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DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

DAY-1 (6th March)

Session I - DIGITAL Secretariats-Way Forward

Session Chair: Shri NBS Rajput, Joint Secretary, DARPG



Shri NBS Rajput, Joint Secretary of the Department of Administrative Reforms and Public Grievances (DARPG), chaired the session and gave an introduction about digital secretariats. He invited, Deputy Secretary Shri Vadali Rambabu from the Department of Personnel and Training (DoP&T) to begin a presentation on various aspects of CSMOP.

Presentation – I: Shri. Vadali Rambabu, Deputy Secretary DoP&T- CSMoP



The presentation by Deputy Secretary Shri Vadali Rambabu encompassed several important aspects related to good governance, the vision of the ministry, the way forward, and the implementation of the Central Secretariat Manual of Office Procedures (CSMOP).

1. Digital Secretariats: the part of presentation alights on the concept of digital secretariats, which involve the integration of technology and digital tools into administrative processes. This transformation aims to enhance efficiency, transparency, and accessibility in government operations.
2. CSMOP: He elaborated on the Central Secretariat Manual of Office Procedures (CSMOP), which serves as a comprehensive guide for the functioning of ministries and departments. The manual provides standardized procedures for decision-making, communication, record-keeping, and interdepartmental coordination.
3. Good Governance: The presentation emphasized the significance of good governance in achieving development goals and ensuring the welfare of citizens. Good governance entails transparency, accountability, participation,

rule of law, efficiency, and responsiveness in the functioning of public institutions.

4. Vision of the Ministry: He outlined the ministry's vision, which may include objectives such as promoting citizen-centric governance, leveraging technology for efficient service delivery, streamlining administrative processes, and fostering innovation and collaboration within the government.

5. Way Forward: The presentation discussed the future direction of the ministry, highlighting the need to continue embracing digital transformation, enhancing capacity-building efforts, promoting best practices, and strengthening the implementation of policies and procedures.

In short the session provided valuable insights into the significance of digital secretariats, the CSMOP, the principles of good governance, and the vision and future plans of the ministry. These initiatives aim to bring about positive changes in administrative processes, ensure effective service delivery, and foster a conducive environment for good governance practices in the government.

Presentation – II: Shri. N.K. Meena, Director, DARPG on e-Office



The key points briefed during the presentation are as under:

1. Overview: The e-office is a digital platform that enables paperless office operations and streamlines administrative processes. It aims to enhance efficiency, transparency, and accountability in government functioning.
2. Implementation and Analytics: The e-office system has been successfully implemented in central and state secretariats. It provides real-time analytics and reporting capabilities, allowing for better monitoring and decision-making.
3. Challenges Faced: The implementation of e-office faced various challenges, including resistance to change, infrastructure limitations, and ensuring data security and privacy. However, these challenges were overcome through awareness campaigns, capacity building, and robust security measures.
4. Evolution and Transformational Journey: The e-office system has evolved over time, incorporating new features and functionalities. It has transformed the way government offices operate by reducing manual processes, eliminating physical file movement, and promoting digital collaboration.
5. Advantages: The e-office offers numerous advantages, such as reduced paperwork, improved efficiency, faster file processing, enhanced information sharing, and better accountability. It also enables remote access to files and promotes a sustainable and eco-friendly working environment.
6. Latest Updates and Versions: The e-office system continues to receive updates and enhancements to address user feedback and incorporate technological advancements. The latest versions offer improved user interfaces, advanced search capabilities, and integration with other government systems.
7. Secure Features: Data security is a top priority in the e-office system. It employs robust security measures like encryption, access controls, audit trails, and digital signatures to ensure the confidentiality, integrity, and authenticity of government documents.
8. Adoption by Central and State Secretariats: The e-office system has witnessed widespread adoption by both central and state secretariats. It has

become an integral part of their administrative processes, leading to increased efficiency and transparency in government operations.

9. File Disposal System: The e-office includes a file disposal system that facilitates the timely disposal of files and records as per the prescribed retention schedules. This ensures proper record management and reduces clutter in the digital workspace.

Overall, the presentation highlighted the successful implementation and benefits of the e-office system, along with its continuous evolution and secure features. It emphasized its widespread adoption by central and state secretariats, contributing to a more efficient and accountable government functioning.

Presentation – III: Shri Sunil Jain, Deputy Director General (NIC) on 'Service Plus Portal'



Shri Sunil Jain, Deputy Director General of the National Informatics Centre (NIC), delivered a presentation on the technical evolution of the Service Plus portal, which is an Integrated e-Service Delivery Framework. The objective of this framework is to provide universal access to services, with various stakeholders such as the government, citizens, kiosks, and workflow players

accessing a common platform. The Service Plus portal is built on a Metadata Base eService Delivery framework. It serves as a centralized platform for delivering services and has been implemented across the country. Currently, there are 35 states on board with the framework, indicating widespread adoption. Additionally, 17 central departments have integrated their services with the platform.

Furthermore, the Service Plus portal has been designed to facilitate integration with other platforms, enabling seamless access to services across different systems. This interoperability ensures a more efficient and user-friendly experience for citizens.

Apart from the government and citizens, other key partners are involved in the Service Plus ecosystem. These partners contribute to the smooth functioning and continuous improvement of the platform.

The presentation highlighted that there are currently 2873 live services available on the Service Plus portal. These services encompass various domains and sectors, catering to a wide range of citizen needs.

Overall, the Service Plus portal and its integrated eService Delivery Framework aim to provide a unified platform for accessing government services, promoting transparency, efficiency, and universal access for citizens across India.

Presentation – IV: Smt. Sarita Taneja, Deputy Secretary, DARPG on NeSDA, 2021.



NeSDA (National e-Governance Service Delivery Assessment) is an assessment conducted in India to evaluate the effectiveness of states, union territories, and central ministries in delivering online services to citizens. It is the first assessment of its kind in India and has been developed through extensive stakeholder consultations.

The main objectives of NeSDA were briefed are as follows:

1. Assessing the maturity of e-governance service delivery in different states and union territories.
2. Conducting a comparative analysis to identify best practices that can be adopted for improving citizen-centric services.
3. Identifying areas of improvement to enhance efficiency in e-governance service delivery.

During the presentation, the Deputy Secretary, Smt. Sarita Taneja, discussed the NeSDA assessment parameters, the framework used for the assessment,

and the journey of NeSDA. These aspects would provide a comprehensive understanding of how the assessment is conducted and the methodology used.

The key results of NeSDA 2021 focused on the state and union territory portals. Some of the key takeaways from the assessment were:

1. Increased delivery of e-services: The assessment highlighted an overall improvement in the delivery of e-services by states and union territories. This indicates progress in making government services accessible online to citizens.
2. Rise of Integrated Portals: Integrated portals, which bring together multiple government services under a single platform, have seen significant development and implementation. This integration facilitates ease of access for citizens and streamlines service delivery.
3. Improvement across scores: The assessment revealed an improvement in scores across various parameters, suggesting that states and union territories are making efforts to enhance their e-governance service delivery.
4. Mandatory Services Assessment: The NeSDA 2021 assessment included an evaluation of mandatory services, which ensures that essential services are provided effectively through online platforms.

The presentation also highlighted the way forward, implying the next steps to be taken based on the assessment findings. This would likely involve leveraging the good practices identified, addressing areas of improvement, and continuously working towards enhancing the efficiency of e-governance service delivery in India.

Session II-e-Service Delivery

Session Chair: Shri Bharat Lal, DG, NCGG

The session on e-Service Delivery featured presentations from three states: Karnataka, Telangana, and Rajasthan. The presentations were made by Shri V. Ponnuraj, Secretary to Government, D/o Personnel & Administrative Reforms (e-Governance), Govt. of Karnataka; Shri Shrinivas P., Joint Director (eGov),

Govt. of Telangana; and Shri Umesh Chand Joshi, Joint Director (DOIC), Govt. of Rajasthan (through V.C.), respectively.

Presentation – I: Shri V. Ponnuraj, Secretary to Government, D/o Personnel & Administrative Reforms (e-Governance), Govt. of Karnataka



Shri V. Ponnuraj's presentation on e-Service Delivery in Karnataka provided a detailed overview of the various initiatives taken by the state government to enhance service delivery through technology. He discussed the state's efforts to implement e-Governance and highlighted the key achievements in this area. He also mentioned challenges in service delivery:-

1. Benefits to Needy - Socio-economic condition
2. No single Record/database of the family is available
3. Proof of eligibility such as All Govt documents
4. In Targeting the beneficiaries there are many Barriers to access.

He also mentioned how the journey of Nemmadi to Seva Sindhu in Karnataka marks a significant transition in the state's approach towards e-governance and citizen service delivery.

- Nemmadi was launched in 2006 with the aim of providing citizens with access to various government services related to property registration, marriage, birth and death certificates, utility bill payment, and grievance redressal. It was a pioneer in the e-governance space in Karnataka, and its success paved the way for other states to adopt similar initiatives.
- However, over time, the limitations of Nemmadi became apparent. While it offered several important services, it did not provide a comprehensive solution to citizens' service delivery needs. Furthermore, the platform was not user-friendly and required citizens to visit government offices to complete certain tasks.
- In response to these limitations Government launched **B1 & K1 Centres, AJSK Centres, Sakala** (An online platform that ensures the timely delivery of government services to citizens.)
- And finally launched Seva Sindhu in 2018. The platform was designed to be a one-stop-shop for all government services and offered over 400 services from various government departments. Seva Sindhu was designed to be user-friendly, accessible from anywhere and at any time, and offered a range of features such as a dashboard for application tracking, chatbot assistance, and feedback mechanisms.
- The launch of Seva Sindhu marked a significant transition in the state's approach towards e-governance and citizen service delivery. It consolidated all government services under a single platform and made it easier for citizens to access these services. Furthermore, the platform's user-friendly design and comprehensive features made it a success with citizens, and it quickly became one of the most popular e-service delivery platforms in the country.

Some of the notable initiatives mentioned were:

- Bangalore One: An integrated citizen service delivery platform providing a wide range of services such as utility bill payment, grievance redressal, and online ticketing.
- BPR and service delivery transformation are two important initiatives that have been implemented in Karnataka to improve the quality and efficiency of government services. These initiatives have led to the

simplification and streamlining of government processes, the elimination of intermediaries, and the provision of a seamless and hassle-free experience for citizens when accessing government services.

- The Bus Pass Delivery Simplification initiative in Karnataka, leveraging Kutumba and K-GIS technologies, has significantly improved the efficiency and effectiveness of the bus pass delivery system. The initiative has made it easier for citizens to apply for and obtain bus passes, track the status of their applications, and access real-time information on bus schedules, routes, and fares.

Presentation – II: Shri Pendyala Srinivas, Joint Director (e-Governance), Information Technology, Government of Telangana



The presentation by Pendyala Srinivas, Joint Director (e-Governance) of the Information Technology Department in the Government of Telangana, focused on the experience of Telangana in leveraging artificial intelligence (AI), machine learning (ML), big data, and deep learning to provide presence-less, contact-less, anytime-anywhere services to citizens. Here are the key points from the presentation:

- “m-governance” Portal has been introduced by the government of Telangana
- Issues in existing Citizen Service Delivery need to be addressed.
- Need to have less physical presence, Jurisdiction free, Contactless, No discretion, and Paperless official work.
- Live photographs will be provided in the services and will be cross-verified.
- He also mentioned that Telangana has the highest number of e-services deliveries.
- Degree college admissions registration through Mee Seva, the government of Telangana has made the process more accessible and convenient for students. It has also reduced the need for physical visits to government offices, thereby saving time and effort for both students and government officials.
- "Pensioners Life Certificate through Selfie" (PLCS) is a citizen service initiative launched by the government of Telangana to simplify the process of submitting life certificates by pensioners.
- Pensioners can submit their life certificates by taking a selfie using their mobile phones or computers. The selfie is then matched with the pensioner's Aadhaar card biometric data to verify their identity. The PLCS initiative is a prime example of how technology can be leveraged to simplify government processes and improve citizen services.

Shri Shrinivas P. discussed the state's efforts to promote digital literacy among citizens and the measures taken to ensure the security of citizen data. He emphasized the importance of collaboration between various stakeholders, including government agencies, industry partners, and citizens, to drive digital transformation and improve service delivery.

Presentation – III: Shri Umesh Chand Joshi, Joint Director (DOIC), Govt. of Rajasthan



Shri Umesh Chand Joshi's presentation on e-Mitra in Rajasthan stated in 2002 provided an overview of the state's flagship e-service delivery platform. He highlighted the various services provided through the platform, including issuance of birth and death certificates, payment of utility bills, and booking of travel tickets. He discussed the state's efforts to expand the reach of e-Mitra through the use of mobile vans that provide e-services to citizens in remote areas.

Service Delivery Channels: -

- Block and Mortar Kiosks
- Online web Portal
- Mobile App
- E-Mitra Plus Self-service Machines
- E-Mitra@Home

Here are the key points from the presentation:

- Kiosks are penetrated across the village level.
- e-Mitra works as a three-level service provider in the state:-
 1. The first level is the e-Mitra Kiosk, which is a physical center established in every panchayat and urban ward across the state.
 2. The second level is the district e-Mitra centers, which act as the nodal agency for the e-Mitra kiosks in their respective districts.
 3. The third level is the state e-Mitra portal, which acts as the central platform for delivering government services online.
- In the Budget Announcement it was announced that mandating service delivery through the e-Mitra platform.
- Total 15000 e-Mitra Plus Self-service ATM machines of which 10,000 in rural areas (with LED screen) at Gram Panchayat level and 5000 machines (without LED screen) in urban areas.
- The platform also includes video conferencing facilities and is integrated with Jan Soochna. Additionally, e-Mitra plus machines are used for live webcasts of various programs and dissemination of information related to public utility projects.
- Hon'ble Chief Minister addressed the common citizens through e-Mitra Plus machines established at the Gram Panchayat level from time to time
- The e-Mitra platform has been extended to provide services to two additional groups of citizens in the state of Rajasthan.
 1. The first extension, announced in the 2020-21 budget, aims to offer services to the elite population of the state through e-Mitra@Home.
 2. The second extension, announced in the 2021-22 budget, aims to provide free doorstep services to a targeted group of families comprising widowed, old-aged and specially-abled persons under the Mukhyamantri Aashrit Sewa Yojana.

Session-III Digital Initiatives at the Grassroots Level Session

The third session of the conference on Digital India highlighted various digital initiatives being taken at the grassroots level.

The session was chaired by **Sh. Nikunj Srivastava, Principal Secretary of the Science & Technology Department, Government of Madhya Pradesh.**

He emphasized the importance of digital literacy. He suggested that one person from every family should be made digitally literate to ensure that every family is able to access digital services and benefits. This would require concerted efforts at the grassroots level to train and educate people on the use of digital tools and technologies. The session also featured presentations on various digital initiatives, including DeGS Computer Basic Training in Jharkhand, E-Vivechna App in Madhya Pradesh, and Ksheerasree Portal in Kerala.

Presentation – I: Shri Aditya Ranjan, Deputy Commissioner of Koderma District



The first presentation was on DeGS Computer Basic Training from Jharkhand, delivered by **Shri Aditya Ranjan, Deputy Commissioner of Koderma District.** He discussed the state's efforts to provide computer training to citizens at the grassroots level through the DeGS initiative.

He also mentioned the objectives of the programs:-

- The aim of the program is to provide basic computer training to citizens, particularly in rural areas of the Koderma district, to enhance their digital literacy skills.
- The program offers training in various computer skills such as typing, email, internet browsing, and the use of various software applications.
- To improve employability and productivity of people by means of computer training in Koderma.
- This program provides 7 weeks of computer awareness and application training, covering fundamentals and MS-Office, along with 1 week of soft skills training. The program is open to individuals of all ages and education levels.

He also introduced to the course structure with four main divisions, namely

1. Basic (DeGS 1.0) which spans over eight weeks,
2. Intermediate (DeGS 2.0) for four weeks,
3. Advance (DeGS 3.0) also for four weeks, and
4. Hindi/English Typing (DeGS 4.0) for four weeks.

He gave the highlights on the Programmes:-

- The course module is designed in such a way that even a 70-year-old individual can learn digital design.
- Rs. 100 as a registration fee is taken which is refundable once a student completed the course with 50% marks and 100 % attendance.
- In the completion of program Proper Certificate distribution and felicitation of toppers is done.
- There are total of 11,612 students currently enrolled in the course in different centers.
- The digital training program is not limited to villagers only, but also extends to block level government officials such as Aanganwadi Workers, ANMs, Jal Saheyaks, Teachers, SHG members, and Police Officials. They are provided with digital literacy training and introduced to new software to equip them with better skills to implement government schemes effectively at the grassroots level.

- He also talked about the program's future plans of program, which includes:-
 1. Training 15,000 individuals annually through the establishment of five new centers and revolving centers in rural areas.
 2. The program also aims to upgrade its courses and obtain NIELIT affiliation.
 3. Additionally, the program plans to conduct surveys, provide counseling, and offer hand-holding support to all certified individuals. Tie-ups with software companies such as HCL, TCS, Jeevansathi, etc., are also planned.
 4. He also noted that four districts in Jharkhand and some districts in other states have replicated the program in their own way.
- The budget Required for this program is Rs. 11,00,000 and Zero Operational Budget.

In his concluding remarks, he emphasized that the program will be run in a revolving nature concept. He also added that we must ensure that technology is accessible, affordable, and adds value to people's lives.

Shri Aditya Ranjan highlighted the success of the program and the positive impact it has had on the lives of citizens in the state. The program has empowered citizens, particularly women and youth, to acquire new skills and improve their employability. It has also helped to bridge the digital divide in the state and enabled citizens to access various government services online.

After the presentation, there were questions about how to scale this model. In response, the Shri Aditya Ranjan stated that the Government of India has a fund of 1 crore for technology, making it easily scalable.

Presentation – II: Shri Chanchal Shekhar, Additional Director General of Police at the State Crime Record Bureau



The second presentation was on the “e-विवेचना App” from Madhya Pradesh, delivered by Shri Chanchal Shekhar, Additional Director General of Police at the State Crime Record Bureau. He discussed how the E-Vivechna app is being used to digitize police records and improve police service delivery in the state.

He talked about the **Hon'ble Prime Minister Sh. Narendra Modi vision of "SMART police"**, which stands for Strict but Sensitive, Modern & Mobile, Alert & Accountable, Reliable & Responsive, Techno-savvy & Trained. From this this digital initiate has been taken.

Highlights of the presentations.

- He mentioned that the Crime and Criminal Tracking Network & Systems (CCTNS) - Core Application has been in existence for 6 to 7 years in the Madhya Pradesh police. Its purpose is to digitize police records such as FIRs and general entries. Recently, Madhya Pradesh introduced E-FIRs

specifically for character verification and other similar purposes, but it does not play any role in the investigation process.

- The "e-Vivechana" app has been developed to enable on-spot, faster, transparent, and tamper-proof investigation, which was not possible before. It was developed by the State Crime Record Bureau (SCRB) and MPSeDC (SI) after brainstorming on various modules and processes with field officers. A trial run was conducted on November 26, 2021, and 1740 tablets were distributed to Investigating Officers (IOs) in 429 police stations out of 1110 police stations. More than 3000 IOs were given hands-on training for using the app. Till date, over 30,000 cases have been submitted through this app.
- He also mentioned the objectives of the e-vivechana app
 1. Is to provide technological aid to Investigation Officers (IOs) so that they can conduct investigations in real-time from the scene of crime. The app allows IOs to capture evidence such as photos and videos on the spot, and auto-fetches the General Diary (GD) number without having to visit the police station.
 2. This results in a more transparent and faster investigation process, as evidence is collected and recorded in front of the complainant, and all photo and video evidence is geotagged, time-stamped, and tamper-proof.
 3. The app also enables daily progress of the case to be viewed by the Station House Officer (SHO), which helps to fix accountability and eliminate subjectivity and human error.
- E-Vivechana app has three modules:-
 - i) Case Diary Module
 - ii) Photography/ Videography Module
 - iii) Crime detail from (IIF-2) SOC Module
- He added the key features of the e-Vivechana app include transparent, faster, and accountable investigation.
 - i) All types of evidence, such as photos, videos, and statements, are linked with the respective FIR and can be viewed with a single click by the IOs and courts. Additionally, photos, videos, and statements are

geo-tagged and time-stamped, ensuring that they cannot be tampered with.

ii) E-Vivechana also automatically captures the accurate latitude/longitude of the SOC, resulting in a better heat map for crime pattern analysis. Moreover, the "Voice to Text" feature helps in faster recording of statements and CDs, making the investigation process more efficient.

iii) Security features:- IOs can access the app through their CCTNS credentials only as it is not available on Google play store or internet.

