



Proceedings

REGIONAL CONFERENCE ON

“Bringing Citizens and Government Closer – Through Administrative Reforms” at SKICC, Srinagar

May 16th – 17th 2022



**Department of Administrative Reforms
& Public Grievances**

Minute to Minute Programme
Day 1: 16th May, 2022
 Venue-SKICC, Srinagar

10.00 AM- 11.30 AM	<p>Session – I Innovation (Centre & State)</p> <p>Shri K. Rajeswara Rao, Special Secretary, NITI Aayog – in Chair (Presentation on PM Awards, 2021)</p> <ul style="list-style-type: none"> Innovations for Defence Excellence (i-Dex) by Shri Vivek Virmani, COO, Defence Production National Generic Document Registration System – Department of Land Resources by Shri Hukum Singh Meena, Additional Secretary, Department of Land Resources Building of Efficient Greenhouse to Grow Crops by Shri Ravinder Kumar, Administrative Secretary, Agriculture Department, UT of Ladakh 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
11.30 PM - 01.00 PM	<p>Session – II (Innovations – District) (Priority Programme – Promoting Excellence in Sports and Wellness through Khelo India Scheme)</p> <p>Shri Sandip Pradhan, DG, Sports Authority of India – in Chair (Virtual Mode) Shri Amit Sharma, Secretary, ARI (Trg.), UT of J&K – (Question and Answer)</p> <ul style="list-style-type: none"> Navpravartan Start Up Zone Chanpatia – West Champaran, Bihar by Shri Kundan Kumar, DC Sampoorna – Bongaigaon, Assam, Dr. M. S. Lakshmi Priya, Mission Director, NHM, Assam Churu – Rajasthan by Shri Sidharth Sihag, DC, Churu
01.00 PM – 02.00 PM - Lunch	
02.00 PM – 03.30 PM	<p>Inaugural Session</p> <p style="text-align: center;">National Anthem</p> <ul style="list-style-type: none"> Welcome Address by Shri NBS Rajput, Joint Secretary, ARPG Address by Shri Amr Nath, Addl. Secretary, ARPG Address by Shri Arun Kumar Mehta, Chief Secretary, UT of J&K (Virtual mode) Address by Shri V. Srinivas, Secretary, ARPG A Film on PM Awarded 2021 initiatives Address by Dr. Jitendra Singh, Hon'ble MoS Personnel, Public Grievances and Pensions Vote of Thanks by Shri Sourabh Bhagat, DG, J&KIMPARD, Srinagar <p style="text-align: center;">National Anthem</p>
03.30 PM – 04.00 PM - Tea Break	
04.00 PM – 05.30 PM	<p>Session – III (Promoting “Jan Bhagidari” or People’s participation in Poshan Abhiyan and Digital Payments and Good Governance in PM SVANidhi Yojana)</p> <p>Shri Amar Nath, Additional Secretary, ARPG – in Chair</p> <ul style="list-style-type: none"> Kumuram Bheem Asifabad by Shri Rahul Raj, DC, Asifabad Datia, Madhya Pradesh by Shri Sanjay Kumar, DM, Datia Anantnag, J&K by Dr. Piyush Singla, DC, Anantnag

Minute to Minute Programme

Day 1 : 17th May, 2022

Venue-SKICC, Srinagar

09.30 AM- 11.00 AM	<p>Session IV – Holistic Development through One District One Product Scheme and Seamless End to End Delivery of Services without Human Intervention</p> <p>Shri Kamal Preet Singh, Secretary, Govt. of Chhattisgarh– in Chair (Presentation made on Sustainable Agriculture and Livelihood initiative of Chhattisgarh)</p> <ul style="list-style-type: none">• Kalanamak Rice – Siddharthnagar, UP by Shri Deepak Meena, DC, Meerut• Makhana - Darbhanga, Bihar by Shri Rajiv Raushan, DC, Darbhanga• Karnataka- Seva Sindhu by Shri Vara Prasad Reddy, Director, Directorate of Electronic Delivery of Citizen Services, (EDCS), Govt. of Karnataka• NDMC -311 App by Shri Dharmendra, Chairman, NDMC
11.00 – 12.00 Noon	<p>Improving e-Service Delivery in J&K</p> <p>Shri Ranjan Prakash Thakur, CVO, ONGC – in Chair (Presentation also made on Improving e-Services in J&K) Shri Saurabh Bhagat, DG, J&K IMPARD – Co-Chair</p> <ul style="list-style-type: none">• Presentation on e-Initiatives in Revenue Services by Shri Vijay Kumar Bidhuri, Commissioner/Secretary, Government of J&K• Presentation on IT Initiatives in J&K by Mrs. Purna Puri, IT Secretary, J&K• Presentation on Improving e-Services in J&K by Shri Sanjay Gaden, IT Consultant, Govt. of J&K
12.00 PM – 01.00 PM	<p>Valedictory Session</p> <ul style="list-style-type: none">• Address by Shri Sourabh Bhagat, DG, J&KIMPARD, Srinagar• Address by Shri Amar Nath, Additional Secretary, DARPG• Address by Shri Amit Sharma, Secretary, ARI (Trg.), Govt of J&K• Valedictory Address by Shri Rajeev Rai Bhatnagar, Advisor to Hon'ble LG, J&K• Vote of Thanks by Dr. Jahan Ara Jabeen , Director Trainings (K), J&K IMPARD
01.00 PM – 02.00 PM - Lunch Break	

Introduction

Department of Administrative Reforms & Public Grievances in collaboration with UT of Jammu & Kashmir organized a two-day Regional Conference on the theme "Bringing Citizens and Government Closer – through Administrative Reforms" at Srinagar on May 16-17, 2022.

Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge), Ministry of Science and Technology, Ministry of Earth Sciences, Minister of State for PMO, Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space inaugurated the two-day event.

Shri NBS Rajput, Joint Secretary, DARPG presented the welcome address. Shri Arun Kumar Mehta, Chief Secretary, Govt. of J&K and Shri V. Srinivas, Secretary, DARPG also addressed the inaugural session. A film on PM Awarded initiatives 2021, made by DARPG screened in the inaugural session. The vote of thanks was presented by Shri Saurabh Bhagat, DG, J&KIMPARD during the inaugural session.

During the 2-day event, presentations were made on 6 priority programmes (in Session I-IV) from the Prime Minister's Awards for Excellence in Public Administration, 2021; (i) Promoting "Jan Bhagidari" or People's Participation in Poshan Abhiyan; (ii) Promoting excellence in sports and wellness through Khelo India scheme; (iii) Digital payments and good governance in PM SVANidhi Yojana; (iv) Holistic Development through One District One Product scheme; (v) Seamless, End-to-End Delivery of Services without Human Intervention (District/Others) and (vi) Innovations (Centre, State and Districts). One Session was kept on the theme "Improving e-Service Delivery in J&K."

More than 300 delegates from PAN-India participated in the Conference. The conference was an effort to bring the Government and Citizens closer through various administrative reforms at centre, state and district level and by use of digital technology, pursuing next generation reforms and innovations with policy objective of "Minimum Government-Maximum Governance", entailing Government process Re-Engineering, Universal access to e-services, excellence in digital initiatives at district level and excellence in adopting emerging technologies and use of ICT Management.



Lighting of Lamp by Dr. Jitendra Singh, Hon'ble MoS (PP)



Playing of National Anthem



Address by Hon'ble MoS (PP)

Inaugural Session

Day 1

Welcome Address by Shri NBS Rajput, Joint Secretary, DARPG

Shri NBS Rajput, Joint Secretary, DARPG in his Welcome Address, thanked Hon'ble MoS, Dr. Jitendra Singh and all dignitaries on the dais. He gave insight to all the delegates and participants about the theme of the Conference on "Bringing Citizens and Government Closer – through Administrative Reforms".

He mentioned that DARPG serves as a repository of best practices and works closely with the State Governments. It publishes and disseminates good practices in the country which is also the main purpose behind hosting these conferences. This conference is an effort to create a common platform to share experiences in the formulation and implementation of best practices in citizen centric governance, improved public service delivery through e-Governance, transparent, accountable and citizen-friendly effective administration.

Under Digital India, more and more Government Services are now available to the citizens electronically. Good Governance is not limited to Government to Citizen relationship. It is equally important for Good Governance to happen within the Departments. System of e-office in the Government of India is a paperless system in which the files within the Ministry move online.

He also opined that the Conference shall touch upon various aspects of governance and governance reforms, ideas and innovations. During the next two days, 20 presentations will be made in 5 sessions to a National Audience virtually and to an audience from States and UTs and Training Institutes who are attending the event physically. It is, however, necessary to scale these up and replicate them elsewhere so that the successful initiatives do not remain confined to islands of excellence only.

Address by Shri Amar Nath, Additional Secretary, DARPG

Shri Amar Nath, Additional Secretary, DARPG, in his address, underscored the importance of providing all relevant information and services to the people through Digital Governance and Artificial Intelligence. He emphasized the importance of the conference as far as bringing together of Citizens and Government is concerned. Further he also mentioned that the best innovative practices by young IAS Award winning officers could be replicated and translated in Jammu and Kashmir (J&K) and hence helps in making J&K eminent place of Governance.

Address by Shri Arun Kumar Mehta, Chief Secretary, UT of J&K



Shri Mehta, Chief Secretary, J&K, delivering his speech in the Inaugural Session through virtual mode, expressed his happiness over the Conference of such nature being conducted in Srinagar. He said that he was impressed with wide range of participation from across the country. He hoped that results and outcome of the Conference would be quite useful to carry home the take away. Shri Mehta told that bringing Citizens and Government together is very important and has been a challenging task in J&K. In 1990's when all the limbs of government had paralyzed, civil services played a very crucial role to fill the gap. Highlighting the achievements, the Chief Secretary said that J&K today is the torch-bearer in Transparency which has brought almost everything in public domain. Transparency has brought in unimaginable results. It is impossible to siphon public money today.

Underlining connection with the people, he said that for the first time three-tier system of the government (PRIs, BDCs, DDCs) have been established in J&K. The results of which are quite evident from the fact that in

the District Plan 2018-19, only 3000 projects were completed while-as in 2021-22, 35000 projects were completed. This is due to empowerment of system (Jan Bhagidari) and transparency. Other reforms done in J&K include e-filing (disposal rate of 96%), District Good Governance Index (first by any state), Land Record System, Land Pass Books in three languages-Hindi , Urdu, English, establishment of Patwarkhanas. The Chief Secretary claimed that opaqueness will be dead and over by August 15, 2022. The speaker also highlighted achievements of J&K like J&K being front runner in e-Governance, Open Defecation Free (ODF) , Ease of doing business, Kisan Credit Card(KCC) saturation, Saubhagaya, witnessed highest Air traffic this year, Playfield established in each panchayat, Geriatric and Pediatric ward established in each district.

Quoting Mahatma Gandhi and Prime Minister, he advised the participants to combine the Talisman of Gandhiji of thinking of poorest of poor before acting with PM's slogan of '**sabka sath, sabka vikas, sabka vishwas, sabka prayas**', as this would guide one in focusing on the Reforms which are required in priority.

Address by Shri V. Srinivas, Secretary, DARPG

Shri V. Srinivas in his speech thanked Dr Jitendra Singh Ji, Hon'ble MoS (PP) for conducting the Conference in majestic beauty of Kashmir. He further highlighted various steps taken for Administrative Reforms like successful implementation of National Civil Services Day, National e-Governance Conference at Hyderabad, National Good Governance Webinar series, Imagining India @ 2047, converting Technology obsolete institutions to digital ones, District Good Governance Index was launched in Jammu with mapping of all 20 districts on 58 parameters- the J&K model is being replicated in many states.

He highlighted the progress made on collaboration- "Behtar Nizam-e-Hukumat: Kashmir Aelimia" was adopted with four pronged approach - capacity building of JKAS officers, District good governance index, integration of JKGRAMS with CPGRAMS (now one of the largest interfaces with 20000 officers mapped, e-office. About the conference the speaker called it "**The biggest collection of modern India's Super achievers**" and reiterated the importance of replicating the innovations in governance.

He also said that the conference is an effort to bring the Government and Citizens closer through various administrative reforms at Centre, State and District level. This is being enabled by use of digital technology, pursuing next generation reforms and innovations with policy objective of "Minimum Government-Maximum Governance", entailing Government process Re-Engineering, Universal access to e-services, excellence in digital Initiatives at district level and excellence in adopting emerging technologies and use of ICT Management.

Address by Hon'ble MoS (PP)



Speaking on the occasion, Union Minister of State, Personnel, Public Grievances & Pensions and PMO, Dr. Jitendra Singh said that the objective of the Regional Conference was to familiarize officers with best governance practices. He said that under the leadership of Prime Minister Shri Narendra Modi ji, India adopted the "Minimum Government - Maximum Governance" paradigm which is being cited and commended all over the world and civil servants from across the world are visiting India to pursue internships. The relevance of Regional Conferences emanated from the view that Government should go out of Vigyan Bhavan to reach out to administrators in various States. He said that administration must reach out to the last man in the queue.

He also mentioned various other reforms have been made applicable to J&K like Cadre Review, application of Prevention of Corruption Act 1988, Right to Information Act 2005, CPGRAMS integration with Awaaz-e-Awam. He emphasized the need of coupling of technology, coupling of states to solve problems, Citizen Centric Administration-**Prashasan Gaun Ki Aur** and also highlighted for need to develop Block level indices.

Dr Jitendra Singh said, Jammu and Kashmir became the first UT in the country to have Good Governance Index and was also first to launch District Good Governance Index for 20 Districts of the Union Territory of Jammu and Kashmir in January this year. He said, the Index represented a major administrative reform in benchmarking good governance at District level and a significant step for timely collation and publication of statistics at State/ District level.

Dr Jitendra Singh said that governance reforms must be taken to next level and he proposed the idea of Aspirational Blocks on the lines of Aspirational Districts based on 41 scientifically evolved indices and aimed at bringing districts lagging in certain parameters at par with the best performing districts.

Dr. Jitendra Singh said that Prime Minister Shri Narendra Modi has accorded top priority in bringing the overall development in UT of J&K. "Prime Minister's objective scientific approach even in designing, structuring and planning in administrative reforms has worked to a great benefit as it is based on very objective parameters," he said. Citing examples of Baramulla and Kupwara being under the Aspirational District Program (ADP), he lauded the Central Government's such initiatives which he called dynamic in approach based on real time evaluation.

Speaking during the meeting, Union Minister said that Central Government is committed to raise the living standards of its citizens and ensuring inclusive growth for all. He said that ADP closely focuses on improving people's ability to participate fully in the developmental economy.

Taking about reforms in governance, he said that it becomes imperative to reform rules that have become obsolete over time. Keeping pace with the contemporary time is the need of the hour. Such reforms are an example of minimum government and maximum governance and reform, perform and transform slogan. These are not only governance reforms which are being spoken about but also huge social reforms which are meant to carry India on the path to become a part of the global world.

He said that the Union Government is committed to transparency and justice for all, and the people friendly reforms taken in the last eight years have benefitted brought forth the transformational changes pursued by Government through the Mission Karmayogi, wherein capacity building of 2000 civil servants in collaboration between NCGG and IMPARD was undertaken. Noting the various key aspects of good governance practices, Dr. Jitendra Singh said that, "in the present two days conference it is important that the participants are acquainted with the success stories of many reformative initiatives taken by the Government.

Dr. Jitendra Singh complimented the officers of DARPG for conducting the 2-day Regional Conference in Srinagar against all odds in continuation of the previous conferences held in Jammu/Srinagar.

On this occasion, Dr. Jitendra Singh announced the following DARPG Government of Jammu & Kashmir collaborations:

25th National Conference on e-Governance to be held in January, 2023 at Jammu

- The Department of Administrative Reforms & Public Grievances (DARPG) and Ministry of Electronics & Information Technology (MeitY), Government of India, in collaboration with the Government of Jammu & Kashmir will be organizing the 25th National Conference on e-Governance (NCeG), in January, 2023 at Jammu, UT of Jammu & Kashmir.
- The prestigious National e-Governance Awards will be presented to Central Ministries, State/UT Governments, Districts, Local Bodies, PSUs and Academic & Research Institutions to recognize the implementation of e-Governance initiatives.
- The Conference would provide considerable momentum to the e-Governance initiatives across the country, providing opportunities for civil servants and industry captains to showcase their successful interventions in e-Governance in improving end to end service delivery.
- The 25th NCeG will provide a platform for the delegates, including senior Government officers from across the country, industry stalwarts and researchers to share best practices, latest technology developments, thus leveraging them for achieving effective governance and public service delivery.
- The Conference will witness PAN-India participation of over 1000 delegates
- This is the first time that the National Conference on e-Governance will be held in Jammu & Kashmir.

State level Collaboration

- The DARPG has collaborated with Govt of J&K in improving the grievance Redressal systems of J&K. The steps taken include integration of JK-IGRAMS portal with CPGRAMS, reverse integration of the portals, the mapping of district level grievance officers on JK-IGRAMS. With nearly 20,000 district level grievance officers mapped on JK-IGRAMS there is a need to focus on capacity building programmes of grievance officers to ensure quality and timelines in grievance redressal.
- The DARPG will collaborate with Govt of J&K under the SEVOTTAM scheme to develop comprehensive capacity building programs to be implemented through IMPARD for 20 districts over a period of two years.

Session – I Innovation (Centre & State)

(Shri K. Rajeswara Rao, Special Secretary, NITI Aayog – in Chair)

Presentation on Innovations for Defence Excellence (i-Dex) by Shri Vivek Virmani, COO, Defence Production

Shri Virmani in his presentation stated that Ministry of Defence (MoD), Government of India aims to create an ecosystem which fosters innovation and encourages technology development in Defence by engaging R&D institutes, academia, industries, startups and individual innovators. The underlying objective is to make the country self-reliant and self-sufficient in matters of Defence. A start in this direction was made by the Department of Defence Production (DDP) with the launch of the iDEX framework by the Hon'ble PM of India in April 2018. This initiative provides an incentive to the startups / MSMEs and individual innovators oriented towards Defence sector, supports in upgrading the existing mechanisms, speeding up the procurement time thus reducing costs, and also setting an example for other developing countries.

He further mentioned that iDEX is being implemented by Defence Innovation Organisation (DIO), a company formed for this purpose, by Hindustan Aeronautics Limited (HAL) and Bharat Electronics Limited (BEL), both of which are Defence Public Sector Units (DPSU). DIO also receives financial and other support from the other DPSUs. After the launch of iDEX-DIO in 2018, significant gains have been made in the engagement of MoD with Start-ups/MSMEs. Till date, iDEX has launched six rounds of Defence India Startup Challenges (DISCs), receiving more than 2500 applications from innovators. iDEX has been able to fund projects in over 50 technological areas under DISCs and Open Challenge (OC) through the Support for Prototype and Research Kickstart (SPARK) framework, which entails provisioning of grants upto Rs 1.50 crore to the iDEX Winners, for each problem they undertake. Open Challenge has been initiated to pick the minds of innovators with *suo-moto* solutions to Defence needs. Four rounds of Open Challenges have been successfully closed till date.

He also mentioned that iDEX has also launched the iDEX Prime with augmented funding of Rs 10 crore to enable Forces increase the scope of problems and take a step forward towards achieving Atmanirbharta in defence. The Grant Management Portal for iDEX was also launched by the Hon'ble Raksha Mantri during Aero India 2021. This portal marked a new beginning of digital era for iDEX providing an end to end solution from compliance to grant release for iDEX winners. iDEX is also featured as a procurement avenue under the Defence Acquisition Procedure, which lays the guidelines for Defence procurements. Very recently, the procurement procedure has been greatly simplified, also 17 products developed under the umbrella of iDEX were granted the Acceptance of Necessity (AoN) by Govt of India, assuring all our

startups and motivating them to continue working on the myriad of solutions being innovated and developed by them. DIO has received incredible support from its 14 reputed Partner Incubators (PIs), including CIIE (IIM Ahemdabad), SINE (IIT, Bombay), IIT Madras, IIT Guwahati, FITT (IIT Delhi), IIT Roorkie and other private Incubators including T-HUB, FORGE etc. DIO is also exploring opportunities to on-board more Partner Incubators to support the ever-growing network of startups supported by iDEX.

Furthermore, success of iDEX has resulted in proactive international collaborations, especially with Defence Innovation Unit (DIU) in US which has been a clear leader in the world's Defence establishments in engaging with innovative startups. iDEX is now being scaled up to support more and more startups and create many world class products in the next five years. In this regard, the Department of Defence Production has approved Rs 498.8 Crore to support more than 300 startups and 20 reputed incubators, from 2021-22 to 2025-26.

Shri Virmani concluding his presentation by mentioning that as India has a wealthy repository of innovative minds, best talent pool and above all, a desire to contribute to the economy, the young and budding entrepreneurs would emerge as the future suppliers of all needs of the nation. Such initiatives have helped India retain their talent pool. Furthermore, the young minds who have fostered this culture of innovation and entrepreneurship must be appreciated as they have brought in the culture of becoming job creators instead of being job seekers in today's world. The engagement of iDEX has now swelled up to almost 150 iDEX Winners, thus contributing to the generation of employment, both direct and indirect, of thousands of skilled and semi-skilled Indians. With the transition of the iDEX Winners into manufacturing enterprises, the employment generation would be in lakhs. With such initiatives by Ministry of Defence, the twin objectives of self-reliance and self-sufficiency, will be realized in the foreseeable future. These would go a long way to enable India's Defence sector to contribute significantly towards the Indian economy.

Session – I Innovation (Centre & State)

Presentation on National Generic Document Registration System – Department of Land Resources by Shri Hukum Singh Meena, Additional Secretary, Department of Land Resources

Shri Hukum Singh Meena, in his presentation, mentioned about National Generic Document Registration System (NGDRS) which is an e-Governance project initiated in the Department of Land Resources, Ministry of Rural Development under Digital India Land Records Modernisation Programme (DILRMP) a Central Sector Scheme.

He informed that presently, 1060 SROs in 15 States /UTs namely Punjab, Andaman & Nicobar, Manipur, Goa, Jharkhand, Mizoram, Himachal Pradesh, Maharashtra, Dadra & Nagar Haveli and Jammu & Kashmir, Chhattisgarh, Tripura, Ladakh, Bihar and Assam are using NGDRS software for registration of documents/deeds.

As on 13.5.2022, more than 33.33 lakhs documents have been registered using NGDRS system and revenue of more than Rs.17716.24 crore have been collected by the States /UTs while the software application was developed and customized by the Central Government only at the cost of Rs.4.01 crore. All the information is available on national portal www.ngdrs.gov.in on real-time basis.

Registration of documents affirms authenticity and helps in avoiding fraudulent cases. This is an integral part of the Revenue system, which leads to the registration of deeds (Articles) as per the Registration Act 1908, facilitating mutation and updation of land records. This process also includes an assessment and collection of Stamp duty as per rates fixed by states concerned. Different States and UTs have been using different applications for the computerization of document registration processes. Drawbacks in terms of comprehensiveness, security, scalability, reusability, interoperability with the state land records systems and departmental applications, have been a recurrent observation across these previous applications for registration of documents.

He also opined that to address the above issues and to handle the diversity and variations in property/documents registration processes across the States/UTs on account of organizational structure, business rules and processes, formulae and formats, languages, land area measurement units and workflow variations, the need of one generic software, which can cater to the requirements of the functionaries at various levels in the States/UTs across the country was felt and a comprehensive Software Requirement Specifications (SRS) was prepared in coordination with all states through more than 20

regional meetings and approved to provide "One Nation One Software" for the registration of documents & deeds under the registration Act ,1908.

A complete user interface for the document registration process; configurable, cloud-enabled, local language compliant product; a flexible system that can meet the dynamic needs of various stakeholders; online payment, online document entry, and online appointment facility for citizens; use of biometric, iris, web camera, scanner and signature pen-pad; SMS and OTP alerts; document search and Encumbrance certificate for citizens: dashboard in the public domain for citizens and senior authorities; Web services for seamless information flow and data sharing among departments; integration with Land Record systems, online payment gateways, e-KYC, PAN verification; built on open source technology; replication through minimum customization and maximum configuration; facilitates single 'Source of Truth' for the registration related information for the States, etc.

Shri Meena concluded his presentation by mentioning that the NGDRS has made a major shift from the existing manual registration system to an online one for all types of deeds of transactions, including sale, purchase and transfer of properties. The system has enabled the Union Government to maintain a uniform land record registration system across the country. Citizens are empowered as they can submit documents online, calculate stamp duty and fees online, and deposit the same online, seek appointment online sitting at their places. This minimises citizen's in person contact with officials, reduces number of visits, time, cost and processes of registration to a great extent. There is enhanced transparency and efficiency facilitating ease of doing business and ease of living.

Session – I Innovation (Centre & State)

Presentation on Building of Efficient Greenhouses to grow crops- by Shri Ravinder Kumar, Administrative Secretary, Agriculture Department, UT of Ladakh

In the presentation, the Sh Ravinder Kumar gave an overview of Ladakh. He said that the temperature in Ladakh drops down to -30°C in winter. Long harsh winters reduce the cropping season to just 4-5 months in a year. Ladakh remains cut-off for six months in a year due to heavy snowfall. The availability of fresh vegetables decreases significantly during the winter months, resulting in an unbalanced diet. Micronutrient deficiencies are prevalent in the region. Seasonal shortfall and low dietary diversity among the local populace manifests as micronutrient deficiencies, a phenomenon that has been described as '**hidden hunger**'. The initiative aims at **improving food security and promoting livelihood** in Ladakh through Ladakh Greenhouse.

He also stated that UT Ladakh has adopted the Ladakh Greenhouse, an improvised passive solar greenhouse developed by DRDO-Defence Institute of High-Altitude Research (DIHAR). Farmers in Ladakh are now able to grow a variety of vegetables which were not possible in the traditional greenhouses. This has led to change in people's perception who believed that nothing can be grown in winters in Ladakh. Large number of passive solar greenhouses have been established in the region since the 1980s. However, the traditional greenhouses have many limitations.

He also informed that Agriculture Department UT Ladakh and DRDO-DIHAR have initiated the project 'Improving Food Security and Promoting Livelihood through Ladakh Greenhouse' in March 2020. The initiative aims at popularizing Ladakh Greenhouse, developed by DRDO-Defence Institute of High-Altitude Research (DIHAR). The technology is farmer friendly and works on passive solar energy and uses very less water (leading to energy and water conservation which is scarce in Ladakh). The life of a greenhouse is 15-20 years and there is no expenditure on pesticides and chemical fertilizers which leads to organic farming. The project aims at establishing 1000 number of Ladakh Greenhouses in Leh and Kargil districts by 2023.

The technology was also demonstrated on various farms of the Agriculture and Horticulture Departments. The success stories were widely covered on television, radio and social media. This has led to a change in mindset of the farmers in the region. So far 400 no of Ladakh greenhouses have been established by the farmers with support of UT Ladakh. The major objective is motivating young entrepreneurs to adopt it and start production of organic vegetables on a commercial scale. Few Agri-entrepreneurs have already started work on this. Now farmers are selling organic vegetables in winters in the market, ensuring food security as well as doubling their income.

Shri Ravinder Kumar concluded his presentation by mentioning the **advantages of Ladakh Greenhouse over Traditional Greenhouse and impact/benefits of the initiatives: -**

Above freezing temperature; Increased variety of vegetables; Durable cladding material; Low maintenance; Judicious use of space; Heat retention; Long service period and All year-round crop cultivation.

The Impact/ benefits resulting from the initiative: -

(a) Self-sufficiency and food security of Ladakh, not only local population but also Armed forces and paramilitary present in Ladakh; (b) Doubling farmer income and ensuring the livelihood to marginal farmers; (c) Huge scope for exporting good quality fresh organic vegetables to other parts of the country; (d) Helps in overcoming hidden hunger; (e) Growing fresh vegetables vision of Carbon Neutral Ladakh; (f) Water and energy conservation; (g) Sustainable organic farming (h) Women empowerment and (i) New opportunities for Agri-entrepreneurs.

Session – I Innovation (Centre & State)

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

Shri Rohit K Mehta began his presentation by stating that Gujarat's school education system consists of 54,000+ Schools, 4.5 lakh Teachers, and 1.15 crore Students. There are more than 2.5 Lakh Government Employees in the School Education Department in the State of Gujarat. This represents 51% of the Total Government Employees in the State.

He stated that Real-time online monitoring of these employees and other stakeholders was necessary to improve governance and provide supportive supervision so as to enhance Learning Outcomes of students. To achieve these two important objectives, Gujarat Education Department set up the country's first Vidya Samiksha Kendra (VSK) in 2019 as a prototype. A dedicated state-of-the-art building for the Vidya Samiksha Kendra was later built in 2021 equipped with cutting-edge technology. Two large video walls have been established at VSK for data-driven continuous online monitoring in real time. 50 specially selected and trained Teachers are providing continual guidance using these two state-of-the-art monitoring video wall rooms through live data sharing with BRCs, CRCs, Taluka and District officials, and Students from all over the State.

He further mentioned that VSK collects and analyzes 500 crore data sets annually through initiatives such as Periodic Assessment Tests (PAT), Session-end and annual summative examinations, daily online attendance by Students and Teachers, and data of school accreditation. With the use of Big Data Analytics, Artificial Intelligence, and Machine Learning, this data is meaningfully analyzed. In order to improve the learning outcomes of the Students, the State uses these data in all of its policy decisions.

He informed that the following major initiatives have been implemented by the State Government through the data-driven monitoring system of VSK:-

(i) Daily Online Attendance of Students and Teachers; (ii) Centralised Summative and Periodic Assessments; (iii) Praveshotsav 2.0 (School Enrolment Drive) (iv) Gunotsav 2.0 – School Accreditation; (v) Minimizing Non-Academic work of Teachers through School Administrative Software ; (vi) Technology Enabled Learning Initiatives during COVID and (vii) Launch of India's first Government owned Edtech Company.

Shri Rohit K Mehta concluded his presentation by mentioning outcomes of Vidya Samiksha Kendra:

- ❖ From Enrolment to Improving Attendance: Ensuring Students attend school
- ❖ on a regular basis.

- ❖ From Attendance to Improving Learning Outcomes: Focusing on achieving
- ❖ Grade Appropriate learning outcomes for every Student in the State.

- ❖ Improving Governance through Monitoring: Ensures seamless
- ❖ communication, coordinated efforts for learning activities, assimilation of
- ❖ information, data analysis and actionable insights to trigger responses across
- ❖ levels.

- ❖ From Data Collection to Data Analysis: Using Big Data, Artificial Intelligence
- ❖ and Machine Learning to analyze large sets of data generated from across
- ❖ the State.

- ❖ From Data Analysis to Actionable Insights: Real time dashboards and
- ❖ reports to share insights, triggers and action points at all levels.

- ❖ Data Driven Decision making thereby increasing Efficiency & Effectiveness: Using data to develop the blueprint for large scale transformation projects
- ❖ that result in maximum return and maximum impact on investment.

Through VSK, the Education Department has created a much needed opportunity and its maximum utilization is expected to greatly benefit the education sector, 54,000 Schools in the State, 4.5 lakh Teachers, 1.15 crore Students and finally the entire State.

Session – II (Innovations – District) (Priority Programme – Promoting Excellence in Sports and Wellness through Khelo India Scheme)

Shri Sandip Pradhan, DG, Sports Authority of India – in Chair (Virtual Mode)

Shri Amit Sharma, Secretary, ARI (Trg.), UT of J&K – (Question and Answer)

Presentation on Navpravartan Start Up Zone Chanpatia – West Champaran, Bihar by Shri Kundan Kumar, DC



Shri Kundan Kumar made his presentation by mentioning that as per the reports of WHO, COVID-19 put the whole world in an unprecedented crisis and lingering uncertainty, generalized economic depression, unemployment, Quarantine, unavoidable Lockdown & travel-ban that was imposed globally as a necessity to tackle the pandemic. Among the populace, the migrants were found to be one of the most vulnerable groups in this lockdown, as their very livelihood came to a complete standstill.

COVID-19 brought about a massive change to the existing systems and generated a whirlpool of hurdles that the people had never faced before or had no idea how to overcome. This eventually created overwhelming fear and mounting anxiety among the people due to the novelty of the crisis & the uncertainty it brought with it.

The COVID-19 Lockdown, imposed to tackle the pandemic & to rein in its outspread, has turned the economy into a new situation of "Reverse Migration" in which people returned back from the working place to the Native place. From Decades, going to other states for better economic prospect has been a way of life in West Champaran District. Hence, this District also received large number of returnees who had the pressing need to head back home in an unprecedented crisis. They returned back from various parts of India e.g., Surat, Ludhiana, Amritsar, Mumbai, Delhi, Chandigarh, Kerala, Tamilnadu, Karnataka etc. & abroad like Dubai, Qatar, with lost livelihood & in a state of distress, after the nationwide Lockdown imposed in the year 2020 to contain the spread of COVID-19. Returnees were afraid of going back & wanted to get their Livelihood here as a number of them had bitter experience with their employers as well as the uncertainty & Fear COVID-19 brought with it.

He further stated that - "unprecedented time requires unprecedented measures." "Navpravartan" Startup Zone, Chanpatia provided an innovative solution to the plight of returnees who faced grave financial & psychosocial crisis and lost their livelihood due to the unprecedented calamity of COVID-19. The move of Setting up of the "Navpravartan" Startup Zone, Chanpatia in West Champaran District is an Innovative and Transformational step towards realizing the true potential of these returnees, providing them Livelihood solutions near to home, fueling economic growth of the District by Bulk production Model using latest technologies, generating employment, nurturing entrepreneurial Ecosystem & providing an efficient public service delivery system leading us to the goal of "AtmaNirbhar Bharat". It has not only helped returnees to set up their own production units & brands with the help of district administration, but also created thousands of direct and indirect employments in the home district. It was evolved amidst the COVID-19 Crisis and the tools used were innovatively devised to provide solution in a minimal time as it required very swift solution to facilitate the returnees to set up their Production units here & get the livelihood. For the District Administration it was the most challenging period as this crisis was completely unforeseen and unheard of. In one hand Administration was fighting with this unforeseen Pandemic crisis by creating & managing more & more Isolation centers, DCHCs, Providing better health facility, receiving thousands of returnees to the District, managing & receiving so many Special trains from various parts of India, running hundreds of Quarantine Camps, arranging for their food & stay with COVID protocols with many logistical constraints due to Lockdown, containing the outspread, ensuring Lockdown and on the other hand the District Administration was taking an arduous task to turn this challenging adversity into opportunity by setting up this Startup zone following the Mantra of Hon. PM- "Jaan Bhi, Jahan Bhi" which implied the Administration had to focus on not just saving lives but also on kick starting the economy and livelihood.

The very design of this innovative model is Participative in which expertise, Know -how and suggestions of returnees was incorporated at every level. An important innovative step in this initiative was to form "Udyami Mitra Mandals". These returnees became points of contact for the entire Quarantine camp (even after leaving the camp) making it easier for us to keep in touch with them and getting continuous ideas from them. Since these returnees understood the nitty-gritty of their respective industries, administration asked members of Udyami Mitra Mandals to come up with detailed plans of setting up of Production Units.

DRCC (District Registration & Counselling Centre), West Champaran has been designated as a one-point facility for Counselling, Grievance Redressal and feedback mechanism. Besides that, social media handles of District Administration also helps in that which is regularly monitored. Main Stakeholders of this initiative are the parts of "Udyami Mitra Mandals" and they not only put their Grievances before the administration but also helped in conceptualizing the entire initiative. An officer assigned as SPOC (Single Point Of Contact) to each udyami helped in taking Feedback and Grievance redressal.

It's a sustainable innovative model in which expertise, Know -how and experiences of Stakeholders is participatively included in the very design of the model. Though the initiative was taken by the district administration, it is holistically integrated and channelized through the Industry Department of the state and BIADA for sustainability. Industry Department has adopted this model in its District Industrial Innovation Scheme for its replication in other Districts of the State. Important **Aspects of Logistics, Raw material, market linkages, Regular Loan repayment, Latest trends of products** etc are continuously monitored and taken care of. Also **latest Machines have been imported** for enabling Bulk Production at cheaper rate which provide regular competitive advantage.

There was no such Scheme/project which could immediately address this crisis situation. Also, there was no such existing set up or industry to provide employment & to re-integrate these returnee migrant workers in West Champaran District. Hence by conceptualizing many innovative aspects like- Skill Profiling of each returnee & preparing digital database, Forming "Udyami Mitra Mandals", Providing an officer of District Administration as SPOC (Single Point Of Contact) to each Udyami, Creating **Plug & Play model** by taking **warehouses** & setting up Startup Zone **spread in 20 acres for instant space allocation for production unit, Creating Design Studio, QA Facility, Brand Design, importing latest machines** etc & tweaking the existing schemes this first-of-its-kind framework of "Navpravartan" Startup zone was conceptualized and when the India Locked Down, West Champaran started up.

Shri Kumar concluding his presentation by mentioning that the idea was to tap the great potential of varied skill pool of these workers to provide employment solutions that were closer to home. Initially Banks were reluctant but with weekly review meetings & Loan Melas the Prime Minister's Employment Generation Programme (PMEGP) Loan was sanctioned within a fortnight which earlier used to take even a year. Latest Machines like 40 feet long Computer added Embroidery Machines, Laser operated beading machine, CAD operated Knitting machine etc. were imported to create it a Bulk production hub. This Startup zone houses 57 returnee's Production units with more than 400 machines running & items worth Rs 15 crore have been sold in various part of India including Surat and Ludhiana & even exported leading us to the goal of "Atmanirbhar Bharat". It has created thousands of direct and indirect employments in the home district. Besides this, hundreds of returnees have started their units outside the startup zone too. About 141 udyamis have applied for space allocation for starting their units. The Startup Zone, churn out a host of different offerings, from shirts, lowers, track suits, jackets, Saree, lehnga, suits, sanitary pads and footwears, to Steel utensils and cricket bats & sale numbers are huge like 1,35,000 trousers, 1,01,000 leggings, 63,000 Track suits, 8 lakh Sanitary Pads, 13 lakhs Mask etc. These returnees have grown from migrant workers to owners and their happiness is palpable because there exists a real sense of ownership. Aamil, 35, who used to work in Dubai in a textile company and returned back says:

"I had no clue after returning back here. The situation started turning grimmer day by day and I lost all hopes to go back to work. During the skill mapping test started by local authorities, I got an opportunity to interact with top officials who helped me a lot in setting up my company. The officials kept in touch and provided the platform needed to develop the business initially. Now, we are getting huge orders and working continuously to fulfill demand from local markets, he said.

"My plan is to not just settle myself. It's to give an opportunity to more people, so that we make West Champaran the next Surat or Ludhiana," said Arun Kumar, who used to work in Surat. "Navpravartan" Startup Zone has turned a challenging Adversity into Opportunity.

Session - II

Presentation on Sampoorna – Bongaigaon, Assam, Dr. M. S. Lakshmi Priya, Mission Director, NHM, Assam



Dr. M. S. Lakshmi Priya, started her presentation by saying that Project Sampoorna is an innovative, inclusive, and sustainable project launched by the District Administration, Bongaigaon during the third Rashtriya POSHAN Maah in September, 2020. This Project focuses on United Nations' Sustainable development Goal -2. The National Institute of Rural Development, IIT Guwahati, the Indian Institute of Entrepreneurship, UNICEF, Tezpur University and Tezpur Medical College & Hospital collaborated on this project. It was implemented using the four-tiered institutional mechanism consisting of AWW, AW Supervisor level, CDPO-level, and DSWO-level committees along with convergences of Social Welfare, health, ASRLM, Education, Agriculture, and allied departments. This initiative has brought about significant results leading to a reduction in malnutrition among 95.6% of children of the targeted groups in the district and 90% mothers economically empowered by being included in SHGs under NRLM after one year of Project Sampoorna.

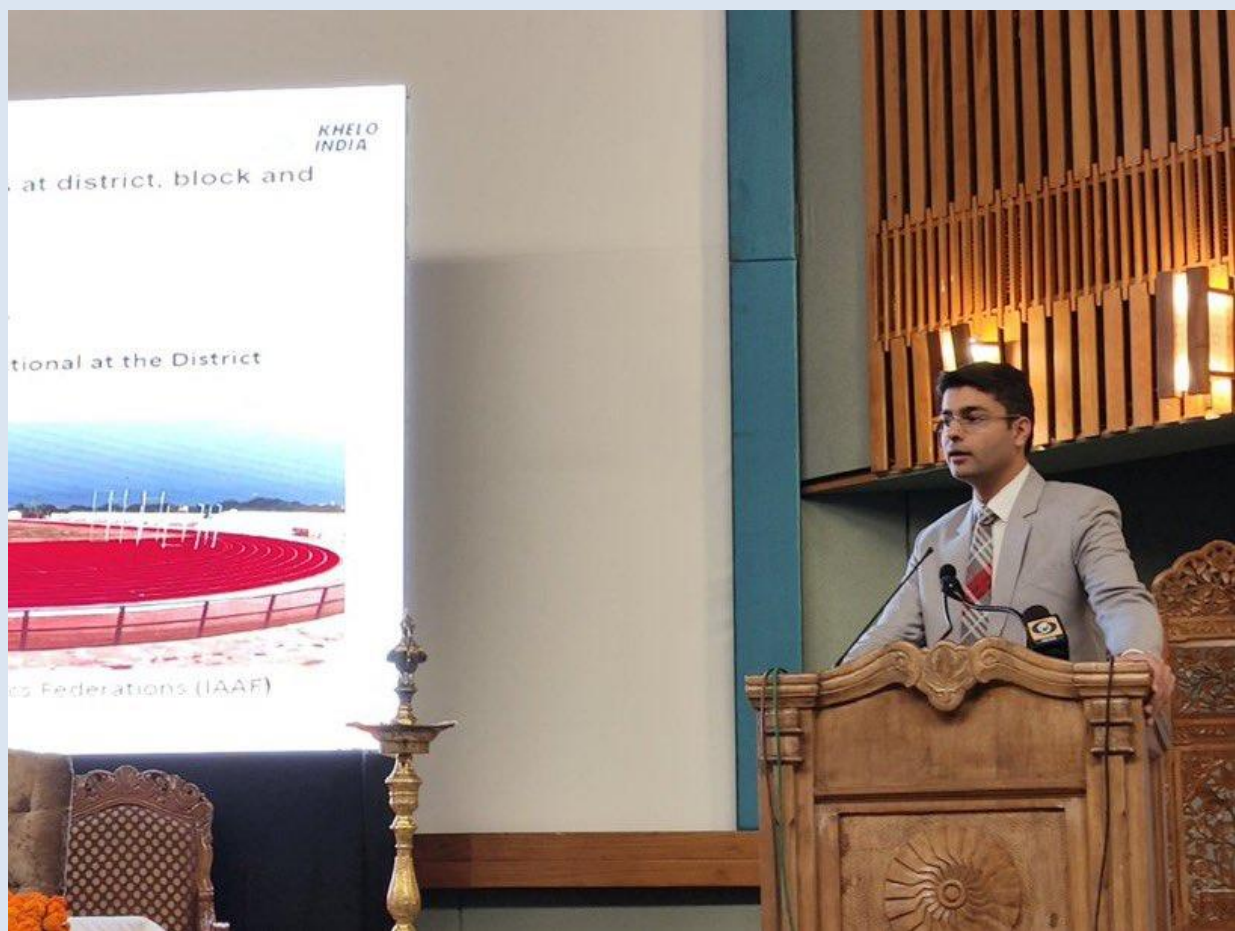
She also informed that the following broad objectives of the Project:

