Conference Proceedings Report

REGIONAL CONFERENCE
on
"Good Governance"
4–5 October, 2023 | Jaipur

Jointly organized by
Department of Administrative Reforms
& Public Grievances,
Government of India

&

Department of Administrative Reforms,
Government of Rajasthan

&

Harish Chandra Mathur Rajasthan State
Institute of Public Administration

Conference Schedule

Day 1

Time	Session
10.00 am – 11.15 am	**Session I – Administrative Reforms and Effective Redressal of Public Grievances 2014-2023** **Film on Journey of PM Awards by DARPG** **Shri V. Srinivas, Secretary DARPG and DPPW – chair** • Shri S. N. Mathur, Additional Secretary, DPPW – Pension Reform • Shri N.B.S. Rajput, Joint Secretary DARPG – PM's Awards Scheme
11.15 am – 12.30 pm	**Session II – Technology in Governance** **Session Chair - Shri S N Tripathi, Director General, IIPA, New Delhi** • Shri Manish Bhardwaj, DDG, UIDAI • Shri Santosh Mishra, IAS (Retd.), Partner PwC – NeSDA 2023 • Smt. Rachna Srivastava, DDG NIC – e-Office & CPGRAMS
12.30 pm – 1.15 pm	**Session III – PM Awarded Initiatives, 2022 - Innovation (Centre)** **Session Chair - Shri Amar Nath, IAS (Retd.)** • National COVID- 19 Vaccination Programme – Dr. Veena Dhawan, Addl. Commissioner, Immunization, M/o Health & Family Welfare • PM GatiShakti National Master Plan – Smt. Jivisha Joshi Gangopadhyay, Deputy Secretary, DPIIT
01.15 PM – 02.00 PM - **Lunch Break**	
02.00 PM – 02.45 PM	**Session IV : PM Awarded initiatives, 2022 (Priority Program –Samagra Shiksha) and Innovation (State)** **Session Chair – Shri Vipin Kumar, Additional Secretary, M/o Education** • Samagra Shiksha - Shri Abhishek Anand, DM, Chitrakoot, Uttar Pradesh • Samagra Shiksha - Shri M. Nagarajan, DC, Mehasana, Gujarat • Innovation State – State Organ & Tissue Transplant Organization (SOTTO) – Smt. Shahmeena Hussain Principal Secretary Government of Gujarat
03.00 PM – 04.30 PM	**Inaugural Session** • Welcome Address by Shri V. Srinivas, Secretary, DARPG, GOI • Address by Smt. Usha Sharma, Chief Secretary, Rajasthan **Release of e-Journal MGMG on PM Awarded initiatives, 2022 (edition: Jan-June, 2023)** • Screening of Film on Prime Minister Awarded Initiatives 2023 • Keynote Address by Dr. Jitendra Singh, Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space
4.45 pm – 5.45 pm	**Session V – Promoting Swasth Bharat (Healthy Bharat) & Holistic Development through Aspirational District Program** **Session Chair – Shri N.B.S. Rajput, Joint Secretary DARPG** • Shri Prithviraj B.P., CEO, Nagpur Smart & Sustainable City Development Corporation Limited, Maharashtra • Dr. Syed Sehrish Asgar, DC, Baramulla (Through VC) • Shri Sushant Gaurav, Director, D/o Tourism, Arts, Culture, Sports & Youth Affairs, Government of Jharkhand
Exhibition on Good Governance Practices of Government of Rajasthan	

Day 2

10.00 am – 10.45 am	**Session – VI - Best Governance Practices of Rajasthan** **Session Chair – Shri Hemant Gera, Principal Secretary DOP, Rajasthan** • Khelo India, Churu (PM Awarded Initiatives) - Shri Sidharth Sihag, DM, Churu • Shri Jitendra Kumar Soni, Mission Director, NHM • Smt. Rukmani Riar, DM, Hanumangarh
10.45 am – 11.30 am	**Session – VII– PM Awarded Initiatives 2022 – Innovation District** **Session Chair – Shri Naveen Mahajan, DG, HCM RIPA** • Sanvardhan (Vocal for Local) Initiative – Shri Ravindra Kumar, DM Rampur, Uttar Pradesh (Through VC) • New Age Learning Centre (NALC) – Shri Sunny K Singh, District Collector Changlang, Arunachal Pradesh (Through VC)
11.30 am – 12.15 pm	**Session – VIII- Best Practices of Government of RAJASTHAN** **Session Chair – Sh. Alok Gupta, Principal Secretary,** **Administrative Reform, GOR** • iSTART - Smt. Neha Giri, Special Secretary, Industry • JAN SAMPARK – Smt. Anandhi, Secretary, Information • Technology, Rajasthan and Shri G K Sharma, General Manager, RISL, Rajasthan • Shri Bhagwati Prasad Kalal, DC, Bikaner, Government of Rajasthan - Redressal of Public Grievances
12.15 pm – 1.2.45 pm	**Session IX : PM Awarded Initiatives, 2022 (Priority Program – Har Ghar Jal Yojana)** • Implementation of AI in Telangana State: Pendyala Srinivas: Joint Director (e-Governance), Information Technology Electronics & Communication Department, Government of Telangana
12.45 pm – 1.00 pm	**Valedictory Session** • Address by Shri Naveen Mahajan, DG HCM RIPA • Address by Shri Alok Gupta, Principal Secretary (AR), Government of Rajasthan • Address by Secretary – Shri V. Srinivas, Secretary, DARPG
1.00 pm	LUNCH

Regional Conference on "Good Governance"

INTRODUCTION

A two-day Regional Conference was organized on 4-5 October, 2023, at Rajasthan International Center, Jaipur. The eminent guests included Dr. Jitendra Singh, Union Minister of State for Personnel, Public Grievances, Pensions, Mrs. Usha Sharma, Chief Secretary, Rajasthan, Shri V Srinivas, Secretary, Department of Administrative Reforms & Public Grievances, Shri Alok Gupta, Principal Secretary, Administrative Reforms Department, Rajasthan, Shri Naveen Mahajan, Director General, HCM RIPA, Jaipur, Shri N.B.S. Rajput, Joint Secretary DARPG, distinguished personalities from apex Institutions of the country, Senior Officers of Government of India and other State Governments, Officials from Rajasthan, PM Awardees, and eminent speakers participated in the Regional Conference.

During the course of two days, the participants embarked on a journey of learning, collaboration, inspiration and it was enlightening to hear the speakers who shared their wisdom, insights, and experiences. The expertise and dedication of Speakers about good governance has been a great learning experience, and their presence has added immense value to this conference. It was commendable that all the officers and participants joined the conference with active engagement, thoughtful discussions, and commitment to improving

governance to make sure that the collective wisdom would ensure wonderful, positive change in our communities.

The conference covered a wide range of contemporary topics, from administrative reforms and technology in governance to recognizing unique initiatives at the center/ state/ district levels. To highlight the importance of promoting a healthier and holistic society through the Swachh Bharat program and the transformative potential of the Aspirational District Program. The best practices in the area of good governance in Rajasthan and providing valuable insights into successful models that others can adapt in their own respective regions.

The Good Governance exhibition was a testimony to the innovative solutions and practices that are shaping the future of governance in our country. It highlighted the remarkable work being done across various sectors to ensure that our citizens receive the best services and opportunities. Laurels were showered on the artists of the cultural evening, who showcased a beautiful culmination of our shared experiences. It not only entertained us but also reminded us of the rich diversity and heritage that make our nation so special.

At the end of the conference, everybody resolved to carry forward the knowledge and inspiration gained and to apply the lessons learned to their daily work, striving for excellence in public service and the betterment of our communities. This conference was a significant step toward building a brighter and more prosperous future for our region and our nation. It held a promise to continue this journey with renewed vigor and a steadfast commitment to the principles of good governance.

OBJECTIVE

The main objective of the Conference was to generate awareness amongst the participants about the recent reforms for promotion of good governance. It also brought national and state level public administration organizations on the same platform to share experiences about innovations in public administration, transforming future public solution for improving quality of life, good governance, e-Governance, Digital Governance, etc.

Day 1 - 04 October 2023

SESSION - I

Topic:	Administrative Reforms and Effective Redressal of Public Grievance
Session Chair:	• **Shri V. Srinivas,** IAS, Secretary DARPG, GoI
Session Speakers:	• **Shri S. N. Mathur,** Additional Secretary, DPPW – Pension Reforms
	• **Shri NBS Rajput,** Joint Secretary, DARPG on PM's Awards Scheme

New Paradigms in Governance 2019-2024, Shri V. Srinivas, IAS

Shri V. Srinivas, IAS gave an introduction about the Regional Conference in Jaipur that was being convened on 4th-5th October 2023 and presented 2022 Award Winners under the Scheme "PM's Awards for Excellence in Public Administration". Government of Rajasthan has collaborated with DARPG in curating the two days Conference chaired by Minister of State for Personnel, Public Grievances and Pensions. The Conference featured 13 Award winners in 7 categories from 2022 Awardees, the PM's Award winners/ National e-Governance Award Winners from Rajasthan and also presented the best governance practices in Rajasthan. Two Plenary Sessions titled "Administrative Reforms and Effective Redressal of Public Grievances" and

"Technology in Governance" had been curated in addition to the experience sharing sessions of Award winners.

In his presentation he mentioned that under Prime Minister's leadership, India has transformed its governance landscape into a modern digital system, benefiting millions of Indians. This transformation has been facilitated by the adoption of Next Generation Administrative Reforms (DARPG), which include Secretariat Reforms, Special Campaigns, Benchmarking of Governance and Services, Redressal of Public Grievances, Improving Service Delivery, recognizing meritocracy, and replication of good governance practices. The Central Secretariat has been reskilled in emerging technologies using iGOT Mission Karmayogi, and State Secretariats have adopted e-Office and other services.

The adoption of e-governance practices has simplified citizen interfaces with the government, brought government and citizens closer, and enabled benchmarking of service quality. The widespread adoption of e-Office version 7.0 has created paperless offices in all 75 Ministries/Departments. Digital portals like CPGRAMS, Rail Madad, and e-Nivaran have been established for effective redressal of Public Grievance.

The CPGRAMS 10-Step reforms have led to a significant increase in public grievances being redressed monthly, with over one lac cases and reduced disposal timelines to 16 days in central ministries/departments over the past 14 months. The CPGRAMS portal has mapped 0.97 lac Grievance Redressal Officers and 20 lac citizens have registered to file nearly 20 lac grievances/year. The system has been effective during the COVID-19 pandemic, with 1.25 lac public grievances redressed with an average disposal period of 1.45 days. The CPGRAMS portal is accessible 24x7 through a standalone mobile application and integrated with UMANG. State governments have also developed advanced mechanisms for redressal of public grievances, including operationalizing public grievances cells, holding regular citizen interactions, and conducting nationwide campaigns for effective redressal of public grievances.

Film on Journey of PM Awards by DARPG

Presentation 1: Shri S. N. Mathur – Pension Reform

Shri S. N. Mathur presented on Pension Reforms, he explained that the Department of Pension & Pensioners' Welfare, established in 1985, manages pension policies for Central Government employees and ensures a dignified post-retired life of central government employees. In all 60 staff members are currently serving 68.62 lakh pensioners. Pension Rules formulated way back in 1972 (CCS (Pension) Rules, 1972) and some in 1939 (CCS (EOP) Rules). Several rules required alteration for Ease of Living of Pensioners.

Different Ministries were interpreting rules differently leading to wrong Pension calculation Huge number of Pensioner grievances were there without any monitoring.

Methodology followed for bringing in Administrative Reforms and to Provide leadership nomenclature of the Department given in Allocation of Business Rules was amended to include Pension Policy and Pensioners' Welfare.

Pensioner Welfare Related Reforms: Root Cause Analysis Driven and using online grievance redressal system (CPGRAMS), Mobile App, All India Pension Adalat and using bio-metric methods for life-certificates and leverage all possible technology for effective delivery.

The presentation started with a brief background of Department of Pension & Pensioners' Welfare. He mentioned that the department was set up in 1985 as part of the Ministry of Personnel, PG & Pensions to look after pension policy of Central Government employees.

The Department started functioning with the mission to formulate pension policy for Central Government employees and also oversee Pensioners' welfare and give Government personnel a dignified post-retired life.

In the presentation allocation of business rules were discussed with reference to (i) formulation of policy and co-ordination of matters relating to retirement benefits to Central Government employees (Civil, Defense and Railway Pensioners) (ii) Pension structure and relief to pensioners, (iii) New facilities of fringe benefits to the Central Government pensioners (iv) Matters relating to amendment to, or relaxation of, Pension rules or any other rule concerning retirement benefits (v) Policy and co-ordination relating to welfare of Central Government Pensioners.

He explained about process-flow of pension policy implementation and stated that there are multiple stakeholders viz. DoP & PW (Policy maker), Ministries/Departments (Implementing agencies), Banks (Pension Disbursing Agencies).

The presentation discussed some administrative issues at hand like:

(i)   Pension Rules were formulated way back in 1972 -CCS (Pension) Rules, 1972 and few were in 1939 CCS (EOP) Rules

(ii)   Several rules required modification for ease of living of pensioners

(iii)   Original rules had been modified several times over the years by various OMs

(iv)   Different Ministries interpreting rules differently leading to wrong Pension calculation

(v)   Huge number of Pensioner grievances without any monitoring.

(vi)   Multiple number of Court cases and

(vii)   Unending paper work leading to delayed start of pension.

The presentation emphasized on some Policy related reforms like:

(i)   Set up an online Centralized Pension Grievance Redressal & Monitoring System with a Call Center. Also, the concerned Ministry/Department given a 30 day deadline for disposal

(ii)   Divide grievances into 14 types of categories

(iii)   Conduct a Root-cause Analysis of grievances

(iv)   Culled out the top category of grievances and worked on reforms in these areas

(v)   Reviewed & Rationalized all rules of past 50 years and issued CCS (Pension) Rules 2021

(vi)   Reviewed & Rationalized Extra-ordinary Pension Rules, 1939 & released Extraordinary (Pension) Rules, 2023

(vii)   Devised a uniform software for Pension calculation & processing called "Bhavishya" which is fed with all Rules with deadlines for every pension processing stake-holder. Shri Mathur stated that this software has ranked 03rd best government service delivery software by NeSDA 2021 rankings.

He concluded by stating that attention should be given to minute details in Administration, duty lists to be prepared with extreme application of mind and updated regularly, large meetings with redundant participants should be avoided; one-to-one meaningful discussions should be preferred, employee needs should be addressed adequately. He further stated that a good team is most important and assign team members tasks they are best suited for. Overall

the presentation emphasised on re-engineering & establishing systems which are self-sustaining and not person specific.

Presentation 2 : Shri N.B.S. Rajput - PM Awards Scheme

Shri Rajput started the presentation by mentioning that PM's Awards for Excellence in Public Administration are given to Civil Servants for outstanding performance. These awards create competition among Districts, States and Central Government Ministries/Departments/Organizations. Such awards also encourage replication of awarded best practices and innovations in States/UTs

Shri Rajput mentioned that the origin of these awards dated back to July 2004 where Awards for higher civil servants for outstanding work were recommended by Hota Committee on Civil Service Reforms. In 2006 Government of India has instituted the scheme "Prime Minister's Awards for Excellence in Public Administration" to acknowledge, recognize and award the extraordinary and innovative work done by the Districts/ implementing units and organizations of Central and State Governments. In 2006-2015 - Awards were conferred under three categories, viz., individual, group and organizations.

Shri Rajput further mentioned that the objectives of the PMs Awards is to

(i)   To encourage constructive competition, Innovations and Replication of awarded initiatives

(ii)   Institutionalisation of best practices

(iii)   To factor in holistic approach through convergence of scheme

(iv)   To promote Jan Bhagidari or People's participation

(v)   Focus on technology driven innovations

In the presentation it was stated that the Assessment Process for Prime Minister's Awards consists of :

1) Screening Committee : This committee shortlist applications based on identified parameters, presentation, and call center feedback. This committee then shortlist applications and forward it to the Expert Committee.

2) Expert Committee : The expert committee will shortlist applications based on SC recommendations and Spot study reports

3) Empowered Committee : The applications shortlisted by expert committee will be considered by the empowered committee.

4) Approval by PM : The recommendations of the empowered committee will be submitted for approval of Hon'ble Prime Minister.

The presentation focused on Initiatives by DARPG for replication viz., Regional Conferences, 18 National Good Governance Webinars conducted, DARPG has curated a weekly Sansad Television series 'Abhinav Pahal' on PM Award winning initiatives ,an innovation portal https://darpg-innovation.nic.in has been developed for facilitating replication through documentation of the award-winning initiatives.

SESSION II :

Topic:	**Technology in Governance**
Session Chair:	• **Shri. S. N. Tripathi,** Director General, IIPA, New Delhi
Session Speakers:	• **Shri Manish Bharadwaj,** DDG, UIDAI
	• **Shri Santosh Mishra,** IAS, (Retd) partner PwC India on UNDESA & NeSDA Way Forward
	• **Smt. Rachna Srivastava,** DDG NIC on e-office & CPGRAMS

Shri. S. N. Tripathi, Director General, IIPA, New Delhi chaired the session and mentioned that technology is necessary and should be used in Governance. Technology should place people first. He emphasized that we should move from line to online to no-line. Also, data with technology can bring rapid change in Governance along with human empathy. He then invited Shri Manish Bharadwaj, DDG, UIDAI to begin a presentation on UIDAI.

Presentation 1: Shri Manish Bharadwaj - Aadhar for Effective Governance & Ease of living

Shri Manish Bharadwaj started his presentation by quoting the Vision Statement of UIDAI: "To empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere". He then mentioned some of the key Features of Aadhaar like anytime, anywhere, online authentication, offline verification, random 12-digit number with no

intelligence and no profiling, minimal resident data collected and one-way linkages with user agencies, security and privacy of resident data ensured.

Shri Bhardwaj talked about the journey of Aadhaar. He told that efforts are being taken to increase enrolments in the age group 0-5 years by local birth registrar and other arms of the state administration. Birth certificate are now mandatory for under-5 & guardian-linked enrolment. Technology enablement done with 23 States/UTs; another 6 States/UTs expected by December 2023. Technology enablement underway for MGNREGS, GSTN, Digi-locker & National Scholarship Portal.

Shri Bhardwaj highlighted the use of Aadhaar for Common Good Governance Services by States, including identification of beneficiaries of government-funded skilling schemes, document registration, recruitment, student achievement tracking, pension authentication, and seed growing farmer registration. He also highlighted the use of Aadhaar for online citizen-centric services, such as character and tenant verification, and for registration of marriages, family registers, drug de-addiction registry portals, organ transplants, social protection delivery platforms, land/property registration, and pensioner's life certificates. He emphasized the importance of state governments building a robust enrolment and authentication ecosystem and promoting universal seeding and authentication of Aadhaar in schemes.

Shri Bhardwaj concluded his presentation by pointing out use of Aadhaar for ease of living and good governance as follows:

- Food and Fuel- 76 Cr (95%) residents linked Aadhaar with ration card to avail subsidized ration (food & fuel) from anywhere across the country

- Energy- 28 Cr (91%) cooking gas (LPG) connections linked with Aadhaar

- Livelihood- 8.8 Cr landed farmers (100% Aadhaar-linked) receiving cash support under PM-KISAN & 6.7 Cr (100%) farmers receiving subsidized fertilizers

- Good Governance- Banking, Vehicle registration, Health ID, Attendance, Telecom, Life certificate, Property registration etc.

- Regulatory Compliances- Filing of direct & indirect tax returns, custom duty payments by traders, social security benefits to workers in the organized sector

- MSMEs- 1.3 Cr MSMEs registered based on Aadhaar for availing Governments schemes

- Gig Economy- 28 Cr e-Shram Cards for social security benefits to informal workers.

Presentation - 2: Shri Santosh Mishra - UNDESA & NeSDA Way Forward

Shri Santosh Mishra started his presentation with an overview of UN e-Government Development Index (EGDI) and stated that e-Governance has become integral part of modern governance systems, enabling governments to provide citizen –centric services through digital platforms in an efficient and cost-effective manner. Considerable financial resources are required to establish, expand and constantly enhance e-Service delivery. Shri Mishra pointed out that some countries find it difficult to divert their scarce resources towards IT applications – disparity between opportunity and feasibility leads to deepening of the "digital divide". He said that in year 2000, the 189 member states of United Nations General Assembly adopted the Millennium Declaration with a vision of development for all. It was noted that e-Governance is a powerful tool and means to an end, the end being development for all.

