



Department of Administrative Reforms and Public Grievances  
Ministry of Personnel, Public Grievances and Pensions, Govt. of India

# PROCEEDINGS



## Regional Conference on e-Governance

Guwahati (Assam)  
9-10 January 2024

**Minute to Minute Schedule**  
**RC @ Guwahati (9 & 10 January 2024)**  
**9 January 2024 (Day One)**

10.00 AM - 11.15 AM	<b>Session I- Unified Service Delivery Portal</b>  <b>Session Chair - Shri Puneet Yadav, Joint Secretary, DARPG</b> <ul style="list-style-type: none"><li>• Shri K.S.P.V Pawan Kumar, Spl. Secretary, Government of Assam</li><li>• Shri Manoj Kumar Patnaik, CEO, OCAC, Government of Odisha</li><li>• Ms. Neha Jain, Special Secretary (IT), Govt. of UP</li><li>• Dr. Dileesh Sasi, Director (e-Gov), Directorate of Information Technology, Department of Electronics &amp; Communications, Karnataka</li></ul>
11.15 AM - 11.45 AM	<b>Key note address on Activities of IIPA in North East Shri Surendra Nath Tripathi, DG, IIPA</b>
11.45 AM - 12.00 Noon	Tea Break
12.00 Noon - 1.00 PM	<b>Session –II e-Governance Awarded Initiatives</b>  <b>Session Chair - Shri NBS Rajput, Joint Secretary, DARPG, Govt of India</b> <ul style="list-style-type: none"><li>• Shri Sanjay Pandey, DDG, NIC, D/o Rural Dev, GOI</li><li>• Shri Ravi Dixit, GM National Health Mission government of UP</li><li>• Dr. Prashun Gupta, Deputy Director (CCTNC &amp; NCTC), National Crime Records Bureau</li></ul>
01.00 PM - 2.00 PM	<b>Lunch Break</b>
02.00 PM - 03.30 PM	<b>Inaugural Session</b> <ul style="list-style-type: none"><li>• Welcome Address by Shri V. Srinivas, Secretary, DARPG, Govt of India</li><li>• Address by Shri Paban Kumar Borthakur, Chief Secretary, Assam</li><li>• Release of booklet on Journey of 25 Regional Conferences</li><li>• Release of MGMG on e-Governance initiatives 2023</li><li>• Screening of Film on e-Gov. Awarded Initiatives 2023</li><li>• Address by Dr. Jitendra Singh, Union Minister of State (Independent Charge) Science &amp; Technology; MoS (PMO); Personnel, Public Grievances &amp; Pensions; Atomic Energy and Space</li></ul>

	<ul style="list-style-type: none"><li>• Address by H.E. Governor of Assam, Shri Gulab Chand Kataria</li></ul>
03.30 PM - 05.30 PM	<p><b>Session – III-</b> <b>Best Practices of Govt. of Assam</b></p> <p><b>Session Chair – Shri Shantanu P. Gotmare, Commissioner &amp; Secretary, Administrative Reforms &amp; Training Dept., Govt. of Assam</b></p> <ul style="list-style-type: none"><li>• Dr. M.S. Lakshmi Priya, Mission Director, National Health Mission, Assam</li><li>• Presentation 2: Dr. Partha Sarathi Dam, Deputy Secretary, Department of IT, West Bengal</li><li>• Smt. Varnali Deka, DC, Nalbari, Assam</li><li>• Smt. Krishna Baruah, Collector Baksa - ADP, Govt. of Assam</li><li>• Shri Armstrong Pame, Director, Ministry of Information &amp; Broadcasting</li><li>• Shri Thavaseelan K., Principal Director, School Education, Nagaland on PM Awarded Initiatives</li></ul>



**Minute to Minute Schedule**  
**RC @ Guwahati (9 & 10 January 2024)**  
**10 January 2024 (Day Two)**

<b>9.30 AM - 10.30 AM</b>	<p><b>Session – IV</b>  <b>e-office in North East</b></p> <p><b>Session Chair - Shri Shantanu P. Gotmare, Commissioner &amp; Secretary, Administrative Reforms &amp; Training Dept., Govt. of Assam</b></p> <ul style="list-style-type: none"> <li>• e-office in Sikkim – Shri S T Wangdi, Addl. Director, Department of IT</li> <li>• e-office in Arunachal Pradesh – Shri Goter Duchi, Director, State Nodal Officer cum- Project Officer, e-Office, IT&amp;C, Arunachal Pradesh</li> <li>• e-office in Manipur - Shri G. Robert Sharma, Joint Director, Directorate of Information Technology &amp; Communication, Government of Manipur</li> <li>• e-Office Analytics by Shri Sanjeev Srivastava, Dy Secretary, DAR&amp;PG, GOI</li> </ul>
<b>10.30 AM - 11.15 AM</b>	<p><b>Session – V</b>  <b>e-Governance Awarded Initiatives, 2022</b>  <b>- District-level initiative in e-Governance</b></p> <p><b>Session Chair – Shri Puneet Yadav, Joint Secretary, DARPG</b></p> <ul style="list-style-type: none"> <li>• Mor Raipur Smart App by - Shri. Mayank Chaturvedi, CEO and Commissioner, Raipur Smart City Ltd., Chhattisgarh</li> <li>• Water SCADA – by Shri Gaurav Benal, CEO, Bhopal, Smart City Development Corporation Limited, Madhya Pradesh</li> <li>• Jan Sahayata Koshang- Ms. Reena Hansda, SDM &amp; Ms. Shruti Rajlakshmi, ADM, District Administration, West Singhbhum, Government of Jharkhand</li> <li>• Sh Prasanta Oinam (District Manager IT/ Nodel officer, PM Award Khelo India</li> </ul>
<b>11.15 AM - 11.30 AM</b>	<p><b>Key Note address on NeSDA by Shri Puneet Yadav, Joint Secretary, DARPG</b></p>
<b>11.30 AM - 12.30 PM</b>	<p><b>Valedictory Session</b></p> <ul style="list-style-type: none"> <li>• Introduction by Secretary – Shri V. Srinivas, Secretary, DARPG</li> <li>• Vote of thanks by Shri Shantanu P. Gotmare, Commissioner &amp; Secretary (AR&amp; Training Dept.), Govt. of Assam</li> </ul>



## Introduction

The Regional Conferences aim to unite national and state-level organizations, alongside other stakeholders such as, intellectuals, and the media. This collaboration serves as a platform to exchange experiences in developing and implementing effective governance practices. The Conference will feature senior officers from both Central and State Governments, tasked with implementing governance practices, including Citizen Charters. Officials from the forefront, along with representatives from other stakeholders, will actively participate.

The primary goal of the Conference is to raise awareness among participants regarding recent reforms that promote good governance. The key partners and participants include senior officers from the Government of India overseeing governance implementation, officials from State Governments, and experts in governance and administration. The Regional Conference on e-Governance, held in Guwahati, Assam on January 9th and 10th, 2024, stands as a noteworthy milestone in India's ongoing digital transformation within its governance systems.

Coordinated by the Department of Administrative Reforms and Public Grievances (DARPG) of the Government of India and the Government of Assam, the conference served as a crucial forum for exchanging knowledge, deliberating on strategies, and fostering collaboration among key stakeholders. The distinguished presence of His Excellency Shri Gulab Chand Kataria, Hon'ble Governor of Assam, and Dr. Jitendra Singh, Hon'ble Minister for Personnel, Public Grievances, and Pensions, resonated with the conference's theme of advancing progress in the North-East through digital transformation.

