshatriya while chairing the session highlighted that, the Maharashtra time bound delivery service regime is working effectively due to constant monitoring by competent authority. The salient features of the Maharashtra Right to Public Service Act are:

- It has created a right for an eligible person to obtain public services;
- It provides for delivery of public services by the Designated Officers;
- It mandates the Public Authorities to notify the public services, Designated Officers, Appellate Authorities;
- It provides for giving unique application number for monitoring online status;
- It provides for appeals to the First Appellate Authority, Second Appellate Authority and the Commission
- It has provision to constitute the Maharashtra State Commission for Right to Service for effective implementation of the law;
- It has provision for penalties and disciplinary action in respect of officials who have failed to deliver public services within stipulated time limit without justifiable reasons.
- It has provision for incentives to such officials who are delivering public services within the stipulated time limit without any default in a year.
- It contains provision for taking action against an eligible person who obtains public services by deliberately giving false or frivolous information or false documents

Progress so far

- 486 Public Services have been notified under the Act.
- Citizens can avail these services by using Mobile App : RTS Maharashtra or from Aaple Sarkar RTS Portal or from any 32,543 Seva Kendra (Service Centres)
- Any application travels only three Desks for final decision.
- Entire process is electronic, there is no physical movement of papers.
- System is transparent and ensures time – bound disposal.
- Citizen can track his application.
- Immediately upon application the receipt is generated which gives UID and date on which service will be provided.
- Final delivery of service is also online.
- Facility is provided for online Appeals.

District Initiatives:

- Government vide order dated 12.03.2018 has declared the District Collector as the Controlling Officer for RTS.
- Every Collector monitors, reviews and supervises implementation of RTS in the District. He has been provided with Smart Dashboard for this purpose.
- Collector has powers to sanction new Seva Kendra (Service Centre) or terminate them.
- Collectors have carried out innovations like :-

A] Chandrapur District : Seva Kendras are managd by Women Self Help Groups.

B] Wardha District : Seva Kendras set up on the basis of footfall; for example at Civil Hospital, Bus Terminal.

C] Nasik District: 83 number of additional services have been notified by the Collector.

D] Ahmednagar District: Five public services are provided by means of 'All Time Document Machine' (ATDM) using touch screen.

Achievements

- Since 2015 a total of 10,83,19,499 crore online applications for public services were received and decided.
- During 2020-21 a total of 1,52,36,169 applications were received and 1,41,63,167 applications have been disposed.
- During 2021-22 till now total of 1,03,58,967 applications have been received.
- On time delivery is now approximately 96% during the last two years.
- The rejection ratio is negligible – less than one percent.
- Thus transparent, efficient and time – bound delivery of public services has been ensured by enacting legislation, establishing a Commission and using Information Technology.
- This entire information can be a accessed at our website www.aaplesarkar.mahaonline.gov.in
- The Annual Report of the Commission for the year 2019-20 is also available on our website.

Sewa Kendra, Punjab - One It has created a right for an eligible person to obtain public services;

Mr. Ghanshyam Thori, District Collector made brief presentation on the initiative. The 'zero pendency' approach of Jalandhar district is providing citizen services without any hinderance or third-party intervention within stipulated time frame. It utilizes 'Digital Era Governance' to facilitate citizens with efficacious delivery of public services at the last mile. These efforts have also ensured fairness, accountability, and transparency in public service delivery.

The e-Sewa platform has been operationalized since 2018. In June 2019, when a high percentage of applications received and tracked through the e-Sewa portal, the Jalandhar is the only district in the State of Punjab where more than 50% of all its citizen application pending with district officials beyond the stipulated timeline of PTAA 2018. The district administration cleared the pendency by meticulous utilization of DEG tools, which further resulted in ease of providing services to citizens. Being responsive to the policy implementation challenges, a District Project Implementation Committee (DPIC) has been formulated with the Deputy Commissioner at the helm.

Strategy:

"Zero Pendency" Framework – Guaranteed Time-bound delivery of Citizen Services

The ethos of the "Zero Pendency" framework was rooted in the idea of performance management at the grass-root level.

Under Jalandhar's "Zero Pendency" framework, the following strategy is adopted,

- Deputy Commissioner is made the single point of contact for the State Government to ensure implementation and facilitate inter-departmental coordination at the districts.
- Identifying Nodal Officers at Tehsil and Sub-Tehsil Level for managing the performance.
- Daily Monitoring through MIS reports.
- Identifying applications pending with officials.
- Sharing root cause of pendency with district heads of departments.
- Giving time to officials to remove pendency before Saturday review meeting
- Faltering officials to explain bottlenecks at review meeting along with their nodal officers.
- Resolving pending issues through Brain storming sessions facilitated by Deputy Commissioner.

Sewa Kendras in Punjab

Evolution of Sewa Kendras and eSewa Portal in Punjab
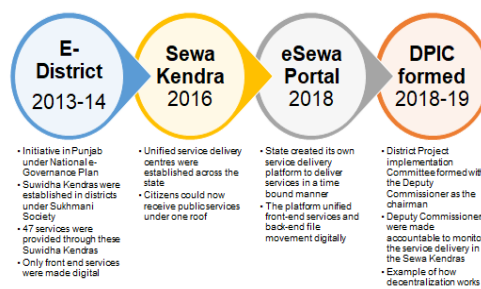
Zero Pendency Approach: Steps taken by the district

Key Achievements:

1. Reduction in pendency in citizen services from 56.39% in June 2019 to 0.0% in November 2021 in Jalandhar District and has sustained its first rank among all 22 districts of Punjab since July 2020.

2. During the last one-year period (Nov 2020 - Nov 2021), the district administration has resolved 322 grievances out of total received 326 grievances across different forums.

3. Since January 2019, Jalandhar district had delivered 14,65,301 services to its citizens and received a net revenue of INR 18,61,95,433 as service fees from the 33 Sewa Kendra's in the district, which was being incurred on the development of these Kendra's.

2. *"Reach out" an innovative programme to deliver public redressal in lesser time- Kasaragod District, Kerala by Dr. D. Sajith Babu, Director, Civil Supplies, Govt. of Kerala*

Dr. D. Sajith Babu, Director, Civil Supplies, Government of Kerala made brief presentation on the programme. The main objective of the programme are System re-engineering, capacity re-building and public awareness.

<u>The following statements form the basis for evolution of the Programme</u> –

- The current system of file flow is the one which was introduced by Sir Richard Tottenham, District Collector, North Arcot in 1932.
- Before a file reaches the District Collector, it is being processed by 3 Deputy Tahsildars [Taluk Office, O/o RDO & Collectorate], 3 Tahsildars [Taluk Office, O/o RDO & Collectorate] and 2 Deputy Collectors [O/o RDO & Collectorate].
- Petitioners need to wait for 10 to 12 months for getting even a reply.

It resulted in lack of trust on Government processes.

INNOVATION

BEFORE	AFTER
Poor efficiency	Simplified procedure
Unwanted file movement	Better time and resource management
Long pendency	Quick decisions
	Timely replies/relief to the petitioners
Lack of trust on Government processes	Improved trust in Government systems
	Officers became more responsive

Advantages of Google doc. Review meetings

- The system was introduced in September 2018 and still functioning well
- So effective during Covid 19 period
- KPIs fixed after detailed analysis, so evaluation is perfect
- Details are to be entered in the Google Doc., before the last day of every month. Automatic RED ZONE grading for under performers, YELLOW ZONE grading for average performers and GREEN ZONE grading for better performers
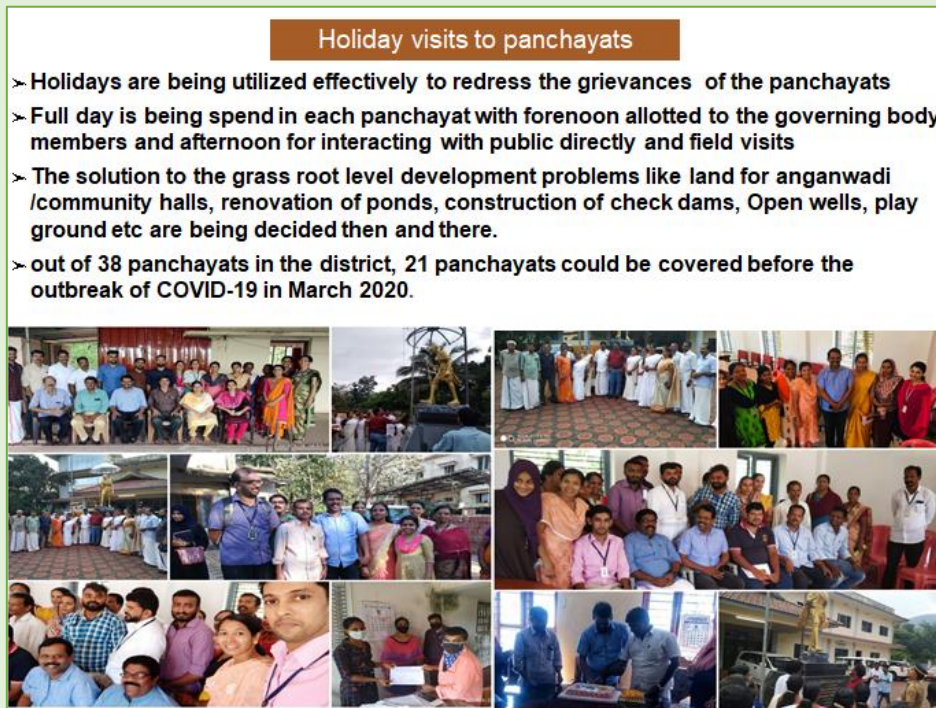
- Brought specificity to review meetings
- Easy performance analysis of officers
- Reduced "ON DUTY" absenteeism from Village and Taluk offices, thus ensured more time for interaction with public
- Conserved lot of time, energy and resources otherwise spent on unwanted review meetings

Strategy:

To improve the scenario, few changes are brought in as part of Reach out Programme which include:

1. Petitions are being directly forwarded to the concerned offices after entering in a **"Google Doc."** file with the help of an Executive Assistant without making it part of the usual file flow system and the time limit fixed is 15 days [Immediate necessary action] and 30 days [Necessary action]

2. Collector goes to the lower offices and take decisions on their respective files after affixing the seal.

Holiday visits to panchayats
- Holidays are being utilized effectively to redress the grievances of the panchayats
- Full day is being spend in each panchayat with forenoon allotted to the governing body members and afternoon for interacting with public directly and field visits
- The solution to the grass root level development problems like land for anganwadi /community halls, renovation of ponds, construction of check dams, Open wells, play ground etc are being decided then and there.
- out of 38 panchayats in the district, 21 panchayats could be covered before the outbreak of COVID-19 in March 2020.

Key Achievements:

- Improved trust in Government systems
- Quick decision making due to speedy disposal of grievances
- Better Time & Resource Management

3. Collector's Grievance Cell-One District One Number, District Sambalpur-Shri Shubham Saxena, DM, Sambalpur, Odisha

Mr. Shubham Saxena, District Magistrate, Sambalpur, Odisha made brief presentation on the initiative taken by the district. He briefed that the main objective of the initiative is Development of a mobile cum web-based application to manage all the grievances of citizens as well as departments.

Brief of the Scheme:

With the proliferation of smart phones, District Collector Sambalpur has envisaged the need to develop a mobile application for improving the organization employee performance as well as to Track the grievance and complaint of citizens and department employees.

Strategy:

The following procedures adopted for success of the System:

- Grievance Cell setup with required ICT infrastructure at Collectorate
- Toll Free number (18003456723) installed to receive calls.
- Manpower deputed and trained to receive calls, register grievances in portal and assign grievances to concerned offices.
- Alternatively, Citizens can submit his/her grievance through the portal or mobile app by providing their name, email id, mobile number and address and choose the subject about which he wants to submit the grievance.
- Citizen can provide their feedback by portal or mobile app by rating system.

Functionalities

- Citizen can track their grievance status by providing their grievance id and mobile number.
- Administration Dashboard shows total number of grievances received, pending, no. of grievance for which intermediate action has been taken, No. of grievances pending for disposal (to be disposed) and Number of grievances disposed.
- Administration must approve or reject the grievance. If accepted, then assigned to the specific office for resolving the grievance.
- SMS alerts are automatically sent to the User and Concerned Officer.
- Administration can see the office-wise pending list of grievances.
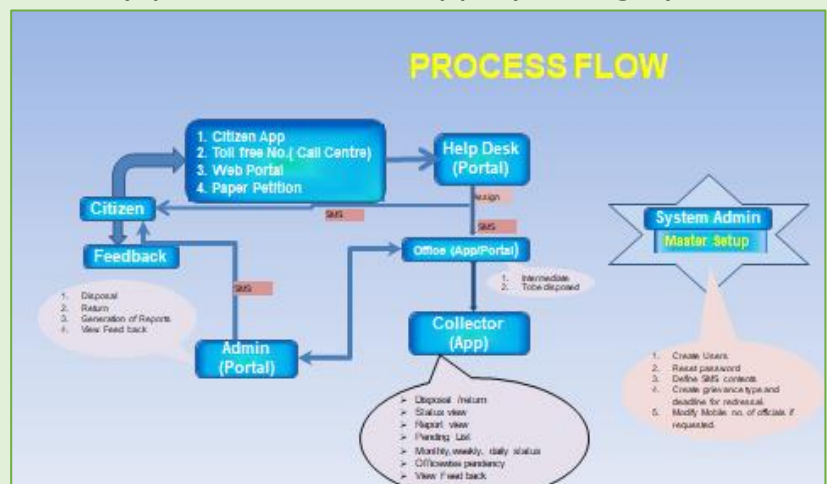
- Office Dashboard of Mobile App shows total number of grievances received, disposed, pending and to be disposed.
- Grievances received from higher authority are also resolved.
- Facility for disposal of grievance and notification on change in status of grievance are also available.
- District administration Dashboard of Mobile App shows total number of grievances received, disposed, pending, and to be disposed, number of office wise pending, disposed during this month, received during the month.
- District administration can see the reports by filtering the subject like date received from, selecting the subject, selecting the status.

