



सत्यमेव जयते

24<sup>th</sup> National Conference on e-Governance  
7-8 January 2022, Hyderabad

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Welcome Address by V.Srinivas, Secretary DARPG at the 24<sup>th</sup>  
National Conference on e-Governance dated January 7, 2022

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Respected Dr Jitendra Singh ji, Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India

Shri K.T. Rama Rao garu, Minister for Municipal Administration and Urban Development, Industries, Information Technology Electronics and Communications, Government of Telangana

Shri Ajay Prakash Sawhney ji, Secretary MeITY (on VC)

Shri Somesh Kumar ji, Chief Secretary, Government of Telangana

Shri Rajendra Kumar ji, Additional Secretary, Ministry of Electronics & Information Technology, Government of India (on VC)

Shri Jayesh Ranjan ji, Principal Secretary, Information Technology, Government of Telangana

Shri NBS Rajput ji, Joint Secretary, Department of Administrative Reforms & Public Grievances, Government of India

All Award Winners of the 2021 National e-Governance Awards,

Secretary Justice Shri Barun Mitra ji, Chairman NHAI Smt. Alka Upadhyaya ji, Director General IIPA Dr. S.N.Tripathi ji, Additional Secretaries, Joint Secretaries and Senior Officials from Government of India, Attached Offices, Subordinate Offices, and Autonomous Bodies, Additional Chief Secretaries/ Special Chief Secretaries/ Principal Secretaries/ Secretaries of IT and Administrative Reforms from 28 States and 9 UT Governments,

IT Industry Captains,

The Delegation from the Prime Minister Office of the Government of Singapore,

I extend a warm and hearty welcome to Minister of State in the Prime Minister's Office and Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh ji under whose leadership the DARPG has successfully collaborated with MeITY and Government of Telangana to conduct the 24<sup>th</sup> National e-Governance Conference at Hyderabad. In the 24-year history of National e-Governance Conferences, this is the 7<sup>th</sup> year that Dr. Jitendra Singh ji is inaugurating the NCeG, which represents a significant milestone. I extend a warm and hearty welcome to Minister for Information Technology Electronics and Communications, Government of Telangana Shri K.T. Rama Rao, for accepting DARPG's invitation to address the inaugural session. I extend a warm and hearty welcome to Shri Ajay Prakash Sawhney Secretary MeITY to this Conference through video conferencing. I also welcome the distinguished Chief Secretary Government of Telangana, Shri Somesh Kumar ji and Principal Secretary IT Govt of Telangana Shri Jayesh Ranjan ji, and Joint Secretary DARPG Shri N.B.S.Rajput to the 24<sup>th</sup> National e-Governance Conference. I extend a warm welcome the senior representatives of IT industry who would be speaking at this Conference.

Under the visionary leadership of Prime Minister, the e-Governance landscape of India has radically changed in scale, scope and learning paradigms. India has succeeded in transforming technologically obsolete institutions into modern day digital institutions which benefit millions of Indians. Today India's rural country side has changed - banking Correspondents, e-Mitras and common service centers have bridged the gap between internet poor and internet rich.

As India celebrates its 75<sup>th</sup> year of Independence as Azadi ka Amrut Mahotsav, the Prime Minister has given a clarion call for adoption of Next Generation Reforms by bridging the gap between government and citizens. This vision of Next Generation administrative reforms of the Hon'ble Prime Minister has been diligently translated into reality by DARPG.

In 2021, India's roadmap for Next Generation Administrative Reforms witnessed three major initiatives – (a) the successful implementation of the Special Campaign for Disposal of Pending Matters from October 2-31, 2021, (b) the Initiative for Increasing Efficiency in Decision Making

in Central Secretariat from March – October 2021, (c) the Good Governance Week from December 20-25, 2021 – Prashasan Gaon ki Aur campaigns, each of which was implemented on digital platforms across thousands of government institutions. Secretariat Reforms, Swachhta Campaign, Redressal of Public Grievances & Improving Service Delivery form the core of India's good governance model.

The widespread adoption of e-Office created paperless offices in the Central Secretariat and enabled smooth governance functioning in the pandemic. In 2021, CPGRAMS helped redress 20 lac Public Grievances. Under Dr. Jitendra Singh ji's erudite leadership, each of these reforms were pursued with diligence and commitment.

The Department of Administrative Reforms and Public Grievances implements the Awards Scheme for National Awards for e-Governance. This Scheme is recognized amongst the most competitive and prestigious digital governance awards schemes in the country. 2021 witnessed an all-time high of 1377 registrations and 698 nominations being received on the DARPG portal. Of these 26 nominations have been shortlisted by a highly accomplished panel of Jury members which I headed, and selected after a 2-days of presentations. On this occasion I express my gratitude to all Jury Members who gave their valuable time to this exercise.

Amongst the National e-Governance Awards winners 2021 are the Central Government Initiatives of Department of Justice, Ministry of Rural Development, Department of School Education, MoHFW and MyGov. Amongst the Award Winners from State Governments are innovations from Punjab, UP, Chattisgarh, Telangana, Odisha, Daman and Diu and Karnataka. The Award Winners from Districts include nominations from Goalpara Assam, Nagaur Rajasthan, Dehradun Uttarakhand, Solan Himachal Pradesh, Dadra Nagar Haveli, Bandipora and Srinagar of J&K, Indore of MP, Godda of Jharkhand and Mon District of Nagaland. In the category of outstanding research by Academic Institutions the nominations from AIIMS New Delhi and IIT Roorkee would be receiving the Awards today. The NeGA would be recognizing the performance of Indian Oil Corporation in the category Excellence in adopting Emerging Technologies. Let me congratulate all Award winners, who would serve as beacons of excellence for e-Governance in coming years.

The National e-Governance Conference brings together practitioners, policy makers, academicians, industry and field officers to collectively deliberate on contemporary challenges to e-Governance. The theme for this year's e-Governance Conference is **India's Techade: Digital**

**Governance in a Post Pandemic World.** The conference has 6 Plenary Sessions and 5 Breakout Sessions. This Conference has a special session on the Government of Telangana's digital platforms – several of which have been recognized at National level - T-Chits, Janahita and Palle Pragati are a few that come to mind. The advances made by Government of Telangana in adopting citizen centric governance models in social welfare and development and industry and commerce sectors also find mention in the Good Governance Index 2021 released by the Hon'ble Home Minister of India on December 25, 2021.

I am often asked what has changed in India's governance model in the years 2014-2021? The answer is e-Governance has simplified a citizen's interface with Government, brought government and citizens closer and enabled benchmarking of service quality. I have witnessed central government's e-governance models of like Ayushman Bharat PM's Jan Arogya Yojana, Rail Madad, PM's Jan Dhan Yojana, Umang, ERONET (electoral registration officers network), One-Nation One-Ration Card, Passport Sewa Kendras; the state government e-governance models like digital land in UP, Khanij online in Chattisgarh, Antyodaya Saral in Haryana, Go SWIFT in Odisha, iSTART in Rajasthan, MahaRERA in Maharashtra have benefitted in bringing transparency and openness to government processes.

The organizational reforms coupled with significant reforms in Personnel Administration like Mission Karmayogi, Lateral Recruitment, accelerated promotion policies, regional conferences for replication of good governance practices, recognizing excellence in public administration by scaling up the scheme for PM's Awards for Excellence in Public Administration represent a paradigm shift in India's governance models. New India's strong institutions are best symbolized by adoption of e-governance practices. The best manifestation of "Maximum Governance – Minimum Government" policy is a "Digitally Empowered Citizen".

As per the precedence of the previous conferences, the 24<sup>th</sup> National e-Governance Conference would be adopting the **Hyderabad Declaration** laying down the roadmap for e-Governance of the next year in the valedictory session on January 8, 2022.

With these thoughts I welcome Dr. Jitendra Singh ji, Shri K.T.Rama Rao garu and all the distinguished delegates to the 24<sup>th</sup> National Conference on e-Governance.

Jai Hind.

