

Regional Conference on Replication of Good Governance Practices in Union Territories of Jammu & Kashmir and Ladakh

PROCEEDINGS



**GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**

**November 15-16, 2019
Convention Centre, Jammu**

PROGRAMME

Day 1: November 15, 2019

Time	Session Schedule	Speakers
9:00 AM – 9:30 AM	Registration	
9:30 AM – 10:30 AM	Public Policy and Governance	Shri Arun Kumar Mehta , Financial Commissioner, Finance Department, J&K -in Chair Shri V. Srinivas, Additional Secretary, DARPG e-Vidhaan by Dr. Satya Prakash, Joint Secretary, Ministry of Parliamentary Affairs Smt. Jaya Dubey, Joint Secretary, DARPG
10:30 AM – 11:00 AM	TEA	
11:00 AM-1:00 PM	Inaugural Session	<i>National Anthem</i> Welcome Address by Shri V. Srinivas Additional Secretary DARPG Address by Shri B.V.R. Subrahmanyam , Administrator, J&K Address by Dr. C. Chandramouli Secretary DOPT & DARPG Address by Hon'ble Shri G.C.Murmu , LG, J&K Address by Hon'ble R.K. Mathur , LG Ladakh Address by Dr. Jitendra Singh , Hon'ble MoS Personnel, PG and Pensions Vote of Thanks by Shri V. Shashank Shekhar , Joint Secretary DARPG <i>National Anthem</i>
1:00 PM – 2:00PM	Lunch	

PROGRAMME

Day 1: November 15, 2019

Time	Session Schedule	Speakers
2:00 PM – 3:00 PM	Presentations on Digital Governance	Shri K.D. Vizo , Principal Secretary IT Nagaland- in Chair GeM by Shri Talleen Kumar, CEO Government e-Market (GeM) UMANG by Shri Neeraj Kumar, Director (Project Appraisal & Finance & Projects)(UMANG & RAS) National e-Gov Division, MeITY e-Office by Smt. Rachna Srivastava, DDG, NIC
3:00 PM – 4:00 PM	Presentations on Citizen Centric Governance	Shri Bipul Pathak , Principal Secretary to LG, J&K -in Chair CPGRAMS 7.0 and Grievance Redressal- systemic improvements by Mrs. Prisca Mathew, Deputy Secretary, DARPG Grievance Redressal – The Tamil Nadu Experience by Thiru D. Baskara Pandian, Special Officer, CM Special Cell, Chennai Delivery in challenging Law and Order circumstances by Dr. Syed Abid Rasheed Shah, Additional Secretary (Fin.), Jammu Awaz e-Awam by Ms. Azeeta Qureshi, Under Secretary, Govt of J&K Chief Minister's Public Grievance Redressal Mechanism by Shri Shanbor Warjri, MCS, Shillong
4:00 PM – 5:00 PM	Presentations by Aspirational Districts	Shri V. Srinivas Additional Secretary DARPG in Chair Water Conservation through Sub-Surface Dams by Shri C. Hari Kiran, Collector YSR Kadapa BDO & Panchayat Score Card by Dr. Bhuvnesh Pratap Singh Deputy Commissioner, Hazaribagh, Jharkhand Mission Indradhanush by Shri D. Krishna Bhaskar, District Collector Sidipet, Telangana Mission API 10- Dr. Arun Kumar Padhi, DPHO, O/o CDM & PHO Koraput, Odisha

PROGRAMME

Day 2: November 16, 2019

Time	Session Schedule	Speakers
9:00 AM – 10:30 AM	Select Innovations	Shri Atal Dulloo , Financial Commissioner, Health & Medical Education, J&K -in chair Jung-e-Azaadi by Shri Vinay Bublani CEO, Punjab Freedom Movement Memorial Foundation & DC, Shaheed Bhagat Singh Nagar NRLM by Shri Angrez Singh Rana, Collector, Kishtwar e-NAM by Shri Susheel Guleria, Secretary (APMC), Kullu, HP
10:30 AM – 11:00 AM	Tea	
11:00 AM – 12:00 PM	Capacity Building and Personnel Administration	Shri B.P. Acharya , Dr. MCR HRD Hyderabad, Telangana -in Chair Dr. Poonam Singh, Associate Professor, NCGG Training Programs in J&K by Dr. Reva Sharma, Director(Training) IMPARD, J&K
12:00 PM – 1:00 PM	Valedictory Session	Adoption of : Sushasan Sankalp: Jammu Ghoshna Shri K.K. Sharma, Advisor to LG, J&K Shri V. Srinivas, Additional Secretary, DARPG Shri Rohit Kansal, Principal Secretary, AR J&K Shri Farooq Ahmad Lone, Secretary, GAD Vote of thanks by Smt. Jaya Dubey, Joint Secretary, DARPG
1:00 PM – 2:00 PM	Lunch	

Introduction

The Department of Administrative Reforms and Public Grievances successfully organized two days Regional Conference on the theme: “Replication of Good Governance Practices in UT’s of J&K and Ladakh” in collaboration with the Government of Jammu & Kashmir and Ladakh on November 15-16, 2019 at Jammu.

The main objective of the Conference was to bring national and state level organizations on a platform where not only sharing of knowledge can take place but also of experiences, where everyone will gain insights and bring their areas at par in development and delivery of services to the public.

It was for the first time such a major event was hosted in J&K following abrogation of Article 370. The delegates from 19 States and 4 Union Territories participated in the Conference. Officials from J&K - IAS cadre, KAS cadre and other related Departments also attended the Conference. The participants from the States/ UTs included senior officers as well as officers at cutting edge level from the Line Departments.

The two day Schedule of the Conference was drawn in line with the PM’s focus to bring peripheral states closer to the other parts of India in terms of development. The Conference was an effort to create a common platform to share experiences in formulation and implementation of best practices in citizen-centric governance, improved Public Service Delivery by e-Governance, accountable, transparent and citizen-friendly effective administration.

Introduction

The pre-inaugural session was on Public Policy and Governance. It was followed by Sessions on Digital Governance, Citizen Centric Governance, Inspirational Districts, Select Innovations, Capacity Building and Personnel Administration. The framework of the Conference was spread over 8 sessions including Pre- Inaugural, Inaugural and Valedictory.

REGIONAL CONFERENCE ON
"REPLICATION OF GOOD GOVERNANCE PRACTICES IN THE UNION
TERRITORIES OF JAMMU & KASHMIR AND LADAKH"

सुशासन संकल्प : जम्मू घोषणा

DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES, MINISTRY OF PERSONNEL,
PUBLIC GRIEVANCES & PENSIONS,
GOVERNMENT OF INDIA

GOVERNMENT OF JAMMU & KASHMIR
GOVERNMENT OF LADAKH

Inauguration by
Dr Jitendra Singh
Hon'ble Minister of State (Independent Charge)
Development of North Eastern Region, MoS PMO,
Personnel, Public Grievances & Pensions, Department of
Atomic Energy and Department of Space
Government of India

In the presence of
Shri G. C. Murmu, Hon'ble Lt. Gov, J&K
Shri R. K. Mathur, Hon'ble Lt. Gov, Ladakh

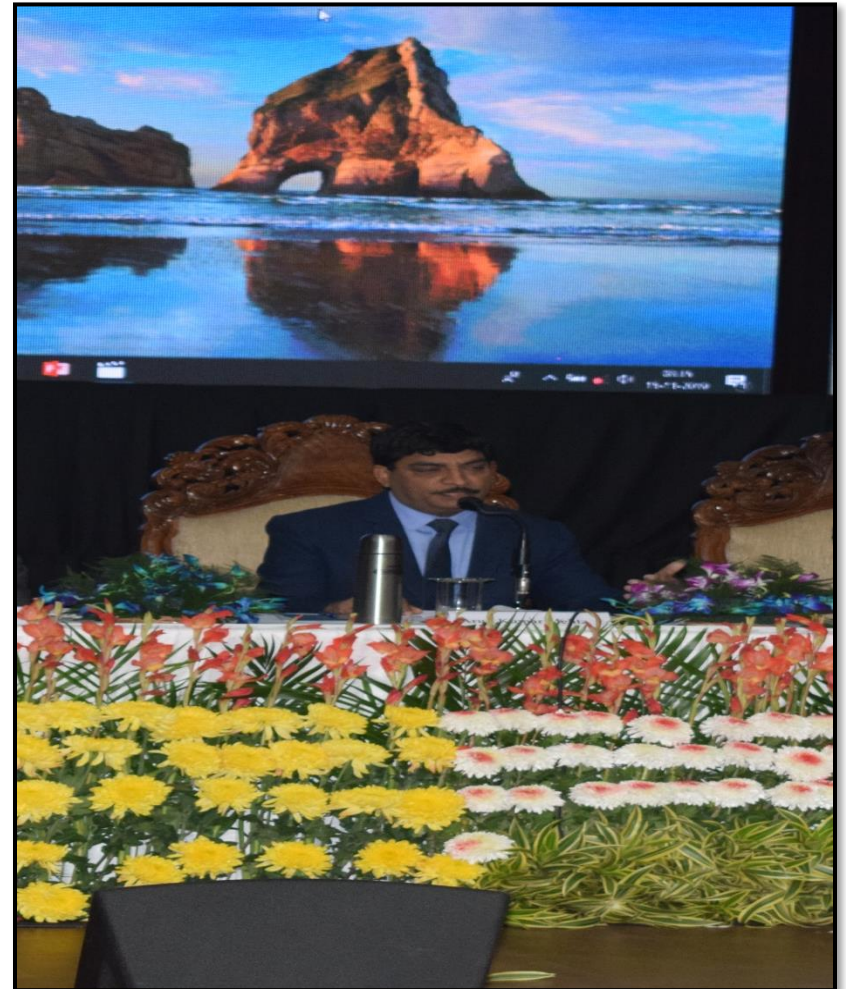
NOVEMBER 15-16, 2019
JAMMU



The Session was chaired by Shri Arun Kumar Mehta, Financial Commissioner, Finance Department, J&K and the panelists were: Shri V. Srinivas, Additional Secretary, DARPG, Dr. Satya Prakash, Joint Secretary, Ministry of Parliamentary Affairs and Smt. Jaya Dubey, Joint Secretary, DARPG.

Shri Arun Kumar Mehta, Financial Commissioner, J&K

Shri Arun Kumar Mehta, Financial Commissioner, J&K talked about adherence to Rule of Law, Transparency, Accountability, Equity and Inclusiveness for Sustainability. He also elaborated on the requirement of strengthening of Financial Management System, use of e-Governance and Technology in Governance with special emphasis on strengthening the redressal mechanism. He said that Good Governance is about ensuring greater good for the people, especially poor people who don't have a voice in the system. He emphasized upon the fast and efficient delivery of services.



Pre-inaugural Session: Public Policy and Governance

Day-1

**Shri V. Srinivas, Additional Secretary,
DARPG**

Shri V. Srinivas, Additional Secretary, DARPG, in his address to Pre-inaugural Session: Public Policy and Governance underlined the importance of Conference and introduced the contents of various sessions of the Conference briefly.

Before delving into the subject of public policy and governance, Shri Srinivas commended Kashmir Administrative Services (KAS) Officers as well Indian Administrative Services (IAS) of J&K cadre for their professionalism, exhorting them to contribute to the nation building. He also appreciated IAS and KAS cadre officers for the inspiration to organise the conference in a very short period, with the unstinting support from the Chief Secretary, J&K; Secretary, GAD; and the



Principal Secretary who collaborated with DAR&PG at a very short notice.

He informed that 19 States and 4 UTs were participating in this Conference.

**Shri V. Srinivas, Additional Secretary,
DARPG**

The Additional Secretary, DARPG, elaborating the broad contours of the Presentations, mentioned that Prime Minister Shri Narendra Modi, on the 69th Independence Day, had said that this dawn heralded the resolve of 1.25 billion people of India. The world might have never thought about the team of 1.25 billion people would be work together to take the nation to new heights, build the Nation and protect it. People's participation is the biggest strength of democracy and it could be leveraged for emergence of New India.

He further said that New India @75 envisages that the development become a people's movement, successfully implementing Priority Programmes, bringing together innovations, technology, enterprise and efficient management; clean and fair

He underlined the importance of three critical new institutions – i) Lok Pal, (ii) GST Council and (iii) NITI Aayog; and the digital transformation of India's governance leading to amazing results.

Sharing his experience as Chairman of Board of Revenue on tour to Rajasthan in 2018, Shri Srinivas said that he had met 60,000 farmers during his visit to 32 districts, and found the digital transformation amazing. The launch of Digital India resulting into several billion of digital transactions, with lakhs of Common Service Centres virtually to be found in every village; the e-Mitra and digital merchants; Computer Service Centres dominating the rural landscape, the number of Govt. Service Centres operating under the aegis of U Mang numbering 339 and every

**Shri V. Srinivas, Additional Secretary,
DARPG**

individual having a Jan Dhan Yojana Bank Account.

Shri Srinivas further told that the construction of toilets had then achieved the completion of almost 95% of the work. It was having the second largest digital consumer base and the benefits of technology were largely accepted by the rural societies.

He opined that it is an inclusive model of digital governance, well in sync with outlook and prospects of a trillion dollar economy we are looking at. It would reduce the digital divide. Simultaneously, there is an exponential expansion of internet access, high speed internet connectivity and technological interventions are seen virtually in every sector i.e. Health, Health care; Education; Energy; Next Generation Financial

Services; e-Governance and also doubling farmers income through e-NAM programme.

In the welfare state programme, a lot of technological progress is being witnessed. Digital identity has been established through Aadhaar. The Pradhan Mantri Jan Dhan Yojana has been used for Direct Benefit Transfers. Digital Payments are being made through Unified Payment Interface and the Bhim App, the GST networks are operating on a very significant software and centralized design. The Digital India land records, modernization programme is now beginning to feel the impacts in the form of the digitization of ration cards, Fair Price Shops, LPG subsidies and also digital payment to Labour under MGNREGS.

**Shri V. Srinivas, Additional Secretary,
DARPG**

In all, what it sums up, Shri Srinivas said, is transparency in governance. The greater accountability towards system of governance is being felt in rural landscape. Now what defines Rural India in New India 2022 are these priority, rather paradigm shifting programmes of GOI: Swacchh Bharat, Rural Development Programme with a number of educational interventions as also in terms of Pradhan Mantri Awas Yojana. The Skill India Programme, Financial Inclusion, Digital India Programme and Start Up India Programme. These are the broad schemes which are touched in the Presentation and the first one is Digital India; the Additional Secretary, DARPG told the participants.

He further said that he had the opportunity to chair the Jury of the e-Governance Awards last year, covering more than 45 Presentations, and some of them greatly inspired him. One of them was Hello Doctor 555, a tele-medical facility for rural access in Tehri Garhwal region where hospitals and wellness centre facilities are very limited. The second was the Common Service Centre Scheme providing digital access to the rural Indian citizens at a great length. Then there was a Digital Land, a U.P. Government. initiative providing not only access to revenue litigation but also to Records of Rights as also the mutation proceedings.

Shri V. Srinivas, Additional Secretary,
DARPG

Government e-Market place has brought in a systematic reforms in terms of procurement. Then there is Bharat Interface for the money providing the paid access in terms of digital money. Now the Digital India Programme is a campaign to transform India digitally empowered society and a knowledge economy.

Shri Shrinivas avered that, as Additional Secretary, DARPG, he has the opportunity to travel from Kerala to Jammu, seeing how different are the societies! In Kerala there are digitally empowered citizens, everybody having access to internet. This is the kind of society he visualizes to build: A digitally empowered society with a knowledge economy, high speed digital highways uniting the nation, where government is open and governance is transparent.

The First major scheme that was launched from the ramparts of Red Fort, the Additional Secretary, DARPG maintained, was **‘Swachh Bharat Abhiyan’**.

As we are celebrating 150th birth anniversary of Mahatama Gandhi and to quote the Mahatama on his life in Tolstoy Farm in South Africa; “The Spring was about 500 yards away, and water had to be fetched, we had no servants, everything from cooking to scavenging was done with our own hands. In spite of a large number of settlers, one could not find refuse anywhere on the farm. All the rubbish was buried in trenches. A small spade is the means of salvation from a great nuisance”. As the PM has said: if *Satyagrah* was necessary for India’s Independence, *Swachhaagrah* is necessary for New India.

**Shri V. Srinivas, Additional Secretary,
DARPG**

The Swachh Bharat Mission has transformed implementation modalities in the rural sanitation coverage, now reaching almost 95% and a billion toilets being constructed and virtually every districts being declared ODF. It is clarion call to build and use toilets, Shri Srinivas exhorted the gathering .

The Additional Secretary, DARPG, mentioning the success stories of Mission, mentioned that there are a number of success stories in Swachh Bharat Mission. Highlighting these success stories, he continues, the First one is Banko Bikaner. These are all those schemes and those initiative which have received the PM Award for excellence in Public Administration. So Banko Bikaner scheme in the rural Bikaner wherein triggering

strategies included: the awareness generation on dignity of women, spread of diseases via vectors, lower expenditure on medical needs, and highlighting the problems of old and differently-abled persons. The construction of toilets have been community led, creating a sense of ownership within the community. Something like 17 lakh (1.7 million) rural population in 290 Gram Panchayats and its 1035 villages have been covered. Bikaner has been adjudged and recognized as the first Open Defecation Free district in Rajasthan and second in India.

The 2nd one is the Ambikapur model which offers a green solution adopting a mohalla approach driven by women Self-Help Groups.

Shri V. Srinivas, Additional Secretary, DARPG

Shri Srinivas continued highlighting the success stories of Swachata Mission: Over 600 women have been enlisted, trained and divided into 20 self-help groups with one Garbage Clinic being assigned to one Self-Help Group, 225 garbage collection routes charted in the city covering 137 teams. Women workers commence garbage collection at 7 A.M. and ending at 2 P.M. The second half of the day is devoted to segregation and cleaning with 17 wet categories and 20 dry categories of trash. Trash Segregation Centres are established which further segregate the trash into 156 categories, including 133 in organic and 33 organic categories.

The Additional secretary, DARPG informed that the Ambikapur model has made people aware of the basics of municipal waste management, making them to understand terms like dry waste, wet waste and segregation at source.

and it has been replicated in 165 towns of Chhattisgarh State.

The third one is Vizianagaram district ,which is one of the most backward districts of India, ranking second last in Andhra Pradesh with a sanitation coverage of only 21.8%, with 29 of the 34 blocks having less than 30% sanitation coverage. Vizianagaram district has built 10,000 Individual Household Latrines under the Swachh Bharat Mission in a record time of 100 hours, resulting in 71 villages becoming open defecation free.

Shri Srinivas mentioned that some studies, undertaken by AIIMS recently have confirmed the reduction in the number of vector borne diseases in the districts that are Open Defecation Free and wherein Swachh Bharat Mission has been successfully implemented.

**Shri V. Srinivas, Additional Secretary,
DARPG**

While discussing Education, Shri Srinivas said that Single Scheme for School Education has been implemented:

- Continuum from pre-school to Class 12
- Mid Day Meal Scheme for school children
- Kendriya Vidyalaya Sangathan
- Navodaya Vidyalaya Scheme
- Global Initiative for Academic Networks-GIAN

The first success story in Education, Additional Secretary, DARPG continued, is from District Banka, Bihar with large parts affected by Left Wing Extremism. The District has been facing the challenge of lack of quality education, low learning outcomes, shortages of trained teachers, lack of motivation and commitment, poor attendance of students, high rate of teacher absenteeism and lack of monitoring and

Shri Srinivas mentioned that Unnayan Banka is a multi-platform model in which students are getting modern day animated, contextualize and comprehensive videos on various technological platforms like LCD/ LED TVs, projectors, laptops and mobile phones. Unnayan Banka has reinvented education through audio-visual aids. 'Anytime-Anywhere' model - "Mera Mobile – Mera Vidyalaya" was adopted. A complete learning cycle with online assessments has been provided. Unnayan Banka initiative has had a significant impact in increasing attendance from 17% to 53% and average marks have increased from 26% to 77%.

The other example is 'Padhe Dantewada – Likhe Dantewada' which has benefitted 38,299 students from class 3rd to 8th as the primary beneficiaries of this intervention.

Shri V. Srinivas, Additional Secretary,
DARPG

Students have reached a level where they can speak correctly and write with almost 70% accuracy. Further the initiative has also enabled maintenance of health profile of students in Government schools. Results of Class 10th and 12th – earlier the pass percentage of the district was only 63% but after implementation of the programme, it has reached 84% in the year 2016–17.

Shri Srinivas, highlighting the success stories, mentioned that Second scheme is Pradhan Mantri Awas Yojana which has benefitted a significant number of rural population. As he has been in Banswara District of Rajasthan having majority inhabitants hailing from Saharia tribe, he was quite amazed to see the young Collector Bhagwati Prasad who built 58,000 houses in a district which didn't have

cement, steel, concrete or any kind of facilities available. He mobilized the village community to construct houses from *kuccha* houses to *pucca* houses within a short period of time. The Policy aimed at livelihoods, infrastructure and reducing poverty. The thrust area for Pradhan Mantri Awas Yojana is to build 10 million houses by 2022. Effective Implementation of Rural Employment – MGNREGS, doubling the pace of rural roads – PMGSY. Following new schemes have been implemented :-

- National Livelihoods Mission
- National Social Assistance Program
- National Rural Mission
- Mission Antyodaya

**Shri V. Srinivas, Additional Secretary,
DARPG**

The target for PMAY is to make 10 million permanent houses and construction time is 114 days. Direct Benefits Transfer is also adopted. Each Stage of house construction is geo tagged. Toilet/ LPG connection/ electricity connection/ Drinking Water will be given.

The first success story, Shri Srinivas shared was from Kabirdham in Madhya Pradesh where Samora Bai and Budhwaro Bai from the Baiga Tribe, worked as wage employees under the MGNREGS. Government sanctioned Rs. 13000 per unit and 95 days of MGNREGS labour. Together the two women built two *pucca* houses. Toilets under the SBM, 25 chicks each, Ration cards, mosquito nets and Rs. 50,000 smart cards for their free treatment in private or public hospitals were given.

Next one Raipur (Rural) is a different model. The New India Nagar Colony is an all PMAY-R beneficiary residential colony with 40 houses, a garden a gazebo and dustbins toilets under the SBM, LPG connections under the Ujjwala Yojana, LED light bulbs under the Ujala Scheme, man-days under MGNREGS, bank accounts under Jan Dhan Yojana and pensions/ insurance under the Bima schemes. The District Administration had worked on a vision called '*Sankalp se Siddhi*'.

Shri Srinivas mentioned that the next scheme was Skill India and Deen Dayal Upadhyaya Grameen Kaushal Yojana (DDU-GKY), which focuses on rural youth between the ages 15 and 35 years from poor families.

**Shri V. Srinivas, Additional Secretary,
DARPG**

As part of the Skill India campaign, it plays an instrumental role in supporting the social and economic programmes of the Government like Make in India, Digital India, Smart Cities and Stand-Up India campaigns.

While continuing his deliberations on Public Policy and Governance, the Additional Secretary, DARPG mentioned: I was in Shillong and saw the magnitude of recruitment that National Electronic Sector Skill Council was doing for Reliance Jio in creating a number of operations under Skill India and such more recruitment drives were organized.

Shri Srinivas continued: Here are the two examples for you. First is Karimnagar District where awareness generation was created at Panchayat level through various media platforms. The District officials visited various

colleges where young unemployed were briefed about the programme. The courses offered were duly accredited by the National Council for Vocational Training Sector Skill Council or the Ministry of Rural Development. The course duration was 90 days and 75 percent assured placements. 2209 candidates were trained under the programme and 2072 candidates were placed in jobs for 3 months or more.