Key Achievements:

The System has the following advantages making it an effective grievance redressal mechanism:

- Easy to register grievance through various modes (like online, telephone, paper, Mobile App etc).
- No need to visit any office.
- Local language support.
- SMS alert.
- Name and contact details of concerned Officer who will resolve the grievance is shared with citizen.

- Feedback mechanism for users.
- Anytime anywhere disposal.
- Grievance redressal with evidence (Photographs, videos, copy of official documents) is shared with the concerned citizen.
- Audit trail of grievances.

4. Improving Service Delivery & Redressal of Public Grievances: Success story of Sirohi, Rajasthan-Shri Bhagwati Prasad Kalal, DM, Sirohi

Mr. Bhagwati Prasad Kalal, District Magistrate, Sirohi, Rajasthan made brief presentation on the initiative taken by the district administration. The main objective are Development of an integrated online platform to facilitate Government to Citizen (G2C) and Business to Consumer (B2C) services to the citizens and a centralized web portal for Grievance Redressal System.

Brief of the Scheme:

Earlier for a citizen seeking benefits of any scheme / service, the government system was very complicated and so was the situation for Government officials to track applications, receive feedback etc. In view of it, **E-Mitra**, an integrated online-platform was launched to facilitate G2C & B2C services to the citizens. Similarly, to make the public grievance redressal system effective, **Rajasthan Sampark Portal** (Centralized web portal for Grievance Redressal System) is developed.

Strategy:

E-Mitra: Effective Governance, Better Citizen Services

- 1047 e-Mitra along with operators are established from District headquarter to Gram Panchayat Level.
- 212 e-Mitra plus machines have been Installed as self-kiosks at Dist. HQ, Block HQ and GP HQ Level as self-Kiosks i.e., without assistance of operator.
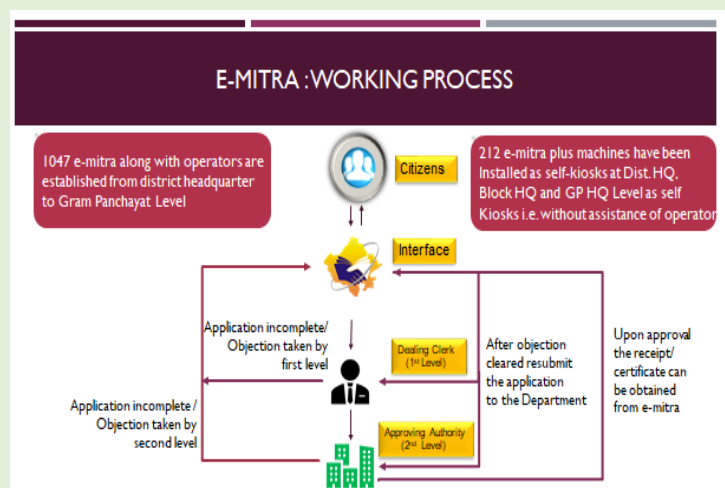
- Provision of free space with electricity along with internet connectivity in the GP building to strengthen the system.
- Local rural youths are identified and encouraged to work as e-Mitra operator in backward areas through gram panchayats.
- To avail the services at their doorstep, awareness activities are carried through media, social media and choupals.
- Frequent training programs are organised to train operators about the SOPs of various schemes.
- Self-service kiosks named E-Mitra plus machines have been established at 212 places in urban and rural locations including all GPs. These e-Mitra plus machines reduce dependency of a citizen on e-Mitra operators.
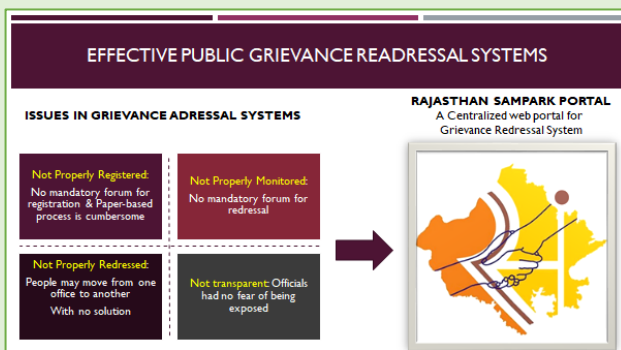
Rajasthan Sampark Portal

The grievances can be registered through portal, at Govt. Office, Mobile App, By '181' helpline.

The procedure adopted are as follows :

Step 1: Registration on Sampark Portal

Step 2: Sent to Concerned Department **(L-1 level block officer) –** Dist. Level monitoring through Monday Meetings

Step 3: Unresolved up to 30 days, **sent to L-2 District level officer** - Dist. Level monitoring through Vigilance Meetings

Step 4: Unresolved up to 15 days, **sent to L-3 District level officer** - Dist. Level monitoring through Video Conference

Step 5: Unresolved sent to State level, **L-4 Secretary / Pr. Secretary / CMO**

Once resolved at any level, verification is done through 181 Call centre and if satisfied is marked as resolved else it moves back to Step-3.

Key Achievements:

E-Mitra: Effective Governance, Better Citizen Services

- More than 464 G2C spanning across 71 departments & 45 B2C services available at doorstep and at single stop.
- Total 1103624 G2C transactions done at citizen level in 2020-21 and 541067 G2C transactions done at citizen level in 2021-22.

- Live Tracking of applications, record keeping, promoting transparency and accountability drastically.
- Improving quality of life especially in rural areas as services available in convenient, transparent and cost-effective way.

Rajasthan Sampark Portal

- Between 01-Apr-2021 to 31-Oct-2021, 14415 complaints were received with 95.45% of them disposed within average disposal time of 17 days with 80% satisfaction rate.

Q & A

Q. Is there any mechanism where the citizen appeal is not rejected by third party on purpose like due to political pressure or some other reason?

A. Yes. There is a 3 stage appeal where any citizen without any paperwork can make an appeal. The applicants appeal has to be rejected by justifiable reason else they still can make an appeal and the 3rd appeal comes to the commission.

Presenting memento to the Chairperson of the Sessions by Shri Surendra Kumar, Principal Secretary, General Administration & Public Grievance Department, Government of Odisha

SESSION – V

Administration Innovation in Odisha

CHAIRPERSON

Shri Sanjeev Chopra,
Addl. Chief Secretary,
Government of Odisha

RESOURCE PERSONS

Shri Manoj Mishra,
Secretary, E & IT Department,
Government of Odisha

Shri Sanjeev Chopra,
Addl. Chief Secretary,
Government of Odisha

Shri G. Mathivathanan,
Principal Secretary, Housing &
Urban Development Department,
Government of Odisha

Shri Akash Deep,
Commissioner & Secretary,
PHE&MD, JJM&I/C, Director, IT,
Assam

1. *5T and MO Sarkar-Shri Manoj Mishra, Secretary, E & IT Department, Government of Odisha.*

Shri Manoj Mishra, Secretary E&IT Department, Government of Odisha presented a brief narrative about the unique 'Mo Sarkar' initiative of the State Government. While explaining he said that registering complaint by the less connected public was a challenge but in Mo Sarkar, the Government reaches out to the public. The Mo Sarkar was launched initially in two departments i.e. Home (Police Stations) and Health & Family Welfare (i.e. Hospitals) where people visit in distress. Whenever the citizen visits the said places the telephone number has to be recorded and on random basis 10 calls will be made directly to the citizen and then the departments would take action upon it. This instilled professionalism in Government and respect for the citizen. In case number isn't taken, Suo-moto registration may also be done.

Mo Sarkar is a unique project which aims at bringing behavioral change in the government officials who are delivering public services to the citizens. A citizen avails various services from different government departments and it is important for the government to collect feedback of his/her experience. This feedback helps the government in identifying the problem centers and it also nudges the officials to be more empathetic and accountable. This is also one of the sustainable development goals. SDG Target 16.6 aims at developing effective, accountable and transparent institutions.

Shri Navneen Pattnaik, Hon'ble Chief Minister of Odisha
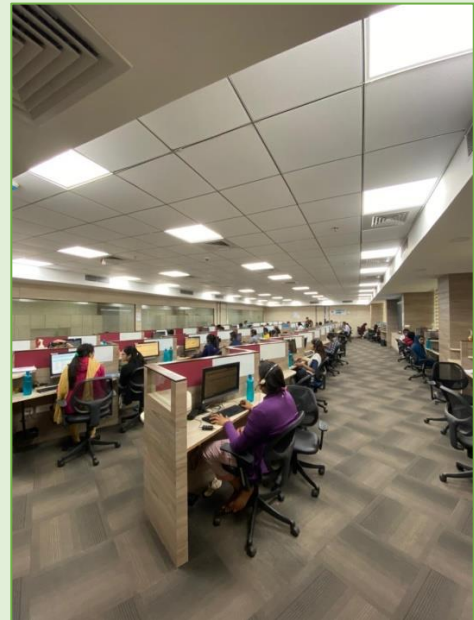
Under Mo Sarkar citizen calls the designated helpline number 14545, and the BPO agent verifies the credentials whether s/he is a new caller or a repeat caller. A dedicated Contact Centre is tasked with handling Mo Sarkar. The target is to achieve 3500 connected calls in two shifts each day. The system records feedback from citizens visiting government offices and then it is followed up by the designated officials of that department calling the concerned citizen about the quality of his experience at that touch point. Subsequently this data helps officials generate insights on macro-level actionable. Also, the contact center calls the citizens on its own from the database maintained by the respective departments whether a citizen has availed any service, and records the feedback of the same.

Since its launch on October 2, 2019, the Mo Sarkar Contact Center has changed the contours of public service delivery in Odisha. The coupling of technology with a solid governance oversight has enabled it to deliver transformative outcomes. The system infuses a culture of accountability by linking the Performance Appraisal of officers to their responsiveness in handling complaints lodged by citizens under Mo Sarkar.

The metrics showcase the impact created by Mo Sarkar:

- Number of departments: 29
- Number of services: 227
- Total feedback calls made till date: 0.50 crore
- Total connected outbound calls till date: 0.14 crore

Q&A

Q.   How is the database managed?
A.   Oracle has been deployed to manage the database.

Q.   How is it impactful?

A.   Officials are now more responsible as any negative feedback can initiate consequences. Example, In RTO offices earlier Rs 200 was charged and post online services were made available, feedback via Mo Sarkar initiative has come up that the service cost has increased to Rs 300 which was an eye-opener and immediately all the applications were stalled in RTO and online services were made available in Mo Seva Kendra which citizens can avail directly and not through RTO Offices.

2.   *Scheme Monitoring Tool (SMT) (Jal Jeevan Mission), Assam-Dr. Akash Deep, Commissioner & Secretary, PHE&MD, JJM&I/C, Director, IT, Assam*

Dr. Akash Deep, Commissioner & Secretary, PHED& MD, JJM&I/C, Director, IT, Assam made a brief presentation on Scheme Monitoring Tool (SMT). He further explained that the IT solutions by IT service provider to suit the particular need has been developed which has eased service delivery and monitoring. SMT facilitates tracking of scheme execution at the micro level and helps in decision making & effective scheme implementation.

SMT is developed with an objective to have a centralized monitoring for various activities executed under selected schemes. The tool has the provision to monitor the performance and track all of them in a phase-wise manner.

Features:

- Approved scheme entry and management | with basic information.
- Activity Reporting | DPR | AA | TS | and other relevant indicators.
- Contactor Enlistment | with basic information
- Online Work allotment | to empaneled and eligible contactors
- Physical work progress | FHTC Reporting | Tracking of delay
- Online Fund Demand & Approval System | Party Payment
- Call for TP Inspection | by Division against Specific Scheme

Achievement:

There is 17% increase in progress of various schemes post SMT and Scotch International has recognized the initiative and awarded for bringing momentous change.

Q & A

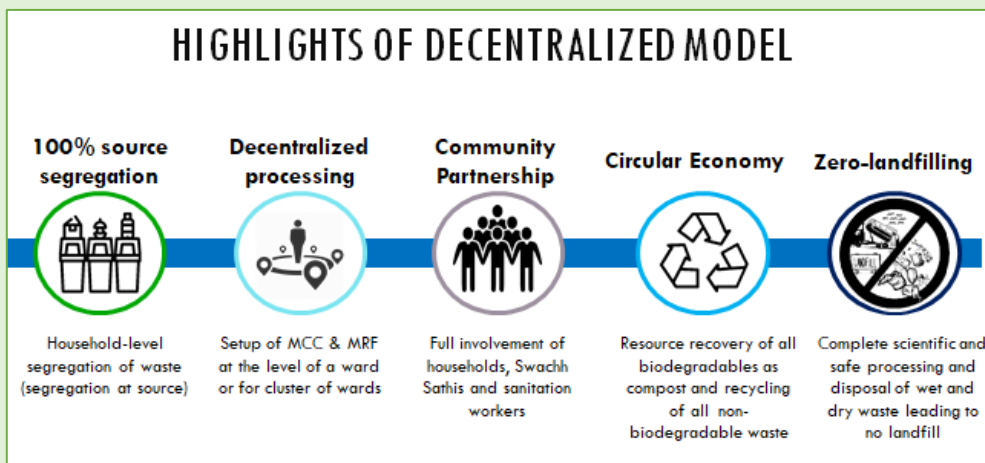Q.   Is there any module for the contractors?

A. Yes the basic module for information and query is there but 3rd party inspection of the bills and physical inspection of the bill produced by the contractors is required.

3. **Decentralized System of Micro Composting Centers and Material Recovery Facilities for efficient solid waste management -Shri Sangramjit Nayak, Director, Municipal Administration & Ex-officio Additional Secretary, Housing & Urban Development Department, Government of Odisha.**

Shri Sangramjit Nayak, Director, Municipal Administration & Ex-officio Additional Secretary, Housing & Urban Development Department, Government of Odisha. presented a precise synopsis of the decentralized approach taken up by the State Government.

He briefed that Odisha has 70% population lives in urban areas and the growth in urban population is much higher than the national average. There 114 Urban Local Bodies. The solid waste management system now developed in a decentralized manner is to keep the city clean and healthy.