Bringing together dignitaries, policymakers, technology experts and practitioners from across the Northeast Indian states, the conference fostered a vibrant environment for discussing advancements in e-office implementation, best practices in e-governance initiatives, and the unique challenges and opportunities presented by the region's specific context. The Conference served as a vital forum for in-depth discourse over five dedicated sessions. During the conference advancements in e-Office implementation across the Northeast was also discussed. Key success stories, challenges faced, and strategies for scaling up adoption were shared by the speakers.



## Objective

The primary objective of the conference was to facilitate convergence between national and state level public administration bodies. This facilitated the cross-pollination of experiences in pioneering public administration practices. The theme encompassed the transformation of future public solutions with a focus on enhancing quality of life, promoting good governance, and accelerating e-governance and digital governance initiatives.

Through insightful presentations, panel discussions, and interactive sessions, the conference aimed to:

- Showcase advancements in e-Office adoption across the Northeast Indian states.
- Identify and share best practices in e-governance initiatives at the district and state levels.
- Address the specific challenges faced by the region in implementing e-governance solutions.
- Explore innovative approaches and emerging technologies that can accelerate e-governance adoption and impact.
- Foster collaboration and knowledge exchange among stakeholders to drive collective progress towards e-governance goals.

The overarching objective of the Regional Conference on e-Governance was to propel the effective and widespread adoption of e-governance solutions across the Northeast states. By facilitating knowledge sharing, forging partnerships, and identifying practical solutions, the conference aimed to contribute to a more efficient, transparent, and citizen-centric government in the region. During the conference e-office Advanced Analytics Dashboard was also introduced. The portal was launched during the Good Governance Week on December 19, 2023. The dashboard provides real-time metrics for in-depth data analysis, enhancing decision-making in government offices. The dashboard, accessible on NIC Net, offers insights into E-files, P-files, file movements, inter-ministerial transfers, receipt statuses, signing users, and VPN users.

**Inaugural Session**

**Sh V Srinivas, Secretary, DARPG, Government of India**



Sh V Srinivas said that in the 10-year history of Regional Conferences from 2014 to 2024 from 2014 to 2024, Guwahati conference is the 26th Regional Conferences which is being inaugurated by Dr Jitendra Singh which represents a significant milestone. He thanked Sh Pawan Borthakur, Chief Secretary, Government of Assam for accepting the DARPG invitation to host the Regional Conference in Guwahati.

Sh Srinivas has recalled the Prime Minister message on the occasion of Sushasan Saptah on 15 December 2023, in which Hon'ble Prime Minister has said that most vital element of good

governance is simplification of procedures and practices within the government to make them more citizen centric and people friendly. Such initiatives reflect the establishment of transformative relationship between people and government.

He said that India has taken great stride in empowering people through digital transformation and timely policy interventions. We will soon be the world 's third largest economy and good governance is crucial to continue the journey towards the higher growth trajectory. The best manifestation of the Maximum Governance, Minimum Government policy is a digitally empowered citizen and a digitally transformed institution. Since 2014, the e-Governance landscape of India has radically changed in scale, scope and learning paradigms. e-Governance has brought government and citizens closer and enabled benchmarking of service quality. New India strong institutions are best symbolized by adoption of e-Governance practices. Regional Conferences seek to disseminate and replicate the best governance practices. This regional conference has five technical sessions and two keynote addresses in addition to the inaugural and valedictory sessions and. 25 speakers would be participating in this conference.

The technical sessions include unified service delivery portals, e-Governance, awarded initiatives, best practices of government of Assam, e-Office in North east and district level initiatives in e-Governance. The conference seeks to promote timely scaling up of e-services in north eastern states, deepen adoption of e-office, promotion of faceless and *suo moto* entitlement based delivery of services. We will also identify the bottlenecks and disseminate best practices. The government of Assam has made significant efforts towards digital transformation of governance. *Sewa Setu* portal has above 500 e services and functions at 100% saturation. e-Office has been widely adopted, CPGRAMS portal functions with efficiency and ease of doing business portal maps 21 departments to avail services. Assam along with Meghalaya and Nagaland are the top performers in the national e-services delivery assessment of 2021. While concluding his address, Sh Srinivas has urged the North Eastern states to promote integrated service delivery portals, new age technologies backed by continuous monitoring and evaluation, cyber security, e-literacy for creating a future ready workforce in government. There is also a need to promote face authentication processes for simplification of service delivery, incorporation of *Bhashini* for language translation and adoption of e office analytics dashboards and uses of artificial intelligence in grievance redressal. This subjects are being discussed in the regional conference over the next two days.



## Sh Pawan Kr. Borthakur, Chief Secretary, Government of Assam



Taking the podium next, Shri Paban Kumar Borthakur, Chief Secretary Assam, warmly welcomed guests and proudly showcased the state's significant advancements in e-governance. He highlighted the Sewa Setu portal, encompassing 541 services across 59 departments, as a testament to Assam's commitment to "minimum government, maximum governance." Initiatives like CP GRS for grievance redressal and Project Sadhana for administrative digitization further underscored the state's digital resolve.

Praising the Chief Minister's focus on e-office implementation, district digitization, and land management through Mission Basundhara, Shri Borthakur expressed gratitude to Dr. Jitendra Singh and the team for hosting the conference and facilitating knowledge exchange. He concluded by acknowledging the Hon'ble Governor's unwavering support and wished participants success in the enriching sessions to come.

## Hon'ble Union Minister of State Dr Jitendra Singh



Addressing the gathering in the inaugural session, Dr. Jitendra Singh, Union Minister of State (Independent Charge) Science & Technology, MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space said that, PM Modi's governance reforms have helped in mainstreaming the Northeast. Path-breaking decisions were taken by this government for the development of Northeast, that are visible in the quality of life of the people of this region. "Northeast today is being cited as an example of Modi's development model," he said. Hon'ble Minister

further said that the reforms were brought in by the Union government for ease of governance and ease of delivery of services. “The Prime Minister’s Awards were brought in. An objective criteria was made based on flagship schemes. The idea was to let all the districts compete. As a result, now we have participation of more than 750 districts and we have received some of the best excellence awards from NE.” He said that mainstreaming has to happen on the level of thoughts and the best practices. “We started the Swacchata campaign and 1162 crore rupees was raised by just selling garbage. The initiative brings positive changes across the country,” he informed.

Dr. Singh also spoke on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). “It is not only a means of involving citizens but also a means of binding the entire country,” he said adding that initiatives such as the Civil Services Day, Good Governance Index, regional conferences have given a massive outreach to NE.

Dr. Singh asserted that the regional conference on e-Governance serves as an important platform to transfer knowledge and practices that can be mutually beneficial. Under the leadership of Prime Minister, the government is taking several strides in the field of IT and new age technologies for better delivery of good governance to citizens, he added.

Dr. Singh said that fulfilment of the objective of self-reliant India that requires working towards Vision 2047, which includes major parts of technological enhancements and drawing optimum solutions, our focus would be developing capabilities of officers during early years of their career, so that they have about 20-25 years to contribute towards building a glorious and self-reliant India during Amrit Kaal of next 25 years, he added.