1. Reduction of malnutrition among children; 2. Sustain the result by education and economic empowerment of the mothers of the children; 3. Community management of malnutrition and reduction of hospitalization and 4. Breaking the vicious cycle of malnutrition and ill health.

She concluding her remarks by stating that the project aimed at targeted nutrition-based interventions with plans such as the inclusion of mothers of malnourished children at Anganwadi-level committees, routine health check-ups, milk and egg distribution weekly. The POSHAN survey was conducted in five blocks of Bongaigaon district and focused on distributing nutritious food to pregnant women, lactating mothers, and children. Several sociological, epidemiological, and economic indicators have been surveyed to determine the course of action that should be taken.

Session – II

Presentation on Khelo India Scheme - Churu – Rajasthan by Shri Sidharth Sihag, DC, Churu



While starting his presentation Shri Sidharth Sihag stating that Churu has carved out a place for itself as the nursery of sports in Rajasthan. In the past few years, the district has grown by leaps and bounds, both in terms of the availability of sports facilities as well as achievements earned by its

sportspersons. District administration has undertaken several efforts to build and augment sports infrastructure across multiple disciplines. As part of a three-tiered development effort, focus has been to set up sports facilities at district, block and gram panchayat level. Firstly, a centre of excellence for multiple disciplines at the district level has been created. Towards this end, a class I synthetic atheltic track was prepared in District Stadium Churu in 2020. Additionally, a table tennis centre at the district stadium has also been included in Khelo India scheme in 2020. Furthermore, a Kabaddi centre, Archery centre, badminton Hall and shooting facility is already functional at the district stadium. Secondly, multiple sporting centres have been operationalized at different blocks, which are being run both in government as well as private facilities, so there is comprehensive convergence of efforts of various stakeholders. Three Khelo India Centres i.e. Handball Centre at GSS Loha, Hockey Centre at GSS Gajuwas and Athletic Centre at Rajgarh were approved in government facilities in 2020-21. Similarly, four centres were approved as Khelo India centres in private academies during the same period. There are 8 SAI approved Khelo India centres in Churu, and there are 14 other centres where coaches are being provided by District Sports Council. Thirdly, the district has consistently improved its infrastructure, not just at the elite centres level, but also at the grassroots. There are 292 schools in the district where playground has been developed since 2019. This has been done using funds in convergence from various schemes such as Nrega, MP LAD, MLA LAD, SFC/FFC and through public contribution. The district is steadily progressing towards its goal of providing playing fields and courts for basketball, volleyball, kabaddi, kho-kho and running track in every Gram Panchayat.

He mentioned the following Sporting achievements –

The achievements in terms of medals and participation in national level competitions is proof of the fact that Churu is punching above its weight. For example, in terms of participation in Khelo India Games in Guwahati in February 2020, Churu had the second highest number of participants, after capital Jaipur, who participated in the games from Rajasthan.

Even more remarkably, the medal tally of Churu is truly astonishing. Rajasthan won a total of 51 medals in individual events in Khelo India Games. Out of these, 10 medals were won by sportspersons from Churu, which is almost 20% of the total medal haul.

Participation of Female Sports persons –

It has been a constant endeavour under Khelo India scheme to push the female participation rate as much as possible and gradually bring it at par with male participation rate. Churu has been a trailblazer in this regard. The number of female athletes participating in 2020 Khelo India games was 11 compared to just 6 in the previous version, which marks an increase of a whopping 83%. Furthermore, of the 20 individual medals won by female

athletes from Rajasthan In latest Khelo India games, 7 medals have been won by athletes from Churu, which is a phenomenal 34%. So, every third medal won by female athletes in Rajasthan was won by female athletes from Churu.

Rural Games –

It has been a focus area of Khelo India to promote rural and tribal games such as Kabaddi, Archery etc so as to enable a far greater segment of population to attain fitness by engaging themselves in their traditional sports. In this regard, Kabaddi centre which is functional in District Sports Stadium, has carved a niche for itself as 18 sports persons from this centre have participated in national competitions. Furthermore, the boys Kabaddi team that won silver medal in KIYG in 2020 and the girls team that participated in KIYG both had representation from Churu, which is a testament to the success of the district in this sport. In fact, a Kabaddi player from Ratangarh, Bhuvneshwar Gaur, is presently playing in the Pro Kabaddi league from the team Gujarat Giants.

Pay and Reside Model –

This is an innovation that was pioneered in Churu in Rajasthan. Under this scheme, athletes are provided accommodation within the stadium at a nominal fee per month. This comes with the obvious advantage of letting the athlete focus exclusively on his sport by allowing him to stay on site and being in continuous touch with the coach. The efficacy of the scheme can be judged from the fact that it has not just attracted talent from within the district, but from other districts and even from outside the state as well. In fact, of the athletes who have availed of this facility, 20 medals have been won by those hailing from Churu, while 23 and 40 medals have been won by those hailing from other districts and other states respectively. Furthermore, the facility has even attracted sportspersons from the armed forces and CAPF as soldiers belonging to Jat regiment, RajRIF, Artillery regiments etc., have also utilised this facility to hone their skills.

Nutrition and Health Awareness –

We found that there was a lack of optimal awareness among adolescent and pre-adolescent youth regarding issues related to health, nutrition and wellbeing. This is partly due to the fact that there is inadequate focus on them in the school curriculum. Therefore, a simple method was devised to take forward the initiative and improve awareness on these issues.

The methodology was to first conduct a baseline test in schools. This test was conducted with 25 simple questions related to these topics. A workshop was conducted and all the principals of Senior Secondary schools were trained in the methodology. Following the baseline assessment, literature on these topics was circulated to the students and there was a follow up examination conducted after a brief interval to assess the impact. The result was that 80%

of the children improved their scores in the final assessment and the average improvement was 60 to 76%.

Lastly, all the students studying from primary till secondary level were screened for commonly found illnesses/ailments. This was a massive exercise covering 2,64,000 students between October-December 2021. At the end of the exercise, 7912 children were identified with various ailments, out of which 7114 children have received treatment till now.

Popularisation of Sport and Widening the Base –

It is our endeavour to reach out to maximum number of youth and draw them into the orbit of sports. Towards this end, we have organized 11 Aakashwani programmes with important personalities. We are blessed to have Khel Ratna awardee Sh Devendra Jhajharia, CWG Gold medallist Smt Krishna Poonia as well as two Droncharya Awardees (Sh Virender Poonia and Sh Anoop Kumar) in the district who serve as inspiration for the youth. With this aim to increase the reach of sports, an idea of rural Olympics was conceived. Even though it could not be held due to the outbreak of covid, however, we were successful in reaching out to and registering over 65,000 participants for the same. It is our belief that this massive expansion of the sporting catchment area shall tremendously fortify and amplify the sporting culture of the district and give it new wings.

Shri Sihag concluding his presentation by stating that the sporting achievements of Churu shall prove to be a worthy legacy of the Khelo India program and serve to underscore the hope that a brilliant sporting culture can be built even while struggling to overcome various human development indicators. India is also looking to do the same at the global stage and the example of districts like Churu shall infuse everyone with hope and aspiration and catapult the country to emerge as a sporting powerhouse.

Session – III (Promoting “Jan Bhagidari” or People’s participation in Poshan Abhiyan and Digital Payments and Good Governance in PM SVANidhi Yojana

Shri Amar Nath, Additional Secretary, ARPG – in Chair

Presentation on Strike Against Malnutrition by Peoples Upliftment through Revival of Nutrition in Asifabad

Shri Rahul Raj PS, DM Asifabad made a presentation by stating that Why SAMPURNA Poshan was necessary. It is necessary due to that the awareness on Health, Hygiene and Nutrition was minimal in all sections of people and the primary focus of Anganwadi teachers was more on feeding Rice and less on health and nutritional aspects of beneficiaries. So, addressing problems at

Anganwadis alone was not sufficient as it deals with only one meal a day, but a **"SAMPURNA Poshan" covering all (3) meals a day** was necessary and essential to eradicate malnutrition permanently from the district.

He further informed that With the financial support, analysis and comparison of monthly data and rankings provided by NITI Aayog, **2021 was a Year of Change** in the History of Asifabad District In the first month, 15 Anganwadi centers across 15 villages were selected and a baseline survey on all nutritional parameters of beneficiaries viz. children, adolescent girls and women were collected. All the women of the village were given training on Millet cooking recipes through food festivals. They were encouraged to try and cook millets in their homes, clearly explaining the role of Millets in improving Nutrition. All Tribal community leaders, Sarpanches, ward members were sensitized on the importance of Nutrition on the health of Women and Children and they were motivated to Revive the practice of growing and consuming millets, which their ancestors used to practice in olden days. Focus was also kept on promoting Millets cultivation, for which subsidized seeds were distributed to farmers through Agriculture department on a pilot basis. Millets were made available at the local shops and Anganwadi teachers motivated women to Purchase millets, Cook and Consume them in their households.

He further stated that in order to reduce the transportation costs and make millets available at cheaper prices locally, a **"Mission SAMPURNA Poshan Shop"** exclusively run by SHG women was opened in all 973 villages covering all 973 Anganwadis. Farmers of every village were trained and encouraged to cultivate millets in their villages, who would sell them to SAMPURNA shops and the SHG women operating SAMPURNA shops were trained in Procuring, Processing, Packaging and Selling the millets to the local villagers at cheaper prices. Slowly in a span of 6 months, the project became a **"Jan Andolan"**. Awareness programs were conducted in all schools, discussions were held with tribal and other community leaders at "RytuVedikas", Nutrition became a compulsory subject of monitoring in every SHG Women meetings, discussions were held in Special Gram Sabhas and with the support and participation of all sections of the people, the project transformed in to a **"Decentralized Millet Village Circular Economic Model"**, where Millets are grown locally in the village, Procured locally by local SHG Women, Processed and Packaged locally and Sold to the local villagers for consumption at cheaper prices. Complete behavioral change is noticed in people, because of involvement of all sections of society. Problems of Poshan, which was on the Plates of every individual across all ages for all (3) meals was addressed through SAMPURNA Poshan. Instead of depending on the government to get free meal, they are now Growing, Procuring, Processing, Packaging, Selling, Purchasing and Consuming required quantities of millets and vegetables in their own village. Visible impact is that 80% of beneficiaries are now consuming millets and Nutritional Vegetables in other (2) meals, outside regular Anganwadi meal.

He concluding his presentation by saying that as a result of efforts of all stake holders, Maternal Mortality reduced from 21 in 2019 to 7 in 2021, out of which Anemia related deaths reduced from 18 to Zero, Infant mortality reduced from 108 in 2020-21 to 71 in 2021-22. Underweight children decreased from 13,109 to 4106 and wasted children from 6612 to 877. Due to this we could save at least 30 to 50 precious lives of women and children of the district. Thus, the district could successfully conduct Strike Against Malnutrition by Peoples Upliftment through Revival of Nutrition in Asifabad and achieving SAMPURNA POSHAN in true spirit.

Session - III

Presentation on Promoting “Jan Bhagidari” or People’s participation in Poshan Abhiyan and Digital Payments on Datia, Madhya Pradesh by Shri Sanjay Kumar, DM, Datia

Shri Sanjay Kumar started his presentation by stating that Datia is a district in Bundelkhand, a region where malnutrition is an inherent issue and has historically affected the growth and development of children, ultimately affecting the development of the region. Therefore, to properly understand the issue and plan a suitable intervention on malnutrition a comprehensive survey was conducted in Datia district in the year 2019. During the 15 days of this survey period 994 Severe Acute Malnutrition (SAM) and 11604 Moderate Acute Malnutrition (MAM) children were found and the rate of malnutrition was found to be 12.79%. The District Core Group (DCG) discussed and analysed the data. It was concluded that the primary reason for malnutrition was capacity gap of the family of malnourished children. Following intensive brainstorming, the idea of having officials and other capable influencers utilize their personal capacity to adopt a malnourished child as their own, “MERA BACCHA”, to ensure the child’s speedy and time bound recovery was developed. To enable planned execution of this idea an initiative “MERA BACCHA ABHIYAN” was started in Datia district under POSHAN ABHIYAN as an approach-based initiative in which a ‘capable person’ ensures the speedy recovery of the adopted malnourished (SAM or MAM) child by establishing an emotional connect with the child and the child’s family. The execution of the initiative began with detailed discussions in the DCG followed by preparation of a list of potential adopters. Thereafter, the identified potential adopters were invited for orientation. The concept of the initiative was so appealing that all the potential adopters in the first list voluntarily adopted a child.

He also informed that an awareness campaign was undertaken to inform other stakeholders such as general public, Panchayati Raj Institutions, doctors etc. about nutrition and the “MERA BACCHA ABHIYAN”, and also to motivate them to take part in the initiative. Initially, the adopters were district officials, but with time and increasing awareness, NGO representatives, public representatives and local dignitaries also came forward to adopt malnourished children, which made the whole initiative a Janbhagidari (public participation) based initiative. The role of adopters is the most crucial in the whole initiative.

Adopters have to establish an emotional and personal connect with the child and the child's family to identify the specific reason/s behind malnutrition of the adopted child. The adopters are oriented in a way so that s/he can identify the reasons easily and ensure time bound recovery of the child. The adopters have to maintain regular connect through weekly telephonic conversations and by visiting the child once in fifteen days. S/he addresses the capacity gap by counselling the parents of the child and providing required support such as medicinal, nutritional as well as through knowledge sharing.

He further stated that the documentation for the initiative began prior to the adoption, and the adopters were provided with a file "Mera Baccha Profile File" for the child s/he has adopted. The adopter is required to maintain the progress of the child using charts in the profile file of the child through regular follow-ups. The adopter is also required to update the profile file of the child by entering the health details of the child periodically. The adopter also sends the child to the NRC if needed. In addition to initiatives taken to reduce the incidence of malnutrition among children, other allied activities were also undertaken. To specifically address anemia among adolescent girls, Pregnant Women and Lactating Women, Iron Folic Acid tablets is given to them by Aanganwadi Workers (AWCs) on every Tuesday and its consumption is ensured on the spot. In order to reach the target of exclusive breast feeding of infants upto six months of age, 100% exclusive breast-feeding program is also going on in hospitals. This is to ensure 100% breast feeding of the child within one hour of the birth and exclusive breastfeeding till six months after the birth.

"SUPOSHAN MELA", the first such activity, was organized once in three months in every block of the district. The adopters bring the child to suposhan mela. Health checkup of the child is conducted by pediatricians and a diet plan of the child is prepared by a nutritionist. Suposhan & Swachhta kit is provided to the child by public participation. NGOs voluntarily provided the kits and resources to the child for his/her time bound recovery.

Furthermore, strengthening of AWCs of the district was taken up through improvements in its infrastructure through public participation. As a result, all AWCs in the district are now adopted under "ADOPT AN ANGANWADI" Program. AWCs of the district now have electricity connection, clean tap water supply, clean washrooms, proper store room A total of 478 AWCs have "POSHAN VATIKA". For those angandwadis that do not have a Poshan Vatika due to space constraints, a tie up has been established between farmers and AWC under which resources have to be provided to the farmer and in return the farmer will provide fresh grown vegetables to SAM & MAM children of the respective AWC. "POSHAN MATKA KARYAKRAM" has also been initiated in which a handful of grains were brought by women of AWCs each day and these grains are then cooked on Saturday for "balbhoj". This increased the attendance of children in AWC and improved the regularity of women in AWC.

"POSHAN CLUBs" were also established to provide training to the AWWs and counselling to the parents. "POSHAN CLUBs" are conceived as a one stop center to provide resources to the child under MERA BACCHA ABHIYAN. To further deepen community involvement "LOCAL BHAJAN KIRTAN MANDLI" were used as community mobilizers to spread the message regarding the necessity to fight malnutrition through folk songs and to bring social change by generating awareness about nutrition.

School teachers were also used as "POSHAN GURUs" to generate awareness about nutrition among children of the school and among the people of the respective local area. Convergence of various departments and their schemes such as Public Health Engineering department for Jal Jeewan Mission, health department for health checkup of child, food and civil supplies for the availability of food grains to children, education department for awareness, ST welfare department for reducing malnutrition among Sahariya tribe (currently it is 5% SAM and 3.1% MAM). WCD14 is the nodal department for the initiative under the POSHAN ABHIYAN. District Level Monitoring Committee has been constituted by transforming the previous DCG for regular monitoring.

Shri Sanjay concluding his remarks by mentioning the outcomes i.e. because of this innovative initiative, a remarkable reduction of 17.5% in malnutrition rate has been achieved in NFHS-V 15 data. As a result, current malnutrition rate stands at 4.99%, which is very low in comparison to the state average. Datia district has not only reduced stunting and wasting cases but has also seen improvement in other parameters such as increment in rate in immunization from 53.2% National Family Health Survey (NFHS-IV) to 79.6% (NFHS-V), reduction in diarrhea from 12.9% (NFHS-IV) to 5.7% (NFHS-V), increase in breast feeding from 32% to 56.4% (as per recent NFHS-V data). In fact, Datia has achieved 100% breast feeding through MERA BACCHA ABHIYAN, an increase in institutional delivery to 90 %, increase in number of ANC registered during first trimester from 49.6% to 76.5% and complete 4 ANC of pw increased from 29.5 to 64.2% and postnatal checkup also increased from 58.7% to 82% which reduced the MMR of Datia.

The improvement in health status of mothers and children through this Initiative is all the more remarkable as the initiative was implemented throughout Covid-19 pandemic which required our focus and attention for many months. In addition, it is an ongoing challenge to find suitable Adopters, and to keep them oriented and motivated. But the district has now set its sights on targeting the root cause of malnutrition, which is focusing on improving the health of mothers in particular and women in genera in order to ultimately reduce the birth rate of malnourished children. And we will make "KUPOSHAN MUKT DATIA" (MALNUTRITION FREE DATIA).

Session - III

Presentation made by Dr. Piyush Singla, DC, Anantnag on Implementation of PM-SVANidhi Scheme in Municipal Council-Anantnag

While making presentation Dr. Piyush Singla said that to work collaboratively with vendors and to provide hassle free atmosphere for vending activities as well-as discouraging daily harassments over roadside vending, three separate vending zones/areas were identified and established in Anantnag town. Awareness Programs in the form of Camps and Field Visits were organized in collaboration with different Banks, in order to make the Street Vendors aware about the benefits of the Scheme. Single Window System was introduced in the shape of only Data Entry Operator of this office, who was completing all the process from Application for LoR to the issuance of LoR in just half an hour on Come and Go Basis, which made the process very simple and convenient. All the Street Vendors were provided the Contact Numbers of the dealing person, who was 24x7 available to redress any type of grievance in the best possible way on one-to-one basis. He also stated that displaying of messages on popular social networking sites: WhatsApp, Twitter & FB and messaging through Mobile network operators was introduced. Besides, direct interaction with actual beneficiaries by holding community programs also conducted so as to sensitize them about its benefits. Besides, Random Calls were made by the Executive Officer to the Vendors in order to check the efficiency of the Grievance Mechanism in place, and Grievance Day was also being observed on monthly basis, in order to redress the grievances on spot. The above-mentioned Single Window System not only eased the process of Issuance of LoRs, but was actually providing the Application Form, complete in all respects, to the Street Vendors for direct submission at their respective bank branch for easy sanction and disbursement, which proved to be exceptionally and exclusively innovative and fruitful.

He also informed that the "Aalav-Market" Vending zone at Dangrpora is harbinger of the scheme reflecting the permanent establishment of footloose vendors, besides a good source of livelihood for a sizeable no. of persons associated with it.

He also highlighted the outcome of the scheme that Street vendors having monthly earnings of INR 4000-4500, after intervention of PM SVANidhi, availed loans of INR 10,000 and with the help of district administration in carrying out vending activities are now able to earn INR 12000-14000 per month.

Day 2

Session IV – Holistic Development through One District One Product Scheme and Seamless End to End Delivery of Services without Human Intervention

**Shri Kamal Preet Singh, Secretary, Govt. of Chhattisgarh– in Chair
(Presentation made on Sustainable Agriculture and Livelihood initiative of Chhattisgarh)**

Presentaiton on Kalanamak rice by Shri Deepak Meena, DC, Meerut.

He started his presentation by mentioning that Kalanamak rice, called Gift of Lord Buddha is an ODOP and GI product of district Siddharthnagar, an aspirational district located in Terai belt of Uttar Pradesh. Featured in Speciality Rices of the World by Food and Agriculture Organization,(FAO),UN,it is known for its unique aroma and nutritional qualities. In the 1980s, its grown area of 22,000 hectare dropped to only 2600 hectares in 2017 due to other high yield rice varieties and lack of state support. Since the start of ODOP scheme in 2018, its farming area has rapidly increased from 2,700 hectares in 2018 to 6000 hectares in 2020 to 12,000 hectares in 2021.Farmers income has increased manifold as wholesale selling price has increased from Rs 40/kg in 2018 to Rs 90/kg in 2020 and Rs 135/kg in 2021.The following interventions have been done to achieve the above results : Formation of District Task Force and District Action Plan on Kalanamak Rice to review and promote production, timely availability of quality inputs, processing, marketing and branding.

He further stated that KVK research is being done in area of 40 acres of 46 farmers on 10 varieties of kalanamak rice. Through International Rice Research Institute (IRRI) detailed nutritional profiling of Kalanamak Rice has been done. A proposal to establish a 5 acre IRRI Research Center at a cost of Rs 14 crores has been sent to MSME Department. Timely availability of certified seeds has been a major issue for the farmers in the area. For the first time in the district, certified seed production of 80 quintal seeds has been done in 4 hectares of area.

Training of 400 farmers through KVK and ODOP on latest agricultural and business practices. During Kalanamak Mahotsava 2020-21 & 2021-22 training of around 10,000 farmers through 3 day conference and workshop by KVK, ODOP Cell, IRRI, APEDA and NABARD. Training of 23,040 farmers for scientific farming through Kisan Pathshalas held in 152 nyaya panchayats and 256 gram panchayats.

Under ODOP scheme, loans of Rs 528.5 lakh has been disbursed to 60 beneficiaries at 25% subsidy from September 2020 to December 2021 to provide financing for production, processing and marketing. 14 Establishment

of Farmer Producer Organizations have been established under the Companies Act, 2013, with 3479 farmers as its members.

At a project cost of 696.38 lakhs at 90% government grant, implemented through an SPV with FPO, a CFC has been established to provide a dedicated, advanced processing facility for Kalanamak rice with capacity of processing 4MT/hr, a dedicated temperature controlled warehouse of capacity 5000 Tons and an advanced vacuum packaging machine. Proposal for a new CFC of project cost of 12.87 crores has been sent to Department of MSME, UP.

Branding and marketing :

- a) Kalanamak Mahotsava 2020-21 and 2021-22 : For the first time in the district Kalanamak Mahotsava was organised, in which more than 10,000 farmers participated. More than 50 stalls were set up by FPOs, agricultural universities, banks and exporters along with a Kalanamak Food Zone. Conferences and workshops on different themes such as agricultural research and production, formation of FPOs, processing, marketing and exports were organised in which multiple concerned stakeholders participated.
- b) Promotional pack of Kalanamak rice developed and sent to 1000 dignitaries across the country
- c) Exposure visits and setting up of stalls of FPOs and farmers at national and state level trade fairs and exhibitions such as India International Trade Fair, Delhi; Hunar Haat Lucknow, GI products exhibition Varanasi.
- d) Export Conclave in which more 250 farmers and exporters and importers from Singapore and UAE participated, along with officers from APEDA (Agricultural Produce Export Development Authority).
- e) E-marketing of Kalanamak rice by on boarding various FPOs on e-commerce platforms such as Flipkart, Amazon, ODOP Mart etc.

Session IV

Presentation made on Makhana - Darbhanga, Bihar by Shri Rajiv Raushan, DC, Darbhanga

Shri Rajiv Raushan, DC, Darbhanga starting his presentation by stating that With more than 90% production, Bihar is the Makhana capital of India. Makhana, Maach(Fish), Paan are cultural symbols of Darbhanga. Darbhanga district alone contributes 25% of total production in Bihar. Makhana cultivation, processing, and trade were traditionally done and lacked professionalization for long time. District administration picked this up under One District One Product (ODOP) programme and worked to leverage all possible support to promote its cultivation, processing, value additions, marketing and export. Darbhanga District has more than 8000 water bodies and low lying area in plenty which make Darbhanga suitable for Makhana Cultivation. Value addition and marketing remained as nascent level in the district and even in state. Despite Bihar being the main producer, it was not able to tap its potential.

He further informed that Research Centre for Makhana, Darbhanga has developed Swarna Vaidehi variety having higher production potential of 3.0 tons per ha as compared to traditional variety. FSSAI licenses are being obtained for Farmer Producer Companies who are marketing and supplying Makhana products.

Through various schemes like District innovation Fund, CM Udyami Yojana, PMFME, District Bagvaani Vikas Scheme, PMEGP etc. loan and funds are being provided to farmers/stakeholders/entrepreneurs/ FPOs/FPCs for boosting cultivation, production, processing and marketing.

He concluding his presentation by stating that Makhana King is a brand developed by NAFED under PMFME scheme for marketing Makhana based products from Darbhanga, Bihar. Last two years have seen exponential growth in startup around Makhana marketing. 16 new companies are registered in the districts. 24 FPOs and 102 MSMEs are actively working in the entire value chain. Most units are being tied up with major e-commerce platforms to boost sale and marketing. District is in process of developing an holistic App to ensure producer & market interface.

Session IV

Presentation on Karnataka- Seva Sindhu by Shri Vara Prasad Reddy, Director, Directorate of Electronic Delivery of Citizen Services, (EDCS), Govt. of Karnataka

Shri Vara Prasad Reddy started his presentation by stating that Seva Sindhu, as the name suggests is an ambitious initiative of Government of Karnataka to deliver Government services to Citizens in cashless, contactless and paperless manner; in turn, reducing turnaround time and eliminating physical visits to the departments/ Government offices by citizens. Seva Sindhu was launched in March 2018 with 35 services from 6 departments and has now evolved as single window agency offering close to 800 services across 74 departments as well as Boards & Corporations of Government of Karnataka, which is highest in the Country. These include both G2C as well as G2B services and has been instrumental in 'Reducing compliance burden' for Citizens & in facilitating 'Ease of doing Business'. Seva Sindhu runs on Service Plus platform of NIC & offers a complete end-to-end digital solution right from raising of applications – filling of application form & documentation, Payment of service charges/ Fees, Status Tracking, Delivery of output documents certificates. Even the processing by concerned authorities happens digitally for all the services through integrated workflows. As on March 2022, Seva Sindhu has received more than 2 Crore applications and collected Rs 60 Crores as Department fees and Service Charges.

Seva Sindhu Portal (<https://sevasindhu.karnataka.gov.in/Sevasindhu/English>) complies with National e-Governance Service Delivery Assessment (NeSDA) guidelines, W3C (World Wide Web Consortium) and GIGW (Guidelines for Indian Government Websites). The application is hosted in state of the art Karnataka State Data Centre which is Tier 3 Data Centre with 99.98% uptime. As articulated in the Vision Statement of NeGP, Seva Sindhu helps to achieve in making all Public Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man.

Seva Sindhu has on boarded 798 services from 74 department covering both G2C and G2B services. Mode of onboarding includes end-to-end as well as API based integration. The end-to-end mode of onboarding benefits those department who does not have IT system and currently services are provided manually to the citizens. Seva Sindhu develops both front end and also maintains backend database for these departments. The advantage for the department is: they can deliver services online to citizens and can do so now without any financial burden, and changes in the software are smoother because of complete ownership by the Seva Sindhu team. The advantages of API based integration are many such as, Application submission by the citizens can be done on Seva Sindhu or on Department's portal, while the processing

happens on department's application. Database is maintained by the respective departments and Web services are used for integration with the department application. This integration ensures presence of all Government department services on a single platform, which helps the citizens to avail department's services and Department can implement back-end changes in processes without affecting citizen facing application.'

Innovative usage of technology

Following features are unique to Seva Sindhu and are implemented in Karnataka only

1. **Aadhaar based authentication:** Seva Sindhu uses Aadhaar based authentication through eKYC during the application submission. Seva Sindhu is integrated with Hardware Security Module (HSM). It also uses Aadhaar as financial address for all payments related to financial assistance under various Government Schemes. This not only facilitates non-repudiation but also ensures security given sensitive nature of data involved.
2. **e-Sign by citizen during application submission and workflow player for output certificate:** The feature of signing of application using Aadhaar based e-Sign by citizen during application submission is enabled so that genuine applicant can apply for the service and during the approval process officers use e-Sign to approve or reject the application and officer e-Sign is also captured on the final Output certificate.
3. **Integration with DigiLocker:** Seva Sindhu is integrated with Digilocker account of the citizen which is used to push output certificate(s) in a secured manner that can be easily accessed for future use. If the applicant has any document stored in his Digilocker he can directly attach the document against the application form.
4. **Generation of a digitally signed QR code on the output certificates:** This feature is used in all output certificates where in, verifying officer can use QR code scanner to verify the Genuine nature of the certificate issued through Seva Sindhu
5. **Payment gateway integration for digital payments:** As a part of Digital India initiative to make Cashless payment, Seva Sindhu supports the entire spectrum of digital payments giving flexibility to citizens.
6. **Integration with other Government database/systems** for fetching data and pre-populating most of the form fields, thus, reducing number of document uploads and data entry, in turn enhancing user experience multifold. It also helps in efficient processing by departments as verified data from respective departments is made available to authorities reducing requirement of field verification.

Some of the important integrations include:

- a. Kutumba (Family ID – for family related data, name, address, age, gender, sex, etc),

- b. Karnataka Geographical Information System (KGIS) to populate information about District, Taluk, Hobli, Village, Wards
- c. Student Achievement Tracking System (SATS) - Information pertaining to Students
- d. Revenue Department - Caste, Income, Residence and other information
- e. SSLC and PUC - academic related information
- f. Vahana and Sarathi - transport department information about driver and vehicle
- g. Farmer Registration and Unified beneficiary Information System (FRUITS) for farmer related information

He further mentioned the benefits and unique differentiators of Seva Sindhu Project:-

Citizen perspective :- A hassle-free service delivery at the convenience and comfort of citizen; Reduced turn-around time for service delivery; Minimized number of trips to avail the service; Overall reduction in service cost for a citizen and Lower opportunity cost.

Government perspective:- Creates a better opinion of the Government's administration; Increase in employment opportunities for service delivery at village level; Faster processing of applications through integrations across systems; Accountability and traceability in workflow process and Application disposed as per the Sakala timeline (Karnataka Guarantee of Services to Citizens (KGSC))

Unique differentiators:- Integrated with Sakala (Karnataka Guarantee of Services to Citizens (KGSC)); Services can be onboarded at a very short duration as services are developed on Service Plus framework; The Service Plus Architecture follows Low code/No code platform, with powerful in-built tools/interfaces for designing, configuring and executing the delivery of service; Services are integrated with Biometric based DigiLocker and e-Sign authentication which will ensure the data security. Citizen who does not have mobile linked with Aadhaar can also apply for service using biometric based authentication; Seva Sindhu has integrated with multiple department APIs to auto populate the application form and reduce the number of annexures to be uploaded; SMS and Email notification to the applicant on real time basis regarding application status changes (Submission, Clarification, Make Payment, Approved/Rejected, etc); Payments through DBT platform using Aadhar as financial address; Comprehensive MIS reports to HoDs and district administration for better decision making; Integrated with centralized grievance redressal system (iPGRS); Detailed information disclosure of each service, Chatbot for 24/7 support for citizen queries; Integrated with 'Mahiti Kanaja' portal for proactive information dissemination; Assisted mode of service delivery through Grama One, Janasevaka, Bangalore One, Karnataka

One centers to address digital divide; Citizen can avail the services at their Doorstep by booking slots and Janasevakas will visit citizen's home to deliver the service at the convenience of the citizen. Currently implemented in Bangalore City (198 Wards, BBMP Limits) expansion in 10 City Municipal Corporation in progress; Citizens in rural Karnataka can visit Grama One centers (9000 centres) to avail the services and hence avoid visiting Government office. 5000+ Centers implemented in 22 Districts, remaining 4000+ centers to be implemented by end of May 2022.

Session IV

Presentation on NDMC, Delhi NDMC -311 App by Shri Dharmendra, Chairman, NDMC

Shri Dharmendra started his presentation by stating that 'Digital India' program, an initiative by Hon'ble Prime Minister Sh. Narendra Modi emerged with the idea to provide government services to citizens electronically, create digitally literate citizens, and eventually transform India into a digitally empowered economy.

New Delhi Municipal Council (NDMC) has taken forward the dreams of Hon'ble Prime Minister by implementing several IT based initiatives through technology intervention for strengthening of e-Governance and m-Governance to improve efficiency and effectiveness in providing civic services in an equitable, non-discretionary and transparent manner. Some of the key objectives of various IT based initiatives taken by NDMC are:

a. To Empower Citizen

Without the use of technology, the municipality used to suffer from a slew of issues including lack of transparency, ineffective governance and poor accountability of resident grievances. A need was felt to put in place a system where the resident is empowered to demand his public services in a transparent and efficient manner.

b. To Improve Service

Service improvement is one of the cornerstones of digital transformation. Citizens must enjoy a better service and their needs must be met faster and more completely.

c. To Increase Efficiency

Using the unmatched power of modern technology, workflows can become faster, slicker, and more repeatable. Citizens also benefit from increased efficiency in their dealings with organizations.

d. To Improves Convenience

Paperless processes provide constituents with on-demand access to applications, information and other services that traditionally require a trip to govt offices. By digitizing operations, governments can more efficiently process claims, applications and license requests, resulting in higher public satisfaction.

e. To Enables Remote Work & Business Continuity

Even on days when government offices are closed, e-services continue to be delivered. One can submit applications also. Enable employees to access crucial data, from any location, through any device, at any time

f. To Cut Costs

Digital document management eliminates the cost of printing and mailing documents to citizens. Online payment options also reduce transactions' processing costs. Increased productivity resulting from digitization defers cost over the workforce. These objectives were achieved by NDMC by implementing e-governance by introducing 49 online services. Citizen can avail these 49 civic services through online mode by using Single Sign On (SSO) facility and through mobile App also.

Some of NDMC key initiatives & their impact taken in providing seamless delivery of services without human interventions are:-

Municipal Services, Grievance Redressal through NDMC 311 Mobile App

NDMC has implemented mobile App NDMC 311 to resolve citizens complaints and grievances in an efficient and transparent manner. Through this App, citizens are filing their grievances/ complaints pertaining to water, electricity, sanitation, sewerage etc. and are getting real time updates about resolution of their grievances.

Outcome

Citizen engagement has been enhanced. Footfall on citizen facilitation centre has also been drastically reduced up to 65% to 70%. NDMC Citizen Services never affected during pandemic COVID situation. Till date 1,50,000 complaints have been received & 99%+ complaints have been resolved.

Implementation of Geographic Information System (GIS)

A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage and present spatial or geographic data. For visualization and better planning of services, NDMC launched GIS portal with 256 layers of different services. One can easily locate a Public Toilet, Clinics/ Dispensaries, Litterbins, Metro Stations, Police Stations, Pharmacies, ATMs etc.

Outcome

Helping in Smart Planning to built citizen centric infrastructure like public toilet units. By using GIS Map & complaint recieved on App311, heat maps are being generated to find out the venerable area for vector borne disease like dengue & chikungunya. With this analysis, preemptive steps are taken to increase insecticide spraying to avoid hotspots resulting in fewer cases of chikungunya & dengue in the succeeding years.

Online application of birth and death services

This service with in-built QR Code has been implemented free of cost, Further, inclusion of name in birth certificate after authentication of details using Aadhar details has also been started online to facilitate citizens. Till date 5 Lac plus birth & death certificates have been issued through online system.

Outcome

The turnaround time for getting the certificates got reduced by 99%, from 7-10 days before online service was implemented to less than 5 minutes now.

Implementation of e-Hospital

NDMC has implemented e-Hospital application in collaboration which covers all the NDMCs Hospitals, Dispensaries, Poly-clinics, AYUSH Centres and Central Medical Store, and have modules such as Patient Registration (OPD & Emergency), Billing, ORS (Online Registration System), Lab, IPD (Admission/ Transfer/ Discharge), Pharmacy & Central Medical Store, etc.

Outcome

Long queue in registration for OPD have been reduced. Citizen can view the stock position of medicine in real time. In last six months, total 2,99,114 patients have been registered through e-Hospital.

Online Booking

The booking of NDMC Barat Ghars, water tankers, Community Centres, and different NDMC venues for Public Events has been made online.

Outcome

Hassle free online registration without coming to NDMC facility centre physically. Till date 2061 consumers have been availed this facility.

Online applications for electricity and water connections

The process of applying for electricity and water connections in NDMC has been digitised with definite timelines within which the departments concerned to grant sanctions to citizens applying for these services. This project has been designed to ease the application process and to prevent the citizen from having to run from pillar to post.

Outcome

Physical interactions with site engineers have been eliminated.

Online Payment Facilities

As a part of Digital India Initiative of Government of India, NDMC has implemented various modes of online payment system like UPI, BHIM enabled Bharat QR, BBPS, NEFT/RTGS and Debit/Credit Cards.

Outcome

Hassle free online payment. Enhancement of transparency.
Some other key initiatives taken for improvement in citizen service delivery:-

Integrated Command and Control System(ICCC)

As nodal point of availability of all online data and information related to online Services Integrated Command & Control Centre (ICCC), at Head Quarter Building, Palika Kendra has been established This state of the art and first of its kind ICCC integrates twenty municipal services, LED Smart Lighting, Solid Waste Management, Air Quality Sensors, Smart Parking system, Birth & Death, GPS for NDMC Vehicles, LED Screens, Public Wi-Fi, Building Plan Approval, Smart Electric Meter, Electricity Billing, E-Hospital, STP, Event Management and grievance redressal among others. This has brought in a paradigm change in delivery of citizen services.

Outcome

Better management of all services, The ICCC w.e.f 1st April 2019 to 31st December 2021 has received 69K complaints regarding online services in total and the disposed rate for the same is equal to 98%+.

Smart Energy Meters

With the installation of smart energy meters Citizen can see their consumption report on day to day basis which are helping them to set their horizon or energy consumption.

Outcome

NDMC has managed to reduce AT&C losses from around 13.4% in 2016-2017 to 10.4% in 2020-21. Also, the collection efficiency has gone up from around 97% in 2016-2017 to 99% in 2020-21.

Smart Bins

NDMC has also implemented Smart Bins as a project, wherein the Garbage bins are monitored. The garbage bins are graded to identify the level of capacity usage from 0% full to 100% full. As the garbage bin fill rate approaches 80-90%+, the ICCC agent will assign a ticket for the sanitation department to clear the garbage in the respective location. This ensures proper waste disposal and garbage management in the city.

Outcome

Environmental friendly. Timely collection of garbage. Important in achieving the Swachh Survekshan goal.

He concluded his remarks by stating that Digitization is one of the determining factors in restoring public trust and in increasing transparency. "E-government which is the outcome of digitization is a great tool to improve public management and to ensure transparency, traceability and reduce corruption." These digital technologies can help governments to understand their citizens better and provide services more effectively and efficiently in a transparent way and find new solutions to policy challenges.

A session on Improving e-Service Delivery in J&K was held in 2nd day of the event.

Shri Ranjan Prakash Thakur, CVO, ONGC – in Chair
Shri Saurabh Bhagat, DG, J&K IMPARD – Co-Chair

- Presentation made on e-Initiatives in Revenue Services by Shri Vijay Kumar Bidhuri, Commissioner/Secretary to Government, J&K
- Presentation made on IT Initiatives in J&K by Mrs. Prerna Puri, IT Secretary, J&K
- Presentation made on Improving e-Services in J&K by Shri Sanjay Gaden, IT Consultant, Govt. of J&K

Valedictory Session

Shri Rajeev Rai Bhatnagar, Advisor to Hon'ble LG, J&K; Shri Amar Nath, Additional Secretary, ARPG, GOI; Shri Sourabh Bhagat, DG, J&KIMPARD; Shri Amit Sharma, Secretary, ARI (Trg.), UT of J&K and Dr. Jahan Ara Jabeen, Director Trainings (K), J&K IMPARD and other delegates were present during the Valedictory Session.



सत्यमेव जयते

Department of Administrative Reforms & Public Grievances