HIGHLIGHTS OF DECENTRALIZED MODEL

100% source segregation	Decentralized processing	Community Partnership	Circular Economy	Zero-landfilling
Household-level segregation of waste (segregation at source)	Setup of MCC & MRF at the level of a ward or for cluster of wards	Full involvement of households, Swachh Sathis and sanitation workers	Resource recovery of all biodegradables as compost and recycling of all non-biodegradable waste	Complete scientific and safe processing and disposal of wet and dry waste leading to no landfill

Salient features:

- This is a community driven approach for green connectivity.
- The women and transgender are the ones who collect the solid waste.
- Mo Khata , the compost created is sold within the Government

Processed Waste converted into Organic Manure, Branded as "Mo Khata" and Sold off through outlets managed by WSHG

Community Driven

Mission Shakti Group / ALF / CLF

Transgender Groups

Rag Picker Groups

Status of "*Mo Khata*"

- Produced - 1979.05 MT
- Sold to Forest Department - 176.53 MT
- Sold to Agriculture Department - 19.46 MT
- Sold to Horticulture Activities - 111.80 MT
- Sold to individual buyers - 704.83 MT
- Total quantity of *Mo Khata* sold - 1012.62 MT
- Total amount generated from selling Mo Khata - INR 2,02,52,400 (@Rs. 20 per kg)

Battery Operated Vehicles (BOV) run by women
A new initiative in Women Empowerment

Stages in MCC
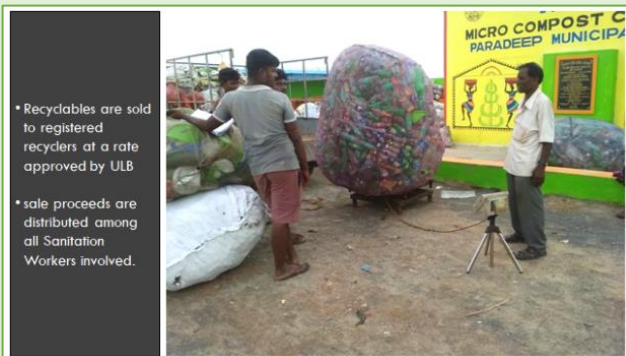
E- Waste & Domestic Hazardous Waste Collection Drive in Odisha:

- **E-Waste & Domestic Hazardous Waste Collection Drive started from 15 August 2021**

- **Every Saturday of the week earmarked for door-to-door collection of E- Waste** & DHW

- **Awareness campaign** for source segregation of E-waste & DHW by *Swachha Saathis* and *Swachha* Supervisors

- IEC activities- **Mike Announcement, Wall Paintings, Coverage by local media**

- **Demarcated Areas in MRF** specified as E- Waste Corner for storage of E- Waste & DHW

- Collected E-Waste & DHW to be handed over to authorised recyclers
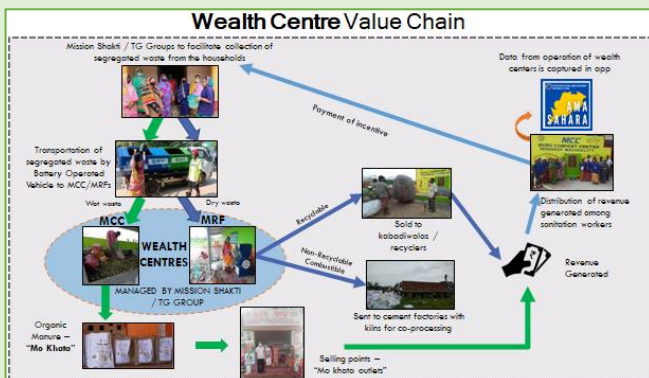
Q & A

Q. How different Government Departments are linked in this project?

A. Example, C&T has been roped in for signing MoU wherein ITI students are given time and opportunity to work in their ULBs to take care of the vehicles, machineries etc.

4. *Bhubaneswar Land Use Intelligence System (BLUIS) - Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha.*

Addressing the last session of the regional conference on "Replication of Good Governance Practices", Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha, presided over the session and he presented the case of "satellite imaginary" technology being used for safeguarding the Government land in Bhubaneswar from encroachment. He underscored the role of science and technology in the current era.
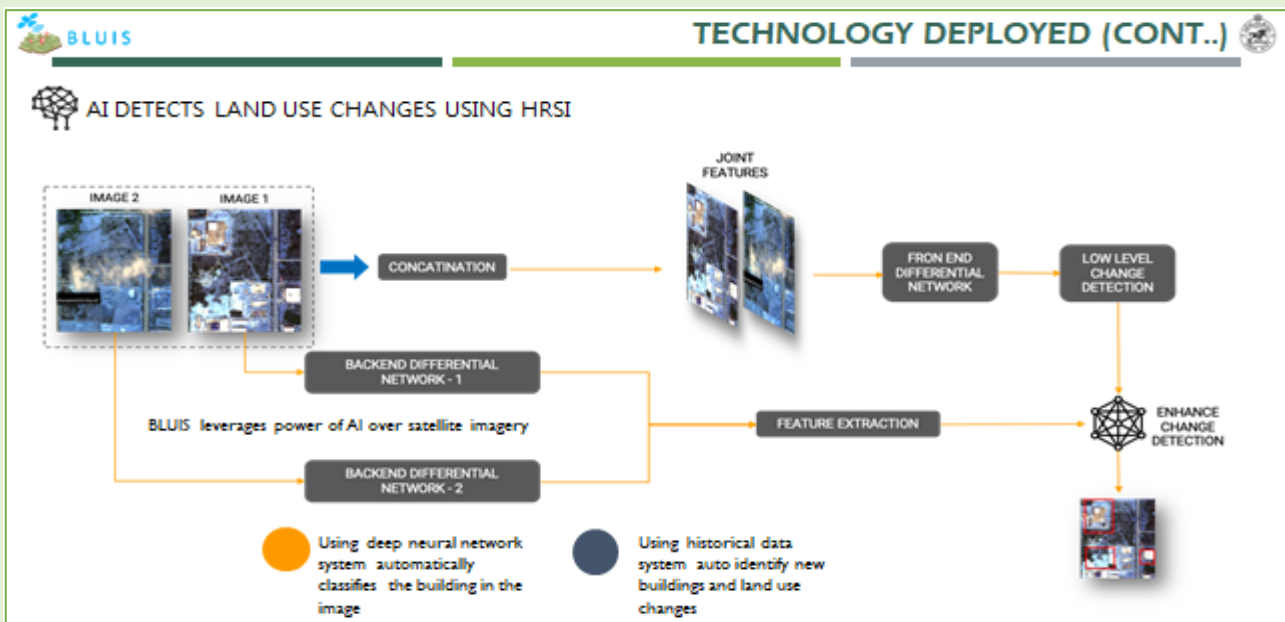

He highlighted on the expansion of Bhubaneswar city and cited issues concerning to its land encroachment. Bhubaneswar has been awarded as number one smart city in the country. He highlighted the technology being implemented to make the government land in the city encroach free. Satellite image capturing and Geo tagging of the same is being executed and here in Bhubaneswar there are three authorities namely, Bhubaneswar Municipal Corporation, Bhubaneswar Development Authority and General Administration Department. He also added

that they have included community involvement in the application. There is Artificial Intelligence based technology being used, and Data is generated about the ground level scenario.
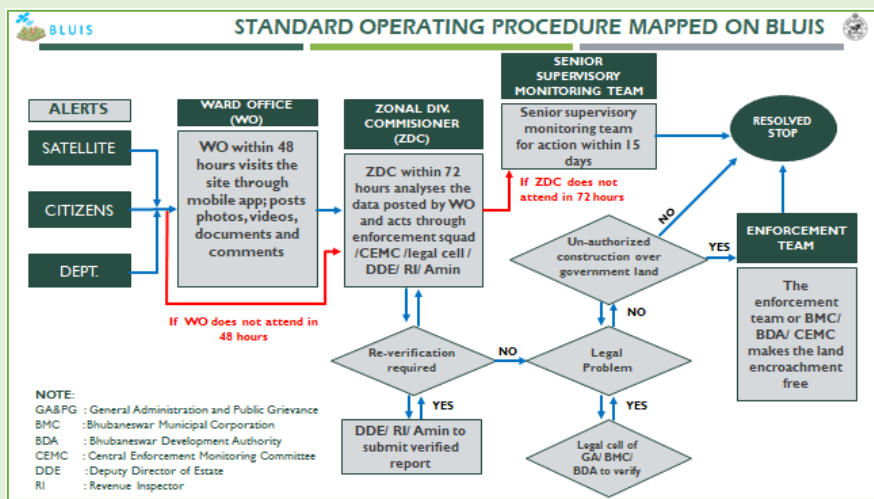
There is a mobile app formulated to capture the encroached land within 50 meters from the site and SMS alert is given. He expressed his view about the success of the above said mechanism, that a large part of the government owned land in the city, which values about Rs.250 crores approx. has been freed from the encroachment and now available for public utilization. He focused upon the "BLUIS" mechanism for Bhubaneswar Land Use Intelligence System, and this has worked so effective and efficiently, for which this satellite-based technology will be extended to other cities. By using the BLUIS mechanism majority of undetected land has been verified and made encroachment free and in addition to this the cities from North East States like Guwahati are approaching Odisha to replicate the technology in their city. He closed the note by presenting a short video included in his presentation about the Land Management system in the city of Bhubaneswar.
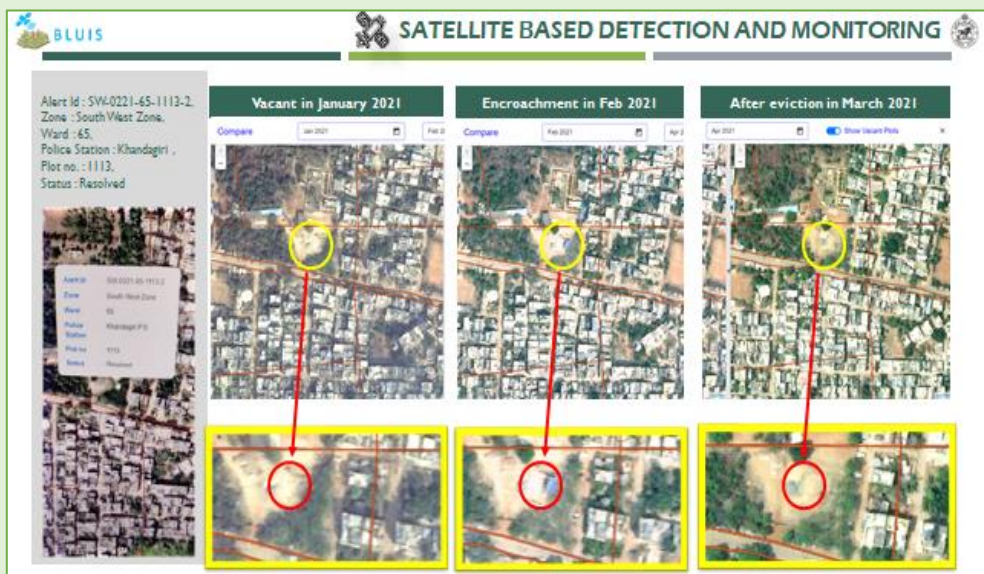
Bhubaneswar Land Use Intelligence System (BLUIS)

SESSION – VI

Aspirational Districts

CHAIRPERSON

Shri K. Rajeswara Rao,
Special Secretary, NITI AAYOG,
Aspirational Districts Programme, Niti
Aayog

RESOURCE PERSONS

Dr. M Muthukumar,
Director Agriculture and Food Production of
Odisha & MD, MARKFED

Shri Pulkit Garg,
Chief Development Officer

Session VI - Aspirational Districts

Address by K Rajeswara Rao, Special Secretary, NITI AAYOG, Aspirational District Programme, Niti Aayog- In chair

Addressing the session of the regional conference on "Replication of Good Governance Practices", Shri. K. Rajeswara Rao, Special Secretary, NITI Aayog, emphasized upon the best practices. He highlighted the importance of the same to bring qualitative improvements in the states and districts. Talking about the success of the "Aspirational District" Programme, Shri Rao said that the Government is committed to bring benefits of innovations and next generation reforms to the people at the grassroot level. Citing India as a large country, the administrative problems and challenges in service delivery are not uniform. A total of 112 economically backward districts has been identified by the NITI Aayog out of which 42 situated in the eastern region and 14 are in the north eastern region of the country. He focused on the 3C's approach of the Aspirational District model, i.e., Convergence, Collaboration and Competition methodology. He said that there is no special fund for this scheme rather there are different funding source such as Central/State and Districts have special sanction. Civil Society role is also very prominent in this. He cited few examples of such districts like Chatra- Jharkhand, Dhenkanal- Odisha, Hailakandi- Assam. He said that Aspirational District was launched in January 2018 amidst initial challenges. He underscored the importance of data and dashboard for visualizing the implementation and monitoring the scheme. It is a very robust database mechanism, and if requested NITI Aayog will be happy to help the districts and other officials. A lot of resources can be in use through this monitoring mechanism. Many foundations and CSR have come forward to be a part of this scheme. NITI Aayog always send its team for field level investigation and data collection, and hence these data are verified to be taken as reference. Collective collaboration is the core competency of the scheme. Monitoring and Percentages coming from dashboard are very relevant. Achievement of several districts such as Gajpati, Koraput in Odisha, Golpara in Assam, Ranchi in Jharkhand, Balrampur in Uttar Pradesh were discussed. He said that focus is very much on the ranking, such as Low Base High Improvement and so on. The tools can be cited as an example of Project Management, when one looks at the reports and dashboard and NITI Aayog will be happy to provide Capacity Building. There is provision for the districts to provide monetary award who identify any specific initiative and fruitful outcome has come out of it. He closed the note by emphasizing on the collaboration approach and all should need to work collectively.