In his inaugural address, Governor of Assam, His Excellency Shri Gulab Chand Kataria highlighted the government's commitment to realizing the vision of 'Digital India', with an aim to make India a digitally empowered society and knowledge economy. "We are actively working to create a robust digital infrastructure that would serve the interests of our citizens and transform their lives. E-governance is an essential part of our dream of a digital India. The technologies that we are infusing in governance are all aimed at making our lives simple and easy," the governor said.

Highlighting the importance of e-Governance, Sh Kataria also said that e-Governance removes several obstacles that otherwise slow the pace of work and progress. E-governance ushers in transparency, eliminates corruption, timeliness of action, eliminates delay and reduces cost, and removes middlemen, etc. The governor said, "Our nation under Prime Minister Narendra Modi is leading in digital technology. Further, the youthful energy that the nation possesses is our prized asset. We are therefore, as a part of e-Governance putting greater impetus on skill development through technology." The governor also underlined the importance of m-Governance (mobile governance), which makes available services like bill payments, traffic alerts, traffic fine payments, and other utility services through the mobile phone. It also ensures access to Sewa Setu, a comprehensive citizen platform for connecting government and citizens for time-bound delivery of services as well as prompt redressal of grievances.

Sh Kataria, however, said that the change from the conventional method to electronic filling requires a change in the mind-set of the stakeholders. Therefore, people need to adapt themselves to electronic processes to reap the full benefits of e-governance initiatives. It is therefore pertinent on the part of different government agencies and other stakeholders to play a proactive role in facilitating this change. The success of e-governance completely depends on the successful and smooth management of change, procedural, technological, and cultural, the governor added. The governor expressed happiness that in Assam too, e-Governance is one of the major initiatives of the Digital Assam programme. Citizens of Assam are now availing of various online services to apply for certificates, pay taxes, and avail government schemes.

## Session I- Unified Service Delivery Portal

**Session Chair - Shri Puneet Yadav, Joint Secretary, DARPG**

- Shri K.S.P.V Pawan Kumar, Special Secretary, Government of Assam
- Shri Manoj Kumar Patnaik, CEO, OCAC. Government of Odisha
- Ms. Neha Jain, Special Secretary (IT), Govt. of UP
- Dr. Dileesh Sasi, Director (e-Gov), Directorate of Information Technology, Department of Electronics & Communications, Government of

### **Presentation 1: Assam – Shri K.S.P.V Pawan Kumar, Special Secretary, Government of Assam**

Shri K.S.P.V Pawan Kumar, the Special Secretary for the Government of Assam, presented on the service delivery portal of Assam, named Sewa Setu, during the Regional Conference on E-Governance.

Elucidating Assam's Service Delivery Portal, Shri K.S.P.V Pawan Kumar highlighted the features of this platform. The platform's framework is designed to accommodate various applications, ensuring a wide range of services are covered and can be effectively utilized by different departments.



- **Single Access Point:** The platform serves as a single access point for citizens to view and avail all government services.
- **Diverse Service Integration:** The portal integrates various services to streamline processes.
- **Transparency:** Transparency is maintained through public dashboards and MIS reports.
- **Feedback Mechanism:** The platform includes a feedback mechanism for continual improvement.
- **User-Friendly Interface:** The portal is designed to be user-friendly, accessible through both web and mobile, facilitating active civic engagement.
- **Centralized User Account:** It offers a centralized user account system for all citizens.
- **Multi-Channel Delivery:** Services can be accessed directly through the portal or via common service centers known as MoSKers.
- **Empowerment of Citizens:** The overarching goal of the platform is to strengthen processes leading to the empowerment of citizens.
- **Delivery of G2C and G2B Services:** The portal delivers Government-to-Citizen (G2C) and Government-to-Business (G2B) services in both self-service and assisted modes.



## Presentation 2: Odisha – Shri Manoj Kumar Patnaik, CEO, OCAC



During the presentation at the Regional Conference on E-Governance, Shri Manoj Kumar Patnaik, the CEO of OCAC, discussed the "Odisha One" portal. This portal is one of the unified service delivery platforms that aims to provide a convenient and integrated access point for various government services. He acknowledged the encouragement received from NBS Rajput, who has been a proponent of adding more features to the Odisha One portal.

Shri Patnaik expressed his gratitude for the opportunity to present at the conference and

to the organizers for inviting him.

He emphasized the importance of the Odisha One portal in enhancing the service delivery mechanism within the state, which is a point of pride for the team behind it. He said that the "Odisha One" portal is a unified portal that offers a range of features to enhance the convenience of service delivery to the citizens of Odisha. The presentation highlighted the portal's capability to integrate various government services into a single platform, streamlining the process for citizens to access and utilize these services efficiently.

Here are some details about the portal based on the presentation:

- **Convenience:** The portal is recognized for its user convenience and has been encouraged to add more features, as noted by Sh. NBS Rajput, who has been supportive of the portal's enhancement.
- **Integrated Features:** The portal includes several integrated features such as payment gateways, a feedback mechanism system for collecting post-service delivery feedback, and a comprehensive dashboard for stakeholders to view the status of applications and service delivery achievements.
- **Notifications:** SMS and email notifications to keep users informed about the status of their services.

- **Service Integration:** A significant number of services, 640 in total, have been integrated into the "Odisha One" portal, providing an end-to-end service integration.

### Presentation 3: Uttar Pradesh - Ms. Neha Jain, Special Secretary (IT)



Ms. Neha Jain, the Special Secretary of IT for the Government of Uttar Pradesh, provided an overview of the "e-District Port" during her presentation at the Regional Conference on e-Governance.

She emphasized the unique structure of the portal, which is bifurcated into two types of services: 1. Social Services: Services that cater to the social needs of citizens; and 2. Business-Oriented Services: Services designed to facilitate businesses and commercial activities within the state. The e-District Port has integrated 768 services. Ms. Neha Jain mentioned that some services

have not yet been integrated, with tourism being one such example. However, efforts are underway to coordinate with the respective departments to ensure these services are also included soon. Both portals, i.e., One Portal One UP and Unified Portal represent significant strides in the state's digital transformation efforts, emphasizing the accessibility of services, digital empowerment of citizens, and the integration of various government services into a centralized digital platform.

#### One Portal One UP focuses on:

- **Service Delivery Mechanism:** The "One Portal One UP" focuses on delivering high-volume citizen-centric services. It is part of the e-Governance initiative under the Digital India program to bring services to the citizen's doorstep via common service centres and the online e-District Portal.
- **Digital Integration and Access:** The portal has successfully processed over 32.21 crore applications and offers 314 Government to Citizen (G2C) services across 45 departments. The state of Uttar Pradesh has established e-District labs at District, Tehsil, and Block levels to further this initiative.

### Unified Portal of Uttar Pradesh focuses on:

- E-Governance Expansion: The Unified Portal aims to provide an efficient and effective service delivery system. The government has launched CSC 3.0 scheme to ensure the delivery of G2C
- services near citizens' doorsteps, with more than 2.40 lakh CSC centers established and over 1.85 lakh operational.
- Digital Empowerment Initiatives: Initiatives like DigiShakti provide free tablets and smartphones to students, promoting digital education and empowerment. The "*Ek Parivar Ek Pehchan*" project offers a unique family ID for each family to streamline services.

### Presenter 4: Karnataka – Dr. Dileesh Sasi, Director (e-Gov), Govt of Karnataka



Dr. Dileesh Sasi, Director of E-Governance in the Directorate of IT, Department of Electronics, and Communication for the state of Karnataka, made a presentation that emphasized Karnataka's leading role in e-governance. Dr. Sasi's presentation highlighted the state's efforts in e-governance and service delivery, showcasing Karnataka's dedication to improving citizen services through digital means. The key points from his presentation include:

- Forefront of E-Governance: Karnataka has been at the forefront of e-governance

initiatives for nearly a decade and continues to be a leading state in this domain.

- Seva Sindhu Portal: The state operates the Seva Sindhu portal, which offers more than 700 services. Remarkably, 95% of e-services in Karnataka are delivered through this single portal, showcasing the state's commitment to providing a unified and streamlined service delivery system.

Dr. Dileesh Sasi's presentation about the Seva Sindhu Portal in Karnataka highlighted its integration with the Sakala system and the significant growth in the number of services offered.

Seva Sindhu is integrated with the Sakala system, which is a real-time service delivery mechanism in Karnataka. Sakala ensures that services are delivered within a stipulated timeframe, and there are penalties for officials if services are not delivered on time. Initially part

of an e-District Mission Mode project started in 2008, the Seva Sindhu Portal has seen significant expansion over the years. As of December 2023, it offers more than 800 services from 80 different departments, demonstrating a substantial increase from the initial 35 services.

**Key note address on Activities of IIPA in North East Shri Surendra Nath Tripathi, DG, IIPA**

Shri Surendra Nath Tripathi, the Director General of the Indian Institute of Public Administration (IIPA), delivered a keynote address focusing on the activities of IIPA in the Northeast region. Here's a detailed report of his presentation:

Shri Tripathi took this opportunity to invite the attendees to become members of the IIPA, expressing gratitude for the chance to speak at the Guwahati workshop. The IIPA plays a critical role in public administration, offering a platform for bureaucrats, administrators, and professionals to engage and learn. Shri Tripathi emphasized the institute's commitment to the Northeast (NE) region and proposed expanding its activities and influence there. He encouraged the senior bureaucrats present to consider how they could collaborate with the IIPA for the benefit of the region. Highlighting the importance of collaboration, Shri Tripathi suggested that the senior bureaucrats in the NE region could take cues from the IIPA's activities and work together to enhance public administration practices. The IIPA, with its expertise and resources, is positioned to support and facilitate significant improvements in governance and administrative practices in the region. Shri Tripathi's address underscored the potential of leveraging IIPA's resources and expertise to benefit the NE region. He called for increased engagement and membership among the bureaucrats and administrators present, envisioning a partnership that could lead to more efficient and effective governance in the Northeast.





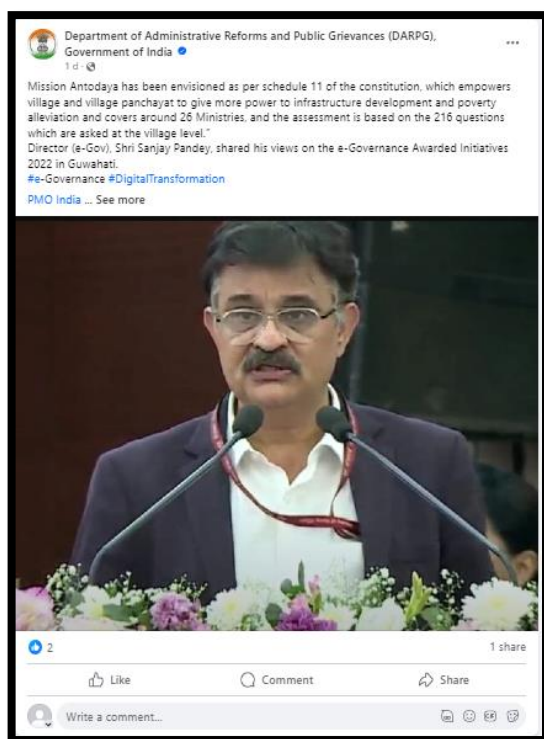


## Session – II e-Governance Awarded Initiatives

**Session Chair - Shri NBS Rajput, Joint, Secretary, DARPG, Government of India**

- Shri Sanjay Pandey, DDG, NIC, D/o Rural Dev, GOI
- Ravi Dixit, GM National Health Mission government of UP)
- Dr. Prashun Gupta, Deputy Director (CCTNC & NCTC), National Crime Records Bureau

### Presentation 1: Shri Sanjay Pandey, DDG, NIC, D/o Rural Dev, GOI



Shri Sanjay Pandey, representing the Ministry of Rural Development, presented an insightful overview of the Mission Antodaya app during the second session of the Regional E-Governance meet. The Mission Antodaya app is a comprehensive mobile-based survey tool designed to assess various facilities, infrastructure, and government services at the village level. This initiative is in line with Schedule 11, aiming to significantly empower villages in their developmental roles. The app's reach is extensive, capturing data from 29,107 Gram Panchayats and engaging 2,65,000 users. It covers a broad range of subjects such as agriculture, roads, construction, libraries, poverty alleviation, animal husbandry, fisheries, health, housing, and more. This wide-ranging survey is facilitated by the effective training of village-level community resource persons who employ the app for data collection.

Notably, the app's offline mode is a critical feature that enables data capture in remote areas, often plagued by network issues.

Key features of the Misson Antodaya app include multilingual support, automatic geotagging, video uploading capabilities, and robust data validation mechanisms. The app's development utilizes open-source technology, adhering to the government's technology mandates. Users can access progress charts, performance reports, and gap analysis through its web portal, enhancing transparency and accessibility of data. The app plays a pivotal role in contributing to the Gram Panchayat Development Plans (GPDP) and Gram Sabha Development Plan Plus. Its extensive dataset is publicly accessible on the portal, which has already seen over 3,500 downloads.

**Presentation 2: Sh Ravi Dixit, GM, National Health Mission, Government of UP**



In his presentation on an ambitious healthcare initiative, Sh Ravi Dixit, GM, National Helath Mission, Government of Uttar Pradesh has explained the “Maa Navjaat Tracking App” which promotes e-governance in Healthcare in the state.

He said that the rationale behind the creation of this App was to provide quality health care on the day of birth to prevent 46% maternal deaths, 40% new-born deaths and 40% stillbirths, improve the quality of care at and around childbirth difficult due to lack of critical relevant real time data in existing HMIS, and to create a simple online MIS capturing critical service

delivery parameters in the Labour room Mantra facilitated the enumeration of labor and direct benefit transfers, and ensured birth certification within a specified timeframe. The app's features covered aspects such as normal and C-section deliveries, with a focus on monitoring service quality and patient outcomes. It allowed for feedback from pregnant women, providing valuable insights into the functioning of healthcare facilities and the overall experience of care. The app played a crucial role in tracking the performance of service providers, monitoring referrals, and

ensuring the efficient functioning of the healthcare system. It streamlined the direct benefit transfer process, ensuring beneficiaries received their entitled benefits promptly.

The presentation emphasized the importance of the Mantra app in enhancing system efficiency, promoting health services, and improving health outcomes. Additionally, the speaker highlighted the significance of the Mantra app in community health promotion, serving as a valuable interface for clients. The app's user-friendly features and comprehensive functionalities contribute to its effectiveness in the health sector. Overall, the Mantra app emerges as a holistic tool addressing various aspects of maternal health, service delivery, and community engagement in the health promotion process.

**Presentation 3: National Automated Fingerprint Identification System (NAFIS) – by Dr. Prashun Gupta, Deputy Director (CCTNC & NCTC), National Crime Records Bureau**



Dr. Prashun Gupta, representing the National Crime Records Bureau (NCRB), introduced the NAFIS (National Automated Fingerprint Identification System). NCRB's mandate is to empower Indian police forces with information technology tools, aiding investigations and supporting technical imperatives. NAFIS plays a pivotal role in achieving these goals and is part of major projects like CCTNS, ICGS and NEFIS.

NEFIS serves as a national repository for criminal fingerprints, ensuring uniform access to State, UT, and Central agencies. With 56 empowered locations in Assam and widespread implementation, NEFIS facilitates real-time data exchange, boasting a modular and scalable architecture. The system has a

database of 1 crore fingerprints, supporting 500 simultaneous users.

NEFIS enhances criminal registration with a unique National Fingerprint Number (NFN) for individuals, enabling the stacking of crimes under a single identity across states. The fingerprinting process has evolved from manual ink-based methods to a paperless, live enrollment system. The system's robust algorithm aligns with FBI and Interpol standards, and it



is recognized as critical infrastructure by the government. The framework ensures interoperability by standardizing fingerprint data formats across the country. NEFIS has significantly improved response times, with a 10-second result turnaround for national searches. The system has successfully resolved over 4400 chance print cases, showcasing its effectiveness in criminal identification. NEFIS has transformed the landscape of criminal fingerprinting, providing a seamless flow of data, real-time connectivity, and a one-nation, one-data approach. It has contributed to solving cases efficiently, such as a 17-year-old person's identification within two hours and the quick resolution of a double murder case in Madhya Pradesh. Dr. Prashun Gupta also highlighted the significance of NEFIS in the context of the Criminal Procedure Identification Act, empowering law enforcement to collect various physical and biological samples. The system's achievements include higher conviction rates, global advancements in investigation techniques, and improved scientific evidence reliability.

**Session – III- Best Practices of Govt. of Assam**  
**Session Chair – Shri Shantanu P. Gotmare, Commissioner & Secretary, Administrative Reforms & Training Dept., Govt. of Assam**

- Dr. M.S. Lakshmi Priya, Mission Director, National Health Mission, Assam
- Dr. Partha Sarathi Dam, Deputy Secretary, Department of IT, West Bengal
- Smt. Varnali Deka, DC, Nalbari, Assam
- Smt. Krishna Baruah, Collector Baksa - ADP, Govt. of Assam
- Shri Armstrong Pame, Director, Ministry of I & B, Government of Assam
- Shri Thavaseelan K., Principal Director, School Education, Nagaland on PM Awarded initiatives

**Presentation 1: Dr. M.S. Lakshmi Priya, Mission Director, National Health Mission, Assam**

Dr. Lakshmi Priya, Director of the National Health Mission (NHM) in Assam, showcased a pioneering project that successfully curbed malnutrition in the Bonga district. The project leveraged the unique approach of "positive deviance," which identifies and scales up practices adopted by a small group that achieve desirable outcomes, in this case, improved child nutrition. Dr. Priya outlined the concept using the example of mothers in paddy fields offering their children protein supplements.

The project operationalized positive deviance by:





- Creating "buddy mother" pairs: Mothers monitored each other's practices, fostering accountability and knowledge sharing.
- Empowering women: Self-help groups facilitated informed decision-making and ownership of the intervention.
- Rigorous multi-level monitoring through Anganwadi workers, supervisors, and higher-level meetings ensured thoroughness and completeness in addressing nutritional needs.

Malnourished children were identified, paired with "buddy mothers," and exposed to improved dietary practices. Modified WHO growth charts and wall-mounted dietary charts tracked children's progress. Notably, the project introduced eggs and milk for protein supplementation. The results were striking, with a 95.6% reduction in malnourished children after a year. However, Dr. Priya emphasized the importance of sustainability over quick fixes. The success of the "buddy mothers" concept led to its inclusion in national guidelines for community-based malnutrition management.

## Presentation 2: Dr. Partha Sarathi Dam, Deputy Secretary, Department of IT, West Bengal



Dr. Partha Sarathi Dam delivered an insightful presentation on the Suvidha Vehicle Facilitation

System, an initiative by the Department of Information Technology & Electronics, Government of West Bengal, in collaboration with various government bodies. The system was developed to address the challenges of unstructured and manual queue management for road exports at Indo-Bangladesh border checkpoints, which previously led to significant delays and inefficiencies.

The primary goal of the Suvidha system is to streamline and expedite the process of vehicle clearance at various Integrated Check Posts (ICPs) in West Bengal. By adopting this system, the government aimed to reduce waiting times, minimize overhead costs, and improve the overall efficiency of cross-border transportation.

### Key Features and Process Re-engineering:

- Slot Booking Process: The system introduced an online slot booking mechanism, replacing the erstwhile first-come, first-served approach that required physical presence of vehicles near customs zones.

- **Document Verification Process:** Verification of documents such as Serial slips, Driving Licenses, etc., has been digitalized through the Suvidha dashboard. The system integrates with centralized databases like Vahan and Sarathi for real-time data access.
- **Notification Process:** The Suvidha system incorporates an SMS notification feature to update stakeholders at every stage of the clearance process, enhancing communication and transparency.

The Suvidha Vehicle Facilitation System stands as a testament to the effective use of digital solutions in public administration, significantly enhancing cross-border trade efficiency at the IndoBangladesh border. It exemplifies a successful collaboration between various government agencies, leading to notable improvements in operational efficiency, cost reduction, and overall stakeholder satisfaction. Dr. Partha Sarathi Dam's presentation effectively highlighted the transformative impacts of this system on the regional trade dynamics and its broader socio-economic benefits.

**Presentation 3: Smt. Varnali Deka, DC, Nalbari, Assam**



Smt. Varnali Deka provided a comprehensive presentation on the ATB Nalbari initiative. This initiative represents a strategic approach to enhance the economic conditions of Nalbari, a district grappling with limited resources and predominantly agrarian challenges.

The primary objective of the initiative was to amplify the income levels of the local community through scalable and sustainable means. The approach was unique in its preference for scaling up existing activities over initiating new ones. A meticulous survey was conducted to identify viable livelihood options already in motion within the community.

**Implementation and Convergence of Resources:**

- **Selection of Activities:** Activities were selected based on the skills and preferences of Self-Help Group (SG) members. The aim was to enhance the income of the top 5% earners (over ₹75,000 annually) and the next 30% (earning between ₹50,000 to ₹75,000).
- **Resource Convergence:** A pivotal aspect was the convergence of resources through various government initiatives, tailored funding, and active community participation. Collaborations with

the District Rural Poverty Grant (DRPG), State Rural Livelihoods Mission, and local leadership played a critical role in the project's success.

- **Income Enhancement Goal:** The initiative set a goal to enable over 25,000 women to achieve self-employment with an annual income exceeding ₹1 lakh by March 2023.
- **Financial Mechanisms:** The initiative engaged with the Community Livelihood Fund (CLF) and banks to facilitate funding. A co-signing repayment mechanism was established among SG members, underlining the importance of community trust. The approach led to an impressive doubling of loans within a year.

The ATB Nalbari initiative significantly enhanced the district's overall income and showcased a transformative approach to rural empowerment. By focusing on the convergence of resources, community engagement, and amplifying existing activities, the initiative catalyzed rapid economic transformation in a resource-constrained environment.

#### Presentation 4: Smt. Krishna Baruah, Collector Baksa - ADP, Govt. of Assam



Smt. Krishna Baruah, Collector of Baksa under the Aspirational District Programme of Assam, delineated the multifaceted developmental initiatives undertaken to enhance the livelihoods and wellbeing of the residents of Baksa, a district celebrated as the "Land of GMA Bibar" or the land of yellow flowers.

#### Agricultural Development:

- **Dragon Fruit Cultivation:** The district has seen remarkable success in cultivating dragon fruit, significantly boosting the income of local farmers.
- **Honey Production:** Leveraging the potential of local beekeepers, Baksa has established producer groups and cooperatives,

thereby expanding the honey market.

- **Lemon Cultivation and Paddy Processing:** These ventures have further contributed to the region's economic growth and prosperity.
- **Skill Development and Employment:** Training under DDU-GKY: Baksa has focused on skill development through the Deen Dayal Upadhyaya Grameen Kaushalya Yojana, particularly in sewing machine operations to empower local girls.

Combating Unemployment and Human Trafficking: These training programs are strategically designed to tackle unemployment and reduce instances of human trafficking. Education and Literacy Efforts:

Despite facing challenges in the education sector, Baksa is actively striving to improve literacy rates, emphasizing skill development for both genders to enhance employability and safeguard against trafficking.

**Future Vision and Prospects:**

- Financial Literacy and Women Empowerment: A key goal is to make all women in the district financially literate and empower them through diverse initiatives.
- Livestock, Resource Mobilization, and Cultural Revival: Future plans include livestock interventions, mobilization of resources, revival of traditional practices like Muga Mejankari, and promoting entrepreneurship and homestays.

**Presentation 5: Armstrong Pame, Director, Ministry of I&B, Govt of Assam**



Sh. Armstrong Pame, a civil servant from Northeast India, shared his experiences and initiatives that have significantly impacted the region. His presentation covered a range of sectors including infrastructure, sports, education, healthcare, and digital media.

**Key Initiatives and Impact:**

- "The People's Road" Project: Pame spearheaded a community-driven project that upgraded a local road into a national highway, enhancing connectivity to Guti. The project underscored the effectiveness of community involvement and resourcefulness.
- Sports Sector Initiative: In collaboration with corporate entities, grassroots football schools were established, and five youths were sponsored for international training. This initiative led to some participants joining professional leagues.
- Education and Training Programs: Pame initiated training programs for air hostesses and medical professionals with sponsorship from the TATA Trust, emphasizing the need for schemes adapted to local contexts.



- Solar-Powered Hospital during COVID-19: To address electricity disruptions during the pandemic, Pame collaborated with the Celco Foundation to establish a solar-powered hospital, showcasing successful public-private partnerships.



#### Presentation 6: Shri Thavaseelan K., Principal Director, School Education, Nagaland



Shri Thavaseelan K., Principal Director of School Education in Nagaland, presented the awarded initiatives that used ICT for effective COVID-19 management in the Moan district.

**Three-Fold Approach:** The district's strategy aimed to reduce hardships, maintain safety, and enhance administrative effectiveness during the pandemic. Some technological Interventions:

- E-Pass System: Facilitated intra and inter-district movement.
- Food Bank: Aided those in need and ensured the availability of essential services.
- Local Green Initiative: Enabled farmers to sell produce, extending banking services to rural areas.
- Pandemic Management: The district employed geo-fencing, contact tracing, and monitoring using various apps. This included a COVID information app, a quarantine monitoring app, and a video consultation facility for medical advice. Leveraging community trust played a crucial role in the successful management of the pandemic. The district reported only eight COVID-related deaths, demonstrating the effectiveness of these measures.



#### Session IV- e-Office in North East

Session Chair - Shri Shantanu P. Gotmare, Commissioner & Secretary,

- e-office in Sikkim – Shri S T Wangdi, Addl. Director, Department of IT
- e-office in Arunachal Pradesh – Shri Goter Duchi, Director, State Nodal Officer-cum-Project Officer, e-Office, IT&C, Arunachal Pradesh
- e-office in Manipur - Shri G. Robert Sharma, Joint Director, Directorate of Information Technology & Communication, Government of Manipur
- e-Office Analytics by Shri Sanjeev Srivastava, Deputy Secretary, DAR&PG, GOI

#### Presentation 1: Shri S T Wangdi, Addl. Director, Department of IT, Sikkim



In a detailed presentation, Shri S T Wangdi, Additional Director at the Department of Information Technology, expounded on the successful implementation of the eOffice system in Sikkim. He outlined the journey, benefits, current progress, and plans associated with this digital governance initiative.

The e-office system was introduced in Sikkim in 2021 through a pilot project. The initiative marked a significant step towards digital transformation in the state's administrative processes.

As of 2022, the project expanded to include 3,000 licenses and covered six departments. The ongoing deployment now involves more than 400 users across various departments.

The application is hosted in the state data center, ensuring improved data integrity and security. The benefits of e-Office:

- **Enhanced Productivity:** The implementation of e-Office has significantly improved the productivity of government employees.
- **Remote Accessibility:** One of the notable features and benefits of e-Office is the ability for employees to work from anywhere, which has received positive feedback.
- **Improved File Tracking:** Testimonials from the users indicated enhanced efficiency in file tracking systems.
- **Environmental Impact:** The digitalization of office processes has contributed to a reduced carbon footprint, aligning with environmental sustainability goals.

### **Presentation 2: Shri Goter Duchi, Director, State Nodal Officer-cum-Project Officer, e-Office, IT&C, Arunachal Pradesh**



Shri Goter Duchi, ADDI. Director State and State Nodal Officer cum Project Officer of e-Office in Arunachal Pradesh shared insights into the successful implementation of e-Office in the state during a regional conference. He expressed gratitude to the Department of Administrative Reform, the Government of India, and the Government of Assam for providing a platform to share their experiences.

Arunachal Pradesh, being one of the states that proactively adopted e-Office, faced unique challenges. Goter DUCHI underscored the critical issues faced in the initial stages. The

physical file system posed difficulties in maintaining records, resulting in file losses, lack of transparency, and rampant corruption. The state's monsoon season and limited internet connectivity further complicated the movement of physical files.

To address these challenges, the government took strategic steps. Internet connectivity was prioritized through the State Wide Area Network (SWAN), connecting all district headquarters. Nodal officers were appointed, and comprehensive training sessions were conducted,



emphasizing the responsibility of onboarding respective departments to e-Office. The ICT system was overhauled, and a central digitization center was set up to facilitate the transition.

Micro-level planning and execution played a crucial role in ensuring the success of eOffice adoption. An order was issued mandating the use of e-files for financial and planning departments, emphasizing the commitment to digital transformation. High-level monitoring, with the Chief Minister and Chief Secretary taking monthly reviews, created accountability among senior officers for e-office implementation.

The transformative impact of e-Office in Arunachal Pradesh was evident. The state achieved seamless file and record management, and enabling accessibility to government work from any location. The creation and movement of electronic receipts, as well as the establishment of a virtual private network (VPN) for remote access, showcased significant milestones.