Impact of E-Vivechana on Public, Police and Court

Public:

- Transparent, fast & tamperproof investigation
- Elimination of extraneous influences on investigation.
- All the written statements, geo-tagged & time-stamped photo-video are instantly uploaded online in the CCTNS. Once uploaded cannot be changed.

Police:

- Increase in public trust in police working.
- Projection of tech savvy image of police.
- Digitised maintenance of records.
- Checklist of activities/documents to be ensured in a crime type like murder, theft etc.
- no mechanism for Evaluation of the IOs performance.

Court:

- Receives authentic investigation as evidences are tech foot-print supported.
- Court Can easily access the photo/videos directly to form a wholistic opinion.
- cases of victims & witnesses turning hostile can be questioned by the courts.

Award received by e-Vivechana:-

- **DIGITAL INDIA AWARD 2022** (Digital Initiative at Grassroot Level)

- **FICCI SMART POLICING AWARD 2022**
- **SKOCH AWARD 2022** (e-Governance)

In giving concluding remarks Shri Chanchal Shekhar said, while the e-vivechana app has demonstrated its potential in enabling transparent, faster, and accountable investigation through its key features, there are still challenges to be addressed in terms of adaptability and scalability. These include the procurement of more tablets for all IOs, enhancement of the app by adding more forms, development of different search modules like accused and missing persons, and integration with national portals such as NAFIS and ICJS. Additionally, poor network in rural areas, inertia to adopt new technology, and the need for appropriate changes in SOPs and Acts for admitting digital signatures pose further challenges that need to be addressed in order to fully realize the benefits of e-vivechana.

Presentation – III Smt. Rejeetha R., Deputy Director of the Dairy Development Department



The third and final presentation was on the Ksheerasree Portal from Kerala, delivered by Smt. Rejeetha R., Deputy Director of the Dairy Development

Department. She discussed how the portal is being used to connect dairy farmers with markets and improve the livelihoods of dairy farmers in the state.

During the conference, Smt. Rejeetha R., Deputy Director of the Dairy Development Department, presented on the Ksheerasree Portal from Kerala. She explained how the portal is being utilized to connect dairy farmers with markets and enhance their livelihoods in the state.

She mentioned the Ksheerasree Portal is a digital platform that enables dairy farmers to sell their milk and dairy products directly to consumers and markets. The portal provides information on dairy products, prices, and market trends, allowing farmers to make informed decisions and increase their profits. It also allows consumers to buy dairy products online, ensuring fresh and high-quality products are delivered directly from the farm to their doorstep.

One of the key features of the Ksheerasree Portal is the easy registration process for farmers, enabling them to access the portal and its benefits quickly. The portal also provides farmers with training and support on best practices for dairy farming, including animal care, feed management, and milk processing.

The dairy sector has significant linkage to several UN-SDGs,

1. Including SDG 1 (No Poverty),
2. SDG 5 (Gender Equality),
3. SDG 7 (Affordable and Clean Energy),
4. SDG 8 (Decent Work and Economic Growth),
5. SDG 10 (Reduced Inequalities),
6. SDG 12 (Sustainable Consumption and Production), and
7. SDG 15 (Ecosystem Management).

Dairying plays a crucial role in alleviating poverty, reducing income inequality, empowering women (as more than 60% of dairy farmers in the sector are women), generating biofuels, promoting pro-poor economic growth in rural areas, ensuring self-sufficiency and sustainability in milk production, and improving the efficiency of farmland. According to the CAG Report, the dairy sector contributes 4% to India's GDP from the agriculture sector.

The dairy cooperative structure in Kerala consists of around 3500 primary-level dairy cooperatives, three regional unions named Trivandrum, Ernakulam & Malabar, and an apex federation named Kerala Cooperative Milk Marketing Federation. The cooperative societies follow the Anand Pattern and Traditional Cooperative Societies, and their administrative control is under the Dairy Development Department, governed by the Kerala Cooperative Societies Act of 1969.

Smt. Rejeetha R. gave the example of how cooperatives can achieve when farmers join hands with dedicated workers with the required technical and managerial skills in Anand Pattern Dairy Cooperatives.

She also highlighted that the program faces various challenges.

1. These include a lack of an effective, accountable, and transparent system, which has resulted in dairy farmers receiving unfair and inaccurate prices.
2. Additionally, there are various inconveniences faced by farmers when availing of services, including slow and poor quality of service delivery, long waiting times, delayed payments, and a general air of mystification about the procedures of their entitled services. The program still relies on a paper-based manual accounting system, which adds to the inefficiencies.
3. Furthermore, there is a lack of integration between multiple agencies, leading to working in silos, and a lack of a unified approach towards dairy development in the state.

The Ksheerasree program addressed the need for a comprehensive digital governance solution, resulting in the development of a unified software designed by the National Informatics Centre (NIC) using an enterprise architecture based approach. The software provides a module-wise integrated approach to meet the requirements of various stakeholders, allowing for a holistic view of the project.

Smt. Rejeetha R. also mentioned the outcomes of the Ksheerasree digital governance solution.

- Within a short span of one week starting from August 15th, 2022, over 2,48,000 farmers have registered in the portal, thanks to the reach of Common Service Centres like Akshaya and Dairy Cooperatives.
- The enterprise architecture based approach and module-wise integrated approach have helped stakeholders to get a holistic view of the project.
- Work-flow and processes have been completed for various schemes, including Ksheeragramam, Fodder, Milk Shed Development Programme, Farm level Hygiene, and Milk Incentive. Furthermore, more than 30 crores of rupees have been transferred to farmers via e-DBT following the approval of the output of a workflow.

The Ksheerasree program has also faced several challenges, such as a lack of dedicated IT personnel in the IT Cell, process re-engineering aspects like LG directory compliance, and resistance from stakeholders. In addition, the digital divide and lack of internet connectivity have posed significant obstacles.

In conclusion, the Ksheerasree Portal from Kerala is a revolutionary platform that has helped dairy farmers in the state connect with markets and improve their livelihoods. With its user-friendly interface and comprehensive support system, it has the potential to transform the dairy industry in India and serve as a model for other states to follow.

She also added **the way forward for the Ksheerasree program** which includes the implementation of several initiatives such as the Aadhaar Vault for secure authentication, the creation of a Unified Registry to ensure accuracy and consistency of data, and GIS Mapping to improve decision making. The program is also expected to expand from the state level to a national level, with a State Roll Out and National Roll Out plan. Through measures government aims to further enhance the effectiveness and efficiency of the program.

Inaugural Session

Welcome Address- Shri Vinod Kumar, Addl. Chief Secretary (GAD), Government of Madhya Pradesh



Shri Vinod Kumar said that the objectives of this conference are to give benefits and an overview of various schemes of government to citizens and showcase the various best practices. The suggestions received in these two days' conference will help in improving public service delivery. The Madhya Pradesh government is at the front in Minimum government maximum governance. The state government has enacted the public service act to ensure the right to service. The state government is working on a single citizen database through the Samgra portal.

Introduction by Shri V. Srinivas, Secretary, DARPG, Government of India



Shri V. Srinivas in his inaugural address mentioned that this 2-day Regional Conference aims to enhance the role of technology-based governance in bringing citizens and the Government closer. Madhya Pradesh ranks first in Group 'B' States in the overall ranking in Good Governance Index with strong performances in Agriculture and Allied Sector, Public Infrastructure and Utilities, Economic Governance, Social Welfare and Development, Commerce and Industry. He observed that Madhya Pradesh had a strong performance in the National e-Governance service delivery Assessment (NeSDA) 2021 with 5th rank through the timely implementation of the Public Services Guarantee Act, the Lok Sewa Department and adoption of the model "e-Governance to we-Governance. Govt. of Madhya Pradesh is a leading State in the implementation of several award-winning models of Good Governance under the Scheme for PM's Awards for Excellence in Public Administration. These include the Swachh Bharat Mission (Urban) Project in Indore City, the Poshan Abhiyan in the Datia district and the Aspirational District Program in the Khandwa district. He opined that one of the objectives of this Conference is to disseminate Govt of Madhya

Pradesh's core strengths in Governance and e-Government to enable the Digital Transformation of Institutions and Digital Empowerment of citizens in all States of India.

He stated that the other important National objectives of the Regional Conference are (a) Effective and timely Implementation of the National E-Governance service delivery Assessment (NeSDA) - 2021 and saturation of e-services across States/UTs and bringing uniformity in e-Services offered by States (b) to enable the creation of Digital Institutions – State Secretariats by the adoption of e-Office and e-service delivery (c) Strengthen the linkages between the Start-up Industry, Academics and Government. Strengthened State Portals and Service Portals will enable the seamless transformation of institutions to enable the creation of Digitally Empowered Citizens and a Digitally Transformed Nation. The sessions curated over the next 2 days have been formulated to achieve these broad objectives.

Address by- Shri. Om Prakash Sakclecha, Hon'ble Minister of Science and Technology, Madhya Pradesh



speaking at the event, **Shri Om Prakash Sakclecha** said that this e-Governance Regional Conference is a very good initiative to promote good

governance. He said that Hon'ble Prime Minister Shri Narendra Modi has continuously made efforts to provide good governance to the people and its key is with e-Governance. He said that technology is a big leveller, and it is a tool which brings everyone on the same platform and prepares a good delivery problems system. He said that the use of technology had overcome two historical problems of rigidity in the governance system and leakages in our delivery system. He said that the trinity of Sandham, Aadhar and Mobile has changed the delivery system in the state. He also highlighted the innovative experiments in the field of Public Service Delivery, LSKs, Preventive Health Checks up and digital education at rural govt schools.

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.

While addressing the inaugural session Dr. Jitendra Singh said that Hon'ble Prime Minister, Shri Narendra Modi has given a digital Outlook to the governance for ease of Living for common citizens of the country.

He also said that Government believes that India in 2047 would be governed by our diligent civil servants and will serve the nation with utmost efficiency, and it is crucial to inspire and involve the young civil servants with the Vision @2047.



He further stated that that the year 2023 is very important for the country as we are celebrating 2023 as the International Year of Millets, and India has the Presidency of G20 and organizing various Regional Conferences under G20.

Dr Jitendra Singh appreciated the active support from the State Government in organizing the Regional Conferences on Good Governance at Bhopal. As per the vision of the Hon'ble Prime Minister, DARPG is organizing many more conferences at the regional level rather than limiting it to New Delhi.