1. *"Millets Mission -Empowering Small and Marginal Farmers by Dr. M Muthukumar, Director Agriculture and Food Production of Odisha & MD, MARKFED*

MAJOR OBJECTIVES

- Promoting household level Consumption
- Improving Productivity of Millet Crops
- Promoting FPOs for marketing
- Setting up decentralized Processing unit
- Inclusion of millets in ICDS MDM and PDS

Approach

- Promotion of indigenous varieties & local food cultures
- Focus on natural farming practices than certifications
- Promotion of Bio-inputs through WSHGs/FPOs
- Inclusion of Millets in ICDS/MDM & PDS

163 Millet Landraces Conserved

4 local varieties to be released
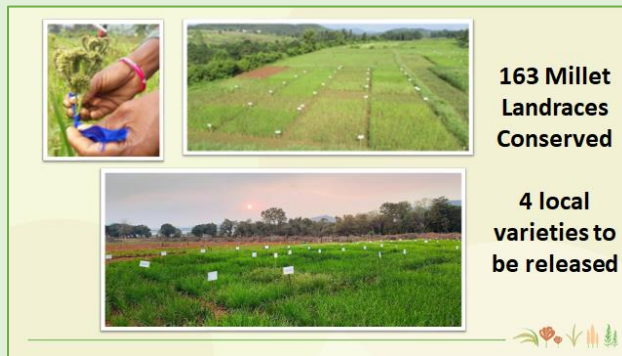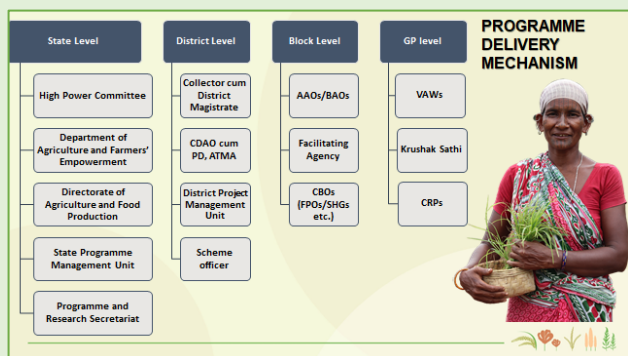
Outcomes

- In 2021-22, 52,800 ha covered benefitting more than 1.17 lakh farmers across 15 districts.
- Around 9.24 lakh HHs covered through campaigns
- As per study done by NCDS for 2017-18, yields increased from 5.79 Qntls to 12.72 Qntls.
- Income increased from Rs. 3,957/HH to Rs. 12,486/HH
- Lakh Qntls of Finger millet procured in last 3 yrs and distributed to 50 lakh HHs.
- Ragi Ladoo is distributed in ICDS of Keonjhar and Sundargarh covering 1.5 Lakh children.

Learnings from OMM:

- Consult multiple stakeholders during the design phase. Focus on what worked on the field.
- Actively on-boarding multiple partners during implementation.
- Community Organizations (WSHGs/FPOs) should be backbone of the implementation.

Inclusion of Ragi Ladoo in ICDS

- Consumption centricity with focus on local circular economies should inform agriculture interventions.
- Situate project design in the cultural realities of field areas.
- Willingness to modify/change as per field feedback.

Millet Shakti Café by WSHGs in Urban Locations

2. *Ensuring last mile delivery of services to the needy - Siddarthnagar District, Uttar Pradesh-Shri Pulkit Garg, Chief Development Officer.*

BUILDING AS A LEARNING AID (BaLA)

Shri Pulkit Garg
Chief Development Officer, Siddharthnagar District, Uttar Pradesh

- Grade wise appropriate BaLA in Schools
- Generic Content painted at Boundary wall/External wall (Maps, Traffic Signals, Clock, Meter length etc.)
- It helps to make Conducive environment in Schools
- Retention Increased
- Meaningful engagement of Children in classes increased
- Enrolment has increased from 2,60,983 in 2017 to 2,96,441 in 2020.
- Training of professional painters through workshop
- Monitoring of work through Partner Organization

CSR initiatives		
MOU's in Education	**Objective**	**Expected Outcome**
MoU with PFC (Power Finance Corporation)	• Creating smart classes • BaLA (Building as a Learning Aid) • Renovations	To increase the exposure of children with the help of ICT. Renovation of the school to provide good infra Wall could be a learning material along with the attraction for the kids
MoU with SMile Foundation	• Labs for English and numeracy teaching • Improving	Focussing on Foundational skills of kids (NPE-2020,also focussing on the same) Availability

	infrastructure • RO plants and water purifiers • Establishing solar panels • Teachers training	of pure drinking water in schools Try to providing 24*7 light through non-conventional energy source (solar light).
MoU with Shiv Nadar Foundation	• Creative videos co-terminus with syllabus • Digital content and support in various innovative teaching • Capacity Building of teachers around ICT	To increase the exposure of children through Digital Content. To increase the Teachers learning around the ICT
MoU with Naandi Foundation	• Focusing in Girls education through Girls of Community • Bridge gaps in learning achievements • Digital learning through tablets	To bridge the learning gaps between Boy child and Girl child by giving them extra 02 hrs on their academics
MoU with IRCTC	• Model Girls Toilets in 10 school premises	Creating such an Infra for Girls, which could inspire Gram Pradhans for making such infra in Schools

Impact

Retention which increases by (attendance increased in almost 500 schools by 7% acc. to internal survey) ○ Meaningful engagement of Children in classes increased ***Which is reflecting in our SAT exams in SAT-1 examination around 38% kids were in A and A+ grade bracket means they scored more than 70% in their assessment where as In SAT-2 examination A and A+ grade constitutes of 47% kids that clearly means 9% kids performed well in assessment in comparison with SAT-1*** ○ Enrolment has increased from 2,60,983 in 2017 to 2,96,441 in 2020

ROLE OF SHGS IN SERVICE DELIVERY BC SAKHI (BANKING CORRESPONDENT)

- Total BC Sakhi operational- 440
- Total transactions done -10,074
- Total value - Rs 2.17 crore
- Total bank accounts opened- 4378
- Total insurance done – 2689

ROLE OF SHG IN SERVICE DELIVERY MENSTRUAL HYGIENE

- Number of SHGs working on making sanitary napkins - 4
- Number of sanitary napkins made - 26,000

VALEDICTORY SESSION

HONOURABLE SPEAKERS
Shri Sanjay Singh, Secretary AR & PG, Government of India Shri Suresh Chandra Mahapatra, Chief Secretary, Government of Odisha Shri Padmanabha Behera Minister of Planning and Convergence, Commerce & Transport, Govt. of Odisha Dr. Jitendra Singh Minister, Personnel, Public Grievances and Pensions, Government of India Shri Naveen Patnaik Hon'ble Chief Minister of Odisha
VOTE OF THANKS
Shri NBS Rajput, Joint Secretary, AR & PG, Government of India

1. Valedictory Session:

Address by Shri Sanjay Singh, IAS, Secretary, Department of Administration Reforms & Public Grievances, Government of India

Shri Sanjay Singh, IAS, Secretary, Department of Administration Reforms & Public Grievances, Government of India welcomed Hon'ble Chief Minister Odisha and expressed his gratefulness for hosting this convention in Bhubaneswar. He greeted all the dignitaries present in the Dias and all the senior Official of Govt. of Odisha and all who are connected online.

He said that the Regional Conference is an important event for replication, dissemination, sustaining the best practices. He urged all the participants to discuss the sustainability of the system as invariably the district collectors who lead the best practices eventually move out but core staff remains in the district. Young Officer from across the country can replicate the achievements discussed in this forum. Integrated approach to development was discussed along-with management and monitoring architectures were deliberated upon which instilled excitement among the officers.

These gatherings happened not only exhibit and showcase the best practices but also to take stock of further improvement. Lastly, he thanked all the dignitaries and participants of the conference.

Address by Shri Suresh Chandra Mahapatra, Chief Secretary Odisha

Shri Suresh Chandra Mahapatra, Chief Secretary Odisha extended his gratitude to Honble Chief Minister, Odisha Shri Naveen Patnaik, Union Minister, Personnel, Public Grievances and Pensions, Government of India Dr. Jitendra Singh, Minister of Planning & Convergence, Commerce & Transport, Govt. of Odisha, Shri Padmanabha Behera, all the Secretaries. He had quoted saying that it was a privilege for Odisha to conduct the Regional Conference in Bhubaneswar, during the

pandemic. In spite of the all the odds caused due to pandemic and cyclone "Jawaad" the Regional Conference was conducted very smoothly.

He thanked Government of India for the initiative on conducting this extremely important convention for sharing experiences which will be replicated in different part of the country.

Address by Minister of Planning and Convergence, Commerce & Transport, Govt. of Odisha-Shri Padmanabha Behera

Shri Padmanabha Behera - Minister of Planning & Convergence, Commerce & Transport, Govt. of Odisha, welcomed the esteemed dignitaries and the delegates who have come to Bhubaneswar for attending the conference. He said that delegates who have come here to attend have added the value to this conference. Their experiences will be exchanged, and replication of Good Governance will be done. He highlighted the importance on development of Human Resource and Technology for citizen centric approach. He focused on the various Good Governance initiatives implemented by the Government of Odisha, such as Odisha Right to Services, MO Sarkar, for making the life of citizen efficient in Government Schemes and services. He expressed his best wishes to the conference and once again thanked the participants to visit Odisha.

This Conference is an effort to create a common platform to share experiences in the formulation and implementation of best practices to facilitate citizen centric governance, improved public service delivery through e-Governance, transparent, accountable and citizen-friendly effective administration.

Address by Union Minister, Government of India Dr. Jitendra Singh on Delivery and Governance

Hon'ble Minister Dr. Jitendra Singh highlighted that the best practices in governance in different regions will be replicated in other regions that are suitable for specific purpose, he said and added that with improvement of the system grievance registration has improved significantly.

This initiative is directed towards a natural way of improving work culture. Best practices in governance in different regions will be replicated in other regions that are suitable for a specific purpose. He said that with improvement of system, grievance registration has improved significantly. We have to redress them to achieve maximum satisfaction among people. Speaking on Odisha's efforts on

good governance, he appreciated digital initiative such as OSWAS, Mo Sarkar and Bhubaneswar Land Use Information System (BLUIS). He said that the center will collaborate with the State Government for its replication in other regions.

Central government focus is to give a corruption free and transparent governance for which it has taken several steps. It leads to increase in the grievance applications from the citizen. Current Grievance redressal rate is 95% -100%. In 12 states in the year 2020-21, the state portal integrated with CPGRMS, it helps in quick readdress of issues/ complaints of citizen.

In pursuance of the mandate of the Department of Administrative Reforms & Public Grievances to document and disseminate good governance initiatives, the Department has been using various mediums such as publications, assistance to States/Union Territories to professionally documentation of their best practices, organizing various conferences for sharing ideas and producing documentary films etc. Every initiative has a reason to succeed. "To make an innovation successful, to deliver its fruits, there is no single size that fits all. In every circumstance, you have to have a different strategy and technique", he added.

Address by Hon'ble Chief Minister of Odisha, Shri Naveen Patnaik

Honorable Chief Minister greeted all the dignitaries and delegates from various parts of the country attended this regional conference. He was delighted to be in the valedictory session of the Regional Conference on "Replication of Good Governance Practices". He further added that the participation of the Hon'ble Minister from Government of India and Resource Persons from various states have added a significant value to this event and that the delegates would have experienced the vibrant ideas from across the country.

He was quoted saying "This semi-virtual conference during this COVID 19 pandemic itself is a preface to the future of e-Governance".

He shared that Good Governance precisely includes building competency, aligning strategies with goals, being accountable, having a high level of ethics and integrity, defining roles and responsibilities and above all pro-people approach to all interventions." He further added that Odisha has initiated a number of good governance practices and various e-Governance including Odisha One Portal and Odisha Right To Public Services Act has been implemented to provide public service within the stipulated time frame. e-Jana Sunani has been also rolled out to cater to the grievances of the citizen anytime anywhere.

He apprised that Odisha has adapted a transformational approach in its governance, keeping people at the forefront a "Mo Sarkar" programme has been

rolled out to keep up the spirit of democracy which mechanises through Direct Random feedback from citizens who visit Government Institutions for various services to instil high professionalism in the Government and monitor the feedback from the citizens.

He explained that the spirit behind Mo Sarkar is that in a democracy the citizens are supreme and their satisfaction of government service delivery should be taken seriously and used as a benchmark for initiating change, this has been welcomed by our people. Good Governance is ultimately the greatest tool of transformation and we all have a genuine responsibility towards the people and believed that this conference has played a major role in seamlessly exchanging unique ideas and best practices from across the country and I definitely hope that, the constant picture of a digitized government envisioned, will definitely get into motion with the deliberations carried out in this forum.

Lastly, he said that he was looking forward to having the outcome of the proceedings of the Regional Conference which shall propel formulation and replication of Good Governance practices in different states.

Vote of thanks by Shri NBS Rajput, Joint Secretary, AR & PG, Government of India

Shri NBS Rajput, Joint Secretary, AR&PG, Government of India extended his gratitude to all the dignitaries on the Dias on behalf of DARPG, Government of India. He placed on record sincere appreciation to the Hon'ble Chief Minister of Odisha for conducting the regional conference and for sharing his kind insights. He thanked Hon'ble Union Minister, Government of India, Dr Jitendra Singh and Hon'ble Minister Planning & Convergence, Commerce & Transport, Government of Odisha, Shri Padmanabha Behera for giving their valuable time and insights. He also thanked Chief Secretary for sharing his valuable thoughts and extended his appreciation to Government of Odisha for supporting and convening this Regional Conference.

He thanked the Secretary, DARPG, Shri Sanjay Singh and Special Secretary, DARPG, Shri V Srinivas for their regular support and guidance. He thanked Shri Surendra Kumar, Principal Secretary, GA&PG Department, Government of Odisha and his team for extending continuous support. He also thanked the delegates from all 14 states and all who connected online for participating and sharing their best practices during the event. He quoted that the good governance practices were great take away. Lastly, he thanked DARPG team, NIC and media for highlighting this event and making it a grand success.

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