### **Presentation 3: Shri G. Robert Sharma, Joint Director, Directorate of Information, Manipur**

Shri G. Robert Sharma, Joint Director of the Department of Information Technology and Communication in Manipur, provided insights into the successful implementation of e-Office in the state. He began with a video showcasing Manipur's commitment to transparent and accountable governance through rapid e-Office adoption in less than three months. The state faced challenges such as the COVID-19 pandemic, but e-Office emerged as a solution, allowing the government to function seamlessly.

The presentation highlighted the timeline of e-Office implementation, starting from the initial phase in the Secretariat to the subsequent rollout across the state. The laptop policy, distribution of instruments, and virtual training sessions played crucial roles in ensuring the success of the initiative. The first phase was inaugurated by the Chief Minister, and the second phase extended to 16 districts, major police departments, and directorates.

Key achievements included the creation of a substantial number of files, the successful handling of the financial year-end without rush or delays, and the proactive use of e-Office by the people of Manipur. The presentation showcased a comparison with other Northeast states, emphasizing Manipur's effective utilization of e-Office, despite creating fewer files. Mr. Sharma concluded by expressing gratitude for the opportunity and the state's active involvement in e-governance.





#### Presentation 4: Shri Sanjeev Srivastava, Deputy Secretary, DARPG, Govt of India



Shri. Sanjeev Srivastava, Deputy Secretary at DARPG, presented the e-office Advanced Analytics Dashboard launched during the Good Governance Week on December 19, 2023. The dashboard provides real-time metrics for in-depth data analysis, enhancing decision-making in government offices. The development of E-office has evolved since 1996, with the recent version 7 deployed in 2020. The dashboard, accessible on NIC Net, offers insights into E-files, P-files, file movements, inter-ministerial transfers, receipt statuses, signing users, and VPN users.

The Northeastern states, including Arunachal Pradesh, Assam, and Manipur, have successfully implemented E-office, but there is a need for further expansion in all districts. The dashboard validates the progress of the Indian E-Governance Development Mission and displays various statistics on E-files, inter-ministerial file movements, e-receipts, and digital signatures. The use of digital signatures and E-sign has doubled, and VPN usage has reduced post-COVID normalization. The presentation emphasized the importance of training officers for timely file closures, avoiding duplication of receipts, and promoting the use of digital signatures. The

dashboard aims to optimize file movements, implement layering reforms, and provide real-time inputs to state leadership.



**Session V: e-Governance Awarded Initiatives, 2022 - District-level initiative in e-Governance**

**Session Chair – Shri NBS Rajput, Joint Secretary, DARPG**

- Mor Raipur Smart App by Shri. Mayank Chaturvedi, CEO and Commissioner, Raipur Smart City Ltd., Chhattisgarh
- Water SCADA by Shri Gaurav Benal, CEO, Bhopal, Smart City Development Corporation Limited, Madhya Pradesh
- Jan Sahayata Koshang by Ms. Reena Hansda, SDM & Ms. Shruti Rajlakshmi, ADM, District Administration, West Singhbhum, Government of Jharkhand
- Sh Prasanta Oinam (District Manager IT/ Nodal officer, PM Award Khelo India

**Presentation 1: Shri. Mayank Chaturvedi, CEO and Commissioner, Raipur Smart City**

In his presentation, Sh Mayank Chaturvedi highlighted the "More Rur Smart City App" integrated with the Digital Door Number project, executed at zero cost using CSR funds. The project aimed to provide a comprehensive, one-stop solution for citizen services, promoting revenue growth without raising property tax rates.

The project's need stemmed from the complex urban landscape, desiring a streamlined interface for citizens to access various public services efficiently. A key objective was increasing property assessment and revenue without tax rate hikes. The app facilitated a synchronized interaction between municipal departments, acting as a unified platform for citizens.

Despite facing technical challenges, API integrations, and privacy concerns, the project progressed with a focus on user-friendly design. Students from NIT Rourkela contributed significantly to the app's development during their internship. The grievance mechanism operated through a feedback loop with timed resolution steps, monitored by the municipal commissioner.

Quantitative outcomes included a substantial increase in property tax, and online applications for permissions and connections, showcasing the project's positive impact on citizen engagement. Qualitatively, the app instilled timely responsibility across departments, reducing the trust gap between citizens and officers.

The app also expanded into new domains, incorporating digital door number plates and unique property IDs. Linking these IDs with crime data and, more recently, vehicle IDs demonstrated the project's versatility.

**Presentation 2: Shri Gaurav Benal, CEO Bhopal Smart City Development Corporation,**



Shri Gaurav Benal, discussed the Water SCADA Project implemented in the Bhopal Smart City. The project aimed to address inherent challenges in large-scale water supply systems, including leakages, energy losses, and manual operation inefficiencies. With a population of over 20 lakhs, Bhopal faced difficulties in timely leak detection and energy conservation in its water supply system. The Water SCADA (Supervisory Control and Data Acquisition) Project, initiated in 2021, sought to automate the system using equipment like flow meters, pressure transmitters, and actuators.

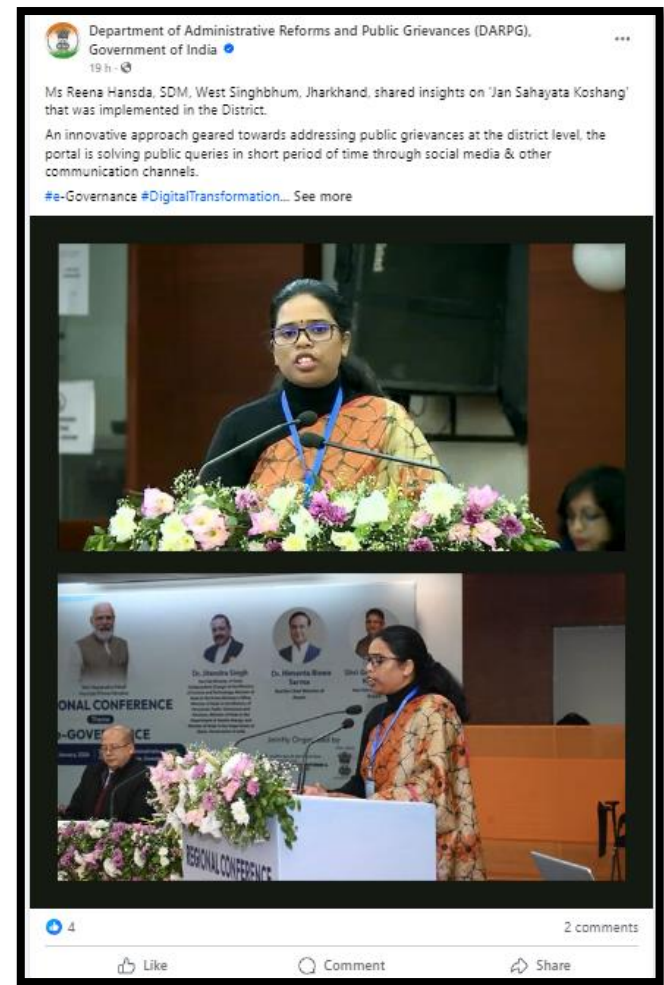
Realtime data from various levels, including pump houses, overhead water tanks, and reservoirs, was integrated into a dashboard for informed decision-making. The project, with a total cost of around 20 Cr., achieved partial go-live in November 2022 and full implementation in June 2023. It included costs of capex, and the web-based solution provided realtime monitoring through a control room and a mobile application.



The impacts of the project were significant, with savings observed in water quantity, energy consumption, and operational costs. Leakages were detected early, resulting in a saving of more than 14,000 kld, equivalent to 230 lakhs. Additionally, energy savings amounted to 8C in nine months, and reduced manual operation led to a saving of 1.3 Cr. The overall financial impact was a substantial saving of 12 crores within a year. The project's success prompted the Municipal Corporation of Bhopal to extend its implementation to the secondary sector, demonstrating scalability. The correlation of citizen complaints related to water supply with the project's initiation indicated a positive impact on addressing public grievances.

In summary, the Water SCADA Project showcased remarkable improvements in the efficiency and cost-effectiveness of Bhopal's water supply system. The initiative not only addressed existing challenges but also provided a scalable model for broader implementation.

**Presentation 3: Ms Reema Hansda, SDM, West Singhbhum, Jharkhand**



Ms. Reema Hansda, presented "Jan Sahayak," an e-governance initiative in the West Singhbhum district of Jharkhand. The project, focused on public grievance management, aims to enhance accessibility to the district administration for timely issue resolution. Unique to this initiative is its comprehensiveness, as Jharkhand lacks a unified grievance management portal across the state or districts.

West Singhbhum is the largest district in Jharkhand, covers over 5,000 square kilometers with a population exceeding 15 lakhs, primarily comprising tribal communities. The district faces challenges such as left-wing extremism, difficult terrain, and low literacy rates. The lack of digital literacy poses a hurdle to accessing

services, compelling the administration to proactively engage with the population.

Jan Sahayak addresses these challenges with a dedicated team, including Karuna Fellows and grievance managers, partnering with the Pamel Foundation. The initiative accepts complaints



via calls, emails, WhatsApp, or social media, accommodating the limited digital literacy prevalent in the district. Notably, it offers multiple allocations, addressing broader issues a complainant may be eligible for.

The complaint flow involves registration, allocation to relevant departments, resolution, and feedback collection. Weekly reviews by the Deputy Commissioner ensure timely redressal, with technical closures for matters beyond the civil administration's scope. Analytics indicate that approximately 80% of complaints come via calls, showcasing the district's limited digital penetration. The benefits include faster resolution, improved accessibility for remote populations, and mitigation of the language barrier through local-language proficient Karuna Fellows. The initiative also emphasizes quality monitoring, led by the Deputy Commissioner, with a real-time dashboard for transparency.

**Presentation 4: Shri. Prasanta Oinam, District Manager IT/ Nodal officer**



Shri. Prasanta Oinam shared the journey of the Vishnupur District Administration in Manipur towards winning the Prime Minister's Award for Excellence in Public Administration. The district received awards in 2018, 2019, and 2021 for promoting digital payments, digital transformation, and the current initiative, respectively. The common thread across these projects was Mr. Enam's role as the nodal officer, with strong support from Deputy Commissioners.

Vishnupur, with a population of 23 lakhs, has made significant contributions to sports, producing 19

Olympians. The district embraces sports deeply, with indigenous games like mma wrestling, ubil (rugby), sagol Kang (polo), Hong (martial arts), Tanga (shot put), and more. The district celebrates sports in festivals like Kalenhar and Y sang.

The administration has tackled challenges, including the lack of modern infrastructure, coaches, and connectivity. Initiatives such as the Betti scheme for women's self-defense, the construction of sports grounds, and leveraging the District Sports Development Fund for various projects

have been crucial. The district has also focused on promoting water sports, athletics, and shooting.

The unique impact of sports promotion in Vishnupur includes addressing insurgency issues, curbing substance abuse, and generating employment. The water sports complex alone has created over 100 government jobs for players. The socio-economic impact is estimated at around Rs. 200 crores annually.

The district has witnessed a surge in national players, boasting over 2,000 participants across 25 sports disciplines. A Sports Data Repository System is in the pipeline, integrating AI and deep learning for transparency, accountability, and efficient administration. The system will also feature RTI facilities and player support systems.

Shri. Prasanta Oinam highlighted the transformative power of sports in Vishnupur, creating a positive socio-economic impact, fostering talent, and contributing significantly to the region's development.

**Key Note address on NeSDA by Shri Puneet Yadav, Joint Secretary, DARPG**



Shri Puneet Yadav articulated the objectives, strategies, and progress of the National e-Governance Service Delivery Assessment (NeSDA) Framework. This framework is a key initiative for enhancing e-governance and the quality of service delivery to citizens. The NeSDA Framework is formulated to bolster e-governance capabilities across various portals.

A primary goal is to improve the delivery and quality of citizen-centric services. The framework is aimed at

fortifying service portals and transitioning offline services to online platforms to facilitate e-services. It also focuses on gauging the depth and effectiveness of existing e-governance service delivery mechanisms from a citizen's perspective.

**Best Practices:** One of the mandates of the framework is to identify and share best practices for replication across different governmental agencies and departments. There have been two

biennial reports, NeSDA 2019 & 2021, which have been released to the public, with a third report currently in the pipeline. Following the NeSDA 2021 report, a Project Management Unit (PMU) for the NeSDA Way Forward was established to monitor monthly progress, which is tracked via the NeSDA Way Forward Dashboard.

Shri Puneet Yadav’s presentation effectively highlighted the NeSDA Framework as a critical tool for advancing India's e-governance landscape. The initiative aims not only to digitize services but also to refine them in alignment with the citizens' needs and expectations. The establishment of the PMU and the continuous monitoring of progress through the NeSDA Way Forward Dashboard reflect a dynamic and responsive approach to governance. The ongoing efforts to release biennial reports demonstrate a commitment to transparency and continuous improvement.

**Valedictory Session: Sh V Srinivas, Secretary, DARPG, Govt of India**



Addressing the Valedictory Session, Sh V Srinivas. Secretary, DARPG thanked Government of Assam for hosting the regional conference for two days. He expressed gratitude to the Hon’ble Chief Minister of Assam Sh Himanta Biswa Sarma for accepting the request of DARPG regarding the conference. He also expressed gratitude to the Chief Secretary Sh Pawan Kumar Borthakur for participating in the inauguration secession. He thanked delegates, participants form different parts of the country and officials from the Government of Assam for making the conference a successful event. Sh Srinivas has said that there is lot of good takeaways from the conference. He termed the

Guwahati Regional Conference as one of the most comprehensive conference. While referring to a booklet titled, “Evolution of e-Office in Manipur”, Sh. Srinivas said that Shillong Declaration has provided a roadmap for implementation of e-Governance activities in north

east states. He said that one of the initiative in the Shillong Declaration is the basis of entire efforts that how DARPG would conduct e-Governance activities in this region from 2019 to 2024. He noticed that each of the activity of the 10-point action plan has been rigidly followed up and one of the point is to promote the use of e-office to make less paper secretariats and district level offices in north east states. He said that the agenda stipulated in Shillong declaration have largely been meted out. He expressed hope to come back in the North east in near future. This has been DARPG's third regional conference in Guwahati in the last five years and also, second regional conference in North East states in last one year. DARPG organised one Regional Conference at Itanagar and one in Guwahati and a national e-Governance conference in Shillong. While delivering Vote of Thanks, Commissioner & Secretary, Department of Administrative Reforms and Training, Government of Assam Shri Shantanu P. Gotmare expressed gratitude to His Excellency Governor of Assam and Hon'ble Minister of State Dr Jitendra Singh, Secretary, DARPG Sh V Srinivas, delegates from all over the country and officials of the Government of Assam.

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