He further mentioned that PM Modi had given the mantra of 'Minimum Government, Maximum Governance' to create such a system where administration and good governance are run without unnecessary interference. He further added that Hon'ble Prime Minister Shri Narendra Modi has given a digital outlook to governance for ease of living for common citizens of the country. In this context, various reforms at the policy level have been initiated Under the visionary leadership of the Hon'ble Prime Minister, the Union Government has abolished around 1600 laws in the last eight years, which had become obsolete.

The Minister said that the Modi government has done a lot of experimentation and taken many initiatives in many spheres of governance. He said that the administrative reforms are a continuous process, but PM Modi has done value

addition by giving it a digital outlook for example, doing away with the interviews for Government jobs was another landmark decision of the Modi government. This provided a level-playing field to all while reducing the burden on the state exchequer.

Dr Jitendra Singh said that the Open Digital Platforms are tremendous force multipliers, and critical for providing affordable, inter-operable technology to the country's citizens. He said that Digital Governance can enable massive reach and benefits in the conduct of Special Campaigns aimed at reducing the pendency and institutionalization of Swachhata with the objective of providing good governance.

Dr Jitendra Singh noted that e-governance has helped in increasing citizen participation in various processes. He said that due to digitalization, facilities like the RTI are available 24x7.

The Union Minister opined that the Government believes that India in 2047 would be governed by our diligent civil servants and would serve the nation with utmost efficiency, and it is crucial to inspire and involve the young civil servants with Vision@2047.

Dr Singh mentioned that the Department of Administrative Reforms & Public Grievances (DARPG) had constituted the National e-Governance Service Delivery Assessment (NeSDA) in 2019 as part of its mandate to boost e-government endeavours and drive digital government excellence. The biennial study assesses States, and Union Territories (UTs), and focuses on Central Ministries on the effectiveness of e-Governance Service Delivery. NeSDA helps the respective governments improve their delivery of citizen-centric services and shares best practices across the country for all States, UTs and Central Ministries to emulate. The Central government will ensure that schemes which earlier remained only in files are implemented on the ground, and Good Governance and Development are observed on the ground.

Dr Jitendra Singh said that the changes in the Government of India towards improved quality of governance must be reflected in States and Districts. The aim is to provide governance which is transparent and in adherence to established rules and procedures. This alone will make the march to New Delhi

successful. They reiterated the commitment of the Government to serve the nation and called upon delegates to be the vehicles of transformation.

Similarly, initiatives like e-Offices, Aspirational districts, and Good Governance Index are based on objectivity and a scientific methodology has been adopted in bringing reforms from Village to the National level.

The Hon'ble Minister made the following announcements:

A. 26th National e-Governance Conference 2023

Madhya Pradesh has a strong governance record and ranks high on the Good Governance Index 2021 and in the National e-Services Delivery Assessment 2021.

To promote e-Governance in Madhya Pradesh and to showcase the Govt of MP's strengths in e-Governance to the Nation, the 26th National e-Governance Conference 2023 will be held in Bhopal in August 2023.

The DARPG will collaborate with the Govt of Madhya Pradesh in this endeavour which will bring together nearly 2000 Policy Makers, Central Ministries/ Departments, State Governments, Industry, Academia and Startups. The conduct of the 26th National e-Governance Conference at Bhopal will focus on "Bringing Citizens and Government Closer through Digital Empowerment".

B. District Good Governance Index 2023

The government of Madhya Pradesh has published the "Madhya Pradesh Sushasan and Development Report 2021 which presents a detailed analysis of the State Governance at the State level.

DARPG will collaborate with the Government of Madhya Pradesh in further deepening the Madhya Pradesh Sushasan and Development Report 2021 by formulating the District Good Governance Index 2023.

B. The DARPG seeks to document and showcase several successful models of the Government of Madhya Pradesh at National Level through its publication "Maximum Governance - Minimum

Government". A Special Edition of MGMG will be published in June 2023 to document the best practices of Madhya Pradesh including CM Helpline, Jan Hetu-Jan Setu, CM Dashboard for Performance Monitoring, CM Jan Sewa and MP Jan Sunwai Yojana.

A vote of Thanks has been given by Shri NBS Rajput, Joint Secretary, DARPG.



Session IV- Digital Initiatives for Ease of Doing Business



Shri Srinath Chakravarthy, Senior VP, NISG, chaired the session & talked about various e-governance initiatives that have given a significant boost to services for citizens, businesses, and all sections of society. He explained in detail about the Ease of Doing Business index, its context, origin and need. He said that Ease of doing business is key to attaining **Entrepreneurship, Innovation, and Wealth Creation**. He explained about the Business Action Reform Plan (BRAP) report and its importance. The BRAP includes 405 recommendations for reforms on regulatory processes, policies, practices and procedures spread across 12 reform areas. He also talked about India's initiatives on various parameters of EoDB.

He gave the following data to highlight the India's initiatives for improving EoDB ranking.

- SPICe- merging of PAN, TAN & DIN for company incorporation- SPICe offers 11 services by 3 Central Government Organisations.
- Removal of obligation for inspection prior to registration and common corporate seal

- Fast track approval system for the issuance of building permits was introduced.
- Reduction in cost of Construction permits and reduction of cost of obtaining Construction Permits from 23.2% to 5.4%
- This indicator is essential to the success of the Doing Business report.
- It measures time and cost to resolve a standardized commercial dispute as well as a series of good practices in the judiciary.
- India improved in its score of Enforcing Contracts from 186 to 163 in the year 2020
- Introduction of "Indian Customs Single Window Project"
- Launch of PCS1x by the Indian Government. Launch of the e-Sanchit system
- It takes just 53 days and 4 procedures for a business to get an electricity connection in India
- The number of documents required for getting an electricity connection has been reduced.
- (CERSAI)- a geographically unified electronic registry
- Online service for charges at Registrar of Companies reduces the time taken for this procedure significantly.
- Property tax records have been digitized. Property is mutated automatically after registration
- Insolvency and Bankruptcy Code 2016- 1st Comprehensive Legislation on insolvency.
- Reduction of corporate tax from 30% to 25%. The tax rate for new domestic manufacturing companies- 15%
- Robust IT infrastructure of online return filing for Indian taxpayers
- The Employee State Insurance Corporation (ESIC) developed an online module for electronic return filing with online payment. Instead of filing 3 GST returns, the tax-payers file 2

He also talked about the best practices of Andhra Pradesh, Madhya Pradesh and New Zealand. Some of the facts related to these states are as follows.

Andhra Pradesh

- Andhra Pradesh has achieved 100% compliance with BRAP. Andhra Pradesh is currently ranked No.1 in the DIPP ranking on Ease of Doing Business (EODB) among States in India.
- Government of Andhra Pradesh, as a part of EODB State Reform Action Plan 2020-21 has introduced reforms 301 industry-related reforms to improve- accessibility & service delivery efficiency.
- It is the first State to take measures to revive the economy hit by the global pandemic and revive the small and medium-scale industries with a ReSTART package.
- It fulfils the required parameters to attain Ease of Doing Business by facilitating grievance redressal and identifying gaps in implementation- resulting in high investor feedback.
- ReSTART also facilitates payment of sanctioned incentives, working capital loans, preferential market access etc., to MSME units. These aspects help the investors in Ease of Doing Business.

Madhya Pradesh

- Madhya Pradesh ranked 5th for the past two years in the Business Reforms Action Plan.
- Madhya Pradesh has successfully implemented all business reforms related to Environmental Registration, Labour Registration, Obtaining Utility Permissions, Inspections Reforms, Access to Information & Transparency Enablers and Single Window System.
- The State has facilitated- easy investor application/approval facilitation, an efficient single window system, a checklist for pre-establishment and pre-operation clearances, seamless integration into other departments that attain all parameters of EoDB

New Zealand

- New Zealand is the World's easiest place to start a business globally, according to the World Bank Group's Doing Business report.

- According to the report, it takes just one day, one procedure and 0.4% of gross national income per capita to register a private company in New Zealand.
- New Zealand is ranked overall the third most business-friendly country out of 185 economies globally.
- New Zealand was ranked as the easiest place to start a business in by assessing on parameters such as Starting a business, dealing with the construction permit, getting electricity, registering property, getting credit, protecting minority investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency.

Presentation -I: Shri Murali K. Bommireddy, Associate VP, NISG, made a presentation on EBiz. e-Biz is a one-stop-shop of convenient and efficient online G2B services to the business community by reducing the complexity in obtaining information and services related to starting businesses in India and dealing with licenses and permits across the business life cycle. In his presentation, he highlighted the key features of e-Biz along with its objective, which includes the following points:-

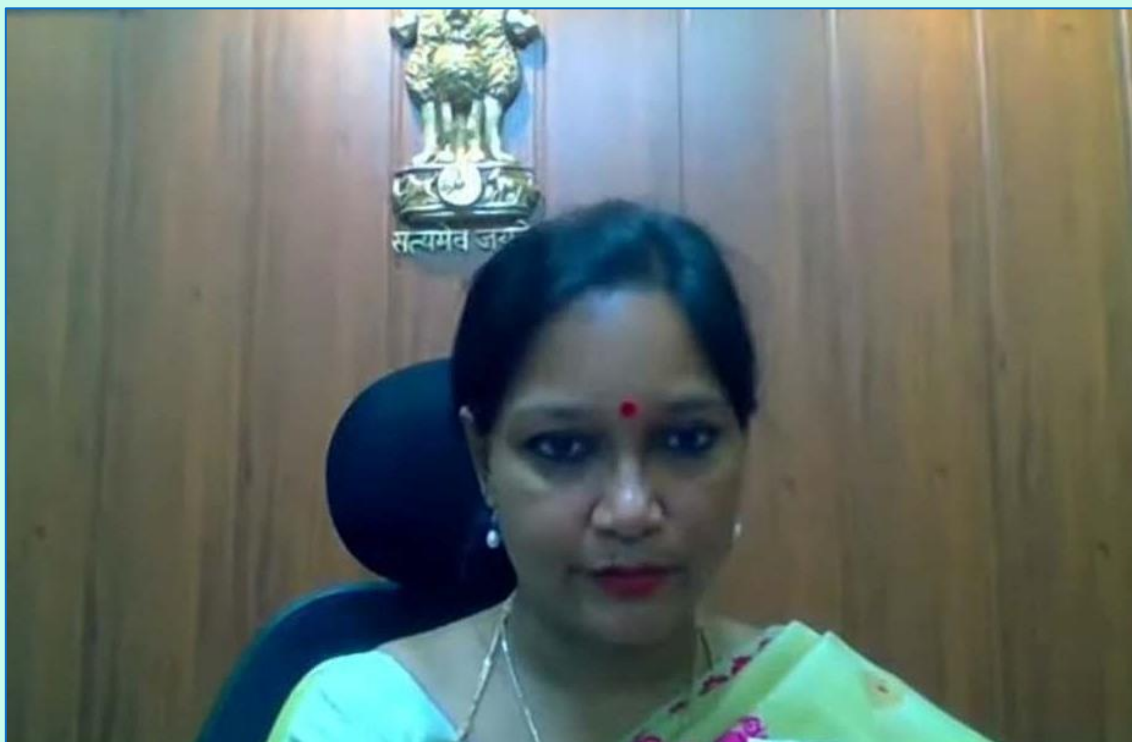


- A service-oriented approach to the investors, industries and businesses.
- A Single Window approach by the Government in catering to the requirements of businesses w.r.t G2B services throughout the business life- cycle, namely, during the Pre-establishment, Start-Up, Operations, Expansion and Closure stages of the business.
- Establishing a platform for integrating the services the Central, State and local governments provide to the business community.
- Provision of Government Services not only by concerned Government departments alone but also by private Value-Added Service Providers, where possible and necessary

He also shared the challenges faced in consulting and implementation phase of the project. He mentioned that some key challenges were less acceptance from the department, Lack of inter-departmental coordination, the System Integrator's lack of understanding of Govt. processes and the Program Management nightmare. Shri Bommireddy talked about the Digital India initiatives that have ushered Ease of Doing Business for Industrialists and Stakeholders.

Presentation -II: Smt. Varnali Deka, DM Kokrajhar, Assam, gave a presentation on **Infrastructure Snapshot (is) Kokrajhar**. She started her presentation by explaining the world bank's three phases which include Publish, Interact and Transact. She also talked about the ten important parameters set by banks to address Ease of Doing Business (EoDB). She explained the demographic challenges of Kokrajha and issues faced by the government before the implementation of IS KOKRAJHAR.

She has highlighted the following challenges faced by the district administration



- Tedious grievance reporting regime, no tracking & review mechanism
- High cost, resources & time involved
- Lackadaisical Service delivery, especially in far-flung areas
- Info Asymmetry in grievance redressal; Disjoint in Grievance Reporting, Redressal and Feedback
- Lack of proper monitoring mechanisms for schemes and Departments – Need for efficacious regimen
- Reports of Pilferages
- Lack of feedback/ updated data on Infrastructure and Services of the District
- Lack of instant alert mechanism accessible to the public for disasters, domestic violence etc
- Need to enable Citizen Centric Service delivery/Participatory Governance

She explained how the **infrastructure snapshot kokrajhar** helped address the above-mentioned challenges and facilitate EoDB in the district. IS - A means for System Strengthening with a focus on EoDB. The following were the main key highlight of this initiative.

- Tapping Network of Grass Root Functionaries
- BLO model
- Special Drive for Women through ASRLMS SHGs – Domino Effect

- 100% follow-up on all grievances/feedback established the credibility and legitimacy of the App.
 - ✓ Close Monitoring: Dedicated Core Cell; 100% processing of complaints received.
 - ✓ Linked with District Emergency Operation Control Machinery for round-the-clock monitoring of urgent alerts.
- Convenient User Interface Mobile App
- Coordination with Network Service Providers for no/low Network areas
- Assistance Provided during Natural Calamities, SOS/Emergencies, Disasters
- Logging in Positivity: SHG members and Departmental users

She also elaborated on the outcome and impact of the initiatives. Some of the highlights are as follows

- 100% reduction in the cost of grievance redressal
- 95% reduction in redressal time
- 5-fold increase in no of complaints registered
- More than 50% reduction in footfall
- Real-time complaints tracking enabled 100% - Status update via WhatsApp/Call/Email
- Authentic & Continuous Feedback on the functioning of Schemes/Depts; sectoral database highlighting achievements – Planning Tool
- Quick Action on Emergency Cases

Through pictures, she shows a glimpse of Success stories after the implementation of Is Kokrajhar. While concluding her discussion, she informed about the future scop of this initiative.

Session V- Digital Initiative of Madhya Pradesh

Session Chair: Shri Vinod Kumar, ACS, Govt. of Madhya Pradesh



The session was presented by Shri Abhijeet Agrawal, Executive Director, SAPS and MD, MPSEDC on Digital Initiatives of MP overview; Dr Sanjay Goel, Principal Revenue Commissioner Madhya Pradesh on Cyber Tahsil; Shri M. Selvendran, Commissioner Agriculture, Madhya Pradesh on AI/ML Crop Prediction.

Presentation -I Shri Abhijeet Agrawal, Executive Director, SAPS and MD, MPSEDC: e- Governance and Digital Initiatives of MP overview

During his speech, Shri Abhijeet Agrawal discussed the digital initiatives of Madhya Pradesh and also highlighted the CM Helpline (181), which was launched on 31st July 2014. The CM Helpline (181) is an integrated citizen facilitation service that allows citizens to register their grievances by dialing the contact number '181'. This service provides an end-to-end electronic platform for grievance registration.

Features of the CM Helpline (181)

- 55 Departments with 1500+ Attributes on board
- 18000+ Officers mapped

- 460 Executives working round the clock (24X7) (Inbound)
- 120 Executives working in two Shifts (Outbound)
- 52 District Command and Control Centers

Whatsapp Features of the CM Helpline (181)

- Facility for Complaints Registration
- Facility to Officers for Submit resolution

Samadhan Online

He talked about Samadhan Online, which is a platform for reviewing complaints received on the CM Helpline. The platform selects complaints on a random basis every month and also selects five contemporary and important topics for review. It offers grading-based reviews for districts and departments and provides incentives to the top five performing officers. Samadhan Online has made officers more alert and active in addressing complaints promptly.

CM Helpline (181) has integration with other call Centers:

There are six other call Centers that have integration with CM Helpline (181) including:

- Women Helpline, **Dial 181**
- Situation Room, **Dial 0755-2706713**
- Home Guard Call Center, **Dial 1079, 1070**
- Pension Helpline, **Dial 0755-2706718**
- Skill Development, **Dial 155267, 0755-2706400**
- Awas Yojna Helpline, **Dial 0755-2706201**

➤ Shri Abhijeet Agrawal has talked on the CM Jan Seva and addressed the services currently provided through CM Jan Seva that services include:

आय प्रमाण पत्र : Total Disposal- 93814

मूल निवासी प्रमाण पत्र : Total Disposal- 128997

चालू खसरा की प्रतिलिपि : Total Disposal- 15838

B-1 खतौनी की प्रतिलिपि: Total Disposal- 4444

चालू नक्शा की प्रतिलिपि : Total Disposal- 3927

भू-अधिकार पुस्तिका की प्रतिलिपि: Total Disposal-4261

स्पेसिमेन कॉपी की प्रतिलिपि (खसरा, खतोनी & नक्शा): Total Disposal- 3810

Approx 83 Lakhs applications disposed in CM Jan Seva Abhiyan

- He also talked on Monitoring Analytics and Dashboards that is Customized dashboards in line with the best Industry Practices for effective Grievance Management and tracking System.

CM Dashboard

He talked about the features of the CM Dashboard and the features are:

- Decision Support System
 - One Click Solution
 - Drill Down Facility
 - Business Intelligence
 - Nearly Real-Time Monitoring
- He talked about the modules of the CM Dashboard which include the Dashboard for CM Office and the Dashboard for the State Department:
 - Dashboards for CM Office features Flagship Schemes, Flagship Projects, public service delivery, CM conclave, Atmanirbhar MP, departmental review meeting, and current affairs.
 - The dashboard for State Department has an application dashboard, integrated dashboard, district dashboard, district ranking dashboard, general information and advanced analytics.
 - CM Dashboard covers 33 states department and has 30TB of data storage, 16 flagship schemes, 11 flagship projects, 75+ application dashboard, 52 district dashboards, ranking dashboard for 14 departments, and 10 general information dashboards.

Center of Excellence (CoE)

He talked on Process Automation of CoE that is:

- Case Management System
- Works Management System
- CMS Websites

- Learning Management System
- E-Procurement and e-Auction
- Beneficiary Oriented

Major Projects under (CoE)

- SAMPADA 2.0 under
- MPTAASC under Tribal Welfare department
- CCTNS under Home department
- Sambal 2.0 under Labour department
- Laadli Laxmi Yojana 2.0 under the women and child development
- RCH ANMOL Public Health and Family Welfare
- IFPMS- e Auction under the Forest Department
- Mukhya Mantri Ladli Behna Yojna under Women and Child Development.

Sambal 2.0

He discussed Sambal 2.0, which was launched in 2018 to provide social security to crores of unorganized labourers in the state. The Sambal 2.0 Portal was launched to simplify the scheme and maintain transparency in the process. The scheme provides assistance for funeral (Rs. 5 thousand), general death (Rs. 2 lakhs), accidental death (Rs. 4 lakhs), partial disability (Rs. 1 lakh), and permanent disability (Rs. 2 lakhs). As of now, 1,50,92,017 labourers have registered under the scheme, and there are 2,56,737 beneficiaries for funeral assistance and 2,24,786 grace assistance beneficiaries.

Modules and Features of Sambal 2.0

- Registration
- Application for Antyoshthi and Anugrah
- Appeal Provision
- Online and Digitally signed Electronic Payment Order generation
- End to end application processing

Ladli Laxmi Yojna 2.0

He talked about Ladli Laxmi Yojna 2.0, which is an extension of the Ladli Laxmi Yojna that has been implemented in Madhya Pradesh since April 01, 2007.

Under the scheme, 44,52,643 individuals are registered, of which 13,35,647 have received scholarships.

Benefits of this Schemes

- Creating positive thinking among the public towards girl child birth.
- Improving Sex Ratio.
- Improving Educational level.
- Improving the Health status of girls and laying the foundation for their good future.

MP RCH ANMOL (Portal & Mobile App)

During his address, he talked about the MP RCH ANMOL portal/application, which aims to improve the quality, effectiveness, and timeliness of delivering healthcare services to rural populations, specifically for women and children in Madhya Pradesh. The portal/application is expected to ensure better healthcare services for the people of the state.

Key Features of MP RCH ANMOL

- Total 1.66 Cr Eligible couples on boarded at RCH Portal
- Total 1.31 Cr women registered as pregnant women
- Provided DBT benefits of Rs 1000+ Cr to the eligible beneficiaries where Rs 248 Cr for "Janani Suraksha Yojana"
- Provided DBT benefits of Rs 760 Cr for "Mukhya Mantri Prasooti Sahayata Yojana"
- Average 12 Lacs deliveries getting registered per year at Government Facilities

Mukhya Mantri Ladli Behna Yojna

The Mukhya Mantri Ladli Behna Yojana has been launched on March 05, 2023, for women belonging to economically weaker sections of Madhya Pradesh. The scheme aims to provide financial benefits of 1,000/- every month to these women. The objectives of the scheme are to encourage the effective role of women in decision-making at the household level, maintain the self-reliance of women, and improve the health and nutrition levels of their dependent

children. The scheme also aims to improve the status of women in society. The scheme is estimated to benefit one crore beneficiaries.

➤ **He talked about the Recent Key e-Gov Initiative of MP that includes:**

- GEO-SPATIAL SERVICES
- E-TENDERS
- e- Girdawari (Use of AI/ML)
- SINGLE CITIZEN DATABASE
- CYBER TEHSIL (FACELESS SYSTEM)
- MP (e-Services Portal)

➤ The **e-Girdawari** system provides potential crop information to farmers through satellite images and AI technology. When a farmer agrees to the information received, AI-integrated information is provided to them. If the farmer is not satisfied with the information, they can enter the information of their crop through Jio Fence. The system requires the location survey number, and the information is sent through the appellate/AI data. Both Girdawari data and AI-integrated information are available on the MP Kisan App and the Sara Website.

➤ The **Single Citizen Database** is based on five key important points, which are eKYC Verified Demographic Information, Educational Details such as Qualification and Scholarships received, Information on Schemes/Benefits availed, E-District Portal (Caste/Income Certificates), and Parameters that define eligibility.

➤ **CYBER TEHSIL-FACELESS MUTATION (LAND)** is based on four points. It is being launched by the Revenue Department (GoMP) from 1st June, with the aim of providing faster resolution of undisputed mutation, faceless conversions without the need to visit the Tehsil/Revenue Officer, and the availability of transfer orders on the portal post examination.

➤ **The MP e-Services Portal** is a single portal aimed at delivering all important citizen services (12-32). It was developed as a framework to

enable quick deployment and reduce go-to-market time. It allows for the configuration of workflows, process rules, and customization as per the need, along with code reusability, payment gateway integration, and roles-based configuration templates.

➤ **He talked about on the platform as a service and addressed 12 services:**

- MP e Service Portal
- Right to Information Portal
- Learning Management System – e Shiksha
- E HRMS – Departmental Enquiry
- Case Management System
- Works Management System
- E-Procurement System
- Gati Shakti Sanchar
- Meeting Management System
- Vendor Payment Management System
- Inspection Management System
- Lease Management System

GatiShakti Sanchar Portal-ROW: this portal Facilitates the Right of Way (RoW) Application Process through a single interface.

Features of GatiShakti Sanchar Portal-ROW

- Applying for RoW permission for any state of India in one place
- Centralized tracking of applications disposal status
- Automated alerts on application processing updates
- Faster approval of applications
- Faster rollout of services like 5G, Fiberization of Towers, and Broadband connectivity to Citizens/Institutions
- Centralized help desk availability 24*7

This portal has developed in 10 States/UTs including Andaman & Nicobar, Arunachal Pradesh, Chandigarh, Dadra Nagar Haveli, Jammu & Kashmir, Ladakh, Lakshadweep, Meghalaya, Puducherry and Tripura.

➤ **He talked about the GIS-Enabled Mobile App and addressed ten mobile apps:**

- **GAM:** Mobile app for Geotagged **Government Asset Mapping**
- **NISARG:** MP HIGH COURT, GIS-based mobile app for monitoring of tasks assigned to litigants during their bail approval. GIS based mobile app for monitoring of tasks assigned to litigants during their bail approval
- **STAT:** Mobile app for Geotagged property data mapping for e-nagar palika & Property register
- **SARTHAK:** Geo-fence-based employees attendance system
- **MP TOURISM GUIDE:** Geolocation-based mobile app to provide Tourism related information of Madhya Pradesh - Under development.
- **SEEMANK (MP KISAN):** Citizen Mobile app for khasra Information search with ROR on Map & satellite image.
- **ANKUR-VAYUDOOT:** Public participation for plantation mobile app with Geolocation tagging of plantation site.
- **DWRS:** Mobile app for Disaster reporting and rescue operation monitoring by SDERF, WRD & Revenue departments
- **FOREST PLANTATION SURVEY:** Mobile app for Plantation under Green India Mission, Forest stock mapping, regeneration survey etc on a grid-based system in offline and online mode

Presentation -II: Dr Sanjay Goel, Principal Revenue Commissioner, Madhya Pradesh: Cyber Tehsil overview-



Dr Sanjay Goel, Principal Revenue Commissioner of Madhya Pradesh, spoke about Cyber Tahsil. Cyber Tahsil aims to provide a "Single Window" service for mutation, making the entire process end-to-end online and faceless. The service delivers results in minimum time by reducing physical contact. In his talk, he discussed the background, the setting up of Cyber Tahsil, cases dealt with, allocation and intimation, process flow, achievements, and more.

Background Cyber Tehsil:

In a Revenue year (1st April to 31st March) nearly 12.5 lakhs mutation cases are registered. Out of the total registered cases coming through IGRS (8 Lakhs), nearly 25 per cent of cases account for cases of mutation of land with entire Khasra.

➤ He talked about the Challenges in mutation and land record updation after land purchase:

- Presentation of the case in Tahsil Court
- Case not being resolved within the timeline
- Updation of land records after passing of mutation order

- Challenge in getting a certified copy of updated land records.

Setting up of Cyber Tahsil:

To take advantage of this facility, applicants have to visit four different touchpoints to set up Cyber Tahsil:

- First Touch Point - Registration Office
- Second Touch Point - Tehsil Office
- Third Touch Point - contact Patwari for land record updation
- Fourth Touch Point - Lok Sewa Kendra / CSC/ Kiosk for updated land records.

➤ He also talked about the Process Flow of Cyber Tehsil:

This includes the following steps stated below:

- Fill out the application registration form IGRS
- Case Registration in RCMS
- If the case is fit for Cyber Tahsil follow step-IV else flag for territorial court.
- Issue of public notice and memo for Patwari report
- In a specified time limit, if the objective is received then Flag for territorial court else follow step-VI
- Pass the mutation order
- Compliance in WebGIS by Cyber Tahsildars.
- Issue certified copy of the order and updated land records electronically.

➤ He talked about the Decision-Making Points:

There are certain conditions for taking decisions on every processing flow:

- **Condition for the case to be fit for Cyber Tahsil:**
 - Entire Khasra (area in the application to match with the area in Khasra)
 - Mortgage Free
 - Not Govt. Land
- **At the time of the order by Cyber Tahsildar:**

- Positive Patwari Report (No Court Case, No Land Acquisition ongoing case, Not Sewabhumi or devsthani bhoomi and any other reason)
- No Claim or Objection received

Implementation Process of Cyber Tahsil

- Cyber Tahsil started from June 1, 2022 as a pilot run in district Sehore and Datia
- Presently the project is being implemented in 6 districts of the state.

The technical implementation includes the following features:

- 'Cyber Tahsil' module added in the RCMS (Revenue Case Management System)
- Sampada Portal, SAARA Portal and WebGIS of the Registration Office were integrated.
- Information through SMS (After case registration, after transfer of case to Territorial Tahsildar and after the order has been passed)
- Certified Copy (Pdf) of the order passed sent to the applicant through EMail/ WhatsApp, also available on RCMS website
- Facility to submit claim and objection online.
- Online Patwari report.
- Public Notice displayed on RCMS

Achievements of Cyber Tahsil:

One of the major achievements of Cyber Tahsil was settling over 5,200 cases in the pilot districts between June 1, 2022, and February 28, 2023, with no appeals against the decisions made in Cyber Tahsil. The average disposal time for cases in Cyber Tahsil is 15 days, compared to the pre-existing system's average of 30 days. As of March 1, 2023, the statistics showed a total of 5,234 ordered cases, 5,846 cases fit for Cyber Tahsil, and a disposal percentage of 90 per cent. Additionally, the land records compliance rate is 100 per cent.

He highlighted the Outcome of Cyber Tahsil:

- Load of mutation cases in Tahsil offices has been reduced by 25 per cent in pilot districts.
- Cyber Tahsil has abolished the territorial boundaries and addressed more than 230 revenue courts with minimum human resources.
- High user satisfaction reported by applicants whose case has been disposed of in Cyber Tahsil.

Presentation -III Shri M. Selvendran, Commissioner Agriculture, Madhya Pradesh: AI/ML Crop Prediction

During his talk, Shri M. Selvendran, the Commissioner of Agriculture in Madhya Pradesh, discussed the use of Artificial Intelligence/Machine Learning for crop area and yield estimation in the region. The aim of this approach is to provide accurate and unbiased estimates of crop data over large areas in a short period of time. This approach can be used for various purposes, such as policy and planning by the government, procurement and relief, compensation, and precision agriculture. The importance of crop area and yield data was also discussed for various stakeholders, including input suppliers for production and marketing, farmers to determine what and how much to grow, traders for procurement, price, and storage, crop insurance companies for designing products and claim settlement, and other stakeholders such as FMCG, real estate, and hospitality industries (marriage, tourism).

- He also mentioned that the area under cultivation in Madhya Pradesh is 149 lakh hectares for Kharif, 145 lakh hectares for Rabi, and less than 12 hectares for Zaid crops. He then discussed the various types of crops that are cultivated in Madhya Pradesh, which include cereals, pulses, oilseeds, spices, aromatics, medicinal plants, commercial crops, fruits, and vegetables.

Method of Crop Area Estimation are as follows:

- Small area is surveyed
- Sample bias leads to inaccuracies
- Survey done using mobile app by patwari
- Survey of 100per cent area
- Recording of wrong crop

- Development of AI/ML model based on remote sensing and legacy ground truthing data
- Crop type & area estimation using the model

Methods of Crop Yield/Productivity Estimation are as follows:

- Limited number of Crop Cutting experiments (CCE)
- Sample bias leads to inaccuracies
- Development of AI/ML model based on remote sensing and legacy ground truthing data (CCE)
- Crop yield estimation using the model

For crop area and yield estimation in the region of MP has:

- Geo-referenced cadastral maps
 - Geo-referenced crop maps
 - App-based ground truthing facility
 - Historical crop yield data at the village/panchayat level
- He pointed out there are three types of data sources for AI/ML methodology that is Training data (Overlay of satellite images, geo-referenced cadastral map and crop & yield data), satellite Images (Sentinel series from ESA and Time series images with 15-day duration) and Ground truthing (Patwaris used SAARA app to record, Type of Crop, Yield based on CCE)

Maturity of the AI/ML model for crop detection (Panchayat level crop detection)

- High accuracy for crop type detection at panchayat/insurance unit level
- Makes it possible to estimate area of various crops grown thorough AI/ML approach at
 - Village level
 - Panchayat level
 - Insurance Unit level (panchayat/RI circle/Tahsil)

AI/ML Model Methodology – Crop Yield Estimation

- Input layers
- ML Modelling

- Deployment
- Model testing
- Halka-wise Yield Map

Clustering of districts for Model training

- Clusters are homogenous region in terms of weather, soil and edaphic factors
- Clusters are based on -Agro-ecological region, Crop area, Rainfall and Soil parameters
- Model are trained and validated for each cluster separately.

RST & ML based crop yield estimation in MP

- Yield estimation at Village/Panchayat/Insurance Unit level was achieved with high accuracy
- **Technology (RST and reference databases) based claim settlement of PMFBY (the Year 2020-21)**
 - **Inclusiveness** - Better distribution of claim coverage due to the elimination of local factors, human errors and biases that may affect average yield estimation by traditional CCE based yield estimation.
 - About 60per cent (89per cent in Kharif 2020) of the insured farmers got around Rs 7000 crores claim settlement
 - Being used for claim coverage for Kharif 2022 and Rabi 2022-23
 - Parcel level yield determination needs further refinement of process
- **He discussed the need for better accuracy in crop area and yield estimation, which requires:**
 - Better quality data and an increased number of ground-truthing points
 - Accounting for variation in crop sowing time and varietal differences (hybrid vs non-hybrid)
 - Considering intercropping and mixed cropping
 - Establishing metadata standards, a common framework, and crop signature libraries.

- He also emphasized the need to refine the method for crop detection and yield estimation at the land parcel level, particularly for crops cultivated in small patches such as vegetables.

Day-2 (7th March)

Session VI- Public Digital Platforms- Central Ministries, Departments & States

Session Chair: Shri Amar Nath, Addl. Secretary, DARPG



The session was presented by Prof Nisheeth Srivastava, IIT Kanpur (though V.C.) with the title Intelligent Grievance Monitoring System; Shri Amit Nirmal (Deputy DG, M/O Labour and Employment, Govt. of India on E-Shram.

Presentation -I: Prof Nisheeth Srivastava, IIT Kanpur: A New paradigm for public grievance management.



This session discussion on public grievances received from citizens to the central and state governments on local issues. However, these grievances are received in different languages and styles, and some are very brief while others are more extensive. As a result, it is challenging to identify the actual complaint and determine which ministry or department should receive it. Additionally, some complaints may not provide adequate information. To resolve this problem, Professor Nisheeth Srivastava from IIT Kanpur developed a system to help address public grievances.

During his discussion on "A New Paradigm for Public Grievance Management," Prof. Nisheeth Srivastava highlighted several key points. He discussed the issues that have been discovered while working with DARPG. Currently, grievances are managed by a central grievance management system that uses issue-based routing. However, citizens have to choose a department for their grievance, and in many cases, it is unclear which department the public grievances should go to.

Classical Management System:

The idea behind the new technology to solve public grievances, In the 19th century, information was kept in a files how difficult face to solve public grievances. Based on the principle that- If you change the management system you have to change the information system and then technology can be implemented.

The Key Point of Intelligent Grievance Management System (IGMS):

- The same technology that powers Google news
- Built an internal Google news for CPGRAMS public grievances
- Find similarities between documents based on statistical regularities
- Allow to access the semantic meaning of documents in an automated manner

Function of IGMS

The Intelligent Grievance Management System (IGMS) works in the following manner:

- Complaints are entered into the system by citizens.
- The AI Analyzer component of the system then analyzes the complaints and identifies the main issues and concerns being raised.
- Based on this analysis, the AI retrieves all relevant grievances and classifies them into appropriate categories.
- The system is then deployed for use by all central government departments and ministries.

The system is capable of displaying public grievances on a map to show their geographic distribution and also provides a real-time view of trends. In addition, the system has the following features:

- 10per cent of all grievances received are frivolous or unintelligible, while another 10per cent are repetitive instances of the same grievance from the same individual or as part of a bulk campaign.
- Machine learning algorithms are used to automatically detect such grievances and respond to them automatically.

- They can be responded to automatically, reducing GRO effort by 20-25 per cent

These are the points that the system can do, these features help to improve the efficiency and effectiveness of the public grievance management system.

Vision for the Future

The vision for the future of 2025 is that citizens will be able to enter their grievances through text or speech recording. The natural language understanding component of the system will then ask questions related to the complaint. After the user confirms the details, the system will ask them to attach any relevant documents. The process then proceeds as follows:

- The citizen attaches PDF documents, which are automatically filtered through an OCR system.
- The system routes the OCR'd documents and the grievance to the appropriate office.
- The system provides confirmation of the response date and complaint date.

Additionally, the system includes a Semantic search-powered grievance retrieval feature that works on the following four points:

- Root cause analysis: Identifying the underlying causes of the grievance to prevent similar issues from recurring in the future.
- Reflexivity analysis: Assessing the response of the government to similar grievances in the past and using that information to inform the response to the current grievance.
- Officer accountability: Holding government officials accountable for their responses to grievances and ensuring that they are following established protocols.
- Emergency warning/dispatch system: Alerting government agencies to urgent or emergency situations so that they can respond quickly and effectively.

Presentation -II: Shri Amit Nirmal (Deputy DG, M/O Labour and Employment, Govt. of India: e-Shram - National Database of Unorganised Workers



Session Chair emphasised the objective of E-Shram, and said: it is to provide a comprehensive database of unorganized workers in India, which can be used to identify and reach out to workers who are not covered under any social security scheme. Apart from that this help in identifying and addressing the issues faced by them and provide them with social security benefits. E-Shram aims to simplify the registration process for unorganized workers by providing a single platform for registration. This will help in avoiding duplication of data and ensuring that every worker gets the benefits they are entitled to.

Shri Amit Nirmal talked about on the importance of E-Shram and why this portal launched: To address the need for a National Database of Unorganised Workers, to capture occupational data of unorganised workers – E-Shram allows registration in 400 different occupations under 30 broad occupation sectors, to capture the status of migrant workers, to develop a platform for delivery of Benefits/ Welfare schemes for unorganised workers by Central/

State Governments, to provide a platform for skilling and employment opportunities for unorganised workers.

Shri Amit Nirmal Focused on Some Key Points:

- Ministry of Labour & Employment launched E-Shram portal on 26.08.2021 for creation of a comprehensive National Database of Unorganised Workers.
- It seeks to register estimated 38 crores unorganised workers. So far over 28.61 crore workers are registered on E-Shram.
- Portal captures more than 50 fields for each worker such as Aadhaar, Name, Occupation, Address, Educational Qualification, Skill type, Bank account, Mobile number, Social Category, Income Group etc.
- Registered worker gets a unique 12-digit Universal Account Number (UAN)

Key Features of E-Shram:

- Data Analytics for Policy Making
- Comprehensive Grievance Handling Mechanism
- Full Fledged Call Centre, Operational 7 days a week
- Integration of E-shram with skilling & employment portals
- Provision of Social Security Schemes (PM-SYM) through E-shram portal
- Sharing of E-shram data with States/UTs and central Ministries/Departments

Integration of E-Shram and One Nation One Ration Card (ONORC)

78.43 crore records of Ration Card data received from Department of Food and public distribution (DFPD) and 20.63 crore eshram records found in DFPD data. This initiative will ensure that Ration Card benefits under NFSA is made available to all eligible workers registered on e-Shram.

Integration of E-Shram and National Career Service (NCS) Portals:

- E-Shram user can directly register on NCS through E-Shram Portal,
- NCS login credentials are sent on user's registered mobile number through SMS

- More than 10 lakh E-Shram registrants have registered on NCS and can search for domestic as well as international jobs.

Interlinking of E-sharm Portal with SID Portal (Ongoing)

- Over 1.26 crore legacy records shared by SIP with E-Shram
- Over 50.18 lakh records of SIP matched with E-Shram and seeded with UAN
- Testing of E-Shram-SIP integration completed

Integration of E-shram with PM-SYM

- PM-SYM is a pension scheme for unorganised workers, administered by MoLE
- E-Shram has been integrated with PM-SYM
- Any worker registered on E-Shram can seamlessly register on PM-SYM using UAN
- More than 16 thousand E-Shram registrants now onboarded on PM-SYM

E-shram Data sharing with States/UTs for use of data by States for welfare schemes of workers and Data sharing guidelines have been shared with all States/ UTs.

Session VII: Data Sharing and Use for Social Economic Development

Session Chair: Prof. Anjali Kaushik, MDI, Gurgaon



The session on data sharing and use for social and economic development featured presentations from Karnataka and NIC, Meity. The presentations were made by Ms. Alka Misra, Deputy Director General, NIC, MeitY, and Mr. Shreevyas H. M., Project Director, CeG, DPAR (e-Gov), Govt. of Karnataka.

Presentation -I: Ms. Alka Misra, Deputy Director General NIC, Ministry of Electronics and Information Technology (MeitY), GoI.



Ms. Alka Misra's presentation on Data Sharing and Use for Social Economic Development in India provided a detailed overview of the initiative taken by the Ministry of Electronics and Information Technology (MeitY) to enhance public data sharing and reuse. He discussed the National Data Sharing and Accessibility Policy and the OGD Ecosystem. She also mentioned the benefits of data sharing in terms of social, economic, and public service performance. Here are the key points from the presentation:

She also mentioned components of the OGD ecosystem and OGD in numbers such as:

- Described about data portals and data management.
- A total of 6.00+ lakh datasets have been published through the OGD portal, of which 30% were sourced through APIs.
- 582 Chief Data Officers were nominated by Central and State Ministries and Departments for the OGD initiative.
- Datasets viewed 32.44 million times & downloaded 9.55 MN times.
- 1,82,280+ data APIs were created, such as for the Air Quality Index, Company Master, Health MIS, Mandi Price, etc.

- 2,867+ visualisations were created.

She also deeply described the OGD state dashboards and SaaS instances.

- She described the total number of states that developed their own data sharing portals by using SaaS instances.
- She also described the total number of smart cities that developed their own data sharing portals by using SaaS instances.
- Evolving Concepts of Data Platforms with Respect to India's Data Platform.
- She deeply described India's data sharing platform, data.gov.in, and its services.
- She also described the open-source data exchange model.
- She also described use cases for OGD datasets used by various products.