Shri Mishra pointed out that United Nations Department of Economic & Social Affairs (UNDESA) conducts e-Government Survey every 2 years covering 193 UN Member States. This Survey tracks the progress of e-Government development through the UN e-Government Development Index (EGDI). EGDI is a composite index based on equally weighted average of three indices:

- Online Service Index (OSI) based on assessment of online services and content by UNDESA

- Human Capital Index (HCI) based on data mainly provided by UNESCO

- Telecommunication Infrastructure Index (TII) based on data provided by ITU

Further in his presentation Shri Mishra explained about National e-Governance Service Delivery Assessment (NeSDA), he said that the overall objective of NeSDA is to assess States, Union Territories and Central Ministries in their efficiency in e-Governance service delivery. He mentioned some of the key outcomes of the NeSDA study viz., (i) Highlight good practices to learn and replicate, (ii) Assess the e -Governance services delivery maturity-comparative analysis amongst the states/UTs (iii) Identify areas of improvement to enhance efficiency in e-Governance service delivery.

He highlighted the development of NeSDA Framework as follows: (i)To lift the country's e-Government endeavors at all levels of governance and to embark on the e-Government excellence journey, (ii) Measure the depth and

effectiveness of e-Governance Service Delivery mechanism from Citizen's perspective, (iii) Evaluate e-service availability, accessibility, quality, transparency, information security & privacy, seamless integration, and citizen engagement .

Some of the potential assessment areas in NeSDA 2025 which he mentioned are as follows:

(i) Contactless & Proactive / Predictive service delivery-(a) By harnessing the power of data analytics, AI and unique citizen identity, the services can be delivered without any human touch points right from application filing till its end service delivery.(b)Dispensing the services based on socio-economic eligibility of the citizens, without having them to visit government offices.

(ii) Use of GenAI to provide personalized services to citizens- (a) GenAI can be used to provide up-to-date and context specific info about government services, regulations, and schemes, autonomously handle FAQs, guide citizens through application processes, & assist in a personalized way. (b) It has the potential to deliver improved and personalized services.

(iii) Software-as-a-Service (SaaS) Government Applications- (a) To reap benefits of Cloud Computing, Government of India is providing cloud services through 'MeghRaj' project. (b) e-Government applications provided as SaaS platform will provide cost-effective and scalable solution, provide better and uniform user experience, and quicker rollout of e-services across the States and UTs.

(iv) Integrated Citizen Assistance portal: (a) Implement an efficient online grievance redressal mechanism to help citizens meet their government related needs. (b) It ensures that citizens' concerns are promptly acknowledged and resolved through a single interface that covers all the departments / agencies that are responsible & accountable to deliver citizen services.

(v) Proactive Citizen Engagement : (a) e-Participation in Policy Formulation - encourage citizens to provide feedback / suggestions during the drafting stages to ensure inclusive policymaking. (b) Open Data Initiatives - Transparently sharing data with citizens fosters informed decision-making and encourages public innovation.

Shri Santosh Mishra concluded by saying that refinement of NeSDA Framework can be done continuously by drawing insights and experiences from other established benchmarks / indices in the field of e-Governance & digital readiness e.g. GovTech Maturity Index, Network Readiness Index. NeSDA can better support in advancing digital governance agendas and delivering efficient and citizen-centric e-services .

Presentation - 3: Smt. Rachna Srivastava - e-Office & CPGRAMS

Smt. Rachna Srivastava in here presentation about CPGRAMS gave an insight about CPGRAMS. She said that CPGRAMS is a web platform that aims at providing the citizens with a system of redressal of their grievances. Citizen may lodge the grievances online through this portal against any government organization. The lodged grievances lands with concerned Ministry/Department/State Government for immediate redressal. Grievance disposal monitoring is done by Nodal Agency/ Apex Organizations.

She narrated some of the objectives of CPGRAMS are to facilitate citizens, online grievance lodging, view status and track the grievances lodged/appeals raised, send reminder and feedback, raise appeal, facilitate nodal/apex organizations, online forwarding to concerned Ministries/Departments/State Governments, online monitoring of timely grievance disposal, facilitate public grievance officers, online forwarding/ processing of the grievance, online disposal/closure of grievance facilitate nodal appellate authorities, online forwarding/processing of appeals, online disposal/closure of appeals.

She enumerated some main features of CPGRAMS as follows:

(i) Online Receipt of grievances by Ministry/Department/State Government as:

- Forwarded by Nodal Agencies/Apex Organizations
- Lodged through Web Interfaces by citizens
- Physically received in respective offices

(ii) Online Grievances are auto-forwarded to last mile office based upon the mapping of the selected service by the citizen

(iii) Provision for Ministry/Department/Organization to create subordinate organizations/offices

(iv) Nodal PG officer can transfer the grievances to other Ministry/Department/State Government

(v) A grievance can be forwarded to more than one subordinate organization/office

(vi) Facilitates GROs to translate the regional language grievances in english language and provide the reply in respective language of the grievance.

At last she concluded by saying that use of AI & ML techniques, automated / assisted routing of grievances, segregation of non-grievances, bunching of complaints, voice to text, AI enabled mobile app, SSO (Parichay) integration with CPGRAMS, social media integration is some of the ways to strengthen CPGRAMS.

Smt. Rachna Srivastava in here presentation about e-Office 'A Digital Workplace Solution Evolving since 2009' gave an insight about e-Office. She narrated that e-Office promotes less paper office with greater collaboration and knowledge sharing. It facilitates in enhanced productivity, assured data security, integrity and is environment friendly. She concluded the presentation by narrating the upcoming features in e-file, knowledge management system (KMS), upcoming features in KMS, activities involved in e-Office, current status of e-Office implementation in Government of India and shared important links related to e-Office.

SESSION III:

Topic:	**PM Awarded Initiatives, 2022- Innovation (Centre)**
Session Chair:	• **Shri Amar Nath,** IAS (Retd.)
Session Speakers:	• **Dr. Veena Dhawan,** Addl. Commissioner, Immunization, Ministry of Health & Family Welfare
	• **Smt. Jivisha Joshi Gangopadhyay,** Deputy Secretary, DPIIT

Shri Amar Nath, IAS (Retd.) chaired the session on PM Awarded Initiatives, 2022- Innovation (Centre). He invited Dr. Veena Dhawan, Addl. Commissioner, Immunization, Ministry of Health & Family Welfare to give her presentation on National COVID- 19 Vaccination Programme.

Presentation - 1: Dr. Veena Dhawan - National Covid-19 Vaccination Program

Dr. Veena Dhawan gave a presentation on National Covid-19 Vaccination Program. She stated that as on 03.10.2023 more than 220.67 Crore total doses of Covid-19 vaccine have being administered. In the presentation she mentioned the main objectives of the National Covid-19 Vaccination Program are to (a) Protect the essential health care services (b) Reduce vulnerability and (c) Reduce the risk of mortality. The key principles for COVID - 19 vaccination is to (a) Ensure people's participation (Jan Bhagidari) (b) No compromise on

existing non-COVID healthcare services, especially national programs and primary health care (c) No compromise on scientific and regulatory norms, other SOPs (d) Equitable distribution and smooth implementation driven by technology.

In her presentation she mentioned that India not only established a sustainable and resilient structure for COVID-19 vaccination within the country but also extended support to other nations under the spirit of Vasudhaiv Kutumbakam i.e. "World as One Family". Dr. Dhawan said that community strategy and mobilization was achieved through five point framework as follows:

1. Make people aware & conscious about the need to maintain & sustain COVID appropriate behaviour.
2. Spread awareness about the on-ground vaccination status, approval of new vaccines, as well as vaccines under development.
3. Involving NGOs/community leaders/spiritual leaders to mobilize communities for leveraging risk communication in regional languages .
4. Address concerns of reluctant/ hesitant people with customized messages.
5. Target the entire population with frequent communication regarding vaccine availability, registration, safety, physical distancing.

The presentation pointed out the robust vaccine delivery management system and narrated that all means of transportation were used in vaccine delivery like helicopters, drones, boats etc. The aim was to reach the beneficiary till the last mile. She expressed her appreciation for the vaccinators and said that various

vaccinators crossed rivers, climbed mountains, traversed across deserts and all types of difficult terrains to vaccinate people every day.

Dr. Veena also pointed out that MoHFW had conducted virtual trainings for capacity building & sharing of their experience of COVID-19 vaccination, with countries such as Bahrain, Bangladesh, Bhutan, Maldives, Mauritius, Myanmar, Nepal, Oman, Saudi Arabia, Seychelles and Sri Lanka. She added that Government of India also launched 'COVID Vaccination Amrit Mahotsava' to provide free precaution dose at all Government CVCs for all persons aged 18 years & above from 15th July 2022 for 75 days.

Presentation - 2: Smt. Jivisha Joshi Gangopadhyay - PM GatiShakti National Master Plan

Smt. Jivisha Joshi Gangopadhyay started her presentation by giving a brief introduction of PM GatiShakti National Master Plan. She narrated that :

- Hon'ble Prime Minister Shri Narendra Modi's vision is to make India a developed Nation by 2047.
- India's aim is to become a USD 32.8 trillion economy by 2047.
- Capital investment outlay increased by 37% to INR 10 lakh Crore (around USD 121 billion) in Union Budget 2023-24.
- To bring synergy and synchronization in planning infrastructure, Hon'ble Prime Minister launched the PM GatiShakti National Master Plan on 13th October, 2021.

- To complement the PM GatiShakti NMP, and to facilitate improvement in logistics services the National Logistics Policy (NLP) was launched on 17th Sept. 2022 by Hon'ble PM.

- Other digital initiatives include Unified Logistics Interface Platform (ULIP), Logistics Data Bank (LDB) etc., for cost and time-effective project planning and implementation.

She further narrated that the framework of PM GatiShakti includes-Integrated and holistic planning, multimodal connectivity to various economic/ industrial corridors and social institutions, improving logistics efficiency, promoting balanced socio-economic development and spatial transformation through Comprehensive Area Development Approach (CADA).

Smt. Jivisha highlighted the six pillars of PM GatiShakti namely:

(i) Comprehensiveness- Integrated planning of all components & implementation phases.

(ii) Prioritization- Prioritization of infrastructure for cross-sectoral analysis.

(iii) Optimization- Selecting most optimum route in terms of time and cost.

(iv) Synchronization- Breaking silos and ensuring coordination.

(v) Analytical Spatial Approach - through visibility of data layers.

(vi) Dynamic- Real-time API integration for accurate information.

Smt. Jivisha summarized her presentation by narrating some of the achievements of PM GatiShakti that are as follows:

- Integrated Project Planning- 112 projects examined by NPG worth INR 11.53 Lakh Crores (USD 139.45 billion).

- More than 200 projects of various States for improving the logistics infrastructure recommended worth USD 655.2 Million.

- More than 300 projects of Central Ministries and States/ UTs worth USD 140.10 billion planned using NMP.

- Critical gaps in major sectors such as, Coal, Steel, Fertilizer, Ports, Food and Public Distribution, etc., have been identified by concerned Ministries/Departments using NMP.

SESSION: IV

Topic: **PM Awarded initiatives, 2022 (Priority Program Samagra Shiksha) and Innovation (State)**

Session Chair: • **Shri Vipin Kumar, Additional Secretary, M/o Education**

Session Speakers: • **Shri Abhishek Anand,** DM, Chitrakoot, UP: **Samagra Shiksha**
- **Shri M. Nagarajan,** DC, Mehasana, Gujarat: **Samagra Shiksha**
- **Smt. Shahmeena Hussain** Principal Secretary, Government of Gujarat: **Innovation State –** State Organ & Tissue Transplant Organization (SOTTO)

PM Awarded initiatives, 2022 (Priority Program – Samagra Shiksha) - Shri Vipin Kumar

The primary objective of this session was to brief about Samagra Shiksha program and how the New Education Policy and Innovative Initiations implemented are beneficial in the process of developing the education system in India.

He threw some light on multifarious challenges to design a policy which would compensate for every strata of Indian Society as India have one of the largest and most complex education systems in the world. Primary challenges in the existing education system are access to higher education, infrastructure, equity, inclusiveness and quality.

All the clauses in New Education Policy are designed in a manner where the above challenges can be overcome and children of India can take the benefit from it in the best possible way. He pointed that salient features of NEP are joyful and experiential learning, new pedagogical & curricular structure of 5+3+3+4, competency based assessment & holistic progress card (HPC), capacity building of teachers and ICT Integration in Education.

He stated the significance of integration of NEP in the existing education system. The other imperative in the policy is integration of other policies in NEP such as self-defense training, overcoming financial barriers, accountability in team, integration of all areas of skilling in the curriculum, vocational exposure at middle stage, 100 percent availability of ICT, electricity and internet in all schools, etc.

Presentation 1 : Shri Abhishek Anand - Samagra Shiksha

The session was primarily based on Quality Education with an Equitable and Inclusive Classroom Environment through SAMAGRA SHIKSHA and specially about Aspirational District, Chitrakoot (Uttar Pradesh).

He mentioned about the extreme condition of Chitrakoot, a water scarce district with a difficult terrain and a part of Bundelkhand region of Uttar Pradesh which has historically been less developed socio-economically as compared to other districts. NITI Aayog has selected Chitrakoot as one of the 8 Aspirational Districts in Uttar Pradesh.

He laid emphasis on interventions mainly on infrastructural deficit, level of Students' Attentiveness, Quality of Education, Inclusion (Girls, CWSN & OoSC) and Effective Supervision. In this program they are bridging the gap in physical infrastructure of schools through convergence of funds under mission 'Kayakalp'. He stated that among many parameters of physical infrastructure, coverage of schools with running water availability rose by 162.21 percent, multiple handwashing unit rose by 100.55 percent, electrification & equipment, rose by 107 percent. At present 100 percent of the schools are whitewashed, have a blackboard, ramp and railing for ease of access.

He said within two years, they have achieved incredible transformation which has led to aggravation in the admission of new students as well. Special educators have been assigned for CWSN, specifically, to make it more inclusive in all spheres. Standing by their motto reaching every child at the last mile, they are focusing on out of school children as well. The comparative analysis of numbers which have gone down from 3246 to 488 is the result of their hard work and dedication.

In quality education, they are transforming learning through audio-visual approach and have established smart classes in 280 schools along with training and building teachers capacities and setting up of the digital smart class in schools.

As we say, hard work pays off, the district has been awarded and recognized for THE UTTAR PRADESH SWACCH VIDYALYA PURASKAR, 2022. In order to reach every child and making it sustainable, the future plans are, 100 percent Saturation in all Infrastructural Parameters, Educational Tours, Science & Astronomy Labs through CSR & DMF, Enrollment of 100 percent Out of School Children and CWSN, Smart Classrooms in 550 more schools in the next 6 Months, Solar Panels in 225 more schools in the next 6 Months.

Presentation 2 : Shri M. Nagarajan - Subject - Samagra Shiksha (PATHA)

The session was primarily based on Project PATHA: Promoting Quality Education with an Equitable and Inclusive Classroom Environment through SAMAGRA SHIKSHA.

He laid emphasis on the losses which should be recovered post COVID. During Covid-19 Pandemic, everyone has experienced enormous loss in Students Learning Outcome including basic skills like reading, writing and numeracy.

In order to recover the loss, Project Patha was launched under NIPUN Bharat Mission, An initiative for Foundational Literacy and Numeracy (FLN) in all 994 elementary schools of Mehsana District, Gujarat. The name PATHA itself defines its significance, P - Problem Identification, A - Assessment and Diagnosis, T- Teacher Training, H - Handholding in Remedial, Assessment of impact. To facilitate performance assessment, the students were divided into three distinct groups - Dear, Average and Good students. The year-on-year data reveals significant improvements in FLN outcomes, showcasing the progress made over time. The comparison between Year 1 and Year 2 highlights clear evidence of substantial advancements, positively impacting student learning and skills development.

Due to continuous efforts, the number of students (average and above average students) who were performing >40 percent increased. Student's performance

in all five FLN subjects (Hindi, English, Sanskrit, Gujarati, and Maths) surpasses the state average in grades 3 to 8.

He stated that this project aims to debunk the myth about government schools. Students and teachers in these schools possess equal competence. With thoughtful planning, consistent training, and dedicated support, remarkable results can be achieved, showcasing the potential of government schools to deliver exceptional outcomes. The material is available on the DIKSHA portal for online training.

The initiative has been praised by all stakeholders in the education department, Govt of Gujarat.

Presentation 3 : Smt. Shahmeena Hussain - State Organ & Tissue Transplant Organization (SOTTO)

The primary objective of this session was to spread awareness around lack of organ donors and how it is impacting numerous people. In this regard, the State Organ and Tissue Transplant Organization is making a difference in Gujarat.

She gave a brief introduction of the Cadaver Transplant programme which was developed in Gujarat in 2005 and due to which Gujarat became the first state to have structured transplants in the government sector with utmost transparency. They have a robust regulatory framework and transparent ecosystem. In 2020, an online platform was created for sharing of cadaver

organs. In terms of transparency, SOTTO Gujarat has its own web portal for registration of retrieval centers, transplant centers, patients and donors. In order to maintain transportation of organs in case of urgency, they have dedicated vehicles (Innova) for rapid road transport, airlift facility for faraway places and green corridor in collaboration with various departments to ensure minimal delay.

In terms of affordability the price range is accessible to every strata of society and preference is given to women and children. Public Sector Predominance and Public Financing Mechanisms ensure accessibility and affordability of transplant services to the poor & the marginalized. The cost of transplantation is approximately one-third the cost compared to private hospitals.

Gujarat University of Transplantation Sciences was also established in 2015, World's first & only University for Transplantation and Allied Sciences. Their major achievements are PM Award for Excellence in Public Administration (State Level Innovation), Best SOTTO - 2021, Best Transplant Coordinator – 2019, 2021, 2023.

INAUGURAL SESSION

In the inaugural session there was screening of film on PM Awarded Initiatives, 2023 for Excellence in Public Administration and a e-Journal on Minimum Government Maximum Governance (MGMG) was released.

Secretary DARPG Mr. V. Srinivas welcomed Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, the Chief Secretary Rajasthan Smt. Usha Sharma and other dignitaries to the Regional Conference on "Good Governance" at Jaipur. He stated that under Dr. Jitendra Singh's leadership, the Jaipur Regional Conference is the 25th Regional Conference that the DARPG has convened since 2014 and represents a milestone moment.

He thanked Smt. Usha Sharma, Chief Secretary, Government of Rajasthan for the support and hospitality extended to all the delegates from all States/ UT's . He also gave a brief introduction about the Regional Conference and mentioned that the Civil Services Day 2023 was an extraordinary event in scale, scope and learning paradigms, conducted in hybrid mode and attended by 26000, Civil Servants. The Hon'ble Prime Minister delivered the Civil Services Day Address and personally interacted with Award Winners.

 In his address on the Civil Services Day, the Hon'ble Prime Minister said: "I urge the civil servants to reach to the last mile citizen and empower them by continuously working towards a perfect and seamless mechanism. We should

be committed to three goals: Make a difference in the lives of ordinary people in the country; develop our schemes and governance models keeping the global context in mind; whereever we are in the system, our primary responsibility is to maintain the country's unity and integrity. We should be there to handhold at every stage in the common man's journey of Sapna to Sankalp to Siddhi. Nation First, should always form the basis of our decisions."

He mentioned that in 2022-23, Regional Conferences on Good Governance were held at Srinagar, Bengaluru, Itanagar, Mumbai and Bhopal. The Regional Conferences have emerged as the most effective medium for dissemination and replication of outstanding Good Governance practices across India.

The DARPG has in accordance with Hon'ble Prime Minister's vision organized experience sharing sessions by the award winners to a larger Nation-wide audience through the National Good Governance Webinar Series which has till date presented 17 monthly webinars in which more than 18,500 officials participated. The massive response to the National Good Governance Webinars indicated the enthusiasm and interest that the series had generated amongst District Collectors/ State Governments in the pursuit of good governance practices. In 2023, DARPG has curated the weekly Sansad TV Television series Abinav Pahal in which award winning nominations are presented by the Award Winners. An innovation portal https://darpg-innovation.nic.in has been launched to document the award winning nominations.

He quoted the Hon'ble Prime Minister on the digital empowerment of citizens and digital transformation of institutions, "Technology has immense potential to bring government and citizens closer. Today technology has become a powerful tool to empower citizens as well as a medium to optimize transparency and accountability in day-to-day functioning. Through various policy interventions, we are strongly moving ahead toward digital empowerment of citizens and digital transformation of institutions."

The Digital March of the Central Secretariat was possible by the CSMOP and adoption of e-Office during the pandemic. It has had significant spillover effects to Attached/ Subordinate/ Autonomous bodies, all of whom adopted e-Governance practices. State Secretariats adopted e-Office and several services were operationalized as e-Services. Strong Digital Platforms formed the

bulwark of the Digital Public Infrastructure push of India in the G20 deliberations as a global public good. This Regional Conference will also present the universal benefits technology adoption can provide in implementing the "Maximum Governance – Minimum Government" policy.

Good Governance Practices in India are marked by Secretariat Reforms, Special Campaigns, Benchmarking of Governance and Services, Redressal of Public Grievances & Improving Service Delivery, recognizing meritocracy and replication of good governance practices. The repealing of obsolete laws, abolition of interviews for Group C and D appointments, rewriting of the CSMOP in 2019 and 2022, have had significant benefits. DARPG has worked with many State Governments in formulating the State Secretariat Manual of Office Procedure (Maharashtra) and District Good Governance Index (Jammu & Kashmir, Arunachal Pradesh, Gujarat, Uttar Pradesh). The technology adoption in the Central Secretariat has been quite deep with ASO's/ SO's/ Under Secretaries undergoing reskilling in Emerging Technologies using iGOT Mission Karmayogi. There has been tremendous focus on Institutionalizing Swachhata and Minimizing Pendency in departments. He thanked MOS Mr. Jitendra Singh ji in guiding Governance models to new heights with his vast exposure to cutting edge Science & Technology, his pursuit of use of Space Technology in governance, greater collaboration between Startups/ Academia/ Civil Servants, Chintan Shivir model for building horizontal linkages have all found enthusiastic response amongst officials.

The Chief Secretary of Rajasthan Mrs. Usha Sharma while addressing the inaugural session at the Good Governance conference at Rajasthan International Centre said that the Rajasthan state has taken several initiatives and strives to become a model state in Good Governance. For any government the key to good governance is transparency, accountability and ensuring timely delivery of services. Each one of us associated with governance needs to understand ones responsibilities, duties and work sincerely to ensure public delivery of services. She shared various initiatives of Government of Rajasthan in the field of Good Governance. Government in the last few years has been working towards ensuring Social Security and efficient delivery of services for the citizens in the state. It has envisaged a policy framework that ensures implementation of schemes in a time bound manner.

The Chief Secretary said that the state government in recent times has initiated large number of Jan Kalyan schemes online with the use of information technology tools like artificial intelligence and internet of things. The Chief Secretary mentioned that the large number of schemes in Rajasthan are available online. She made a special mention of Raj Kaj module and the e-office module of the state government in which tracking of file and disposal of file is done online and hence timely disposal of files is possible. It not only reduces the wastage of paper, but also ensures transparency and accountability. The Chief Secretary further stated that to ensure that the welfare schemes reach the right person at the right time, various schemes like social security pensions, gas subsidy, scholarships, etc. have been made available through direct benefit transfer.

The Chief Secretary also spoke about the 181 Helpline and the Rajasthan Sampark, which is an efficient grievance redressal mechanism in the state. Rajasthan Sampark ensures grievance handling of people effectively. It has an efficient 3 tier system and the review of grievance redressal is done fortnightly at Chief Secretary level. The satisfaction level of aggrieved persons is checked by the call center once the complaint is disposed and if the complainant is not satisfied, the complaint is reopened. Similarly, the Rajasthan guaranteed delivery of public service act, and the right to hearing act have been enacted in the state, which ensure disposal of grievances in a time bound manner. The Chief Secretary said that the Chief Minister's excellence awards have been initiated in the state in which not only the districts but also the departments are

ranked on different indicators and parameters. This ensures a feeling of healthy competitiveness among the districts and various departments and has resulted in a positive impact. She said that if the initiatives can be replicated, they are introduced in other districts and departments too. She concluded that such type of Regional Conferences provides a very important platform for discussions on innovations and initiatives, how can they be part of policy and schemes, and can be replicated.

Dr. Jitendra Singh in his inaugural speech at Jaipur Regional Conference on Good Governance, hails Bharat's Amrit Kaal journey to usher in "Viksit" Bharat Under the leadership of Prime Minister, Bharat is on the threshold of emerging as "Viksit" Bharat and the groundwork to achieve this target has been effectively accomplished in the course of last nine years, stated Dr. Jitendra Singh. Central Government has taken several strides in Good Governance practices and some of these are being cited by other countries as well. Dr. Jitendra Singh stated "As we embark on this journey towards building the Atma Nirbhar Bharat, we have to ensure even the last person at the end of the queue does not feel left out of the nation's progress to prosperity" .

He mentioned that the Central Government has taken several strides to adopt new age technologies for good governance and better delivery of services to citizens and many of these practices deserve to be shared widely so that others too can emulate the same, said the Minister. Some of these best practices, like

Aspirational Districts, GatiShakti and COVID vaccine have turned into role models and are being cited by other countries as well, he said.

The Union Minister said, "The 'Maximum Governance – Minimum Government' policy has been translated into reality by Digital Empowerment of citizens. A confident India is manifest in the strides in Science & Technology, Infrastructure and Digital Empowerment of Citizens."

Dr. Jitendra Singh said, as we embark on this journey towards building the Atma Nirbhar Bharat (a self-reliant India), we have to focus on empowering our citizens and ensure even the last person at the end of the line does not feel left out of the nation's progress to prosperity.

"As Prime Minister often exhorts- empowering our citizens means ensuring that every individual in our country has access to basic necessities such as Healthcare, Education and Employment. It also means creating an environment where every citizen has the opportunity to realize their full potential, "He said quoting Prime Minister from his address at the Civil Services Day ceremony in April this year, Dr Jitendra Singh said, "It is important for Viksit Bharat that India's government system supports the aspirations of every Indian and every Karmayogi (government servant) helps every citizen in realizing their dreams."

"Restructuring of the scheme for PM's Awards for Excellence in Public Administration has been one of the defining features of the Union Government's commitment for Good Governance. The selection on objective

basis has instilled enthusiasm among young Collectors. The scheme has been redefined by ensuring universal participation, defining Priority Sector Schemes and streamlining the entire process as a digital process," he said.

Lauding the DARPG for organizing sessions by recipients of the PM Awards conferred on the 16th Civil Service Day on 21st April, 2023, the DoPT Minister said the replication and dissemination of best practices are crucial for dissemination of Good Governance practices.

"The Regional Conferences on Good Governance serve as an important platform to transfer knowledge and practices that can be mutually beneficial. We need to form groups of officers with Citizen Centricity and build their capacity in each district to help the nation make rapid strides in development," he said.

The DARPG has organised 24 Regional Conferences in the past 9 years, 5 were held in 2022 alone. The Conferences covered the length and breadth of India – from Leh to Srinagar to Bhopal to Bengaluru to Thiruvananthapuram to Mumbai to Shillong to Kohima and Itanagar.

Dr. Jitendra Singh said, the DARPG has launched a compendium of 300 Best Practices which will be implemented by all Government Ministries and Departments, highlighting 'Whole of Government' and 'Whole of Science' approach.

Stating that Prime Minister Modi has stressed that Grievance Redressal is the most important aspect in a democracy, Dr. Jitendra Singh said when we introduced CPGRAMS, in 2014 we just had about 2 lakh grievances being filed across the country every year, today we have about 20 lakhs, 10 times more. As a result of reforms undertaken by the DARPG, average disposal time of grievances by the Central Ministries/ Departments has improved from 32 days in 2021 to 27 days in 2022 and 19 days in January 2023 because of these reforms. "This reflects the increased trust of people in grievance redressal," he said.

Dr. Jitendra Singh urged all citizens to voluntarily participate in Shram Daan. Following the success of the last two Special Campaigns, the Government of India is observing the Special Campaign 3.0 from 2nd October, 2023 to 31st

October, 2023 with focus on Swachhata and reducing pendency in Government Offices with a saturation approach.

"Over 1 lakh Central Government offices participated in the Special Campaign 2.0. 89.95 lakh sq. ft space was cleared from scrap & outlived records and Rs 371 Cr. was earned through disposal of scrap, about 4.55 lakh public grievances were disposed of and about 37.35 lakh files were weeded out during the campaign last year," he said.

"More than 2.16 lakh sites have been identified for Swachhata Special Campaign 3.0, 29.90 lakh physical files and 2.27 lakh e-Files have been identified for review. The Ministries/Departments have also identified about 4.36 lakh public grievances for redressal during the campaign," he added.

Dr. Jitendra Singh said, that the Government celebrated the week December 19-25 as Sushasan Saptah (Good Governance Week). The first Sushasan Saptah was celebrated in 2021 and the second in 2022. A weeklong nationwide campaign titled 'Prashasan Gaon Ki Ore' was conducted throughout India.

"India's States can work in unison to make Good Governance at village level a reality, this is possible by improved coordination and synergy building," he said. He concluded with the best wishes to the organising team and hoped that the conference would be fruitful in dissemination of Good Governance practices.

SESSION: V

Topic:	**Promoting Swasth Bharat (Healthy Bharat) and Holistic Development through Aspirational District Program**.
Session Chair:	• **Shri N.B.S. Rajput**, Joint Secretary DARPG
Session Speakers:	• **Shri Prithviraj B.P.,** CEO, Nagpur Smart & Sustainable city Development Corporation Limited, Maharashtra.
	• **Shri Sushant Gaurav,** Director, D/o Tourism, Art, Culture, Sports & Youth affairs, Government of Jharkhand.
	• **Dr. Syed Sehrish Asgar,** DC, Baramulla, J&K. (Through VC)

Presentation 1: Shri Prithviraj B.P. - Swasth Bharat through Health and Wellness Centers, Latur District of Maharashtra.

Shri Prithviraj B.P., presented about his initiatives on Swasth Bharat through Health and Wellness Centers (HWCs) at Latur District of Maharashtra. He introduced Ayushman Bharat Health and wellness center at Latur District to deliver the services to all for the Swasth community. Total 233 operationalized Health and Wellness centers facilities with 118 medical officers and 187 BSC Nurses.

These centers also provide wellness activities like yoga, sports, cycling, Zumba, Health talk etc. Latur District was first in Maharashtra in

communicable diseases surveillances through IDSP because of these HWCs initiatives. The center has expanded range of services like eye care, elderly care and mental health clinic at HWC with name "Manshakti Clinics."

He also showed in the presentation about Sanjeevani Abhiyan innovation for cancer free prosperous life. This activity supported the HWCs performance in positive manner. 3,42,000 women above 30 years were contacted through home visits and out of that 3,958 suspected patients were found. Out of that 3,425 patients mobilized with free transport, food and free investigation at selected HWCs center and Block level RHSDH with financial support from local Panchyat Raj Institute.

He emphasized that supportive efforts were taken to strengthen the HWCs services by timely recruitment of MLHP (CHO) for capacity building, incentives are given regularly, allocation of sufficient funds to the centre and Facilitating the HWCs through provision of IT services, diagnostics and drugs etc.

Presentation 2: Shri Sushant Gaurav- Holistic Development in a saturation mode through Aspirational District Programme, Gumla District, Jharkhand.

Shri Sushant Gaurav highlighted following key indicators of transforming District Gumla:-

- **Agriculture Development:** Under Ragi Mission Phase I & II more than 30,000 individual farmers benefitted through Organic Farming, Solar based Lift Irrigation Systems, Lemon Grass Cultivation, Critical Agricultural Equipment's & NTFP Promotion (Lac, Tamarind, Lemon Grass & Mahua).

- **Health Care Facilities:** Innovative Follow-up Blue Card, Raggi Laddo in AWCs during VHNDs, District wide Persons with Disability Survey, Development of 401 New AWCs, Nutrition promotion through 52 green leafy vegetables, Ni-Kshay Mitra nutrition packets, & 100% Malnutrition Testing and Supplementation Program.

- **Skill Development & Livelihood:** Development of Fisheries Cooperative-0.70 Cr annual revenue, Poultry Co-operative-12.30 Cr annual revenue, Solar Mama Project, Special Training to PVTGs and Tana Bhagat Community & Reviving traditional Art and Craft (Bamboo, Pottery, Brass and Mandar).

- **Education Development:** Padhe Hum Badhe Hum Program, KGVB and residential school transformation, Smart Classrooms, Science Labs, 100% Schools connected with electricity, water and separate toilets.

- **Basic Infrastructure and Sports:** 100% Panchayats Connected with Bharat Net, Active CSCs, 4000 Solar Streets, 80 High Mast and 500 KvA Solar roof top installed. 11 open air Gym, 3 State of art Indoor stadium with Sports Bank Facilities, Football field in each GPs, Digital Asset Register monitoring tool, 600+ KM all-weather roads.

- **Library Revolution:** Substantial Transformation-Libraries developed at all 159 Gram Panchayats,11 at Block and 2 at District.

Presentation 3 : Dr. Syed Sehrish Asgar - **District Baramulla** (Through VC)

Dr. Syed Sehrish Asgar's presentation was on District Baramulla wherein she mentioned about the challenges of the district are difficult terrain, hostile neighborhood, harsh weather conditions and 97 Km. volatile LOC. The opportunities in the District include tourism, Agriculture & Allied Activities, Skill Development & Sports and Agro Based Industries Development. Her presentation highlighted the following key indicators:-

Health and Nutrition: She mentioned about the success of Institutional Delivery and setup of birth waiting wards in PHCs and CHCs and skilled birth attendance for tribal nomadic population. To check the nutritional values in District, Poshan Tracker Tabs were provided to all Anganwari workers.

Education: 18 Model Academic schools were established for academic excellence under Aspirational District program. Schools are equipped with Mathematics, Science and Language Labs. Number of Atal Tinkering Labs increased from 2 to 42.

Agriculture and Allied Activities: They have supported farmers through mechanization, plant protection, nursery strengthening and robust root stocks. The organized marketing facility is provided to farmers. HD plantation will triple the income of farmers within 3 years. They are also facilitating mushroom cultivation and bee farming.

Skill Development: District has five Industrial Training Institutes (ITI's), Tata Technologies has established a state of art Centre of Invention Innovation Incubation and Training (CIIIT) and Two Himayat and one PMKK training centers have been setup to provide skill based training and education. Her presentation also included the following innovations done at Baramulla:-

- To provide hybrid learning environment in the schools they use best resources and video lectures for students to prepare for competitive exams.

- 3 Tribal schools converted into new Smart Schools.

- Focus on teachers' learning and training for empowering education for teacher's digital information centers and digital studios were established in the district

- They have supported farmers through mechanization, plant protection and 125 High Tech poly houses.

Day 2- 05 October 2023

SESSION: VI

Topic	**Best Governance Practices of Rajasthan**
Session Chair:	• **Shri Hemant Gera,** Principal Secretary DoP, Rajasthan
Session Speakers:	• **Shri Sidharth Sihag,** DM, Churu **Khelo India**
	• **Shri Jitendra Kumar Soni,** Mission Director, **National Health Mission, Rajasthan**
	• **Smt. Rukmani Riar,** DM, Hanumangarh **e-Governance Initiative for Digitalization of Canal Irrigation**

Presentation 1: Shri Sidharth Sihag - Khelo India Scheme for Promoting Excellence in Sports and Wellness

Shri Sidharth Sihag provided a detailed overview of Khelo India Scheme for Promoting Excellence in Sports and Wellness and contribution of Churu District of Rajasthan. Churu District has established itself as a prominent hub for nurturing sports talent in the state.

He provided key indicators of Churu District in Khelo India Youth Games (KIYG) as follows: -

- Churu has the second highest number of participants in Khelo India Games, 2020-21 after Jaipur. The participation from Churu was higher than all other divisional headquarters. 10 out of 51 medals won by Rajasthan in KIYG, 2020 were won by sports persons from Churu, which is almost 20% of the total medal.

- The number of female athletes participating in 2020 Khelo India games were 11 compared to just 06 in the previous version, which marks an increase of 83%. Every third medal won by female athletes from Rajasthan in KIYG, 2020 was won by female athletes from Churu. 7 out of 20 medals won by Rajasthan were won by Churu female athletes.

- Of the 73 players who have represented Churu in the past 2 years in National competitions, 35 were females, which corresponds to almost 50% participation. In sports like Hockey & Handball, women have outperformed their male counterparts.

He explained that the initiative taken to develop Churu as a sports hub, in a three-tiered development effort and to set up sports facilities at district, block and gram panchayat level. Centre of Excellence for multiple disciplines at the district level had been created. It includes the following infrastructure facilities:-

- IAAF approved synthetic athletic track was prepared in District Stadium Churu in 2020.

- Archery, Table Tennis (SAI) Centre, Badminton Hall and Shooting facility is already functional at the District Stadium.

- Athletics Track is certified by the International Association of Athletics Federations (IAAF)

- Seven Sports Stadiums are being developed at Rajgarh, Taranagar, Sardarshahar, Sujangarh, Ratangarh and Salasar.

- Three Khelo India Centers namely, Handball Centre at GSS Loha, Hockey Centre at GSS Gajuwas and Athletic Centre at Rajgarh were inaugurated in government facilities in 2020-21.

- Sports facilities are created in schools, sports grounds are being developed in all secondary schools. 292 school playgrounds are developed in the district through NREGA since 2019-20.

- The Focus area of Khelo India is to promote rural and tribal games such as Kabaddi. Kabaddi Centre has carved a niche for itself as 21 sports persons from this center have participated and won in national competitions.

He concluded in his presentation with specific focus on the sporting achievements of Churu that had proved to be a worthy legacy of the Khelo India program. He also emphasized that Churu's achievements serve to underscore the hope that a brilliant sporting culture can be built even while struggling to overcome deficit of human development indicators. Districts like Churu will infuse everyone with hope and inspiration and catapult India to emerge as a sporting powerhouse.

Presentation 2: Shri Jitendra Soni - Silicosis Care- A District Level Initiative, District Administration, Nagaur (Rajasthan)

Shri Jitendra Soni, encompassed several important aspects related to Silicosis Care' campaign launched at Nagaur District as an initiative to provide financial aid to the deprived silicosis patients and to benefit them from various government schemes through single window. The following problems were faced before Silicosis Care campaign:-

- Patient had to travel frequently to various departments to get help of scheme

- No MIS was available to track the status of applications for different scheme on single platform

- No helpdesk support for any query and problems, resulting into delay in payments

- Dual or multiple payment to single beneficiary

- Tracking of application was not feasible

He highlighted that the following benefits were achieved by Silicosis Care Programme:-

- Several schemes (NFSA, Palanhaar, Silicosis pension) are integrated under one umbrella

- Patient needs to travel only for medical examination at nearby CHC and PHC

- MIS has been developed to track the status of applications for different scheme and at different levels

- System in place to identify the problematic mining area

- Helpdesk has been established to support any query

- Delivery of different schemes/services as per eligibility in stipulated time

In this presentation he also mentioned about the Silicosis Care survey carried out through Special Silicosis camps in August, 2020 in the Phase 1 of Silicosis care campaign.

Presentation 3: Ms. Rukmani Riar - Gang Canal Regulation Computerization System:-e-Governance Initiative for Digitalization of Canal Irrigation, Hanumangarh

Ms. Rukmani Riar briefed in her presentation about the Gang Canal Regulation Computerization System project which provides farmers up to date information of canal regulation system through a web portal/ mobile application and is updated by Irrigation Department every three hours. The following benefits were achieved through this initiative:-

• Benefitting 1.50 lac farmers in Gang Canal area of the district.

• Digital Portal/Mobile app provides real time status of canal showing amount of water flowing in cusec in canal.

• It illustrates date and time of canal opening and closing with full capacity of canal and present water level of canal head.

• Free and transparent information sharing based on technology without any manual intervention.

She underlined following problems faced before initiative: -

• Gauge Reader gets Gauge Value in every three hours and then send to office by post/mail/phone and after that dealing clerk will record the Gauge value in the register.

- Depending on availability of water engineers, prepare (from gauge reader) regulation chart of canal in 12 hours and regulation chart was made available to farmers by Newspaper in 24 hours.

She also mentioned about the outcome of the initiative resulted into:

- Water Level Source-Water Level measured by SCADA system.

- Information Verification-Regulation chart prepared automatically

- End User-User gets real time data anytime, anywhere through website and mobile application available for android and iOS platforms.

She has also mentioned about Sandesh application that is a state owned free instant messaging platform that can send 5-6 messages per day per farmer about the canal regulation system.

SESSION: VII

Topic:	**PM Awarded Initiatives 2022- Innovation District**
Session Chair:	• **Shri Naveen Mahajan**, DG, HCM RIPA
Session Speakers:	• **Shri Ravindra Kumar,** DM **and Shri Nand Kishore,** Chief Development Officer, Rampur, UP **Sanvardhan (Vocal for Local)** (through VC)
	• **Shri Sunny K Singh,** District Collector Changlang, Arunachal Pradesh **New Age Learning Centre (NALC)** (through VC)

Shri Naveen Mahajan introduced the session which focused on PM Awarded Initiatives 2022. He mentioned that the PM Awards initiatives are encouraging all the young officers to put in their best efforts and bring in innovation in the governance. It creates healthy competition among officers.

Presentation 1: Shri Ravindra Kumar and Shri Nand Kishore - Sanvardhan (Vocal for Local) (through VC)

The First Speaker Shri Nand Kishore, Chief Development Officer, Rampur (through VC) highlighted several achievements under the initiative "Sanvardhan" Project. It was basically vocal for local Initiative taken as

"Suposhit Rampur- Ek Pahal." He mentioned that the goal was to achieve objectives of PM Poshan Abhiyan.

It was a Pilot Project started with 101 SAM children as beneficiaries. In first Phase, 94% of SAM children came out of malnutrition and 16.9% of farmers' income got doubled. Products are duly, certified by NABL and FSSAI. It was a unique model aligning with PM's vision "By Promoting 'Vocal for Local', we can ensure that our farmers' income double." This project belongs to unique model of Economic Innovation, Administrative Innovation and Nutritional Innovations.

An MOU is signed between administration and FPCs. Direct procurement from FPO by Gram Panchayats and Direct doorstep delivery to the beneficiaries. He added that the technology is efficiently used in various Apps such as 'Poshan tracker', 'Vatsalya', 'Jan Bhagidan'. Social awareness and technology were used together to eradicate malnutrition from our country. This model is sustainable & replicable by the way of Nodal Agency and through Institutionalized MOU's between PRI & FPO.

Further, reach of the project is expanded by identifying all eligible beneficiaries like adolescent girls, lactating mother, pregnant women etc. Participation of SHGs in the task was ensured after training by FPOs in processing and packaging of kits.

Presentation 2 : Shri Sunny K Singh - New Age Learning Centre (NALC) (through VC)

Sh. Sunny K Singh, District Collector, Changlang, Arunachal Pradesh, spoke about education sector initiative, NALC i.e. New Age Learning Centre. He pointed out that conventional libraries are non-functional and can't fulfill aspiration of present generation. Present generation prefers electronic devices such as kindle, e-books for learning rather than reading books in library, resulting into less footfall in traditional libraries. The aim of starting NALC was to develop futuristic libraries more attractive in consultation with the stakeholders to promote end to end learning space under single roof. NALC provides free membership for students and integrates technology in learning like e-learning (Kindle and Tablets with e-Books). NALC has a creative space for sketching, painting, story-telling, videography etc. NALC imparts life skills such as CPR technique, life-saving medicines, disaster management based training to students.

NALC has flexible working hours as per requirements of students. He mentioned that as an outcome, NALCs were working as centralized libraries for a cluster of 5 to 10 schools. Project "SAFAL" was launched under NALC. It has improved performance of students in examinations. Some of the activities boost students' confidence. Children are taking interest in competitive exams.

Modern design, flexibility, tech-enabled features of NALC create pull factor among children for learning centers. NALC has improved knowledge and learning culture. He stated that NALC has four pillars for its sustainability i.e. Administration, NGO, CSR and Community. NALC is an easily replicable project. There is financial provisions available in budget for the year 2023-24, for developing existing districts and sub-divisional libraries on the lines of NALC.

SESSION: VIII

Topic: **Best Practices of Government of Rajasthan**

Session Chair: • **Shri Alok Gupta,** Principal Secretary, ARD, GoR

Session Speakers: • **Smt. Neha Giri,** Special Secretary, Industries, GoR: **iSTART**

• **Smt. Anandhi**, Secretary, DoIT, GoR: **JAN SAMPARK**

• **Shri Bhagwati Prasad Kalal,** DC, Bikaner, GoR: **REDRESSAL OF PUBLIC GRIEVANCES**

The Session Chair, Sh. Alok Gupta, Principal Secretary, Administrative Reforms, in his opening remarks stated that the current session would highlight best practices of Government of Rajasthan. Welcoming the participants to the regional conference, he mentioned that the session would focus on iSTART- a new flagship initiative of Government of Rajasthan to promote young entrepreneurs.

Smt. Neha Giri, Special Secretary, Industry mentioned that iSTART is a Government's initiative to emphasize the value of leaders of tomorrow. To further ignite the spirit of entrepreneurship in the state and convert ideas into business, the State Government has launched iSTART the flagship Startup Program under the Department of Information Technology & Communication. It is most recognized startup system in country. With the vision of becoming

the entrepreneurial and innovation hub of India, the state has framed Rajasthan Startup Policy 2022 to provide better support and growth of startup across India.

She elaborated that the key features of Rajasthan Startup Policy 2022. iStart Ecosystem in Rajasthan can be categorized in four sections- Accessibility, Funding, Support and Partnership. She mentioned that iStart provides four benefits i.e. Incubation, Funding, Procurement and Outreach. She also pointed out about the iStart Virtual Incubation Program 2022. There are 258 startups incubated in Rajasthan. Techno Hub & R-CAT, Jaipur are futuristic Digital Centers. Schools and colleges are envisaged to be the launch pads across all districts all State. She added that emerging sectors in startups are Agriculture, Education, Fin-tech, Health Care, SAAS, Sunrise Sectors etc. She stated that 11 startups have been awarded with Rajiv Gandhi Innovation awards till date. This project will provide support in enhancing physical infrastructure, enhancing funding, revenue generation, regulatory requirements and removing regulatory hurdles.

Smt. Anandhi, Secretary, Information Technology, Rajasthan spoke about the pioneer innovative practices under Jan Sampark to handle Public Grievances. This initiative also tries to reach out to citizens at grass root level. The entire service delivery system using IT has four Pillars- E-Mitra, Jan Aadhar, Sampark and Jan Soochna. E-Mitra is citizen service centers. It was ranked no. 1 service delivery portal by Department of Administrative Reforms & Public

Grievances, Government of India in National e-Service Delivery Assessment (NESDA)-2021. She mentioned that Rajasthan Sampark Portal was implemented in 2014. 181 call center covers all Government Departments, Bureaus, Boards, Institutes and Universities. The main objective of Rajasthan Sampark is to disseminate awareness of various schemes necessary for information to citizens and dealing with public grievances. She elaborated that Rajasthan Sampark Module has various levels of functionalities for different stakeholders like citizen, call center agent, department users, higher authorities. She further described the workflow of grievance i.e.- first Register your Grievance- Grievance Auto Allocation- Grievance- Disposal-Verification process by CCE and last is feedback & suggestion.

She pointed out that there was a gap in information system in spite of e-Mitra and Jan-Sampark and that is "Who is eligible for which Scheme." For this purpose, Jan Soochna Portal has been launched on 13-09-2019. It is an information access counter. It provides integrated e-service delivery in Rajasthan. This project further provides auto approvals for Social Welfare Schemes (SWATAH) and auto generation of grievances for service which are not delivered in stipulated time frame. The project also aims to provide E-Jansunwai module for simpler way of connecting with the citizens.

Shri Bhagwati Prasad Kalal, DC, Bikaner, Government of Rajasthan in his presentation spoke about 3-Tier public hearing system (District level, Block level, Gram Panchayat level), Sampark Samadhan and Grievance Redressal mechanism in Rajasthan. He shared the experiences of handling grievances in Districts and State. Rajasthan Sampark portal is completely online portal. There is no need of any human intervention. He mentioned initiatives taken to improve the quantitative and qualitative disposal of grievances in the State, such as, regular monthly review meetings are being held at DHQ through VC. SDO's are directed and motivated to hold review meeting of block level officers regularly. There should be regular co-ordination with other departments at state level to reduce pendency. There is a provision of disciplinary action against non-performing officials and officials who repost falsely. He narrated few success stories of how the Sampark Portal helped in better management in redressal of public grievances.

SESSION: IX

Topic: **Implementation of e-Governance initiatives in the State of Telangana**

Session Speaker: • **Sh. Pendyala Srinivas,** Joint Director (e-Governance) Information Technology Electronics & Communication Department, Telangana

In the IX Session of the Regional Conference, Shri Pendyala Srinivas, gave an introduction about the Implementation of e-Governance initiatives in Telangana State and shared the experiences of the state in leveraging Artificial Intelligence, Machine Learning, Big Data and Deep Learning. Use of technologies to provide Presence less, Contact less, any-time, any-where service delivery to Citizens. The key points highlighted in his presentation are:-

• Major issues in existing Citizen Service Delivery, which required urgent need to be addressed.

• Ensured less physical presence, Jurisdiction free, contactless, No discretion, and paper less, anytime and anywhere (24*7*365) official work.

• A Real-Time Digital Authentication of Identity, RTDAI, was developed by the Telangana State which provides an easy, convenient and accurate authentication of citizen's identity through a smartphone.

- Presentation also explained about "MeeSeva" Portal, in Telugu means, 'At your service', i.e. service to citizens, which has been introduced by the Government of Telangana.

- He talked about the Citizen Centric Service Delivery through Mobile T-App Folio (Governance in your hands anytime, anywhere). Now this app is being used for Transport Department Services, retired government pensioners, online admissions of students in degree colleges and also in elections viz. e-Voting.

- Friendly Electronic Services of Transport Department, FEST which was launched in July 2020. Now there are 17 of 54 Services are available in FEST on T-App. Through T-app Folio Portal users are availing these services with their mobile phones without visiting RTA offices.

- Degree Online Services Telangana, known as DOST is unified, online degree admission system for students in Telangana State to bring all degree colleges admissions more accessible and convenient for all students across the State. It has also reduced the need for physical visits to government offices, thereby saving time and efforts for both students and government officials.

- There are about 3 lakh pensioners in Telangana. Pensioner's life certificate through Selfie (PLCS) is a citizen service initiative launched by government of Telangana in November 2019 through a smart phone to simplify the process of submitting life certificates by pensioners.

- Telangana government leveraging the power of Artificial Intelligence and Machine Learning for pensioners. The beneficiaries simply need to upload a freshly-taken Selfie on the mobile app, and the Real Time Digital Authentication of Identity uses Artificial Intelligence and Machine Learning to establish the liveness and legitimacy of the pensioners. The PLCS initiative is a prime example of how technology can be leveraged to simplify government processes and improve citizen services.

- The presentation also briefly highlighted the smartphone based e-voting system being developed by the Telangana government.

At the end of his session Shri Shrinivas said that these applications of Telangana government can be used in other States as well as Central Government, so that better citizen service delivery can be provided to the citizens. Shri Shrinivas also emphasized a great need for awareness about digital literacy of citizens. For this, he stressed the need for cooperation and coordination of the Central Government, various State Governments and all other stakeholders.

Valedictory Session

Sh. Naveen Mahajan, Director General, HCM RIPA stated that, this conference is starting point of the long journey in the field of good governance. He further said that this conference helped in learning the best practices in different parts of the country. Considering the profile of the participants and speakers as they have come from all over the country, it becomes National Level Conference rather than Regional Conference. Our objective is to provide maximum services to the citizen and adopt best practices in the field of good governance. He thanked Shri V. Srinivas, Secretary, DARPG to provide opportunity to HCM RIPA for hosting the conference.

Sh. Alok Gupta, Principal Secretary, Administrative Reforms, Government of Rajasthan while addressing the valedictory session said that Regional Conferences have been very helpful in sharing Good Governance practices from different States. The Regional Conference on Good Governance is a very interactive platform for learning and sharing ideas by all participants.

He mentioned that Rajasthan emerged as a model state in the area of good governance. These practices provide maximum services to the citizen. There is a need for greater coordination among states for scaling up the good practices shared in this conference. He offered immense thanks to Sh. V. Srinivas, Secretary DARPG. He also thanked Sh. Naveen Mahajan, Director General, HCM RIPA and all the members of organizing team for making the conference a huge success.

Shri V. Srinivas, Secretary, DARPG gave vote of thanks on behalf of the organizers, DARPG and Government of Rajasthan. He thanked Shri Naveen

Mahajan, Director General, HCM RIPA and Shri Alok Gupta, Principal Secretary (AR) for organizing the conference successfully. He thanked Hon'ble Union Minister of State for Personnel, Public Grievances, Pensions Chief Secretary of Rajasthan and all the participants/ delegates for attending the conference. He profusely thanked the Hon'ble Chief Minister of Rajasthan for his generous blessings. He also thanked Shri NBS Rajput, Joint Secretary, and the entire team of DARPG including Smt. Mathew, Dy. Secretary, Shri Santosh Kumar, Under Secretary, Smt. Vadanda Nangia, Under Secretary, Shri Rakesh Pal, and Suman Malhotra for their presence and support. He emphasized that the Regional Conferences present a unique opportunity for administrators to get to know the initiatives and interact directly with the officers who have implemented them. He also expressed gratitude team and faculty of HCM RIPA for making this conference at Jaipur a great success.

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LIST OF DELEGATES

S.No.	Name	Designation	Ministry/Department	City/State
1.	Dr. Jitendra Singh	Hon'ble MOS	DARPG, GoI	New Delhi
2.	Usha Sharma	Chief Secretary	Govt. of Rajasthan	Jaipur, Rajasthan
3.	V. Srinivas	Secretary	DARPG, GoI	New Delhi
4.	K Praveen Kumar	Spl. Chief Secretary	-	Andhra Pradesh
5.	Vipin Kumar	Addl. Secretary	Ministry of Education	New Delhi
6.	Alok Gupta	Principal Secretary	ARD	Jaipur, Rajasthan
7.	Naveen Mahajan	Director General	HCM RIPA	Jaipur, Rajasthan
8.	Hemant Kumar Gera	Principal Secretary	DOP	Jaipur, Rajasthan
9.	Shahmeena Husain	Principal Sec. & Commissioner	Department of Health	Gujarat
10.	NBS Rajput	Jt. Secretary	DARPG, GoI	New Delhi
11.	Bhaskar Jyoti	ACS (Addl. Secretary)	Department of Industries and Commerce	Assam
12.	S. N. Tripathi	Director General	IIPA	New Delhi
13.	Manish Bhardwaj	DDG, UIDAI	GoI	New Delhi
14.	Rachna Shrivastava	DDG	NIC	New Delhi
15.	Amar Nath	IAS (Retd.)	-	New Delhi
16.	Santosh Mishra	IAS (Retd.)	Partner, PWC	New Delhi
17.	Anandhi	Secretary	DOIT	Rajasthan
18.	Mahendra Soni	ADG	HCM RIPA	Rajasthan
19.	Jitendra Kumar Soni	Mission Director	NHM, Health Department	Rajasthan
20.	Bhagwati Prasad Kalal	District Collector	-	Bikaner, Rajasthan
21.	Sidharth Shag	District Magistrate	-	Churu, Rajasthan
22.	Rukmani Riar	District Magistrate	-	Hanumangarh, Rajasthan
23.	Neha Giri	Spl. Secretary	Industries	Rajasthan
24.	Anuprerna Singh Kuntal	IAS	Special Secretary (AR)	Jaipur
25.	Hari Mohan Meena	IAS	Director, Public Services	Rajasthan
26.	M. Nagarajan	District Collector	-	Mehasana, Gujarat
27.	Ravindra Kumar Mander (Through VC)	District Magistrate	-	Rampur, Uttar Pradesh
28.	Abhishek Anand	District Magistrate	-	Chitrakoot, Uttar Pradesh

S.No.	Name	Designation	Ministry/Department	City/State
29.	Sushant Gaurav	Director	Dept. of Tourism, Arts, Culture, Sports & Youth Affairs	Jharkhand
30.	Veena Dhawan	Addl. Commissioner	Ministry of Health and Family Welfare	New Delhi
31.	Prathviraj B.P.	CEO	Nagpur Smart and Sustainable City Development Corporation Ltd.	Maharashtra
32.	Dr. Syed Sehrish Asgar(Through VC)	DC	Baramulla	J&K
33.	Sunny K Singh	DC	Changlang,	Arunachal Pradesh
34.	Kulothungan A.	District Collector	Puducherry	Pondicherry
35.	Pravin Kumar Toppo	Secretary	DOP, AR & Language	Jharkhand
36.	Rishirendra Kumar	Special Secretary	Agriculture	Uttar Pradesh
37.	Naveen Bhat	MD NHM	Health	Karnataka
38.	Jivisha Joshi Gangopadhyay	Dy. Secretary	DPIIT	New Delhi
39.	Himanshu Sharma	PS to Hon'ble MOS	DARPG	New Delhi
40.	Venkatesan	OSD to Hon'ble MOS	DARPG	New Delhi
41.	Ramachandra	Professor	Education	Telangana
42.	Pricsa Mathew	Deputy Secretary	DARPG, GoI	New Delhi
43.	Santosh Kumar	Under Secretary	DARPG, GoI	New Delhi
44.	Suresh Itnal	CEO	ZP	Karnataka
45.	Bhuvnesh Patil	Commissioner	Kalaburagi Corporation	Karnataka
46.	Nagendra Prasad	Commissioner	Rural Water Supply	Karnataka
47.	Garima Panwar	CEO	ZP	Karnataka
48.	Monita Borgohain	Secretary	ARTPPG	Assam
49.	Maria C.T. Zuali	Director	ATI	Mizoram
50.	Dr. Fateh Lal Chaudhary	Director	Animal Husbandry Training Institute	Jaipur
51.	Nisha Anant	Secretary	Building and Constructions Workers Welfare Board	Uttar Pradesh
52.	Sanjeev Saxena	Technical Director	NIC	New Delhi
53.	Neelu Chawala	(PCS) Dy. Director	Urban Development	Uttarakhand
54.	Rajeev Pandey	Asst. Director	Urban Development	Uttarakhand
55.	Sudhir Kumar	Dy. Director	ATI	Uttarakhand
56.	Vinay Dhiman	DTDO	Administrative Reforms	Himachal Pradesh
57.	Rajiv Sharma	Additional Director	Digital Technology & Governance	Himachal Pradesh

S.No.	Name	Designation	Ministry/Department	City/State
58.	Rajlakshmi	Dy. Director	Assam Administrative Staff College	Assam
59.	Rakhi Bakshee	Media Advisor	IIPA	New Delhi
60.	Sumeet Garg	SSM	Chandigarh	Punjab
61.	Mamta Rao	Dy. Secretary	AR	Rajasthan
62.	Ishwar Lal Yadav	Principal	State Institute of Agri. & Management	Jaipur
63.	Vinesh Gautam	General Manager	Governance Reforms, Chandigarh	Punjab
64.	Srinivas Pendyala	Jt. Director	ITE&C	Telangana
65.	Kapil Kumar Sharma	Sr. Technical Director	NIC	New Delhi
66.	Vishnu Mohan Srivastava	Jt. Manager	UPLC	Uttar Pradesh
67.	Luv Prakash Yadav	Basic Education Officer	Education	Uttar Pradesh
68.	Santosh Kumar	Under Secretary	DARPG	New Delhi
69.	Vandana Nangia	Information Officer	DARPG	New Delhi
70.	Rakesh Kumar Pal	Information Officer	DARPG	New Delhi
71.	Suman Malhotra	PS to Director	DARPG	New Delhi
72.	Bimal Rai	SCS Director	ATI, Mizoram	Sikkim
73.	Meghnad Padav	Addl. Secretary		
74.	Mandeep Singh Lamba	Dy. Director	UIDAI	New Delhi
75.	Manik Batra	General Manager	UIDAI	New Delhi
76.	Rajesh Dahiya	Under Secretary	GAD	Haryana
77.	Hema Nayak	SDO	-	Assam-Meghalaya
78.	Abhinav Singh	SDM	-	Assam-Meghalaya
79.	Rupesh Pandey	Sr. Consultant	CHIPS	Raipur, Chhattisgarh
80.	G K Sharma	GM	RISL	Jaipur
81.	Anshu Priya	IAS (Officer Trainee)	DOP	Jodhpur, Rajasthan
82.	Bhaisare Shubham Ashok	IAS (Officer Trainee)	DOP	Jhalawar, Rajasthan
83.	Divyansh Singh	IAS (Officer Trainee)	DOP	Jalor, Rajasthan
84.	Mohit Kasniya	IAS (Officer Trainee)	DOP	Bundi, Rajasthan
85.	Preetam Kumar	IAS (Officer Trainee)	DOP	Hanumangarh, Rajasthan
86.	Shraddha Gome	IAS (Officer Trainee)	DOP	Ajmer, Rajasthan
87.	Yaksh Chaudhary	IAS (Officer Trainee)	DOP	Bikaner, Rajasthan

S.No.	Name	Designation	Ministry/Department	City/State
88.	Yasharth Shekhar	IAS (Officer Trainee)	DOP	Sawai Madhopur, Rajasthan
89.	Rajesh Yadav	Retd. IAS	Jaipur	Rajasthan
90.	Deepak Nandi	Retd IAS	Jaipur	Rajasthan
91.	S.S Bissa	Retd. IAS	Jaipur	Rajasthan
92.	Ramesh K Arora	Retd. Professor		Rajasthan
93.	R.S. Batra	Retd. RAS	Jaipur	Rajasthan
94.	I.D. Variyani	Sr Technical Director	NIC	Jaipur
95.	Chanden Sen	Sr Technical Director	NIC	Rajasthan
96.	Naresh Gupta	Technical Director	NIC	Rajasthan
97.	Akul Bhargav	Technical Director	DOIT	Rajasthan
98.	Naresh Vijay	Dy. Secretary to Govt.	GoR	Rajasthan
99.	Mahesh Kumawat	Jt. Director	Public Grievance Department	Jaipur
100.	Ankita Gil	Director(Retd.)	DST	Rajasthan
101.	Nidhi Mishra	Dy. Director	State Tax Academy, HCM RIPA Campus	Rajasthan