Bharati was a widow with 3 daughters namely Krishnaveni, Shubhashri and Shreya. She had obtained basic training in tailoring and earned Rs. 2500 per month. Krishnaveni and Shubhashri passed the screening test at the employment generation and Marketing Mission in Karimnagar and qualified for the English Readiness and Computers Course.

**Shri V. Srinivas, Additional Secretary,
DARPG**

The two girls learnt soft skills, behavioral skills, professional etiquette, leadership and management skills and basic computers during the 90-days period of training. They were placed at the Heritage Retail Stores Hyderabad and each earned Rs. 9500 per month. From a meager Rs. 2500 per month, the girls have increased their family's annual income to Rs. 2,58,000 per annum.

Shri Shrinivas, sharing the case studies of the biggest success stories of financial inclusion during his address to Pre-inaugural Session, mentioned the Pradhan Mantri Jan Dhan Yojana as the *biggest success stories of financial inclusion in the world.*

- ✓ One banking account for every Household
- ✓ RuPAY Debit Card – inbuilt accident cover of Rs.100,000/-
- ✓ One banking account for every Household

Direct Benefits Transfer

- ✓ PMJDY – 196 million accounts opened
- ✓ RuPAY Cards – 247.1 million debit cards have been circulated

The Additional Secretary, DARPG cited two examples: (i) Md. Azim from Jaunpur has applied for a vacancy of Bank Mitra under the PMJDY with the Union Bank of India. He has been selected for the job by the service provider FINO Pay Tech, with strengths in financial inclusion and network operations. He has emerged as a high performing Bank Mitra with considerable expertise on use of his hand-held Point of Sale (POS) device. He has started providing services to 2500 account holders, the majority of whom are women account holders who have never expected banking at their door step. He earns Rs. 15000 to Rs. 18000 per month

**Shri V. Srinivas, Additional Secretary,
DARPG**

Another example is Ms. Pooja Karmasaki, who is a tribal girl turned into a Bank Mitra. The village has 500 tribal households and 600 tea garden workers. She has been going door-to-door, creating awareness about the PMJDY scheme and motivating the villagers to open bank accounts. Within 6 months, Pooja Karmasaki has been successful in opening 1800 bank accounts in the village, achieving 100 percent financial inclusion and coverage of banking services. She became an inspiration for many Bank Mitras around her village, spreading the culture of savings amongst the tribal population.

Shri Srinivas concluded his presentation by



mentioning that the Government is not just for the people, it is also of the people.

Dr. Satya Prakash, Joint Secretary, Ministry of Parliamentary Affairs

Dr. Satya Parkash, in his deliberations on Digital Legislature, talked about National e-Vidhan Application. It is an easy-to-use Application providing One-touch access, Cloud-based and Mobile-friendly, designed to assist MLAs, device agnostic and multi-platform compliant, Unicode & multi-tenancy app, designed for in-House automation. NIC owned & managed the Service. This Application is device agonistic which runs on desktop, laptop, iPad and smart phone.

The Application is ready for use by all legislatures i.e. 40 Houses, two House of Parliament, 31 Legislative Assemblies relating to 29 States and 2 UTs and 7 legislative councils. This Application provides relevant information like notices, bulletins being issued by legislatures from time to



time for information of all members and other stakeholders besides contact details, Rules of Procedure, list of business, Starred/ Unstarred Questions and Answers, text of Bills for introduction, consideration

Dr. Satya Prakash, Joint Secretary, Ministry of Parliamentary Affairs

and passing text of all papers laid, Committee Reports, Proceedings of the House, synopsis of proceedings, provisional calendar and rotation of Ministries, News and Press Releases and other reference materials.

Dr Prakash mentioned that this Application provides information relating to composition of all Committees including details of Committee meetings, their agendas, information relating to personal claims of members like salary and allowances etc. Live webcasting/ TV facility is also available on this application. Live telecast of Lok Sabha/ Rajya Sabha TVs, Doordarshan has already been enabled with further facility in respect of state legislatures in the same manner. Being a member-centric Application, it has so been designed to equip them to handle diverse House Business smartly by putting

entire information needed by them in their handheld devices/ tablets and equip all the branches of Legislatures/ Department to handle it efficiently addressing Day-to-Day issues and functioning of the House. Over 2 lakh Questions & Answers, over 2000 Committee Reports, over one lakh Papers laid, huge and authentic knowledge Pool, 5374 members- linked through telephone and email.

Dr. Prakash told the session that National e-Vidhan Application is a 'One Nation One Application' which will be a huge and authentic knowledge pool for members, researchers, media and citizens. It will be cost effective model. He added that it is a Digital Legislature using digital tools.

Smt. Jaya Dubey, Joint Secretary, DARPG

Smt Jaya Dubey, in her presentation, termed the conference as very timely and the topic Public Policy and Governance quite relevant to all.

Introducing her presentation, the Joint Secretary, DARPG mentioned about public policy, its process, causes, exploring options, allocation of resources etc. She continued that we have technology to use the data, and make the process as simple and, responsive as much possible. The Goal of our public policy is to strive to achieve the Good Governance which should be based on Rule of Law.

Smt Dubey opined that there should be minimum options for discretions in the Good Governance. Transparency, Responsiveness etc. are the main factors of



Good Governance but how this Good Governance will be achieved? Government servants are the basic machinery for bringing in the change reforms in Government. Of course civil societies, judiciary are in same platform and everyone is working towards that.

Smt. Jaya Dubey, Joint Secretary, DARPG

The Joint Secretary, DARPG informed that Department of Administrative Reforms and Public Grievances has set up second Administrative Reforms Commission (ARC) and its report has been published in 2009. The ARC report suggests certain reforms like re-furbishing of Public Administration, strengthening financial management system, ethics in government, effective administration at the state level etc. So these are certain areas which require extensive deliberations on how to get reform through them. Reform is important in Public Administration. It is also very important that recruitment system should be extremely fair; merit based and 100% transparent.

Smt. Dubey underlined that everything is moving towards expertise. It is very important that we should have experts in the policy making. The Government has opened

recruited people at the senior level. Ethics in the Government, Smt. Dubey avered, is very important. We should have a system which is transparent, supports discretion and time bound delivery etc. The first step in this regard is to analyse the process and determine source of the corruption.

Smt Dubey, concluding her presentation maintained that the 2nd ARC has done a lot of deliberations in Financial Management. A lot of systems have been streamlined in Government of India. It is also important to streamline financial system so that bureaucrats actually spend public money, taxpayers money on the well being of the public. We are the custodian of currency. Which financial management should be done? How the budget be made realistic? You have to decide what you want to achieve, your programme, your priorities.



Union Minister of State (Independent Charge) Ministry of Development of North Eastern Region; MoS - PMO, Personnel, Public Grievances and Pensions, Atomic Energy and Space, Dr Jitendra Singh inaugurated the two-day Regional Conference on 'Replication of Good Governance Practices in UTs of Jammu & Kashmir and Ladakh organized at Jammu. The Lt. Governor of J&K, Shri G.C. Murmu, Secretary DoPT & DARPG, Dr C. Chandramouli, Chief Secretary, J&K Shri BVR Subrahmanyam, Additional Secretary, DARPG, Shri. V. Srinivas and other senior Officers were present during the Inaugural Session.

**Welcome Address by Shri V. Srinivas,
Additional Secretary, DARPG**

Shri V. Srinivas, Additional Secretary, DARPG in his Welcome Address, thanked Hon'ble MoS Dr. Jitendra Singh. He gave insight to all the delegates and participants about the theme of the Conference on Replication of Good Governance Practices in Union Territories of Jammu & Kashmir and Ladakh.

He said that the Department has been engaging extensively with the Government of Jammu and Kashmir. The DARPG has sent three delegations to J&K in August this year. He informed that two major regional conferences are being organised in Jammu by DARPG: the first being the present one on the replication of Good Governance practices and the second to be organised on 30th November and 1st December 2019 on 'Ek Bharat, Shreshtha Bharat' with emphasis on



Jal Shakti and Disaster Management. He added that the best practices prevalent in other parts of the country will be presented to J&K for replication.

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

Shri Subrahmanayam, Chief Secretary, J&K, delivering his speech in the Inaugural Session, expressed his happiness over the workshop of such nature being conducted in J&K after a long gap. He said that he was impressed with wide range of participation from across the country. He hoped that results and outcome of the workshop would be quite useful to carry home the take away. Shri Subrahmanayam told the delegates that Good Governance is the essential sine qua non for our development. Without good Governance, there can't be any development. The Preamble of our Constitution and the Directive Principles of State Policy as mentioned in our Constitution attest the laudable goals. However, without Good Governance, the goal of the Indian



constitution will not be fulfilled. Now what is Good Governance? It is something which has evolved overtime.

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

In a democracy, Good Governance actually becomes even more complex and complicated as expectations of citizens keep changing .

Underlining the dynamic nature of Good Governance, the Chief Secretary, J & K said: Good Governance is actually an evolving concept. If you go back in the historic times, Good Governance basically meant maintaining Law and Order, Public Peace, enforcing Rule of Law. Gradually it involved into Crisis Management, Enforcing Rule of Law, maintaining Public Order and Peace and handling crisis whether it is relief, calamity or drought or flood which occurred and nothing more than that. Over the decades, it gradually expanded even before Independence, Good Governance started expanding to provide basic services. It began in urban areas providing civic services viz.

drinking water, sewerage, keeping town and city clean. Gradually when electricity got invented it also included providing basic electric supply. In the absence of the democratic framework, whether something had been delivered or not was actually irrelevant.

Following Independence in 1947, Shri Subrahmanyam said, Good Governance has expanded beyond maintenance of Rule of Law and Public Peace & Order to actually delivering development. Public started expecting from the Civil Services and Public Administrators. India was a very poor country before 1947. The basic expectation was to provide basic infrastructure, usual power supply, water, road etc. Gradually, it got down to social infrastructure, education, health facilities, etc.

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

And as the nation became more prosperous, it went on to providing welfare, that is taking care of the senior citizens and disabled people who are not in so good circumstances etc. So this has actually been the basic structure of what is Good Governance say in the last 70 years. It has expanded even further in the last 15-20 years.

Shri Subrahmanayam further said: Good Governance moved on to include empowerment of people, so you are no longer expected to just deliver but empower people to deliver themselves, and you have become accountable to the people. This actually becomes the most complex part of Good Governance, is something which administrators and civil servants find it most difficult because if you genuinely empower people, your role actually get diminished

vastly. But I think that's the beauty of it. Empowering people in a way gradually reduces your role. That is the next challenge in Good Governance.

The Civil Servants also have to mutate over the decades to know what changes are expected in terms of Good Governance. Just look at the number of the Committees which District Magistrate heads. They are over 100 in case of Chief Secretaries. With the changing challenges posed by Good Governance, the skill sets that is required has also changed massively for public administrator. What is required for your first 10 year job or in the last 10 years of job also changes as the time passes. Things are evolving: New Things are happening, new expectations are there!

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

There has been a constant learning and re-skilling of everybody involved in Government so as to keep pace with the people's expectations.

To deliver development, Shri Subrahmanyam maintains, one needs to know about more programmes, policies and policy making. It has evolved further. As you interact more and more with Private Sectors you need to know how to design PPP contracts, how to design better tendering procedures, how to manage interface where all the work is done by the Private Sector. Unless bureaucrats and civil servants upskill themselves to handle these challenges, it will be very difficult to govern the country as we go out for future and also to deliver Good Governance.

At state levels, it is difficult to find people across the country who are experts in some of the modern concepts of Government whether it is technology or Contract

Management or Commercial Law etc. These people are almost indispensable to the Government. Everybody needs to be equipped with the basic set of skills so that they can handle large number of things. Government of India, DOPT, GAD, IMPARD etc. have a role in actually up-skilling our civil services to meet these challenges.

The Chief Secretary, J & K maintains that there are also changes happening simultaneously which are also helpful but challenging at times. Changes are coming because of revolution of IT. In the Session on GeM, Shri Talleen kumar will be talking about e-Tendering which has entered in a big way. Grievance Redressal is now being done online. Monitoring has now become much more easier because of IT. New initiatives are happening in Health, Education and the service delivery using it.

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

So actually these new technologies are making things easier. The biggest challenge is because of this real time flow of information become much faster. If the National Highway from Srinagar to Jammu gets blocked at 1^oclock at night, by 1.10 or 1.15, I get to know through a long chain of around 10 people. Probably in an early era, by the time the Chief Secretary or the Government get to know that the road is blocked, the road has already been cleared. So real time of flow of information has become much faster. People's expectation from Government has also increased and response time has come down drastically. Something happens and news travels with the speed of bullet or light. Therefore, you have to respond that much faster. That has made the challenge of Good Governance more difficult because people's expectations are linked to the speed of

response.

Shri Subrahmanaym further says that a civil servant has to constantly adjust to all these things and he or she has to constantly upskill. Constantly upskill and upscale because every generation or every new group joining is better skilled than you. My junior probably knows more than me. The only way I catch up with them is I keep reading so that I am as good as them. They should be equally bothered about future because next group that will come will be better qualified and with better knowledge. I do not operate much of social media. I have to learn it from younger people so that I am up-to-date on what is happening. So these are important things as far as civil servants are concerned. Good Governance is one of the development.

**Address by Shri BVR Subrahmanyam,
Chief Secretary, J&K**

Last year in June, President's Rule was imposed in state, we went for eight fold strategies for development delivery in the state and providing Good Governance. Strategy Number 1 included empowering the grassroot institutions and entire set of elections of Panchayati Raj and Urban Local Bodies which were held last year was very specific intent. Unless grassroot institutions, which are democratic in nature, deliver tasks at the grassroot, Governance would be hampered in many ways. The elections have been a success and Local Bodies are in the place but we have a long distance to cover. It still needs to become functional. They need to learn how to use money. Some benefits are already visible when one goes around travelling.

The kind of problems one year earlier are

slightly resolved. When I asked the Municipal President of Dure Town in Anantnag *aapka kya problem hai? He said Mere yahan GeM Portal access nahi ho raha hai.* Now that's a very good development. *He is no longer saying ki Bijli ka khamba ya wire nahi hai mere gaon mein paani nahi hai. but says GeM Portal kaam nahi kar raha hai.* He is getting empowered but there are bottlenecks. The nature of problem will shift as you empower people at the grass root. We did not accelerate development or implementation of programme. These are the bottleneck. The third was building basic infrastructure in J&K particular in comparison with neighboring state with similar topography like Himachal Pradesh.

That will be one of the priority we push through. Infrastructure Development Finance Corporation (IDFC) was set up. About Rs. 6,900 crores were sanctioned for the projects that were lying. The idea is to speed up basic infrastructure. If you want industry here, good roads, power supply and water supply are a pre condition. That is not there. What kind of industrial development can be there? So that was one of the priority and moving ahead reinforcing Good Governance, improving discipline and work culture to see the people work at least 8 hours per day for which they are paid for. There is some progress but we need to go further nurturing entrepreneurship, promoting local initiative, enterprise and entrepreneurship and accelerating employment. At the end of the day, development means livelihood, people have good income, good source of livelihood and happy prosperous life. Jobs are one way of providing and lots of work has been done

in that direction. Broadening social inclusion because broad base development sometime leaves lot of marginal life. You need to catch people who are at border. Special initiatives are there to reach out the SC/ ST backward classes, people living around the LOC and the international borders. And that yielded effective results. Lastly a policy frame work needs to be set up which enables rapid growth. Results are visible but there is always something to learn from colleagues, something to learn from other states.

I am happy that there are Presentations coming from places as far as Nagaland and Hyderabad. And I am sure the states and officers have lot to learn. J&K has a lot of potential. it is unlimited. I am hopeful that this workshop would be starting point in our journey to tap the potential in J&K.

Address by Dr. C. Chandramouli, Secretary, DOPT & DARPG,

Dr. C. Chandramouli, Secretary, DOPT and DARPG, delivering his address in Inaugural Session said that in the Government of India, the mantra today is Reform, Perform and Transform. We cannot expect the old rules and regulations which have been used to regulatory kind of environment where we are there to supervise, to regulate and to ensure that things are happening .

Dr. Chamdramouli maintained that our role is now more of a facilitator; a catalyst. We are the bridge to ensure that people will get the benefits that they are entitled to. It is not an offering that we give. It is not something which we are giving out of goodness of our hearts. It is their entitlements and we are bridges in order to ensure that they get their entitlements. We have to reform for the people of India. So there are two



call the 'ease-of-doing-business'. Can we, civil servants, make conditions conducive for business to prosper? If businesses prosper, jobs are created, economy develops and the people at large develops. So the first part that we as administrators have to improve is the "ease-

Address by Dr. C. Chandramouli, Secretary, DOPT & DARPG,

And the second and more importantly “ease-of-living” for the people. What are the main points that people are facing, how we are transforming our role as civil servants.

Dr. Chandramouli, delineating the role of civil servants in good governance, averred that the primary role of civil servants is to provide governance but not be present there. The “Least Government and the Maximum Governance.” This is our primary duty to find out what are the pain points that hamper industry from coming here and bringing about the economic development. What are the pain points that the people suffer? Do they have to wait in line? Do they have to wait for the grace of some superior officers to get a signature for attestation? Don't we have trust in our people to allow them to go without the attestation of

somebody else? These are some things which we have to think about.

Many of our colleagues, Dr. Chandramouli continued, across the country have been thinking along these lines. They have made bold experiments which they will be sharing with us. There are lot of things which we can learn from them. So collaboration is the real purpose of this conference. We hope by the end of two days discussion, we have greater understanding of the innovations and the new steps that have been taken. We would carry them back at our places of work. I am sure there would be some experiences which you would find useful to take them to your work place. We will focus here on Digital Government, we would be looking at all those initiatives which are aimed at ease of, doing business as well as ease of living. 36

**Address by Dr. C. Chandramouli,
Secretary, DOPT & DARPG,**

Dr. Chandramouli, underlining a new shift in governance says: e-Governance is something which many of us will be talking about but the country and the world has moved far away from e-Governance to m-Governance. Everything is available on the smart phone today. Services are being delivered on the smart phone.

So how to move beyond old concepts of e-Governance as one goes to m-Governance. We have electronic Human Resources Management System (eHRMS). We do not go by the usual paper method for preparing seniority list for promotion. We now have electronic platforms on which we can get the profile of officers, pick up the right person for the right job, give them promotions in time ensure that there is happy work force which is working for us. That is also something which is possible today by harnessing

Delineating the importance of e-office, Dr. Chandramouli says: We have e-Office especially boon to you because of the shifting of durbar and tonnes and tonnes of paper are moved from place to place.

He opines that e-Office would be extremely powerful technology tool which would have direct relevance to you. We have the eNam, UMANG and the GeM. There are number of such initiatives which I am sure which you would add to the list which we can learn from and replicate in our parts. This is going to be mutual learning experience, mutually beneficial to us. At the end of the day, if it has triggered thought for us that we need to do something for the citizen, for the common man for whom we are there to serve. I think that would go in long way for serving³⁷ the purpose of this conference

Address by Sh. G. C. Murmu, Hon'ble LG, J&K

Shri G. C. Murmu, Hon'ble LG, J&K, in his address, said, "It is a welcome occasion for reinvention of Good Governance and how to replicate in the Union Territories of Jammu & Kashmir and Ladakh. Hon'ble Prime Minister has already mentioned that Good Governance is the hall mark. It is an imperative and not some kind of charity. Public Administration should always be ethical. The Rule of Law should be at the centre of the Good Governance. India is largest democracy and being a welfare state this is centerpiece of Government. There is 'agent-ownership' relationship of the public. As the agent of the public, they expect us to work for their welfare. We are supposed to be always there to invent and reinvent. So



Reinvention and Business Process Reengineering are always required".

Address by Sh. G. C. Murmu, Hon'ble LG, J&K

Hon'ble LG, J&K, pointing out the archaic law and procedures as hurdle to good governance stated that, "We have multilayer things, plethora of rules and regulations and SR, GRs, GOs which people do not understand. There are archaic laws and many other procedures, that is why we need lots of Business Process Reengineering. Unless we do that it is very difficult to give Good Governance. Jammu & Kashmir and Ladakh have a new opportunity under the new UT dispensation. We have to learn and reinvent ourselves. We have to adopt practices and laws that are prevailing in other states and Union Territories. We have to look into these things at this critical juncture. This Conference brings exchange of Ideas and

best practices across the states and across the nation. We will definitely look into the recommendations. It is heartening to note that Jammu and Kashmir is already adopting certain processes particularly of public participation, empowerment of people, participation in local body elections and application of 73rd and 74th constitutional amendment in true letter and spirit. Some state Governments are doing better than others depending upon the public participation, empowerment at the grass root level. And we will be benefited from the deliberations."

Address by Sh. G. C. Murmu, Hon'ble LG, J&K

In democracy, Shri Murmu continued, “there should be people’s participation and ownership in Government officials. Without any ownership or conviction, government service delivery will not be sustainable. Participation is a prerequisite of sustainable development and people’s empowerment. Ideally it is Government by them, for them and of them so they should be at the center of governance. That is why their empowerment is being taken up by government and it is yielding good results. Similarly the Government has taken an initiative ‘Back to the Village’ programme. This is a rural connect, a village connect. Officers with a direct connect to the people can better understand the local problems and issues. This will also give us inputs for policy decision and will help us reinvent and reorganize ourselves. I congratulate all of you who have come here to deliberate and give us insight in the best practices”.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

I am glad that after two union territories of Jammu & Kashmir and Ladakh came into existence on 31st October, 2019 this is perhaps first of its kind of major event being organized here under the initiative of Government of India and this possibly would also be a curtain raiser of the things to come – the kind of roadmap under the leadership of Prime Minister Narendra Modi, the Centre envisages for the newly formed two Union Territories.

After this, we would have a series of such events through the Ministry which I am connected with and about the evolving role of civil servants under which we need to have conference of this nature.

The evolution or the change in the role of



civil servants began at the dawn of independence. The saying that Indian Administrative Service is incarnation of Indian Civil Services is a misnomer.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

An officer of Indian Civil Services at the District level was known as District Collector or Collector as he was expected to collect revenue for the British Empire and at the same time impose its writ. The official nomenclature now is the District Development Commissioner expected to generate revenue for public welfare. So the role, actually underwent change.

Over the years, it has kept evolving and we have acquired and learnt certain new things and also unlearnt certain things. And, therefore, we need to introspect for recall the good we have unlearnt and try to adopt it and do what needs to be done.

What is the essence of Maximum Government? Maximum Government would be more and more of transparency. We have walked the talk with evidence. On the

Red Fort, Prime Minister Modi announced that he wanted interviews to be abolished for appointments to the lower posts in Government so that there could be a level playing field for the youth regardless of whichever social strata they came from.

And I am proud to say that within 3 months The DoPT completed this exercise and the circular was issued. On the first of January, the following year i.e., 2016, in appointment to the lower posts and most of the non-gazetted posts, interview has been done away with.

Today, we virtually have online portals for every service being provided by the Government of India.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

Starting with DoPT, we have online portals for the service class whether its PPO, the Pension Order or e-Service Book.

Some of the states had a Grievance Cell as a requirement or formality but the website was not visited for past two years. We activated the Grievance Cell in the Ministry of Personnel and then strived to persuade states to follow our example.

When we came in power in 2014, number of grievances registered per year was just about 2 lakhs. Today five years later, as calculated on 31st of December, it is more than 16 lakhs. It has gone up 8 times. You file a grievance where you have a hope for receiving redressal or disposal. Since Grievance Cell, websites were inactive, defunct, citizens lost interest. We really worked hard for it. We

would review every Friday. The number of disposals of the grievances today is more than 95%. I would personally sit on Friday evening along with two officers and make random calls to the complainant to check their level of satisfaction. So tremendous efforts have been undertaken to achieve this with in small span of time.

When we say Minimum Government what does that imply? It implies minimum regulations. It was a legacy of the British to verify certificate by a Gazetted Officer. But now we have a Prime Minister who had a will and courage to let us go ahead. Modi Government trusts the youth of this country particularly when the country has 70% population below the age of 40.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

We have done away with the 1500 Rules which had become obsolete with the passage of time and which were no longer required. One of them was Attestation Rule.

Prime Minister Modi once queried **Kya Bharat Sarkar Ko Vigyan Bhavan se bahar nahi nikaala ja sakta**. We picked up the cue immediately. I am glad that this process of organising Regional Conferences has picked up in last 3-4 years. We were in Shillong, Guwahati, Chandigarh, Rajasthan and shortly going to Nagpur.

The Ministry of North East which I am heading started the process of having Rotational Camp Secretariat of the Ministry each month by rotating the 8 states. It has proved very successful for example this year we are in Manipur next month we are in

Tripura. Secretary, DONER and some of the senior officer held a camp Secretariat.

I said we will send out a message for redressal of your grievance, you need not travel to Delhi or Vigyan Bhavan. Delhi can also to reach out and, therefore, “DONER at your Doorstep” has become a kind of reference experiment now.

The third Mantra PM Modi gave us was the optimum utilization of Technology. The website of DoPT is active, we live in real time reporting. A decision taken in the ACC, the highest decision making body with the signature of Prime Minister is there on the website before it reaches the concerned office .

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

We have introduced Direct Benefit Transfer (DBT) in a big way whether it is for MNREGA, or digital e-Governance. Prime Minister led the way by starting the novel experiment of PRAGATI. On the last Wednesday of every month the Prime Minister holds video conference with Chief Secretaries of all states. He has been engaging with them 12 times every year for the past five and half years.

Another declaration which the Prime Minister made soon after the Government came into power was **meri sarkar garib ko samarpit hai**. In these programme whether it is Jandhan, PM Kisan Yojana or Ayushman there is optimum utilization of the technology .

Three years back, Transforming India hashtag was maximum trending. We got trending hashtag somewhere around 2060. With regard to reforms, Ministry of Personnel, DoPT and DARPG, PM Excellence Awards, the entire format was changed. The PM Excellence Award was usually based on the individual profile of the collectors. Now, it has wider base on the flagship programme. The response has been so tremendous that all districts are sending their entries particularly the young collectors. This has happened because we have changed the format of Prime Minister Excellence Award. Otherwise there used to be very little participation from peripheral states.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

The Aspirational Districts is an entirely new concept. Based on some 40 parameters, 150 districts were identified. They may not necessarily be backward but lacking in one particular parameter like Education, Water Supply. Scientific parameters were devised. Each parameter of the Aspirational Districts is to be compared with the highest parameter of the same state then compared with the highest parameter of the country so as to bring at par with the highest parameter. The real time dashboard exists even now; the dynamics keep changing.

We have 14 Aspirational Districts from the North East and two districts in Jammu & Kashmir i.e., Kupwara and Baramulla as per the parameters laid out. It was Modi's resolve

that we will reach out to the last man in the queue.

Since 2016, after completing their term in Mussorie, before going to the State Cadre, the IAS Officers have to spend three months as Assistant Secretaries at the centre. They get to learn priorities of the centre, the working of the centre, the flagship programmes and also develop mentorship. When they go back they are wiser. That's good for them.

Lateral entry in senior government position has been introduced. I want to allay the apprehensions in the minds of some of the civil servants who are afraid that their jobs would be taken away. It is not so. The cake is very big; we have too many slots vacant.⁴⁶

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

We are actually hard pressed for hands particularly at the level of the Director, Deputy Secretary because there was a period 1999 when because of the court litigation, batch of the IAS from Mussorie dropped down. You cannot hold a steel frame to keep others away. If we have to live up to the global parameters, we will have to do global thinking as well. Why not go for the best?

The Prevention of Corruption Act has been amended. While we followed Modi's dictum of "zero tolerance against corruption", we were also careful to give work-friendly atmosphere to the officers who are performing with diligence, sincerity, integrity and we owe it to them. The Prevention of Corruption Act was framed in 1988. After 30 years we brought an amendment in the Parliament in 2018 and number of

modifications including inclusion of the bribe giver as well was brought in. Any person who did not agree with a decision, even if it was administratively correct, is free to file a complaint. He would also be liable to be punished now. Earlier provision for seeking permission to proceed against an IAS Officers at the level of the JS & above is now being extended to all. On one hand, the Rules have been made stringent on the other enough leverage has been given to those who are performing well. We have done certain voluntarily retirement also which invited criticism from the media. About dozens IRS officers were sent home. The Prime Minister said **ki agar aap thak gaye ho to aapki seva ke zarurat nahi hai**. We have to keep the country moving and the country cannot wait for anybody.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

The important replication that would be required in the two newly created Union Territories is the application of a new work culture. In Gujarat there is a normal practice that a District Collector sits upto 9 PM in the evening but same is not the case in peripheral state including North East. Things have now improved. We have a good team of Heads who are very familiar with the work culture of Government. When the professionalism is lacking, capacity is lacking, there is tendency to make up for it through these extraneous factors. When these are done away with that would open the door for Best Practices and for the work for which Modi Government is looking forward to.

In the beginning, PM asked to bring the peripheral state at par with the more developed states. He was saying this in the context of North East States and Hill States. It was in the state of J&K also. "We have a state like Sikkim Which has a GDP 20% whereas at the national level we are still struggling for a double digit. Gujarat gives you high GDP but is pulled down by J&K and Ladakh. I am glad that North East has succeeded, if not in full measure at least to the measure that can be referred to. North East today is being referred to as a Development Model of the Modi Government".

Address by Dr. Jitendra Singh, Hon'ble MoS**Personnel, PG and Pensions**

In the last meeting of the Cabinet, the Prime Minister said that we have to focus on J&K and Ladakh in the same manner as it was done in case of North East. If all this could be done in North East, why not in J&K?

I am sure much of that what is happening in North East could be replicated here, for example in a small state like Mizoram we have not only India's but the subcontinent's first ever citreous fruit farm. We are still struggling for a fruit farm in many of the states from North East. But in the West, that kind of an outreach is now being envisaged by the Prime Minister. In the days to come, each day will make difference. This therefore is the right time to carry Prime Minister Modi's vision to the two Union Territories of Jammu & Kashmir and Ladakh, make up for the lapses of the past and to expose Jammu & Kashmir and Ladakh to the same kind of opportunity which have been made opened by Prime Minister Modi for the rest of the country. Much of it has already started.

Talking in the context of Children, we have taken care of their human rights as well. Earlier, the Child Marriage Act and the Dowry Act and the Right to Education were not applicable in J&K. Things have started immediately for the Government employees. You have the CGHS cover, the total emoluments are going to be higher 1½ times. There are allowances for Children too. We have around 4.5 lakh or so Central Govt. employees in Jammu and Kashmir and Ladakh and about one to two lakhs pensioners.

**Address by Dr. Jitendra Singh, Hon'ble MoS
Personnel, PG and Pensions**

What huge benefit that is going to be for the Secretariat of the UT, which you would realize in the days to come. 80% of the employees belong to Kashmir Valley. This is a huge responsibility on our shoulder. We have an opportunity to prove ourselves. We ask anything and the Prime Minister gives us; he is ready. As personal outreach, he was there soon after he became the Prime Minister among the flood victims of Srinagar and announced package of 80,000/- crores which finally became one lakh crores on 7th of November, 2015.

Prime Minister is very liberal. In context of Bamboo, it was brought to his notice that in China bamboo was a grass and in North East it is grown in many households but it falls under the Forest Act. So, an Amendment to

100 years old Indian Forest Act, framed in 1890 by the Britishers was brought out in the Cabinet on the initiative of Prime Minister Modi which exempted home grown bamboo. It has proved to be a huge source of livelihood.

We have added venture funds for the new start ups so that they do not have to put a liability on parents. It would prevent exodus of youth from North East because most of the youngsters move out in search of higher education and livelihood. But the scene now is that we are having start ups coming from distant places from Gujarat and Karnataka. Same thing can happen in Jammu and Kashmir also.

**Vote of Thanks by Shri V. Shashank Shekhar,
Joint Secretary, DARPG**



Shri V. Shashank Shekhar, Joint Secretary, Department of Administrative Reforms & Public Grievances, Government of India, gave the vote of thanks to the dignitaries and to the speakers for making high impact presentations and laying the foundation of sharing valuable knowledge and experience in the area of Good Governance.

Shri K. D. Vizo, Principal Secretary, IT Nagaland

Shri Vizo talked about BPO Centre established by the state government at Kohima as a collaborative effort of the State Department of Information Technology and Communication in Public Private Partnership mode. He mentioned that Artificial Intelligence is a way of making a computer, a computer-controlled robot, or a software to think intelligently, in a manner similar to how intelligent human being thinks. He briefed that Nagaland is the first in India to take over State Portal and State Services Delivery Gateway (SP&SSDG) core infrastructure project. It is the only State in India where the State IT Department is running the State Data Centre without engaging private Data Centre Operator (DCO). It is also the first State in North Eastern Region to introduce Aadhar based Biometric Attendance System in the State Civil Secretariat. Nagaland State



e-Governance Society (NSeGS) ISO certified and functions under the Department of IT&C. It ranked among the top performer in e-District Mission Mode Project.

All 72 Departments of the Government of Nagaland State Data Centre (NSDC) is Nagaland are having facebook and twitter equipped to host/ co-locate systems (e.g. accounts and their website is hosted in the Web Servers, Application Servers, Database Nagaland State Data Centre. Almost all the Servers etc.) Government Websites/ Government of India initiatives under Digital applications and currently NSDC is hosting 72 India are in progress(e-Court, CCTNS, Aarathi State Government Websites and seven & Vihan etc). Then there are State specific applications.

softwares and Apps (CM-Dashboard, PIMS, GIS system, Computerisation of PDS system, Agri-Portal and Apps (Naga Organic, Naga farm Doctor, Naga local plant) for farmers, ebiz.Nagaland.gov.in (ease of doing business) Land Patta management system, etc.

The Nagaland Government notified the adoption of e-Tendering and Procurement in 2017 as a mandatory State Policy for all procurements. Till date, a cumulative value of 1293.08 crores worth of e-Tenders have been floated through the e-tendering portal for

Nagaland State.

Nagaland State Wide Area Network (SWAN) acts as a backbone network for data, voice and video communications throughout the State. It consist of 48 Points of Presence – State Headquarters, Kohima; 10 District HQs; and 37 Administrative HQs. The Dept. of IT&C provides a secure connectivity between GST system and IT system of Tax Department of the State and stable connectivity has been provided to all the offices of Taxes Department.

Shri K. D. Vizo, Principal Secretary, IT Nagaland

Under this project, high volume citizen centric services are being provided to the citizens of Nagaland (Birth, Death, ST/Indigenous Inhabitant Certificate, Domicile Certificate, Permanent Resident Certificate, Arms License Renewal, Issue of Ration Cards, Issue of Pension cards, NPSC Examinations etc). UMANG and DIGI Locker, which are national level applications are also integrated with e-District.

Following services are being delivered through 310 Common Service Centres (CSCs) i.e. Indian Passport application, PAN Card application, Train & flight ticketing, online scholarships, NPSC Application, electricity bill payment, PMGDISHA, Aadhaar correction, e-Recharge of mobile, DTH and Digi-Seva services like Insurance Khata, Tele Law,

IRCTC, Pan Card, Food Safety and Standard Authority of India (FSSAI), NPS- Pension Service, Swachh Bharat Abhiyan, Sarkari Pariksha , Income Tax Filing, RAP Insurance, Health Homeo, Indian Passport Application, flight tickets, Customer Service Point, Digi Pay, CSC Insurance khata, Tele Medicine, e-Recharge, DTH Recharge, Bharat Bill Payment System, IAP (Investors Awareness Project) , IGNOU Courses, JNV Entrance Exam, Basic Computer Course, CSC Skill Centre, Ujala EESL Products, Udyam Abhilasha - SIDBI (Kiphire district), GST Registration, NIELIT Courses, Ayushman Bharat- PMJAY etc. He also mentioned that Creating wifi hotspots in the State will enable the citizens to access seamless internet connectivity was in pipe line.

Availability of seamless internet connectivity would empower the people towards achieving the vision of creating a 'Digital India

- i. To Promote knowledge sharing at international level
- ii. To establish a platform for foreign collaboration
- iii. To create awareness on International best practices on e-Governance
- iv. To promote latest ICT technologies through foreign collaboration

- v. To create training infrastructure using the latest state of art technology.
- vi. To establish BPO/ KPO to promote employment opportunities for the unemployed youth.
- vii. Free-space optical communication (FSOC)

Shri Talleen Kumar, CEO Government e-Market (GeM)

Shri Talleen Kumar, CEO Government e-Market (GeM) said Public procurement forms a very important part of Government activity and reform in Public Procurement is one of the top priorities of the present Government. This initiative is a very bold step of the Government with the aim to transform the way in which procurement of goods and services is done by the Government Ministries and Departments, Public Sector Undertakings and other apex autonomous bodies of the Central Government.

The Public Procurement Portal GeM was launched in August 2016 for online purchase of goods and services by all the central government ministries and departments as well as states. It's a dynamic, self-sustaining and user friendly portal for making procurement by Government offices. It



provides wide ranging products from office stationery to vehicles. Automobiles, computers and office furniture are currently the top product categories. Services, including transportation, logistics, waste management, webcasting and analytical, among others, are also listed on the portal.

Shri Talleen Kumar, CEO Government e-Market (GeM)

Being an open platform, GeM has no entry barriers to bonafide suppliers who wish to do business with the Government. At every step, SMS and e-mail notifications are sent to both buyer, his/ her head of organization, paying authorities as well as sellers. Online, cashless and time bound payment on GeM is facilitated through integration with PFMS and State Bank Multi Option System (SBMOPS); web-services integration is being extended to payment systems of Railways, Defence, major PSUs and State Governments. Seamless processes and online time-bound payment, which is also mandated by the Department of Expenditure, has given confidence to the vendors and reduced their 'administrative' cost involved in pursuing officers for timely payment.

Direct purchase on GeM can be done in a

matter of minutes and the entire process is online, end to end integrated and with online tools for assessing price reasonability. For procurements of higher value, the bidding/ Reverse Auction (RA) facility on GeM is among the most transparent and efficient, in comparison to e-procurement systems in vogue within the Government sector. For creating a bid/ RA, the buyer does not need to create his/her own technical specifications as they have been standardized on GeM. The bid/ RA can be created in a matter of minutes and finalized within a minimum of 7 days. The bid/RA is notified via e-mail and SMS to all the eligible suppliers; new suppliers are also notified once they get themselves registered online on GeM and are determined as 'eligible' by the system.

Shri Talleen Kumar, CEO Government e-Market (GeM)

GeM bidding/ RA therefore ensures competition, fair play, speed & efficiency and leads to proper price discovery. The reasonableness of the rates can also be confirmed through online comparison with market price on leading e-Commerce portals. GeM is a completely secure platform and all the documents on the portal are e-Signed at various stages by the buyers and sellers. GeM is a far better system than the existing one which relies more on financial instruments (EMD in case of tenders for large procurements only) to guarantee good conduct by the suppliers. In the existing system, there is zero check on the antecedents of the suppliers for small value procurements (upto Rs 1 lakh) whose cumulative value is huge across the Government organizations. GeM does a

100% online verification of all vendors irrespective of the value of procurement.

The transparency, efficiency and ease of use of the GeM portal has resulted in a substantial reduction in prices on GeM, in comparison to the tender, Rate Contract and direct purchase rates. The average prices on GeM are lower by atleast 15-20%, and in some cases even upto 56%. GeM is also doing Demand Aggregation for items that are to be procured by various Central/ State Government Departments. Demand Aggregation is expected to further drive the prices south, by way of standardization of specifications and economy of scale. Demand aggregation for most of the common use goods and services is estimated to result in annual savings to the tune of Rs 40,000 Crore per annum.

Shri Neeraj Kumar, Director (Project Appraisal & Finance & Projects), National e-Gov Division, MeITY

Shri Neeraj Kumar, Director (Project Appraisal & Finance & Projects), National e-Gov Division, MeITY made Presentation on Unified Mobile Application for New-Age Governance, UMANG. This App is one of the key initiatives under the Digital India Programme to develop a common, unified platform and mobile app to facilitate a single point of access to all government services. It is envisaged to act as a master Application, which will integrate major government services from various sectors such Agriculture, Education, Health, Housing among others.

The Application would enable users to access e-Government services from the central Government, the State Governments, local bodies and their agencies. This is a key component of Digital India government



initiative to make all traditional offline government services available 24x7 online through single unified app. It has

Shri Neeraj Kumar, Director (Project Appraisal & Finance & Projects), National e-Gov Division, MeITY

synergies with other key Government of India schemes, such as Digital India, National e-Governance Plan, [BharatNet](#), Make in India, Startup India, Standup India, Industrial corridors, [Bharatmala](#), [Sagarmala](#), Dedicated Freight Corridors and UDAN-RCS. UMANG service has been made available on multiple channels like mobile application, web, IVR and SMS which can be accessed through smart phones, feature phones, tablets and desktops. UMANG has been created with a thought to add convenience to your lifestyle. UMANG will revolutionize the way how an Indian citizen avails government services today because it leverages the current accelerated internet and smart phone penetration in our country.

He also briefed about the unique features

and advantages of UMANG:

- a) Ease of Access - Explore UMANG on multiple channels such as Smartphone, Desktop and Tablets. UMANG has a rich multimedia interface with a focus on maximizing usability and enriching user experience. Supports 13 Indian languages and caters to on-demand scalability. All important services converging into one App with 18 MB size (android)
- b) Integration With Aadhaar, Paygov, Digilocker- Umang provides seamless integration with popular customer centric services like Aadhaar and Digilocker.

Shri Neeraj Kumar, Director (Project Appraisal & Finance & Projects), National e-Gov Division, MeITY

- c) Government services on your finger tips- Now access various government services through a single mobile app. UMANG provides a unified platform where multiple government services (central, state & regional) can be accessed by user. Single mobile App to access more than 490 services of various government organisations in States and Centre
- d) Dedicated customer support- UMANG has a dedicated customer support for user convenience from 8 A.M. to 8 P.M. for all days of the week
- ii. Customized home page, facility of free API development and full control through self care portal
- iii. No CAPEX or OPEX for departments/ states
- iv. Basic integrations viz. Aadhaar, Digi-Locker, Payment gateway (s) and RAS (feedback) available

Advantages for government agencies including states are:

- i. Easy facility for provisioning the services through mobile without long drawn DPR/ bidding process.

In her Presentation on e-Office, Smt. Rachna Srivastava, DDG, NIC said that the e-Office is one of the Mission Mode Project under the National e-Governance Plan under Department of Information Technology Government of India. The Project is being implemented by the Department of Administrative Reform and Public Grievances of India (DARPG) to improve efficiency in government processes and service delivery mechanisms. The Project aims to improve productivity, quality, resource management and increase transparency by replacing the old manual process with an electronic file system. The new e-Office system is an integrated file and records management system that allows employees to manage content, search for data internally and collaborate. The file system also enables the electronic movement and the tracking of files, and the archival and retrieval of data.



The system is planned to be secure and confidential, automating routine tasks, capable of handling the required workload, with the facility of monitoring work and auto-escalation when there are delays. The Project was launched in 2008 with the expectation of converting the government office into a paperless office within a period of 5 years.



The Session on Citizen Centric Governance was chaired by Principal Secretary to LG, J&K, Shri Bipul Pathak. The panelists were Smt. Prisca Mathew, Deputy Secretary, DARPG on the CPGRAMS 7.0 and Grievance Redressal – systemic improvements. Shri D. Baskara Pandian, Special Officer, CM Grievance Cell - Grievance redressal – the Tamil Nadu experience. The Additional Secretary (Finance), Jammu, Dr. Syed Abid Rasheed Shah - Delivery in challenging law and order circumstances. Ms. Azeeta Qureshi, Under Secretary, Government of J&K - Awaz e-Awam and Shri Shanbor Warjri, MCS, Shillong - Chief Minister's Public Grievance Redressal Mechanism.

Dr Syed Abid Rasheed Shah, Additional Secretary
(Finance), Jammu,



The Additional Secretary (Finance), Jammu, Dr Syed Abid Rasheed Shah made Presentation on Public Service Delivery in challenging law and order circumstances. He delved upon the use of innovation and social media as a tool during the challenging Law & Order situations. He said robust public grievance redressal mechanism is a must for participatory governance.

Ms. Azeeta Qureshi, Under Secretary, Government of Jammu and Kashmir

Ms. Azeeta Qureshi, Under Secretary, Government of J&K made a Presentation on **Jammu & Kashmir Grievance Redressal System “Awaaz-e-Awaam”**. She said, it is an integrated application system, based on web technology which aims at online submission of grievances by the aggrieved citizens from any location 24x7. Unique registration number is provided to the citizen upon submission of the grievance to the system. Any question or documents required for redress of the grievance will be asked in one go in a time-bound basis on receipt of the grievance. Grievances cannot be deleted by anyone and most of the information is available openly to all concerned stakeholders. There is a facility to submit reminder or clarification related to the grievance.



Mrs. Prisca Mathew, Deputy Secretary, DARPG

A Presentation was made by Smt. Mathew, on the **Central Public Grievance Redressal and Monitoring System (CPGRAMS-7.0)**. The online System facilitates lodging of grievances from anywhere, anytime 24x7. It interlinks 86 Central Ministries/ Departments and all States/ UTs. More than 51,000 Sub-ordinate users have been created on CPGRAMS. The PMO, President Secretariat, Directorate of Public Grievances of Cabinet Secretariat, DARPG & the Pensioner's Portal are integrated through CPGRAMS. Customized software with local language interface, CPGRAMS - has been designed for the state governments and is presently implemented in 9 States/ Union Territories. With the objective of improving public service delivery and making governments citizen-centric, an assessment improvement



framework called "Sevottam" has been developed. The proposed CPGRAMS reforms whereby the grievance redressal process will be streamlined by mapping various grievance to field level, lodging of grievance through drop down menus etc. which will result in reduction in redress time.

Shri Shanbor Warjri, MCS, Shillong

During the session, Shri Shanbor Warjri, MCS, Shillong from **Chief Minister's Public Grievance Redressal Mechanism** also made a presentation. The learned speaker from Meghalaya discussed CMs Whatsapp Cell for grievance redressal. To ensure the smooth functioning of the mechanism, a 24x7 CM's WhatsApp Cell was created in CMO to intervene between the complainant and the Department concerned. The common people of the state are able to have access to CM's office to express their grievances on any matter. It is not a complete problem solving system but an access for the people to the CM's Office. There are a lot of problems at the grassroots level which are easy to resolve but cannot be done simply because people cannot reach the right and competent authorities. The CM's office has a complete database and a back office for the



functioning of the system and the grievances are shared with Line Departments for necessary action. The system also allows the Governments to analyze the trends of the problems and grievance department wise and area-wise besides highlighting the issues that plague any department or sector. There are several challenges as well while operating the system since there are many unnecessary and fake complaints as well.⁶⁷

**Shri D. Baskara Pandian, Special Officer, CM
Grievance Cell , Tamil Nadu**

Shri D. Baskara Pandian, Special Officer, CM Grievance Special Cell Govt. of Tamil Nadu made presentation on **Chief Minister's Special Cell for Grievance redressal**. Armed with a genuine purpose the Chief Minister's Special Cell functions as the Chief Minister's Grievance Redressal forum open to public from all walks of life. Norms have been established to redress the grievances in an expeditious, fair and sympathetic manner without any room for public dissatisfaction. The petitions are sent to the respective Departments and replies are fed into the online monitoring system. The departments have been sensitized on the necessity for prompt and effective disposal of the petitions. Review meetings are being convened with the Nodal Officers of each Department/ District and Officers responsible for delay are made accountable.

A Special Grievance Redressal Programme



was organized in all the villages/ wards of districts during August & September 2019. Elaborating on the online grievances filing and the effective monitoring system, he said Total 10 Lakhs petitions have been received till date.

The Session on Aspirational Districts was chaired by the Additional Secretary, DARPG, Shri V. Srinivas.

The Collector YSR District Kadapa, Shri C. Hari Kiran made presentation on **replenishing ground water in the district Kadapa** through construction of sub surface dams. A subsurface dam is a system to store groundwater by a “cut-off wall” (dam body) set up across a groundwater channel.

He said Somasila reservoir constructed across the Pennar River in the District, stores over 2 Billion Cubic Metres (BCM) of surface water received from the basin proper and that imported from Krishna River as drinking water to Chennai and water for irrigation, drinking and industrial use to downstream stakeholders in Nellore and Chittoor districts. This storage became possible because of

constructing a subsurface dam beneath the same reservoir to prevent an equivalent amount of groundwater to remain in the upstream. This incidentally boosted up the groundwater resources of several nearby regions such as the Rajampet area bordered by Cheyyer River in YSR District.

The Deputy Commissioner, Hazaribagh, Jharkhand, Dr. Bhuvnesh Pratap Singh made Presentation on **BDO & Panchayat Score card in District Hazaribagh**. He said the district administration has rated the work of Block Development Officers of all the 17 blocks and felicitated the highest scorer with the Best BDO of the Month title. It's a great way to keep officers motivated and improve delivery of public services. The 13 parameters of self-assessment include activities under Mahatma Gandhi National Rural Employment Guarantee Act, Pradhan Mantri Awas Yojna, Swachh Bharat Mission, Indira Awas Yojna, 14th Finance Commission, block-level meetings of various schemes, field visits/ inspection reports, complaints received, discipline, initiatives taken in respective blocks, compliance of departmental/ officers' directions, law and order and overall performance.

The outcome of the score card is increased motivation amongst BDOs & PRs; increased accountability & transparency scope for innovation; better convergence & speedy service delivery; Award & Reward on Public Platform; Recognition at various platforms; Display of good performers in prominent places; Eased grievance redressal process; Improved accessibility & availability of Government Officials, PRs and increased monitoring mechanism.

As a result, several Awards/ rewards, the scorecard and the honour thus received boosts the morale of the BDOs and instils a sense of competition among them. The project is simple, robust, effective and tested. The Project can be replicated in any district.

The three core aspects of NITI Aayog viz. Administration is working on developing Convergence, collaboration and competition other score cards in the areas of Education have been replicated in the District. To (Teacher/ Head Master/ School score card) improve the efficiency the District and Health.

A Presentation on **Mission Indradhanush** was made by Shri D. Krishna Bhaskar, District Collector Sidipet, Telangana. Several rounds of Mission Indradhanush were held during Oct, 18 to Dec, 18 and total 1522 children were immunized against seven vaccine preventable diseases i.e. Diphtheria, Polio, TB, Pertussis, Tetanus, Hepatitis B and Measles. There has been an increase of 21% over last year achievement. The coverage of Immunized children is 88% i.e. 1522 Children against the targeted of 1726 Children. It aimed at rapidly increasing the immunization coverage through special drives during these months. Highest efforts were made in the third round to achieve the target.

Mission Indra Dhanush was conducted in 19 Districts i.e Adilabad, Badradri Kothagudem,

Jagityal, Jangoan, jaya shankar Bhupalpalli, Karimnagar, Khammam, Kumuram Bheem Asifabad, Mahabubabad, Mahabubnagar, Mancherial, Nalgonda, Nirmal, Pedapalli, Rangareddy, Sangareddy, Suryapet, Vikarabad and Warangal (R). Mass media, SHGs, school and youth networks, social media, cable television, print media, rallies, and opinion leaders were roped in the mass awareness campaign.

An indigenously developed technology were used such as Smart Phones – updation/ monitoring , Auto-loudspeakers, MeeSeva Centres, certificates for school kids, eVIN and e-Health Records for successful coverage of Immunization.

Dr. Arun Kumar Padhi, DPHO, Koraput, Odisha made Presentation on **Durgamanchalre Malaria Nirakaran Abhiyan** under Mission API-10 (malaria eradication). Koraput is a tribal district having 14 blocks covering population 1477563.

He said, Malaria is a serious public health concern in the District due to its Geo physical situation arising out of difficult terrain, dense forest, rainfall, streams, high humidity & temperature. It has further worsened because of local habits viz. Slash & burn cultivation, mud plastering in traditional houses and clothing pattern of local tribes. Nearly 20-30% people spend nights in the forest in huts. The strategy adopted to eradicate is through Early Diagnosis and Complete Treatment (EDCT); Using Rapid Diagnostic Kit (RDK) and Artemisinin based Combination Therapy (ACT) at village level by ASHA; Quality Indoor Residual Spray (IRS)

with DDT and ensuring Quality IRS by distribution of invitation card and spraying through local spray men & volunteers, constant monitoring and multi layer supervision; target approach for implementation of DAMaN (Durgam Anchalre Malaria Nirakaran Abhiyan); Focus on school level activities; training & data analysis and Inter departmental coordination (IEC). Awareness campaign like Village Health Nutrition Day (VHND), Gram Kalyan Samiti (GKS) meetings/ Hoardings, posters, wall writing, Swasthya Kantha etc were held to eradicate the Malaria (Mission API-10). Sensitization programme for school students and teachers were also organised. The reduction of API between Jul-17 to May-19 is about 90%.

Shri Atul Dulloo, Financial Commissioner, Health & Medical Education, J&K



The session was chaired by Shri Atul Dulloo, Financial Commissioner, Health & Medical Education, J&K. The panelists were Shri Vinay Bublan, CEO Punjab Freedom Movement Memorial Foundation & DC, Shaheed Bhagat Singh Nagar; Shri Angrez Singh Rana, Collector, Kishtwar - NRLM and Shri Susheel Guleria, Secretary (APMC), Kullu, HP on e-NAM.

Shri Vinay Bublani, CEO

Shri Vinay Bublani, CEO Punjab Freedom Movement Memorial Foundation & DC, Shaheed Bhagat Singh Nagar made a Presentation on Jang-e-Azadi Memorial. He mentioned that Jang-e-Azadi Memorial Project is conceived as an educational hub, using unconventional media for imparting information and knowledge to the people. Jang-e-Azadi Memorial is instituted by Govt. of Punjab to commemorate the unparalleled contribution and sacrifices of freedom fighters in our struggle for the independence of India. The Project is conceptualized with a vision to showcase the rich history and the contribution of the martyrs of our country by showcasing it through various representative mediums in the independence movement. The key points of process re-engineering which differentiate Jang-e-Azadi



from conventional institutions of education are:

- The layout and design of the Project is conceptualized to provide a feeling of grandeur combining the different types of components in a seamless manner, to create an integrated complex.

- The circular and curved form used to design the structure houses the focal centre like minar and memorial icon which integrates it with a harmonious ensemble of galleries amplifying the struggle and sacrifices for the freedom of the country around a ceremonial path.

- The advanced techniques used for representation of the events starting from the reign of Maharaja Ranjit Singh are: Immersive dome with 270 degree projection; Video walls; life size dioramas (3D scenes) of events;

- Interactive touch table providing information regarding the events in three languages (Hindi, English, Punjabi) for the entire timeline; Kiosks with video and audio documentaries for exhibits; Use of multimedia like Movie and Laser show of 3D mapping showing the entire story of

independence.

- Content developed keeping into consideration the interest of people of all age groups, thus making the Project inclusive in nature; 15 minutes movie with 270 degree projection using caricature in immersive domes presenting the story of independence struggle; 90 minutes movie showcasing the struggle of freedom; 45 minutes laser show combining the laser projection technique and 3D projection for presenting the story of struggle in the form of a ballad.

To ensure effective implementation of the initiative and to ensure that the vision of the project is carried forward during the entire life cycle of project development, a robust institutional mechanism, as follows, was set up by the Government of Punjab.

A Concept Committee was set up for developing the concept paper of the Project which became the guiding document for development of the Project. For setting up of the Concept Committee the subject matter experts in the history of Punjab were selected from Universities/ Institutes of Punjab and Renowned Literary Persons of national fame from Punjab.

Due to the complex form and design of the project which has components like Memorial Icon having walls in the form of leaf and height of approx. 43 m, following steps were taken:

- a) Use of composite structure for construction i.e. use of concrete and steel structure elements as per applicability to achieve the desired design and form.
- b) Selection of stone finish to ensure ease of maintenance and durability of exterior

façade during the operational phase of the Project.

- c) Inclusion of environmental friendly measures like:- Solar lighting for outdoor area of site, thus reducing the power requirement, -Setting up of STP plant for waste management and reduce requirement of fresh water by utilizing treated water for site landscape.
- d) Use of grass pavers in parking and open areas and development of Rain water harvesting system to ensure ground water recharge as the area does not have municipal trunk line connection.

As per Google rating and reviews, Jang-e-Azadi Memorial has more than 2289 reviews from the people who visited the Memorial. It has been rated 4.3/5 by the visitors.

Shri Vinay Bublan, CEO

The Memorial has had 6,50,000 visitors including 1,11,014 school students. Other prominent visiting dignitaries/ groups include the Counsel General of Canada at Chandigarh; Mia Yen accompanied by her spouse, John Higginbotham; 2 Group of 28 Civil Services Officers from 24 developing Countries; Governor of Punjab; Chief Minister of Punjab; Justice Punjab & Haryana High Court.

Following measures have been undertaken for promoting awareness and stakeholder participation:

- i. For promotion and creating awareness about the Project among the children and youth, a request was sent to the Department of Education by PFMMF for inclusion of education trip to the Memorial in the curriculum of schools.

- ii. Based on the request, a mandate was given to Govt. schools of Punjab by Department of Education for conducting education trips to the Memorial.
- iii. Convergence with existing schemes of Government of India/ State Government- The funding for conducting educational trip by the Schools is provided by Department of Education under State/Central Scheme

This Project has been conceived in phases to add new features for sustaining interest of visitors and creating opportunity for revisits.

The third phase of the Project has been initiated in which the students can experience the Cellular Jail and Jallianwala Bagh event through holographic projection technique.

Shri Angrez Singh Rana, Collector, Kishtwar

Shri Rana, made a Presentation on National Rural Livelihood Mission (NRLM) and said there has been 100% achievement under Jan Dhan Yojana, social securities i.e. Pradhan Mantri Jeevan Jyoti Yojana (PMJJY) & Pradhan Mantri Suraksha Bima Yojana (PMSBY) in convergence with Social Welfare Department under ASRA scheme along with Aadhar seeding. All thumb impressions have been converted into signatures.

The UMEED (NRLM) is functional in erstwhile block of Kishtwar, which includes currently Kishtwar, Palmar, Thakrie and Trigam, Nagseni, Padder and, Dachhan. The mandate of UMEED is to reach out to all poor and vulnerable families; building institutions of poor – focussing on women SHGs and their federations; enhancing access to financial, technical and marketing services; building



capacity and skills and link them with sustainable livelihoods opportunity and to nurture them till they come out of poverty i.e., stay engaged.

Shri Angrez Singh Rana, Collector, Kishtwar

The five basic principles of UMEED are five weekly meetings; weekly savings; internal lending; timely repayments and good book keeping. The progress in Kishtwar is :- Total 8200 HHs Covered; 881 SHGs formed; 89 Village Organizations (VOs) Formed; 14 Cluster Level Federations (CLFs); 3.5 Cr internal corpus; 6 Cr external corpus and 11.26 Cr total bank linked.

Methods adopted for successful implementation of NRLM are: External resource pool deputed from National Resource Organization (NRO) (4 rounds of Social Mobilization); PIP - Poor Identifies Poor (Social Mapping, Resource Mapping, Transit Walks, Drum Beating); Internal Mobilization through VOs and CLFs for left out HHs; case studies, SHG motivational movies, SHG motivational songs, training flip charts by

using advance techniques like projectors, audio visuals & speakers.

The strategy adopted for creating awareness includes Mass Awareness; Information Education Communication; Outreach; Community Mobilisation; Skill Development; Technical Support; Financial Literacy and Capability Enhancement. The outcomes of the innovation are :-

(i) 100% accounts opened under Jan Dhan Yojana; (ii) 100% coverage in social security schemes (PMJJY & PMSBY in convergence with Social Welfare Department under ASRA scheme; (iii) 100% Aadhar seeding; (iv) SHG Transaction uploaded through TB-MIS; and (v) All thumb impressions converted into signatures.

Shri Susheel Guleria, Secretary (APMC), Kullu

Shri Susheel Guleria, Secretary (APMC), Kullu (HP) briefed about National Agriculture Market (eNAM). eNAM is a pan-India electronic trading portal which networks the existing APMC mandis to create a unified national market for agricultural commodities. The aim of eNAM is Integration of APMCs across the country through a common online market platform to facilitate pan-India trade in agriculture commodities, providing better price discovery through transparent auction process based on quality of produce along with timely online payment.

The benefits of e-NAM to farmers are transparency in trade, better pricing, more markets to sell produce, real time information on prices and trading in other Mandis, proper price discovery mechanism and online banking system. Farmers will be



able to build a healthy financial profile and earning & learning.

Shri Susheel Guleria, Secretary (APMC), Kullu

The benefits to trader through eNAM are extended business access to other Mandis; one integrated Pan India Business System; access to real time information related to Arrivals and Trade in any Market; information access on the quality of commodities; access to online banking and payments; single point levy of market fee and unified trade license valid across all mandis.

The benefits to Mandis by adopting e-NAM are (i) system integration/ automation of recording transactions; (ii) total/ full-fledged information on trade and farmers; (iii) analyzing of price trends, arrivals and trading activities; (iv) automated record of financial information; (v) infrastructure assessment & improvement for better assaying , weighing facilities and (vi) proper manpower management. The climate of District Kullu is

favourable for production of various fruits and vegetables. Various specialty commodities such as Apples, Cherry, Kiwi, Persimmon and exotic vegetables are grown in the district. Owing to availability of large commodity mix large number of buyers from various parts of the country and some even from neighboring countries are attached. The Sub Market Bandrol was integrated with e-NAM on 23rd March 2017. Special steps were taken to implement the programme i.e. ground rent was not charged from the commission agents at Patlikuhal Yard and three-day camp was organised in the Red Cross Fair. Effective measures/ steps were taken for increasing the participation of Stakeholders. Awareness camps were organised in eNAM Yards involving farmers, traders and commission agents.

The benefits of the scheme like Increased Market Access, Transparency and Prompt Settlement of Dues were explained to them. eNAM Awareness Programmes were also organised in Gram Sabhas and different villages of production areas in collaboration with Department of Marketing & Inspection (DMI). Meetings with Stake holders in Groups as well as one to one Discussions were conducted. eNAM pamphlets, information brochures, flex banners for promotion of eNAM Scheme were also distributed.

The following challenges were faced in implementing the scheme :-

- i. Reluctance on the part of Commission Agents to associate. They had the apprehension that they would be wiped out of the system.
- ii. Hesitation on the part of farmers to associate with the scheme owing to lack

of awareness and insecurity in sharing bank details;

- iii. Lack of cold chain stores and logistics; and
- iv. Lack of infrastructure.

He also briefed about the impact of the scheme viz :-

- i. Confidence building amongst farmers to accept payments through eNAM portal.
- ii. Prompt payment to the participating farmers.
- iii. Assaying being an important step in eNAM process, farmers started better grading of the produce.
- iv. Traders benefitted by ease of payment process to farmers through eNAM.
- v. Stakeholders are able to access the prices of various commodities throughout the country.

Shri B.P. Acharya, DG, Dr. Marri Channa Reddy

Human Resource Development Institute, Telangana



The Session was chaired by Shri B.P. Acharya, DG, MCR HRD Hyderabad, Telangana.

Dr. Poonam Singh, Associate Professor, National Centre for Good Governance (NCGG) and Dr. Reva Sharma, Director (Training), IMPARD, J&K made presentations on training programmes.

Shri Acharya made Presentation on the working of MCR HRDIT and highlighted the achievement in covering the Frontline functionaries of the State by launching the DOPT sponsored Blended e-Modules Training on Comprehensive online Modified Modules for Induction Training (COMMIT). The aim of the training programme is to improve Public Service Delivery; Promote Good Governance and Citizen Centric Administration; and provide Induction Training to recently Recruited Frontline Functionaries in the States.

Under COMMIT, during 2017-18, 10,718 participants; during 2018-19, 19,702 participants; and during 2019-20, 6,868 participants completed the training.

COMMIT has two components : (i) Daylong face-to-face orientation; followed by (ii) 20 hrs of e-Learning (within 60 days).

The Institute has its own Learning Management System i.e. Telangana e-Learning Application Management System (TeAMS) and the scope of the system is to develop and offer other eLearning Modules; customise the reporting and monitoring and control on technical aspects. Additional features i.e. 5-10 minutes videos on 'Introduction to COMMIT', COMMIT Modules, 'System Readiness for COMMIT', 'Login Navigation' and 'Frequently Asked Questions' have been developed in Telugu. Additional features were also developed and more modules are under development. ⁸⁵

**Dr. Poonam Singh, Associate Professor,
National Centre for Good Governance(NCGG)**



Dr. Poonam Singh said that the NCGG focuses primarily on the need for Good Governance and provision of better service delivery to the people and how Good Governance can reach the citizen. Keeping in view the mandate of the Prime Minister, NCGG in collaboration with various Ministries & Departments of the Govt. of India has taken series of initiatives for Simplification of Forms, Proformas & Procedures. The Center has conducted 24 National Workshops on 'Citizen Centric Governance'; and Simplification of Forms for 15 Ministries/ Departments.

Dr. Reva Sharma, Director (Training) IMPARD,
Jammu and Kashmir



Dr. Reva Sharma briefed about the capacity building trainings imparted by Jammu and Kashmir Institute of Management and Public Administration through its centres of excellence to officers, at all levels, in the Government of J&K.



The Advisor to Lt. Governor J&K, Shri K.K.Sharma; Additional Secretary, DARPG, Government of India Shri V. Srinivas; Principal Secretary, AR, J&K, Shri Rohit Kansal; Secretary GAD, Shri Farooq Ahmad Lone; Joint Secretary, DARPG, Smt. Jaya Dubey; and other delegates were present during the Valedictory Session.

Shri K.K. Sharma, Advisor to LG,
Jammu & Kashmir



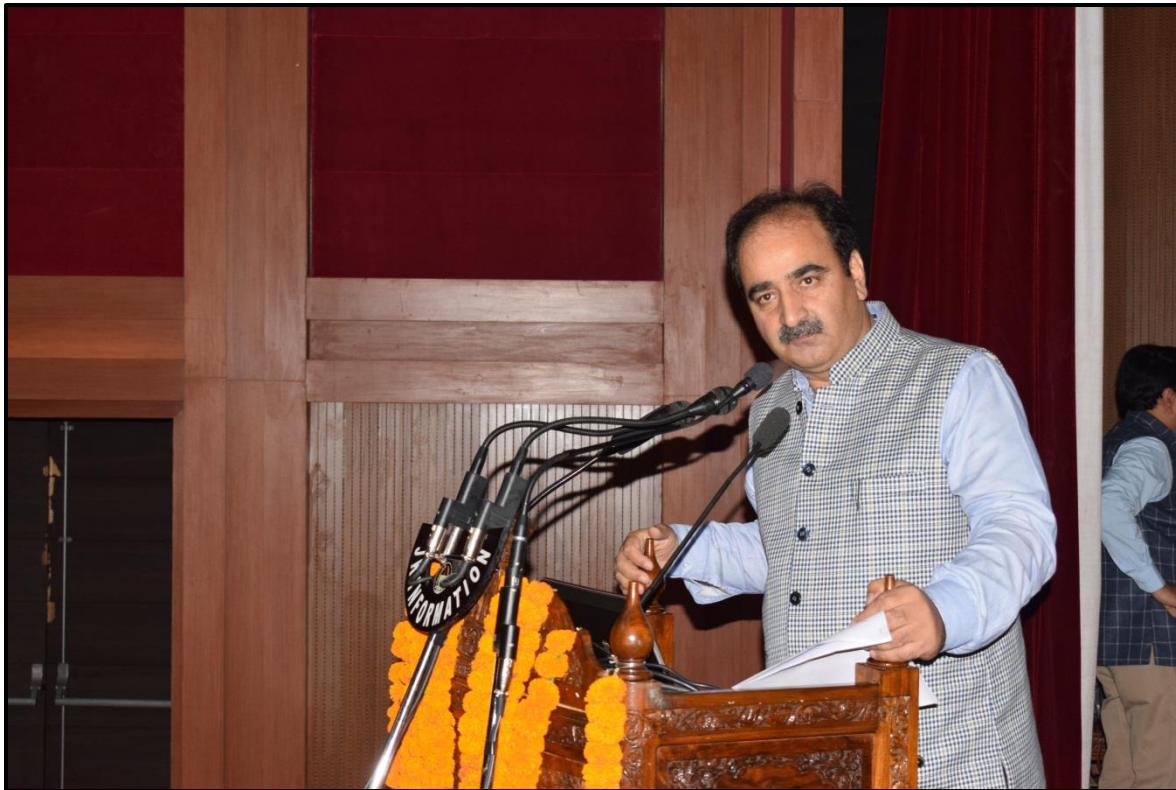
In his Address, Shri Sharma said that this Conference has contributed in setting an agenda for the infrastructural development in UTs of J&K and Ladakh with the adoption of progressive policies of other states and UTs. He announced that Jal Shakti Mission will be launched in J&K soon with the objective of providing water connection to every household by 2020.

Shri Rohit Kansal, Principal Secretary



In his Address, Principal Secretary Shri Rohit Kansal said that the objective of public policy is that every work and project should be completed in a time bound manner. He announced, 'Back to Village-2' (B2V2) from November 25 to 30, 2019.

Shri Farooq Ahmad Lone, Secretary,
GAD, Jammu & Kashmir



After intensive deliberations during the Sessions held over two days, the Conference unanimously adopted the Sushasan Sankalp during the Valedictory Session. Secretary, GAD, Shri Farooq Ahmad Lone read out the Resolution.

Adoption of 'Sushasan Sankalp:
Jammu Ghoshana' Resolution:



The Conference resolved that Government of India and the participating State Governments and the Union Territories of Jammu & Kashmir and Ladakh adopted '**Sushasan Sankalp: Jammu Ghoshana**' Resolution:

1. Develop the Union Territories of Jammu & Kashmir and Ladakh as models of administrative excellence using digital technologies in implementation of welfare programmes;
2. To make sustained efforts to create a transparent, accountable and people-centric administration in the Union Territories of Jammu & Kashmir and Ladakh;
3. Improve the Citizen's interface with Government by promotion of digital governance, citizen centric governance, innovation and capacity building in the Union Territories of Jammu & Kashmir and Ladakh;
4. Refine and consolidate the successful local Governance initiatives and upscale them across Jammu & Kashmir and Ladakh to bring out the best outcomes of Governance and Public Policy to the Union Territories of Jammu & Kashmir and Ladakh;
5. To improve the grievance redressal mechanisms by forging greater synergy between Awaaz e-Awam and the CPGRAMS;
6. Promote the use of e-Office and move towards less paper Secretariats in the Union Territories of Jammu & Kashmir and Ladakh;
7. Promote capacity building and personnel administration by formulating mid-career training programmes and specific need-based training programmes for officials in the Union Territories of Jammu & Kashmir and Ladakh;
8. Replicate the innovations and the best practices in successful national governance initiatives including digital governance, citizen centric grievance redressal and aspirational districts so as to provide a clean, transparent and people centric governance to the UTs of J&K and Ladakh.

Smt. Jaya Dubey, Joint Secretary,
DARPG



Joint Secretary, DARPG, Smt. Jaya Dubey presented the vote of thanks.