Presentation -II Mr. Shreevyas H M Project Director, CeG, DPAR(e-Gov), Govt of Karnataka.



The presentation on Data Sharing Initiatives by Mr. Shreevyas H. M., Project Director, CeG, DPAR (e-Gov), Govt. of Karnataka, focused on the existence of data, the amount of data generated in an internet minute, and the importance

of data stakeholders' perspectives. Here are the key points from the presentation: -

- He described various stakeholders needs and their issues.
- He deeply described a 3-pronged approach to data foundation, such as people, process, and platform.
- He deeply described Karnataka's data policy, such as its published year, data principles, and data governance structure and committees related to data sharing.
- He deeply described the process flow diagram and also data ecosystem.
- He described the Mahiti Kanaja web portal.
- Key Features
 - a. Real-time data availability
 - b. No user registration
 - c. Status of beneficiary entitlement
 - d. Reduction of RTI Queries
 - e. Good Governance
 - f. Transparency
- He described the e-Sahamathi in detail, including its key components such as Consent Manager, Data Principal, Data Fiduciary, Data Seeker, And Consent Artefact.
- He described the various use cases of the e-Sahamathi.

Session VIII: Best Web & Mobile Initiatives Complying with GIGW & Accessibility Guidelines.

Session Chair: Ms Alka Mishra, DDG(NIC)

The session on Best Web & Mobile Initiatives Complying with GIGW & Accessibility Guidelines featured presentations from NIC & District Administration Bhopal. The presentations were made by Mr. D. P. Mishra, Sr. Tech. Director (NIC), and Ms. Maya Awasthi, ADM, Bhopal.

Presentation -I: Mr. D. P. Mishra, Sr. Tech. Director (NIC)



Mr. D. P. Misra's presentation on S3WaaS – Secure, Scalable and Sugmya Website as a Service with various features of S3WaaS. Here are the key points from the presentation:

- He explained various features of S3WaaS such as:-
 - Platform for generating websites in a short span of time
 - Simplifies the process of building and managing a website
 - Seamlessly integrates the GIGW Certification lifecycle facilitating both government users & STQC
- He explained S3WaaS automation by: -
 - 1) Website development involves multiple processes and touchpoints
 - 2) Re-engineered with simple dashboard-driven, automated processes in S3WaaS
- He explained S3WaaS as Universally Accessible: -
 - All themes are accessible to the Persons with Disabilities (PWD)
 - Compliant to accessibility guidelines and are certified by STQC
 - Friendly to assistive tools like screen readers

Accessibility Certification Scheme for S3WaaS websites (ACSS) launched by STQC for certification of websites

58 district websites certified under the scheme Citizens increasingly use smartphones to access the web

S3WaaS Themes designed to display correctly on smartphones and tablets

- He also described Multilingual Interface such that, Interface Available in 16 Indian languages apart from English and Hindi and Website can be made available in any number of languages, Facility to add language as per requirement etc.
- He deeply explained Standardized Information Architecture by Citizen Centric Information Architecture and Intuitive navigation and also Clutter free contemporary user interface.
- He deeply explain S3WaaS Dashboard.

Session IX - DIGITAL Initiatives in collaboration with Start-ups

Session Chair: Prof. Prashant Salwan, IIM Indore



Professor Prashant Salwan from the Indian Institute of Management (IIM) took the lead in chairing the session, opening with a concise introduction on the

digitalization of India and the remarkable rise of companies like Tata Consultancy Services (TCS) and other major players in the Indian market. He highlighted the pivotal role played by digital transformation in revolutionizing various sectors of the economy, including IT services, e-commerce, and telecommunications. Professor Salwan emphasized how TCS and similar enterprises have emerged as giants in the Indian market, leveraging technology and innovation to drive growth and competitiveness. These companies have not only transformed their own operations but have also been instrumental in transforming the Indian business landscape, creating numerous job opportunities and contributing to the country's economic progress.

Presentation -I: Ms Shubhra Singh ZOHO-Start-up



The presentation on Zoho-Corp provided a detailed overview of the various initiatives taken by the startup to enhance service delivery through technology. Zoho Corp is an information technology company that originated in India and has since expanded its presence to over 150 countries worldwide. The company was founded in 1999 with a humble beginning known as the "One Room" concept, where Mr. Sridhar Vembu and a small team of dedicated employees wrote codes to develop successful and verified software solutions. These solutions catered to the needs of numerous Indians and were widely adopted locally. Over the years, Zoho Corp has grown exponentially and now

boasts a staggering user base of over 180 million users, with the numbers continuing to increase. The company takes pride in its workforce of 12,000 employees, a remarkable achievement considering its origins with just seven people. Zoho Corp's strong growth and global reach exemplify its commitment to providing innovative technology solutions to businesses and individuals worldwide.

- Zoho has developed a wide range of technologies that are tailored to meet the needs of both businesses and governments.
- The company initially started with three or four applications and has now expanded its offerings to over 55+ applications and integrated systems.
- Zoho's technologies are designed to facilitate and enhance the convenience of businesses, providing them with powerful tools and solutions.
- As an Indian company, Zoho places a strong emphasis on ethics and operates with integrity in all its endeavours.
- Zoho prioritizes the security and protection of customer data. The company has its own data centers in India and various parts of the world, ensuring that data is stored and managed securely.
- Zoho's commitment to data security reflects its dedication to maintaining customer trust and confidentiality.
- The company's extensive portfolio of applications and systems showcases its continuous innovation and adaptability to evolving market needs.
- Zoho's Indian roots have influenced its approach, with a focus on providing reliable and efficient technology solutions to businesses and governments alike.
- Zoho's growth and success can be attributed to its customer-centric approach and its ability to deliver high-quality, scalable, and customizable solutions.
- The company's extensive suite of applications and integrated systems offers businesses a comprehensive and seamless experience for managing various aspects of their operations.

In conclusion, Zoho Corp has emerged as a formidable player in the information technology sector, originating in India and expanding its presence to over 150 countries worldwide. Starting from humble beginnings, Zoho has developed an impressive portfolio of 55+ applications and integrated systems, catering to the needs of businesses and governments. The company's commitment to ethics and data security has garnered trust and confidence among its 180 million users. With its own data centers in India and around the globe, Zoho ensures the protection and privacy of customer data. Zoho's Indian heritage shines through its customer-centric approach and emphasis on providing reliable and innovative technology solutions. As it continues to grow and adapt to market demands, Zoho remains dedicated to empowering businesses and governments with cutting-edge technologies for enhanced efficiency and convenience.

Presentation -II: Ms. Sonia Suman, DSC-start-up of Maharashtra

The presentation focused on the experience of Maharashtra in leveraging artificial intelligence (AI), machine learning (ML), big data, and deep learning to provide presence-less, contact-less, anytime-anywhere services to citizens.

True copy is a Pune-based company that provides digital signature solutions to clients across India. Their services aim to secure documents, automate signatures, and streamline business operations.

With over 1600 companies placing their trust in True copy for their signing requirements, the company has successfully completed billions of signatures. True copy's innovative solutions help eliminate the need for paper-based processes, contributing to environmental sustainability by saving trees and protecting the environment.

By embracing digital signatures, True copy enables organizations to enhance efficiency, reduce costs, and promote a greener approach to business.

Here are the key points from the presentation:

The goal is to establish a digital signature platform that becomes the preferred choice for organizations worldwide, facilitating the issuance and exchange of authenticated documents in a highly secure manner.

Digital signatures offer numerous benefits, making them a preferred choice across various industries and sectors. Firstly, digital signatures provide a robust means of verifying the identity of the signer, ensuring that the document comes from the intended source and has not been tampered with. This enhances trust and authenticity in business transactions.

Secondly, digital signatures ensure data integrity. By encrypting the document and embedding unique digital markers, any alterations or modifications to the document can be easily detected. This ensures that the content remains intact and unchanged during transit or storage.

Furthermore, digital signatures play a crucial role in achieving the last mile digitization. By eliminating the need for physical paperwork, organizations can streamline their processes, reduce costs, and enhance operational efficiency. This is particularly significant in sectors such as Government, manufacturing, financial services, FMCG, education, IT, automotive, chemicals, construction, FMCD, logistics, packaging, natural resources, and textiles.

Several famous case studies highlight the effectiveness of digital signatures in various domains. For instance, the Union Public Service Commission (UPSC) utilizes digital signatures to secure and authenticate its examination results, ensuring the integrity of the outcome. Bharat Petroleum Corporation Limited (BPCL) leverages digital signatures for invoicing, enabling secure and efficient transactions. The Securities and Exchange Board of India (SEBI) employs digital signatures for issuing certificates and Form 16, enhancing the authenticity and reliability of these documents.

Overall, digital signatures provide a robust and secure method for organizations across diverse verticals to streamline operations, ensure data integrity, and establish trust in their document exchanges. The mentioned case studies exemplify the successful implementation of digital signatures in critical sectors, fostering efficiency, reliability, and compliance.

Validatory Session of the 2-day Regional Conference at Bhopal on 7th March 2023



Shri Amar Nath, Additional Secretary, DARPG stated that this conference is starting point of the long journey in the field of e-Governance. He applauded the e-governance initiatives of the Madhya Pradesh Government. He further said that this conference helped in knowing the best practices of different parts of the country. Our objective is to provide maximum services to the citizen and adopt good practices in the field of good governance. There is a need for greater coordination among states for scaling up the good practices shared in this conference. For this, DARPG will extend its support to all states.

Shri Om Prakash Saklecha, Hon'ble Minister, of Science & Technology and MSME , Govt. of Madhya Pradesh while addressing the validatory Session said that the 1st Regional Conference on Good Governance has been very much helpful in sharing Good Governance practices from 24 states and UTs. The regional conference on Good Governance is a very interactive platform for learning and sharing for all participants. He further mentioned that we shall be

hosting the National e-Governance Conference in the month of August or September this year.

He also emphasized the role of e-governance in making India the 3rd largest economy in the world. He lauded the efforts laid by the Hon'ble Prime Minister and the Chief Minister of Madhya Pradesh for adopting technology at the earliest in the service delivery of the masses at large. He further added that Hon'ble Prime Minister Shri Narendra Modi has given a digital outlook to governance for ease of living for common citizens of the country. He also assured the further integration of technology in the state and continued support to DARPG in all its endeavors.



Vote of thanks was given by Shri. Nikunj Srivastava, Principal Secretary, Science & Technology Department, Government of Madhya Pradesh





सत्यमेव जयते

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES