



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
**ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**

9
Years of

REGIONAL CONFERENCES



Journey of
25
Regional Conferences
2014-2023

Regional Conference Jaipur

A two-day Regional on the theme “Good Governance” was held at Jaipur on 04th -05th October, 2023.

Hon'ble MoS (PP), Dr. Jitendra Singh inaugurated the two-day event. Smt. Usha Sharma, Chief Secretary, Govt. of Rajasthan, Shri V. Srinivas, Secretary, DARPG and Shri NBS Rajput, Joint Secretary, DARPG also addressed the inaugural session.

27 speakers made presentations during the two-day event and more than 300 delegates from Pan-India attended the Conference.



04th-05th October, 2023

Regional Conference Jaipur

PATHA implemented in 994 elementary schools in Mehsana District, Gujarat. It focuses on Problem Identification, Assessment, Teacher Training and Handholding in Remedial, impacting student outcomes. Year-on-year data highlights substantial improvements in Foundational Literacy and Numeracy (FLN) outcomes, particularly evident in the performance of Dear, Average, and Good students. Comparing Year 1 to Year 2 results showcase increased student performance and proficiency, dispelling myths about government school capabilities and emphasizing the potential for exceptional outcomes with strategic planning and consistent support. The initiative, accessible on the DIKSHA portal, has garnered praise from all education stakeholders in the Gujarat government.

**Best Practices show-
cased during Regional
Conferece**

**Samagra Shiksha -
PATHA**
**Shri M. Nagarajan, DC,
Mehasana, Gujarat**



04th-05th October, 2023

Regional Conference Bhopal

A two-day Regional Conference on the theme “Good Governance was held at Bhopal on 06th-07th March, 2023.

Dr. Jitendra Singh, MoS (PP) and Minister, Science & Technology and MSME, Shri Om Prakash Saklecha inaugurated the 2-day event. Shri V. Srinivas, Secretary, DARPG, Shri Iqbal Singh Bains, Chief Secretary, Government of Madhya Pradesh, Shri Amar Nath, Additional Secretary, DARPG and Shri NBS Rajput, Joint Secretary, DARPG were also present in the Inaugural session. 25 speakers made their presentation and more than 200 participants from Pan-India attended the event.



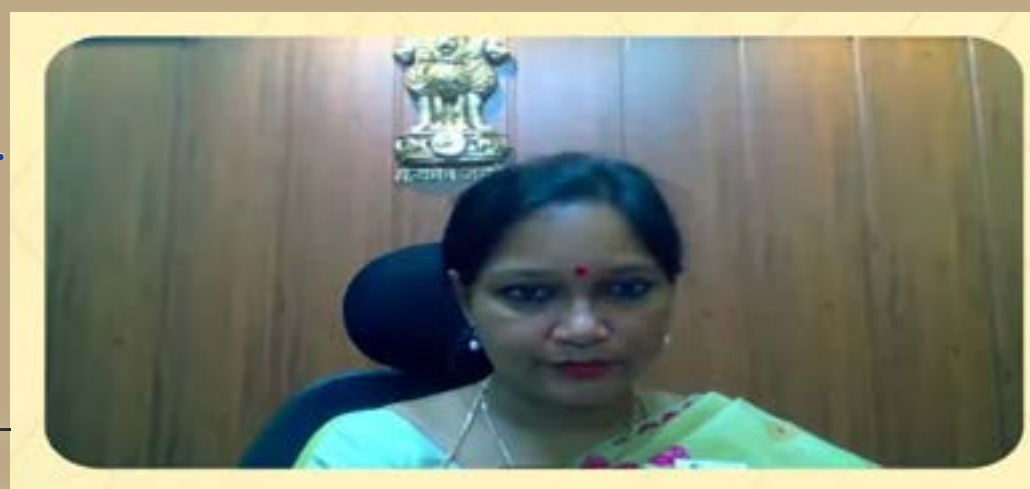
06th -07th March, 2023

Regional Conference Bhopal

Infrastructure Snapshot Kokrajhar addresses challenges in grievance reporting, emphasizing the tedious process, high costs and lack of monitoring mechanisms. The initiative focuses on tapping grassroots functionaries, employing the BLO model, and launching special drives for women through ASRLMS SHGs. Achieving 100% follow-up on grievances, the app ensures credibility and legitimacy, with a user-friendly interface, round-the-clock monitoring, and assistance during emergencies. The outcomes include a 100% reduction in grievance redressal costs, a 95% reduction in processing time, a five-fold increase in registered complaints and real-time tracking enabling quick action on emergency cases.

**Best Practices show-
cased during Regional
Conferece**

**Smt. Varnali Deka, DM
Kokrajhar, Assam:-
“Infrastructure
Snapshot (IS) Kokrajhar.**



06th-07th March, 2023

Regional Conference Mumbai

A two-day Regional Conference on the theme “Good Governance” was held at Mumbai on 23rd-24th January, 2023.

Hon’ble Chief Minister of Maharashtra Shri Eknath Shinde, Hon’ble Deputy Chief Minister Shri Devendra Fadnavis and Hon’ble Minister of State for Personnel, Public Grievances and Pensions Government of India, Dr Jitendra Singh graced the two-day Regional Conference on the theme “e-Governance”. Shri V. Srinivas, Secretary, DARPG, Shri Amar Nath, Additional Secretary, DARPG, Shri NBS Rajput, Joint Secretary, DARPG and Smt. Sujata Saunik, Additional Chief Secretary, Maharashtra and other senior dignitaries participated in the two-day event.

Over the course of 2 days, more than 30 presentations were made across 9 sessions. More than 400 participants from Pan-India participated in the Conference.



23rd-24th January, 2023

Regional Conference Mumbai

The initiatives Goal is to make transparency, accountability, and reaching aspirational objectives for panchayats,
Challenges with existing Panchayati Enterprise Suite (PES) applications
Issues included lack of integration, absence of work-based accounting, and skewed expenditure
15th Finance Commission’s mandate for digitization using eGramSwaraj and PFMS
Integration aids in real-time expenditure tracking
AuditOnline facilitates remote audits of PRIs
Future enhancements planned for these applications.

**Presentation made on
best practices by**

**Shri Alok Prem Nagar,
Joint Secretary M/o
Panchayati Raj**



23rd-24th January, 2023

Regional Conference Itanagar

A two-day Regional Conference on the theme “Bringing Citizens and Government Closer through Administrative Reforms” was inaugurated by Hon’ble Mos (PP) Dr Jitendra Singh along with Shri Pema Khandu, Hon’ble Chief Minister of Arunachal Pradesh and Shri Chowna Mein, Deputy Chief Minister of Arunachal Pradesh.

The Regional Conference was also addressed by Shri Chowna Mein, Hon’ble Deputy Chief Minister of Arunachal Pradesh; Shri Dharmendra, Chief Secretary of Arunachal Pradesh; Shri Lok Ranjan, Secretary, DoNER and Shri NBS Rajput, Joint Secretary, ARPG. 30 speakers made their presentation.

This Conference was dedicated to the region of North Eastern States and Eastern States of India. More than 300 delegates from PAN-India participated in the Conference through semi-virtual mode.



18th-19th August, 2022

Regional Conference Itanagar

Changlang, the second easternmost district in India addresses waste management by establishing a dumping ground in Kumung Pather Village and implementing door-to-door waste collection in Bordumsa town in 2019. A Plastic Shredder Unit is constructed to incorporate plastic waste into road construction, following Ministry of Road Transport and Highways’ guidelines. Recykal Ltd, under CSR procurement organizes waste transportation and labor engagement, collecting and segregating 2550kg of plastic daily from multiple districts. The initiative promotes recycling, waste segregation and local employment, while segregated plastic bottles are repurposed for constructing a greenhouse for agri-horticultural purposes.

**Presentation made on
best practices by**

**Shri Sunny K. Singh,
DC, Changlang,
Arunachal Pradesh**

**Plastic Shredding Unit
in Changlang”**



18th -19th August, 2022

Regional Conference Bengaluru

A two-day Regional Conference on the theme “Bringing Citizens, Entrepreneurs And Government Closer For Good Governance” was held at Bengaluru on 11-12th July, 2022.

Dr. Jitendra Singh, Hon’ble MoS (PP) and Dr. K Sudhakar, Minister of Health & Family Welfare and Medical Education, Government of Karnataka addressed the valedictory session during the Conference.



11th-12th July, 2022

Regional Conference Bengaluru

Seva Sindhu, (Government of Karnataka) aims to provide government services to citizens in a paperless, faceless manner, offering 798 services across 74 government departments.

Seva Sindhu significantly reduces compliance burden, contributing to ease of doing business and improving ease of living for citizens and has also facilitated over 2.5 crore transactions, providing a seamless end-to-end digital solution for applications and service delivery.

It addresses key challenges in service delivery, including information deficit, uncertainty and digital divide by offering detailed information, authentication through Aadhaar and integration with e-sign, digilocker, and Sakala for guaranteed service delivery.

The initiatives received the Prime Minister's award for excellence in public administration for 2021.

Best Practices show- cased during Regional Conferece

Smt. Dipti Kanade,
Director, Department
of Space, Govt. of India



11th-12th July, 2022

Regional Conference Srinagar

A two-day Regional Conference was held at Srinagar on 16th -17th May, 2022

Dr. Jitendra Singh, MoS (PP) inaugurated the two-day event. Shri NBS Rajput, Joint Secretary, DARPG presented the welcome address. Shri Arun Kumar Meh-
ta, Chief Secretary, Govt. of J&K and Shri V. Srinivas, Secretary, DARPG also ad-
dressed the inaugural session on the theme “Bringing Citizens and Government
Closer – through Administrative Reforms” .

26 speakers made their presentations and more than 300 delegates from
PAN-India participated in the Conference.



16th-17th May, 2022

Regional Conference Srinagar

Established in 2019, Vidya Samiksha Kendra (VSK) boasts a cutting-edge facility with advanced technology, impacting over 1.15 crore students in more than 54,000 schools through 4.5 lakh teachers. Real-time online monitoring is prioritized for governance enhancement, facilitated by two video walls where 50 trained teachers guide officials and students. VSK focuses on initiatives such as daily attendance tracking, centralized assessments, enrollment drives, accreditation programs, administrative software to re-
duce non-academic tasks, and technology-enabled learning during COVID-19.

Best Practices show- cased during Regional Conferece

**Technology – Driven
Transformation of
School Education
System in Gujarat
through Vidya
Samiksha Kendra by
Shri Rohit K Mehta,
State Project Director,
Vidya Samiksha
Kendra, Govt. of
Gujarat**



16th-17th May, 2022

Symposium at IITM Research Park, Chennai

A - three day Symposium on Imagining India@2047 through Innovations was held at IITM Research Park, Chennai on 07th-08th March, 2022. Shri V Srinivas, Secretary, DAR&PG, Government of India alongwith Shri V. Kamakoti, Director, IIT, Madras inaugurated the Symposium.

Government of India is formulating "Vision India@2047" to identify long terms goals and corresponding short term defined outcomes for this decade with timelines and milestones. Around 200 participants were chosen for nucleus and cell teams comprising of one IAS officer, a young faculty member and a young entrepreneur who sit together for discussion. There were 10 such cells.

Each cell was tasked with addressing challenges encapsulated within 10 diverse themes, ranging from infrastructure and energy to water, agriculture, education, healthcare, urban housing and more. These themes represent critical facets of India's socio-economic landscape where substantial advancements are imperative in the forthcoming quarter-century.



07th-08th March, 2022

Symposium at IITM Research Park, Chennai

Urgent action is needed to address greenhouse gas emissions with India ranked third in total emissions.

Transitioning towards net-zero energy is crucial with immediate technologies (0-5 years) focusing on cost reduction of solar and wind-based electricity, improved energy storage (e.g., Li-Ion batteries) and enhanced appliance efficiency. In the mid- to long-term (5-15 years) advanced energy storage solutions (e.g., Zn-air, Al-air batteries) and Green Hydrogen production play vital roles. Electrification of various sectors and exploration of ocean and tidal wave energy generation offer further potential for emission reduction.

Managing the transition poses challenges especially for existing industries like coal, power distribution, automobiles, and fossil fuels.

Best Practices showcased

Prof Ashok Jhunjunwala - How soon can India get to net-zero



07th-08th March, 2022

Regional Conference Bhubaneswar, Odisha

A two -day Regional Conference on the theme “Replication of Good Governance Practices” was held at Bhubaneswar on 03-04th December, 2022.

Dr Jitendra Singh, Hon’ble MoS (PP) and Shri Naveen Patnaik, Hon’ble Chief Minister of Odisha addressed the Valedictory Session of the two -day Regional Conference on the theme ‘Replication of Good Governance Practices’ at Bhubaneswar.

Hon’ble Minister Planning & Convergence, Government of Odisha Shri Padmanabh Behera, Chief Secretary, Government of Odisha, Shri Suresh Chandra Mahapatra, Shri V. Srinivas, Special Secretary, DARPG addressed the inaugural session. 27 speakers made their presentation and more than 250 delegates attended the conference physically whereas around 250 delegates are connected to the Conference virtually from 15 states of Eastern and North- Eastern region.



03rd-04th December, 2022

Regional Conference Bhubaneswar, Odisha

‘E-Sanjeevani’ is a specialized healthcare platform designed to enhance medical services in rural and isolated areas, addressing issues like resource scarcity and uneven distribution.

The platform not only facilitates medical consultations but also provides medical education to interns and individuals accessing Common Service Centers (CSCs). Currently operational in 28 States and Union Territories, E-Sanjeevani OPD has conducted over 3,000,000 consultations since its launch in April 2020, offering more than 300 specialty OPDs.

It boasts a user-friendly GUI, secure access to health records and an invite-based system to ensure access only to the intended beneficiaries, accommodating both tech-savvy and novice users while maintaining a high level of security against unauthorized access.

Best Practices showcased during Regional Conference

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



03rd-04th December, 2022

Regional Conference Lucknow

Hon'ble Chief Minister of Uttar Pradesh Shri Yogi Adityanath along with Dr. Jitendra Singh, Hon'ble MoS (PP) inaugurated the two day Regional Conference on the theme "Strengthening the State Institutes of Public Administration" at Lucknow on 11-12th November, 2021.

Shri Rajendra Kumar Tiwari, Chief Secretary, Govt. of Uttar Pradesh and Shri Sanjay Singh, Secretary, DARPG and Shri Adil Zainulbhai, Chairman Capacity Building Commission, Shri V. Srinivas, Special Secretary also addressed the Inaugural Session. Shri NBS Rajput, Joint Secretary, ARPG also participated in the conference.

All ATIs & CTIs and 350 officials from Uttar Pradesh participated in the Conference. 17 speakers made their presentation.



11th-12th November, 2021

Regional Conference Lucknow

A Centre for Excellence in Training and Research is a specialized institution focused on advanced education, skill development, and research in a specific field or industry, playing a vital role in nurturing talent, driving innovation, and advancing knowledge. These centers make substantial contributions to the overall growth and development of their focus area. Its primary purpose is to create an environment conducive to deep learning, innovation, and knowledge generation, typically offering specialized training programs, workshops, and courses conducted by experts in the particular field of study.

Additionally, they oversee cutting-edge research projects, often in collaboration with industry partners or government agencies.

Best Practices showcased during Regional Conference

Centre of Excellence in training & research at Lucknow



11th-12th November, 2021

Workshop at Leh Ladakh

A two-day Workshop for Ladakh Officials in Union Territory of Ladakh in collaboration with Govt of Ladakh, National Centre for Good Governance, Department of Administrative Reforms & Public Grievances, Government of India was held at Leh on 9-10 September, 2021. Approximately 150 Ladakh officials participated in the Workshop.

Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh along with Shri R.K. Mathur, Lieutenant Governor of the Union Territory of Ladakh inaugurated the 2- day event. Shri Sanjay Singh, Secretary, DAR&PG, Shri V. Srinivas, Additional Secretary, DAR&PG, Shri Tashi Gyalson, Chief Executive Councilor, LAHDC, Leh, Shri Freroz Ahmed Khan, Chief Executive Councilor, LAHDC, Kargil also addressed the Inaugural Session.

The Workshop encompass Sessions on Addressing Governance Challenges in Ladakh, J&K Reorganization Act, GFR 2017 and GeM, Tendering and PFMS, CSMOP 2019, e-Office and Success Stories in UT Administration.

Distinguished Speakers from the Government of India and UTs addressed on Governance Challenges in Ladakh, J&K Reorganization Act and GFR 2017 and GeM, Tendering and PFMS to Ladakh Officials. The concluding session on Day 2, the distinguished Speakers from the Government of India and UTs addressed on CSMOP (Central Secretariat Manual of Office Procedure) 2019, eOffice, and Success Stories in UT Administration.

9th-10th September, 2021

The objective of the programme was to create a Civil Service fully familiar with the Union laws on procurement and financial management, Central Secretariat Manual of Office Procedure(CSMOP), eOffice and also to usher in digital procurement practices through widespread adoption of GeM and digital governance, keeping in view, Government's mandate of transparency and ease of business.

The Capacity Building Workshop aims to benefit and upgrade the administrative and related skills of the officials of UT Ladakh thereby increasing/enhancing the exposure and awareness in the diverse fields for improving the delivery mechanism and realization of the goals of Good Governance.



9th-10th September, 2021

Regional Conference Srinagar

Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) of the Ministry of DONER, Minister of State for PMO, Personnel, Public Grievances & Pensions; Atomic Energy & Space along with Shri Manoj Sinha, Hon'ble Lieutenant Governor of the Union Territory of Jammu & Kashmir, inaugurated the 2-day event on the theme Replication of Good Governance Practices at Srinagar on 01-02 July, 2021.

Shri Arun Kumar Mehta, Chief Secretary, J&K and Shri Sanjay Singh, Secretary, DAR&PG and Shri V Srinivas, Additional Secretary (AR&PG) also addressed the Inaugural Session.

26 speakers made their presentation and around 300 delegates from Jammu & Kashmir and 300 delegates from other States participated in the Conference through semi-virtual mode.

The Sushasan Sankalp: Kashmir Ghoshana/ Behtar Nizam E Hakumat- Kashmir Aalamia/ Good Governance: Kashmir Resolution adopted in the Valedictory Session.



01st-02nd July, 2021

Regional Conference Srinagar

UDAN (Ude Desh Ka Aam Nagrik) is highlighted as a crucial initiative that significantly contributes to nation-building and socio-economic goals. It democratizes air travel, making flights accessible to common citizens at affordable rates, thereby fostering overall national growth.

Initiatives like UDAN are effectively narrowing the rural-urban divide and improving transportation infrastructure.

The forthcoming Krishi UDAN initiative by MoCA, operating on both international and national routes, was announced.

Best Practices showcased during Regional Conference

UDAN - Ude Desh ka Aam Nagrik- Presentation by Smt. Usha Padhee, Joint Secretary,



01st-02nd July, 2021

Regional Conference Nagpur

A two-day Regional Conference on the theme “Improving Public Services Delivery – Role of Governments” was held at Nagpur on 21-22 December, 2019.

The Secretary to the President, Shri Sanjay Kothari inaugurated the two day Regional Conference on ‘Improving Public Service Delivery – Role of Governments’, in Nagpur.

The Union Minister for Road Transport & Highways and Minister for Micro, Small & Medium Enterprises, Shri Nitin Jairam Gadkari and Minister of State (Independent charge) of the Ministry of DONER, Minister of State for PMO, Personnel, Public Grievances & Pensions, Atomic Energy and Space Dr Jitendra Singh, addressed the Valedictory Session. 24 speakers made their presentation and around 250 participants from Pan-India participated in the Conference.



21st-22th December, 2019

Regional Conference Nagpur

Madhya Pradesh was the first state in India to enact the Right to Service Act in 2010.

The state operates a public portal called ‘Samadhan’ through the Chief Minister’s office, where citizen grievances are addressed online on a designated day every month.

An Information Technology System is in place to identify and recognize high-performing officers, similar to the system in Karnataka. These officers are honored on Civil Services Day.

The state is committed to making all government services easily accessible to the common man through Common Service Delivery Outlets. The objective is to ensure efficiency, transparency, and reliability of services at affordable costs, in order to meet the basic needs of the common man.

Best Practices showcased during Regional Conference

Shri Nand Kumarum,
Managing Director,
Madhya Pradesh State
Electronics Development Corporation and
CEO, Agency for Promotion of IT, Govt. of
Madhya Pradesh



21st-22nd December, 2019

Regional Conference Jammu

A two-day Regional Conference on the theme “Ek Bharat Shreshta Bharat’ with focus on Jal Shakti and Disaster Management” was held at Jammu on 30 Nov-1 December, 2019.

Hon’ble MoS (PP), Dr Jitendra Singh. The Lt. Gov. of J&K, Shri G.C. Murmu, the Minister for Revenue & Disaster Management, Government of Tamil Nadu, Shri R.B. Udhayakumar, the J&K Chief Secretary, Shri BVR Subrahmanyam, Additional Secretary DARPG Shri V. Srinivas, senior officers from Government of India, Tamil Nadu Government and UT of J&K participated in the event. Dr. Jitendra Singh, Hon’ble MoS (PP) also launched the integration of CPGRAMS Public Grievance Portal of Government of India and Awaaz-e-Awam Portal of Jammu & Kashmir.

23 speakers made their presentation and around 350 delegates from State Government – District Collectors/District SPs and representatives of Civil Society/Engineering Departments/Food & Civil Supplies Department, among others participated in the conference.



30th Nov-01st Dec, 2019

Regional Conference Jammu

District Udhampur is predominantly agrarian, with 80% of the population residing in rural areas and relying on agriculture for their livelihood, yet only about 6% of the cultivated area has assured irrigation, despite the presence of untapped perennial water sources like springs, bowlies, and nallahs.

Drip irrigation systems are being provided to improve water use efficiency, especially during the Kharif season, when there is a scarcity of water and also promoting crop diversification, season vegetable cultivation, and integrating various departmental schemes for holistic and sustainable income generation.

The adoption of drip irrigation is expected to save about 35 lakh liters of water on 12.5 hectares of land with a 70% water use efficiency, while creating assets like water harvesting tanks, drip irrigation, and poly greenhouses to effectively utilize around 50 hectares for vegetable and cash crop cultivation.

Best Practices showcased during Regional Conference

**Dr. Piyush Singhla, DC
Udhampur - Tapping
Perennial Water Re-
sources.**



30th Nov-01st Dec, 2019

Regional Conference Jammu

A two-day Regional Conference in collaboration with the Government of Jammu & Kashmir and Ladakh on the theme: “Replication of Good Governance Practices in Union Territories of J&K and Ladakh” was held on November 15-16, 2019 at Jammu.

Dr. Jitendra Singh, Minister of State (Independent charge) of the Ministry of Development of North Eastern Region (DONER), Minister of State for PMO, Personnel, Public Grievances & Pensions; Atomic Energy & Space, along with Shri G. C. Murmu, Lieutenant Governor of the Union Territory of Jammu & Kashmir inaugurated the 2-day event in Jammu. Shri B. V. R. Subrahmanyam, Administrator, J&K; Dr. C. Chandramouli Secretary DoPT & DARPG and Shri. V. Srinivas, Additional Secretary, DARPG also addressed the Inaugural Session.

The ‘Sushasan Sankalp: Jammu Ghoshana’ Resolution were adopted in the Valedictory Session. Around 450 delegates from 19 States and 4 Union Territories participated in the Conference.



15th-16th November, 2019

Regional Conference Jammu

Mission Indradhanush conducted several rounds from Oct to Dec 2018, immunizing 1522 children against seven diseases. Achieving a 21% increase over the previous year, the coverage reached 88%, targeting 1726 children. The initiative aimed to boost immunization through special drives, with the third round focusing on maximum efforts. Implemented in 19 districts, it utilized various channels like mass media, social groups, and technology such as smartphones and eVIN for successful coverage. The campaign integrated indigenously developed tools like auto-loudspeakers and MeeSeva Centres to enhance monitoring and awareness.

Best Practices showcased during Regional Conference

R D. Krishna Bhaskar,
District Collector, Sidi-
pet, Telangana



15th-16th November, 2019

Regional Conference Thiruvananthapuram

A two-day Regional Conference in collaboration with Government of Kerala on 'Good Governance - Focus on Aspirational Districts' was organized on December 10- 11, 2018 at Thiruvananthapuram.

The Governor of Kerala Shri Justice (Retd.) P. Sathasivam inaugurated the 2-day event. The Chief Secretary, Government of Kerala, Shri Tom Jose and Shri K V Eapen, Secretary, D/o Administrative Reforms & Public Grievances, Government of India also addressed the Inaugural Session and Valedictory Session. Additional Secretary DARPG Shri V. Srinivas also addressed the Valedictory Session.

Delegates from 9 states and 5 U.T.s from Western and Southern India participated in the Conference.



10th-11th December, 2018

Regional Conference Thiruvananthapuram

PadheDantewada - LikheDantewada' is a technology-driven initiative focused on individualized learning and healthcare for 885 schools, 2493 teachers and 38499 students in Dantewada district. The program's goal is to ensure every child in the district can read, write and perform basic mathematical calculations. Reports on each child's progress are accessible to school, block, and district-level officials via a mobile app to identify and address specific areas of difficulty.

The program also conducts haemoglobin checks for all students due to the district's high mosquito population, monitoring both health records and academic performance. Benefits include assessing over 36,000 students and initiating efforts to enhance their academic performance.

More than 4,000 teachers have actively contributed & Over 900 school children are being assessed.

**Best Practices
showcased during
Regional Conference**

**Presentation on Padhe
Dantewada- Likhe
Dantewada, by Shri
Pranith Simha, Bachpan
Banao, NGO Partner,
Dist. Dantewada, Govt.
of Chhattisgarh**



10th-11th December, 2018

Regional Conference Kohima

A two-day Regional Conference in association with Government of Nagaland on Good Governance Initiatives was held at Kohima (Nagaland) on 10th-11th October, 2018.

The Chief Minister of Nagaland, Shri Neiphiu Rio inaugurated the 2-day event. Shri KV Eapen, Secretary, DARPG also addressed the inaugural session. Delegates from eight North Eastern States participated in the Conference. There were 17 presentations held in seven Technical sessions followed by panel discussion in the 2-day conference.

Chief Secretary, Government of Nagaland, Shri R. Binchilo Thong and Additional Secretary, DARPG, Smt. Vasudha Mishra addressed the Valedictory Session. Shri Amitabh Kant, CEO, NITI Aayog addressed the participants through Video Conference.



10th-11th October, 2018

Regional Conference Kohima

Unnayan Banka is an innovative model includes Smart classes for students without access to mobile phones or the internet, with elements like contextualized content, multi-platform approach, virtual classrooms, and AI-based performance analysis. Animations and videos simplify complex concepts, with offline and online modes available for learning.

A global expert group on the platform (Eckovation) allows students to ask questions and receive answers from experts worldwide.

Daily teacher attendance is monitored through WhatsApp, and the 'School on Wheels' concept provides crash courses in mobile vans during examination times.

The Unnayan programme has been widely recognized and replicated in 5 states, offering education in 4 different languages.

Significant improvements have been seen, with attendance increasing from 17% to 53% and pass percentage rising from 38% to 71%.

Best Practices showcased during Regional Conference

Unnayan Banka -
Reinventing Education
Using Technology by Shri
Ahsan, DPO, Department
of Education, District
Banka, Bihar



10th-11th October, 2018

Regional Conference Bhopal

A two-day Regional Conference in association with Government of Madhya Pradesh on Good Governance with Focus on Aspirational Districts was organized at Bhopal on 10th -11th September, 2018.

Delegates from 12 States and 2 UTs will participate in the Conference. Shri KV Eapen, Secretary, DAR&PG and Chief Secretary, Government of Madhya Pradesh Shri Basant Pratap Singh addressed the Valedictory Session.

17 Presentations were made followed by Panel Discussions on the themes: ICT Enabled Education, Agriculture, Public Service and Grievance Management and Good Governance initiatives & Citizen Centric Services.

10th-11th September, 2018



Regional Conference Bhopal

e-NAM offers comprehensive solutions for farmers, covering aspects from soil assessment to final sale through soil cluster mapping, Integrated Coastal Management (ICM) and Integrated Pest Management (IPM).

It provides a range of services including post-harvest management, soil health management, crop cultivation support, crop health management, weather information, risk and insurance services.

e-NAM follows the Soil to Sale (S2S) concept, providing a complete package of agriculture-related services from soil assessment to final sale, all accessible through a single ICT platform.

It is the largest APMC in the state, spanning 135 acres of land serving over 1.45 lakh farmers and handling 20 commodities with a total turnover of Rs. 2037 crores.

The platform has successfully enabled 100% cashless transactions with 20% through RTGS and 80% through cheques.

**Best Practices
showcased during
Regional Conference**

**Presentation on
e-NAM Soil to Sale by
Dr. Vikrant Pandey,
Collector and District
Magistrate, Ahmedabad,
Government of Gujarat**

10th-11th September, 2018



Regional Conference Guwahati

A two-day Regional Conference in collaboration with the Government of Assam on 'Good Governance and Replication of Best Practices' was organized at Guwahati on 22nd-23rd December, 2017.

The Chief Secretary, Government of Assam, Shri Vinod Kumar Pipersenia and the Secretary, DARPG, Government of India, Shri K.V. Eapen addressed the inaugural as well as Valedictory Session of the Conference.

22 States and 150 participants from all over the country took part in the two-day-long Conference.



22nd-23rd December, 2017

Regional Conference Guwahati

The 'e-Prastuti' initiative in Assam focuses on standardizing government web-sites to enhance transparency and accessibility. Recognizing websites as the face of governance, the project aims to establish a unified and integrated web experience for citizens across various departments. With 29 government web-sites initially assessed, the goal is to create informative and up-to-date platforms, minimizing the need for physical visits by citizens to access services. This strategic move not only fosters a transparent functioning of the government but also contributes to an improved overall image. 'e-Prastuti' thus plays a pivotal role in modernizing the online presence of the Assam government, ensuring consistency and efficiency in information dissemination.

Best Practices showcased during Regional Conference

Presentation on
e-Prastuti by Smt.
Suchitra Pyarelal, Sr.
Technical Director, NIC
Assam



22nd-23rd December, 2017

Regional Conference Goa

A two-day Regional Conference in collaboration with Government of Goa on Good Governance and Replication of Best Practices was held on September 14-15, 2017 at Goa.

The Secretary (DARPG), Shri C. Viswanath and Shri Dharmendra Sharma, Chief Secretary, Government of Goa, Shri Mathew Samuel, DG, Goa Institute of Public Administration and Rural Development inaugurated the conference. The Chief Minister, Goa Shri Manohar Parrikar and Union Minister of State (Independent Charge) Development of North-Eastern Region (DoNER), MoS PMO, Personnel, Public Grievances & Pensions, Atomic Energy and Space, Dr. Jitendra Singh addressed the gathering in the Valedictory Session on September 15, 2017.

Delegates from 25 States/UTs (of Southern, Central, Eastern, North Eastern Regions and 5 other States/UTs) participated in the conference.



14th-15th September, 2017

Regional Conference Goa

In Nizamabad, Hyderabad, the e-NAM (National Agriculture Market) platform has significantly transformed the agricultural landscape. This initiative facilitates a seamless journey from farm to market, enabling direct connections between farmers and buyers. Through digital channels, e-NAM in Nizamabad ensures transparent and efficient transactions, eliminating intermediaries and empowering farmers with fair pricing. The platform serves as a vital marketplace for agricultural produce, enhancing market access for local farmers. With e-NAM, Nizamabad embraces technology to streamline the agricultural supply chain, fostering equitable trade and contributing to the overall growth of the region's agricultural sector.

**Best Practices
showcased during
Regional Conference**

**Electronic National
Agriculture
Market (e-NAM)
– Presentation by
Dr. Yogita Rana,
Collector, Hyderabad**



14th-15th September, 2017

Regional Conference Nainital

A two-day Regional Conference on “Good Governance and Replication of Best Practices” involving 12 States and 4 UTs of Northern, Western and Central Region of India was held on July 7-8, 2017 and inaugurated by Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances (DARPG), Government of India and Shri Avanendra S. Noyal, Director Uttarakhand Academy of Administration (UKAA), Government of Uttarakhand, at Nainital. Hon’ble Chief Minister, Uttarakhand, Shri Triven- dra Singh Rawat & Union MoS Dr. Jitendra Singh addressed the Valedictory Session of the two-Day Regional Conference.

During the two-day Conference, eight presentations on (i) Exemplary initiatives in the State of Uttarakhand, (ii) the status of Ease of Doing Business and IT adoption in the state of Uttarakhand, (iii) e-Vidhan: Paperless Himachal Legislative Assembly (iv) Good Governance Index- Introduction & Methodology of Preparation, Key Governance Sec- tors & Areas, Indicators and Data Availability, (v) Startup India (T-Hub) - Telangana, (vi) Innovations on Rural Solid Waste Management- Tamil Nadu, (vii) Stand-Up India - Ch- hattisgarh & (viii) e-National Agriculture Market- Telangana were made.



07th-08th July, 2017

Regional Conference Nainital

Aims to support entrepreneurship by providing loans through a Bank branch to two entrepreneurs (one woman and one SC/ST).

Loan range: Rs. 10 Lakh to Rs. 1 Cr., with a credit guarantee facility.

Utilizes technology and transparent processes to consolidate support on one platform.

Raipur District’s successful implementation with workshops, stakeholder involvement, and integration with State Industrial policies.

Convergence with other schemes, such as PMEGY, and easing compli- ance challenges through single-window clearance and technology-driven monitoring.

**Best Practices
showcased during
Regional Conference**

**Stand-Up India -
Presentation by Shri
O.P. Chaudhary,
Collector, Raipur
District, Chhattisgarh**



07th-08th July, 2017

Regional Conference Jaipur

A two-day Regional Conference in collaboration with Government of Rajasthan on 'Innovations in Citizen Centric Services Delivery' was held on 21-22 December, 2016 at Jaipur.

Shri C. Viswanath, Secretary, DARPG and Shri O. P. Meena, Chief Secretary Govt. of Rajasthan inaugurated the two-day Conference.

Delegates from 23 States/UTs of Northern, Southern, Western and Central Region participated in the conference.



21st-22nd December, 2016

Regional Conference Jaipur

The CM Window in Haryana stands as a robust Public Grievance Redressal System, providing citizens a direct channel to address their concerns. This initiative aims at ensuring prompt and efficient resolution of public grievances through a transparent and citizen-centric approach. Parallely, the e-District Haryana initiative leverages technology to streamline various district-level services. It serves as a comprehensive online platform, simplifying processes such as certificates issuance and ensuring accessibility for residents across the state. Together, CM Window and e-District Haryana exemplify the government's commitment to leveraging digital solutions for effective governance and enhanced citizen satisfaction.

Best Practices showcased during Regional Conference

Presentation on CM Window: A Public Grievance Redressal System and e-District by Mr. Bhupeshwar Dayal, Mr. Ghanshyam Bansal, Government of Haryana



21st-22nd December, 2016

Regional Conference Guwahati

A two-day Regional Conference in collaboration with Government of Assam on 'Path Breaking and High Impact Initiatives in Citizen Centric Services Delivery System' was held at Guwahati on 15-16th September, 2016.

Shri C. Viswanath, Secretary, ARPG; Shri Pawan Kumar Borthakur, Principal Secretary, Administrative Reforms & Training Department, Government of Assam and Smt. T.Y. Das, Additional Chief Secretary, Government of Assam attended the Conference.

Delegates from 12 states:- 8 states from North Eastern Region including Sikkim and 4 states from Eastern Region i.e. West Bengal, Bihar, Odisha and Jharkhand participated in the conference.



15th-16th September, 2016

Regional Conference Guwahati

It emphasizes organic farming's traditional and sustainable nature, using on-farm inputs and adhering to National Organic Program guidelines.

Despite initial resistance, Sikkim transformed into a fully organic state from 2003 to 2015, with the government actively driving the change.

Sikkim's success in organic farming linked to tourism development, with more than 20% of India's organic farming happening in the state.

Best Practices showcased during Regional Conference

Shri K. Bhutia,
Secretary, Horticulture,
Government of Sikkim
on Sikkim Organic
Mission

Innovative steps include third-party certification, cow-based fertilizers, and legal measures banning chemical entry, contributing to biodiversity, productivity, and ecosystem sustainability.

Infrastructure development, policy decisions, and convergence of departments showcase Sikkim's commitment to organic farming, leading to increased tourism and various accolades.



15th-16th September, 2016

Regional Conference Bengaluru

A two-day Regional Conference in collaboration with Government of Karnataka on “Minimum Government-Maximum Governance” as part of GATI (गति): Governance with Accountability, Transparency and Innovation was held at Vikasa Soudha, Bengaluru on 14th Dec, 2015. The Conference was inaugurated by the Hon’ble Chief Minister of Karnataka, Shri Siddaramaiah. Shri K. J. George, Hon’ble Minister Bengaluru Development and Town Planning, Shri R. Roshan Beig, Minister Infrastructure Development, Information & Public Relation and Shri Kaushik Mukherjee, Chief Secretary, Government of Karnataka also attended the Inaugural Session. From the Government of India, Shri Devendra Chaudhry, Secretary, Department of Administrative Reforms & Public Grievances (DARPG) along with Smt. Usha Sharma, Additional Secretary, DARPG and other senior officers participated in the Conference.

Delegates from South India, West India, Central India and North-East/UTs attended the Conference.



14th-16th September, 2015

Regional Conference Bengaluru

Limited connectivity in the island UT, with 50% of villages lacking basic telecom facilities and only 600 mbps of bandwidth available instead of the required 55 Gbps.

Adoption of intranet over the internet due to expensive satellite bandwidth costs; VSATs placed in 37 locations to connect government offices and Common Service Centres (CSCs).

High-volume services identified, SOPs prepared for optimized resource use, and process reengineering brought in for efficiency.

Monitoring of services, with 84 services in 38 CSCs in 2012 increasing to 84 services, undertaken by Empowered and Apex Committees.

Future goals include connecting all government offices, expanding CSCs, and creating a unified island database integrated with SRDH for citizen verification.

Best Practices showcased during Regional Conferece

Delivery of Public Services through Common Service Centres:- Mr. A. James, Officer on Special Duty, Department of Information Technology, Andaman and Nicobar Administration



14th-16th September, 2015

Regional Conference Raipur

A two-day Regional Conference in collaboration with Government of Chhattisgarh on the theme “Innovation in Public Service Delivery” was held at Raipur (Chhattisgarh) on 15-16 January, 2015.

The Conference was inaugurated by Shri Vivek Dhand, Chief Secretary, Government of Chhattisgarh alongwith Shri Alok Rawat, Secretary, DARPG.

Delegates from South India, West India, Central India attended the Conference.

Discussions held during the RC:- Through the innovative land governance initiatives the Kerala Government has brought in 100% transparency in the governance of the Government land. By making an effective use of IT, the system aims to check all sorts of land related frauds and civil disputes in private lands and also curtain dubious land purchases in strategic locations by the unwanted elements.

The Sarathi online system of the Department of Registration and Stamps of Government of Maharashtra provides complete information about the services of the department, create awareness about the rights of the citizens through Citizen's Charter and provides a platform for dialogue through helpline and its official website. It is a new initiative rolled out on 15th August 2014 and its outcome is quite encouraging.

Goa made a presentation on the Strategic Human Resources Management System for achieving service excellence with efficiency, effectiveness, accountability and responsibility. They also presented the system comprising of Innovations in Public Service Delivery by enabling IT in Government. Discussed the PRISM system i.e. Prisons Management System, e-Procurement, Land Records, e-office etc.

15th -16th January, 2015

Regional Conference Bhubaneswar

The Department of Administrative Reforms and Public Grievances (DARPG), Government of India in collaboration with the Government of Odisha organized a two-day Regional Conference on “Innovation in Public Service Delivery”, at Bhubaneswar on 13-14 November, 2014.

The Conference was inaugurated by the Chief Minister of Odisha, Shri Naveen Patnaik. The Conference was also attended by Shri Gokul Chandra Pati, Chief Secretary of Odisha; Special Secretary, DARPG, Shri Arun Jha; and other senior officers from the Central and State / UT Governments.

The Conference aims to create a national platform to share experiences of the States in the field of reforms / initiatives undertaken by the Departments of Administrative Reforms (AR) in the States / Union Territories to improve public service delivery, make the administrative effective, transparent, accountable and citizen-friendly. It also provide a forum for the AR departments of the States / UTs to highlight the challenges faced by them and their expectations from the Department of AR & PG, Government of India.

In the course of the Conference, representatives from the States and Union Territories in the Northern, North-Eastern and Eastern Regions make presentations on award winning initiatives and projects on 'Best Practices' from the respective States / UTs followed by interactive sessions.



15th -16th January, 2015



सत्यमेव जयते

भारत सरकार
GOVERNMENT
OF INDIA

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions