



18TH NATIONAL CONFERENCE ON e-GOVERNANCE

30TH & 31ST JANUARY 2015

Citations for National e-Governance
Award Winners
2015



Department of Administrative Reforms & Public Grievances, Government of India

18th e-Governance Awards

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18th e-Governance Awards

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Excellence in Government Process Re-engineering

This award seeks to recognize the projects that involved analysis and re-design of workflow and which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

TDS Reconciliation Analysis and Correction Enabling System (TRACES)

Centralized Processing Cell (TDS), Income Tax
Department

Silver Award

e-Initiatives in Commercial Taxes

Directorate of Commercial Taxes, Finance Department,
Government of West Bengal



Gold Award

Excellence in Government Process Re-engineering

TDS Reconciliation Analysis and Correction Enabling System (TRACES) Centralized Processing Cell (TDS), Income Tax Department

Centralized Processing Cell (TDS) is a technology driven transformational initiative on Tax Deduction at Source that provides a comprehensive solution through Tax Deduction, Reconciliation, Analysis and Correction Enabling System (TRACES) - its core engine. CPC (TDS) undertakes bulk processing of TDS statements to generate Annual Tax Credit statements for each taxpayer (PAN holder) in Form 26AS, TDS certificates in Form 16 / 16A & identifies TDS defaults of short payment, short deduction, interest etc. CPC (TDS) reconciles and co-relates information from various sources including banks (tax payment), deductors (reporting tax deduction), Assessing Officers (mapping no tax / low tax deductions) and tax professionals (reporting international transactions).

The users of the facilities at CPC (TDS) include more than 4 crore Taxpayers (as their tax stands deducted by various organizations) including corporates, individuals, business entities and others. More than 15 Lakh Deductors (entities responsible for withholding of taxes on payments made to the taxpayers) including more than 1,75,000 offices of the Central & State Governments, more than 5000 Government (Central & state) treasuries, sub-treasuries in each district and other Principal Accounts officers reported that tax was paid without production of challan.

The online solutions are available to stake holders on anytime, anywhere basis. The primary means of service delivery by the CPC (TDS) is comprehensive web based portal www.tdscpc.gov.in. The fact that users across the spectrum in terms of technology access, big or small, are actually accessing the system is a pointer to the fact that functionalities are useful, user friendly and relevant. This has made the life of a normal deductor/ taxpayer easier and hassle-free.

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Silver Award

Excellence in Government Process Re-engineering

e-Initiatives in Commercial Taxes

Directorate of Commercial Taxes, Finance Department, Government of West Bengal

The project is aimed to introduce Simplification, Accountability, Responsiveness and Transparency in Commercial Taxes in West Bengal. The department took a conscious decision to decentralize self-compliance and use information technology to prevent evasion and augment revenue. It started using technology to facilitate and support better planning and decision making.

Earlier there were a lot of wasted man days for just processing the returns of the dealers and for issuing various forms and the way-bills to the dealers. This resulted in huge loss of time and money for the dealers, as well as, the officials of the Directorate. With the introduction of the project, most of these actions are automated and therefore, has released time for the tax administrator to look into the aspects of actual evasion of tax and thus augment revenue on the one hand and while on the other, the dealers are saved the regular hassle of visiting the office for getting various services.

Processes for all 10 services have been re-engineered, with core components as online form submission, workflows based processing , business rule-set based queuing, online authentication and authorization and system based generation of returns. Most of the services are available on web, Email and mobile (SMS). Linkages have been done to provide confirmation and other value added services. In addition, facility of downloading JAR, XML file; completing forms offline and uploading it whenever connectivity is available is also provided. Help Desk is available over phone or e-mail in case any problems are faced by the dealers on all working-days. An e-grievance module has also been launched so that the dealers may lodge their complaints.

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Outstanding performance in Citizen-Centric Service Delivery

This award seeks to recognize the projects which resulted in delivering enhanced value (qualitative or quantitative or both) to its beneficiaries through effective use of ICT.

Gold Award

Passport Seva Project

Consular, Passport & Visa (CPV) Division, Ministry of External Affairs

Silver Award

Kanyashree Online 2.0

Department of Women & Child Development and Social Welfare, Govt. of West Bengal



Gold Award

Outstanding performance in Citizen-Centric Service Delivery

Passport Seva Project

Consular, Passport & Visa (CPV) Division, Ministry of External Affairs

The Passport Seva Project is one of the largest Mission Mode Projects under the National e-Governance Plan. The existing infrastructure at Passport Offices, the systems and processes were falling short of meeting the growing demand and heightened expectations of the citizens with respect to service delivery. Besides, there was also a need to comply to international travel standards which could not be met with the existing systems. Thus to augment and improve the delivery of passport services to Indian citizens, the Ministry of External Affairs launched the Passport Seva Project.

The key objectives of the Passport Seva Project are to provide better reach and accessibility to applicants, provide a comfortable environment with best in class facilities to applicants, make available multiple channels for providing latest information and status to passport applicants, bring in transparency and efficiencies with improved, standardized and automated processes, provide up to date information and data at any time for effective decision making, introduce a scalable and extendable model to handle growing demand and interoperability needs with other departments and government agencies (Police, India Security Press and India Post), provide a real time centralized repository of passport holders, accessible to all passport offices, missions and posts, immigration and other government departments, and also help comply with international travel standards.

The key beneficiaries of the project are (i) The Citizens of India Applicants for passport & related services (ii) Staff and Management of Ministry of External Affairs (iii) State Police involved in the Passport Issuance process (iv) Indian Missions and Posts abroad, and (v) Immigration and other government departments requiring passport related information.

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Silver Award

Outstanding performance in Citizen-Centric Service Delivery

Kanyashree Online 2.0

Department of Women & Child Development and Social Welfare, Govt. of West Bengal

The Kanyashree Prakalpa is a Conditional Cash Transfer (CCT) scheme for improving the status and well-being of the girl child in West Bengal. Kanyashree aims to incentivize through scholarships, the continuation of education of the girl child in Secondary, Higher Secondary classes or equivalent Vocational/Technical training and higher classes, reducing the incidence of drop outs, especially amongst girls from poor families, inculcating the feeling of self-worth in girls and empowering them to become worthy citizens of future, discouraging early marriage of girls to ensure compliance with the legal provisions pertaining to the minimum age at marriage, improving IMR and MMR by delaying the age of marriage and consequently increasing the median age of mother at first birth, improving financial inclusion, and reduction of girl child labour.

The Kanyashree Portal 2.0 has been developed with the objective of creating an e-governance mechanism for capturing the data of adolescent girls beneficiaries enrolled in school, college/universities and sanction of their scholarships through a transparent online mode. The sanctioned data is transferred to the bank for direct benefit transfer to the beneficiaries account through NEFT mode. Accordingly, the department has been able to upload 17,84,842 applications of which 16,38,213 applications have been sanctioned till date. The district wise data is also available in Dash Board of the portal for public view.

Beneficiaries of the project are unmarried adolescent girls in the age group of 13-19 years studying in Class VIII to XII in any school/ open school/ vocational training center's or college/unitary universities with an annual family income less than Rs. 1,20,000/-. There is no income bar for girls of same age group who are orphans or differently abled with more than 40 percent disability.

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Innovative Use of Technology in e-Governance

This award seeks to recognize the projects demonstrating use of path breaking ICT or innovative use of an existing ICT for enhancement in efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

Suraksha Setu – Safe City Surat
Office of the Commissioner of Police, Surat

Silver Award

Force Deployment Software
Office of the Chief Electoral Officer, Bihar



Gold Award

Innovative Use of Technology in e-Governance

Suraksha Setu – Safe City Surat Office of the Commissioner of Police, Surat

The Suraksha Setu – Safe city project was envisaged to develop an organized network of cameras to maximize surveillance in strategic areas to facilitate prevention, detection and investigation of crime and it aimed to reduce the opportunities for committing crime and terror attacks by employing access control systems, to develop post incident forensic examination tools for crime, detection and investigation, to manage traffic by monitoring the volume of traffic and enforce traffic rules through non-intrusive methods.

The project is designed for surveillance, crime prevention and detection, post incident forensic examination, traffic management and enforcement, for providing disaster management support and pollution control measures (Pollution Sensors). A total of 604 cameras for city wide surveillance are installed at 113 locations across the city. Apart from this, a total of 16 workstations have been setup for live monitoring of the surveillance system.

The CCTV cameras are IP cameras connected over the internet and monitored through the Command Centers. These cameras are used as smart governance tools by law regulators to ensure safety of citizens and to ensure compliance to rules and regulations. In case of traffic violations, e-Challans are produced. The Surveillance system has helped to improve the operational efficiency of the police administration by a quantum amount. Law enforcement has become easier and security loopholes have been covered sufficiently.

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Silver Award

Innovative Use of Technology in e-Governance

Force Deployment Software Office of the Chief Electoral Officer, Bihar

Force Deployment Software is a Work flow based application system which leverages spatial and textual data to generate various MIS to serve and facilitate various levels of decision support to force deployment related election machinery across 38 districts of Bihar consisting of 534 Blocks, 243 Assembly Segments and 40 parliamentary segments of state of Bihar to facilitate District Administration and Police administration, Election Commission of India, Office of Chief Electorate Officer and citizens of State.

Election activities are time bound processes and resource management in terms of man, money and material is crucial for smooth conduct of elections. Force Deployment Software deploys unique innovative ideas to weed out any biasness during force party composition and booth allotment. Randomization software helps to randomly depute forces to election booth and PCCP which brings transparency in the entire process. Help desk has been created across state to assist the forces in locating their parties and collecting command letter.

Software helps to collect force details from various field formations, send SMS alert for reporting, monitor total availability of forces against targets, arrivals, reported, command distribution, allotments, re-allotments in case of causality, communication plan, vulnerability mapping of booths etc. This has drastically reduced the effort of managing forces in extremely limited time between various phases of elections. The software has been enhanced to include duty distribution of Home Guards on other days so that their payment schedules can easily be generated. It is for the first time in the entire country, automated software was used to manage the entire processes related to movement and deployment of forces.

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Incremental Innovations in existing projects

This award seeks to recognize the exemplary projects that have demonstrated substantial incremental innovations in the last two years in the projects which has been awarded with National Award for e-Governance in the past.

Gold Award

AGRISNET – Farm Crop Management System
Agriculture Department, Government of Tamil Nadu

Silver Award

e-Procurement
Industries Commissionerate, Government of Gujarat



Gold Award

Incremental Innovations in existing projects

AGRISNET – Farm Crop Management System **Agriculture Department, Government of Tamil Nadu**

AGRISNET project was launched during 2010 as a decision support tool in agricultural extension. On this platform, Farm Crop Management System (FCMS), was conceived and implemented resulting in paradigm shift from area based to farm based. Keeping Individual farm asset mapping, soil health mapping, micro agro-climatic zone and zonation with groups of homogeneous Micro Agro Climatic Zones based on Rainfall including the factors of production land and water, Crop Matrix is defined to each zone and bouquet of options are provided to farmers.

First of its kind in the entire Nation the asset mapping is done in 72 lakh farm holdings. The Mobile Number of the farmer and the survey number of the farm are obtained for tracking the farm activities and advise. Knowing the soil nutritional status crop plan development, farm-wise input requirement/supply assessment is done precisely. Crop Plans are developed online to individual farms on participatory approach. Also the quality input requirements are calculated and intimated to the agencies at that Block for positioning of inputs in advance.

The extension workers monitor the Crop Health Continuously using the customized Android application loaded in the Tablet PC during the crop growth stages viz., Schedule visit, Pest & Disease monitoring, Bio-metric observation, Harvest and Yield. Villagewise information on yield projections at various stages of crop generated through FCMS are automatically forwarded to Agricultural Market Intelligence and Business Promotion Cell (AMI& BPC) for sending market related advisories to the farmers. An exclusive customized Android application is developed as a package and is deployed on the Tablet PCs.

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Silver Award

Incremental Innovations in existing projects

e-Procurement Industries Commissionerate, Government of Gujarat

e-Procurement system in Gujarat has been introduced for all the purchases and procurements in all the Government departments, Nigams and Societies under the administrative control of the State Government and which are funded by Government. Total of more than 231 different organizations / departments of Gujarat are using same e-Tendering application from 1800+ offices spread across the state. As on date, more than 34000+ suppliers and more than 5450 buyers are using this e-Tendering portal successfully.

Over the years, the system has matured becoming more robust from security standpoint, incorporating latest security features. Also, the variety of tenders that it can process has increased from Goods to Works to Services etc. Various features that have been added over the time include Backup and Archival of data (with front end interface), Online Chat facility with masked ID's to protect identities of suppliers (Online Pre-bid meeting), Online Clarifications, Bid withdrawal on-line, On-line Award of Contract (AOC) , Advance Search, Integration with ERP module, XML upload on CPPP portal and Integration with eTaal portal.

Its yields great value for the organization as back-up and archival of the tender after completion of the tender life cycle helps in record keeping at office level. It is seamlessly integrated with the ERP module. On-line award of contract is one of the innovative features which has been also been introduced for the citizens. It not only establishes transparency but also cuts down on lengthy paperwork. Also, advance instant alert at bidder end (about error or system compatibility) was always desired by the bidder to prevent last moment hurdles.

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Best District Level Initiative in Citizen-Centric Service Delivery through ICT

This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens' through effective use of ICT.

Gold Award

Effective Vehicles Database Management
Office of the Superintendent of Police, Mandya
Karnataka

Silver Award

e-Panchayat
Office of the District Collector, Kathua
Jammu & Kashmir



Gold Award

Best District Level Initiative in Citizen-Centric Service Delivery through ICT

Effective Vehicles Database Management Office of the Superintendent of Police, Mandya Karnataka

Mandya District's 30 police stations have about 1700 unclaimed vehicles. Three databases have been used under this project to trace the unclaimed vehicle to its owner. (i) Data of Unclaimed Vehicles lying in police stations which includes information like registration number, engine number, chassis number, make and model of the vehicle (II) Data of all the stolen vehicles of Karnataka State. This data was taken from a program of National Crime Record Bureau called as Motor Vehicle Verification Counter that is available in each district SP office of Karnataka and (III) Data of all registered vehicles in all RTO across India. This data was accessed by getting username and password of the website vahan.nic.in.

A Software was developed with the help of three students of Computer Engineering Department of local college. In this software, first two databases were matched for common value which resulted in a format showing that the "XYZ" vehicle was stolen in which police station and it is lying unclaimed in which police station. For vehicles for which FIR could not be traced, the owner was traced with the help of website vahan.nic.in.

Till now 494 number of unclaimed vehicles are traced to their FIR and 121 vehicles have been returned to the concerned Police Stations to handover to the owners with due procedure. It results in legitimate owner getting back his vehicle and our police stations getting cleaner. It is a big step towards improving appearance of police stations. In future it is envisaged that it will be made available through android application through sms service to all police officers. The police officer can send a sms of registration number or engine number or chassis number of that vehicle and a server will automatically reply if that vehicle is stolen or not.

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Silver Award

Best District Level Initiative in Citizen-Centric Service Delivery through ICT

e-Panchayat Office of the District Collector, Kathua, Jammu & Kashmir

Shifting the service delivery and centre of all activities from Block headquarters to 147 Panchayat Headquarters is the theme of project. "e-Panchayat" is a humble intervention aimed at simplifying lives of 58000 families in militancy affected hilly district Reasi which falls in south of Sopian and Kulgam districts, and having a tough inaccessible terrain it has remained a hot bed of militancy till recently therefore inflicting underdevelopment upon this region.

e-Panchayat was designed as a project to lessen the burden on shoulders of rural masses, making MGNREGA more profitable and economical, simplifying the procedure, reducing the man-days involved in onlining of works and reducing the queues of works at Block level. The distance has been reduced from more than average 50KM on foot to 5-6KM and time of travel/walking reduced from many days to half a day. Jobs are generated online and muster rolls are filled online. Payment of wages is made within 2-3 days directly to the accent instead of previous manual process which used to take 20-25 days given the long distance to be covered and hostile terrain. The scheme caters to 58,918 MGNREGA Job Card holders across 147 Panchayats in district Reasi.

The project has been running successfully for more than a year now and permanent team has been established on the ground. As many as 70 wooden foot bridges for remote schools and 527 school buildings were taken up and completed during the year under convergence of MGNREGA with other schemes. This was made possible through efficient e-Panchayat project. The e-Panchayat project has marked a paradigm shift in the working culture and service delivery pattern effecting a frameshift from block level to village panchayat level.

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Innovative use of GIS Technology in e-Governance

This award seeks to recognize the exemplary projects that have used GIS Technology in e-Governance in innovative and effective way which resulted in delivering enhanced value to its beneficiaries.

Gold Award

Chhattisgarh Geographic Information System
Chhattisgarh Infotech & Biotech Promotion Society

Silver Award

**Remote Sensing and GIS Technology
in Sericulture Development**
Central Silk Board, Ministry of Textiles



Gold Award

Innovative use of GIS Technology in e-Governance

Chhattisgarh Geographic Information System Chhattisgarh Infotech & Biotech Promotion Society

The purpose of the project is to optimize and sustain outputs from primary systems to meet the growing demands of rising population and developmental planning which needs an integrated approach. This helps in optimal management and judicious utilization of natural resources while improving living conditions of the people. The Geographical Information System (GIS) has 37 layers with technical help from Indian Space Research Organization (ISRO) through Regional Remote Sensing Centre (RRSSC), Nagpur. These layers have been generated and distributed to concerned departments like Panchayat and rural development, Revenue, Water Resources, Election, Industries etc. which are further being used in the planning process.

Using satellite data, natural resource mapping has been carried out on 1:50,000 scales based on satellite imageries and digital processing. The GIS includes inter-alia Road Information System, Georeferencing of villages (cadastral maps), integration of thematic information and socio-economic data for the generation of action plans, generation of comprehensive plan for water and land resources development and generation of watershed wise site-specific and area-specific action plans for easy implementation by local bodies. Some of the important layers included geomorphology, lithology, transport, soil slope, drainage, watershed, forest etc.

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Silver Award

Innovative use of GIS Technology in e-Governance

Remote Sensing and GIS Technology in Sericulture Development Central Silk Board, Ministry of Textiles

The key objective of the project is to improve productive area in sericulture by development of silkworm food plant leading to enhanced silk production in the country. The project has generated suitable productive potential area maps in selected districts on mulberry, eri, muga and tasar sectors through Soil mapping using Remote Sensing and GIS. This information has been applied for sericulture suitability findings and by integrating soil & climate suitability for enhanced silkworm food plants and silkworm growth.

The project is designed as an ICT based single window tool for dissemination via Sericulture Information Linkage Knowledge System (SILKS) for the planners, field staff and poor farmers practicing sericulture. SILKS has been developed for all the 8 North eastern states of Arunachal Pradesh, Assam, Manipur, Mizoram, Nagaland, Tripura, Sikkim covering 41 districts. Spatial Modules of information on the natural resources, navigable maps depicting suitable areas for sericulture and advisories based on GIS facilities are provided and placed under menu driven queries. SILKS is targeted for planners in facilitating delineation of geographical areas with optimized resources conducive for development of sericulture.

All the 41 District Sericulture Officers and their technical staff have been empowered with useful potential area maps. Through hands-on-trainings, skills are upgraded to identify new plantation areas on these maps. The project has benefited several sericulturists with useful data on waste land suitability maps for sericulture through Satellite Remote Sensing (SRS) applications. Since 2012, an overall increase in silk production of 39.64% has been recorded till 2013-14. Weather advisory via SMS has been disseminated to 1685 farmers of Assam, 99 from in Mizoram, 33 in Meghalaya, 82 in Tripura and 13 in Nagaland.

CONTACT DETAILS

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Innovative use of Mobile Technology in e-Governance

This award seeks to recognize the exemplary projects that have used mobile Technology in e-Governance in innovative and effective way which resulted in delivering enhanced value to its beneficiaries.

Gold Award

State Highway Development Projects
Public Works, Ports & Inland Water Transport
Department, Govt. of Karnataka

Silver Award

**SMS Based Failed Distribution Transformer
Information & Mgmt. Syst.**
Madhya Pradesh Madhya Kshetra Vidyut Vitaran
Company Ltd



Gold Award

Innovative use of Mobile Technology in e-Governance

State Highway Development Projects

Public Works, Ports & Inland Water Transport Department, Govt. of Karnataka

The Government of Karnataka under the aegis of Project Implementation Unit, State Highway Development Project (PIU-SHDP), Public Works, Ports and Inland Water Transport Department is taking up improvements and Upgradation of State Highways as a part of Improvements to Core Road Network in the State of Karnataka. The scheme is being implemented in Two Phases comprising of improvements to Core Road Network of 7469 km at a cost of INR 2938 Crore. Further, the projects are being procured under various Packages on tender basis on e-procurement platform under the e-governance cell.

Three mobile applications that were deployed in SHDP:

(I) Mobile Application for Work Inspection: Used to capture data relating to Physical Progress, Quality Control Test, RFI as well as work related photos.

(II) Mobile Application for Reporting: The Physical Progress, Financial Progress, Quality Test, work photographs and strip maps can be viewed region wise or package wise with cumulative progress of the whole project and also helps to compare the results region wise.

(III) Mobile Application for Feedback: Citizens/Common Public can give their feedback related to SHDP works through this application.

Use of mobile technology in SHDP Governance has substantially reduced the effort, time & cost incurred by the user to collect project related information. User can freely download the reporting app which provides the complete project related details like physical progress, financial progress, quality control test results, work photographs and strip maps.

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Silver Award

Innovative use of Mobile Technology in e-Governance

SMS Based Failed Distribution Transformer Information & Mgmt. Syst. Madhya Pradesh Madhya Kshetra Vidyut Vitaran Company Ltd

Madhya Pradesh Madhya Kshetra Vidyut Vitaran Company Ltd Bhopal, is a power distribution Company, catering to the needs of consumers in 16 Districts of Madhya Pradesh. Supply of electricity is ensured by stepping down the high tension voltage to 440 volts through distribution transformers (DTRs). Traditionally, the information regarding failure of DTRs reaches the concerning authority very late, especially in rural areas as a result timely action was not possible. This traditional procedure largely accounted for public unrest.

In order to improve the response time for replacement of failed DTRs, the system of SMS based failed distribution transformer information and management system has been developed. The project has been conceived to reduce the time span between failure of Distribution Transformer and its replacement by the use of modern means of communication, process reengineering, comprehensive monitoring using ICT interface, and minimal manual intervention. During the entire procedure, the consumer is informed about the action taken.

A 10 digit unique code assigned to each distribution transformer and standardized codification technique applied to ascertain the location ID. Company officials use different predefined key words depending upon the type of update desired. In case of transformer failure, any citizen can lodge complaint mentioning 10 digit transformer code by sending SMS to 9039110022. Upon receiving the SMS, server validates the location ID and registers the complaint against valid location ID only. In case of invalid ID suitable message in predefined template is passed to the complainant.

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Sectoral Award (Skill Development and Employability)

This award seeks to recognize achievements in the focus sector for the year for innovative use of ICT for customer benefit. (Focus Sector for 2014-15: Skill Development and Employability)

Gold Award

SAMVIDA

Department of Agriculture, Government of Bihar

Silver Award

e-Governance Training and Certification

Directorate of Information Technology,
Government of Maharashtra



Gold Award

Sectoral Award (Skill Development and Employability)

SAMVIDA

Department of Agriculture, Government of Bihar

SAMVIDA, is an online contractual recruitment/volunteer services portal. It uses ICT for finding, attracting, training, assessing, interviewing and hiring new candidates/personnel under various schemes of state and central government. The purpose of online recruitment is to make the processes more efficient, effective and economical. Online recruitment can reach a larger pool of potential employees and facilitate the selection process in a transparent manner. The current system of recruitment in state government was designed to serve the needs of a Public Service that was smaller and complex and which provided services to a citizenry whose needs were simple.

SAMVIDA portal is being used by various departments for selection of candidates for surveys, contractual appointments, short term appointments etc. Depending upon necessary eligibility criteria registered users automatically get sms and email for applying for suitable vacancies. The software provides facility for registering a person to the website by entering personal credentials. This allows departments to publish any advertisement for recruitment of volunteers or contractual appointments. This provides an easy and effective alternate methodology of recruitment.

The applicants are allowed to fill an on-line form as per eligibility criteria. Only eligible candidates can fill for one post from one district. In case the department seeks to collect application fee from candidates then it can be done through RTGS facility in banks. The applications are then processed and a draft merit list is published as per criteria and reservation rules. The software facilitates a parallel recruitment process across the state.

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Silver Award

Sectoral Award (Skill Development and Employability)

e-Governance Training and Certification Directorate of Information Technology, Government of Maharashtra

The project is an online training course. This programme aims to facilitate learning of basic and fundamental concepts of e-Governance with practical scenarios rather than theoretical concepts and examples. This programme stresses upon practical knowledge, with the objective to test the fundamental / practical knowledge grasped by the candidate

Successful candidates are awarded with a certificate of Achievement from DIT. A team of Mentors is built in this process, thus helping DIT, to further propagate e-Governance. Automating the examination process flow to the possible extent so as to reduce the possible manual intervention of DIT Staff and to expedite the response time to the citizen query/issue on examination process thus to follow the mantra Minimum Government and Maximum Governance.

The beneficiaries of the project include Citizens, Professionals working in e-Governance domain, State Departments. The 'Classmarker' tool is used for making the online test. The Project has provided certifications to 407 candidates so far. These certified candidates are either working with State Govt. of Maharashtra as consultants and developers or are now eligible to work with the state in the domain of e-Governance. With more than 4,500 registered test takers, the objective of the project continues to be met both for the candidates who become aware about the various aspects of e-Governance as well as for the State Departments who can now get services from much more aware and certified e-Governance professionals.

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Innovative Use of ICT by Central Government PSUs

This award seeks to recognize projects implemented by Central PSUs that demonstrate effective and innovative use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

SAMPARK

Information Technology & Services Department, BHEL



Gold Award

Innovative Use of ICT by Central Government PSUs

SAMPARK

Information Technology & Services Department, BHEL

Online Integrated Employee Centric Services Portal is one of its kinds of One stop, Single window, Multiple services providing system, developed totally IN-HOU SE and possibly one of its kinds in any of the central PSU s, covering all types of Employees. The Initiative is an Integrated, Workflow based, in-house developed Portal for all the Employee centric services which covers working as well as ex-employees. This Online Initiative caters to 100+ departments of BHEL organization situated at Bhopal. Ex-employees can access the system anytime from anywhere over the internet.

Before the Initiative, there was no Online Employee Centric Services available. Employees had to fill Physical/Hard Copy Forms for Entitlements, Reimbursements, Perquisites and Claims such as Telephone & Mobile Bills, Courtesy, Furniture and Furnishing Reimbursements etc. and for various other services such as Tour Advances, Income tax, Direct IT savings Visitor Passes, Quarter Complaints etc. The Project offers 100% end-to-end Online solution and integrates the entire gamut of the Workflows.

The Initiative has a lot of checks, validations and alerts at each and every step, which ensure that the employee is able to correctly enter his/her service requests. An application status tracking module has been made available in each service request dashboard, which helps employees to know the correct status of their requests. SMS and email notifications at each status change also inform the employees, regarding the position of their submitted requests. This initiative has brought the BHEL administration closer to all the sections of the employees. It has provided a single, efficient information dissemination system to the employee for availing all employee centric services by minimizing multiple interaction points for the employee and hence reducing the wastage of valuable time.

CONTACT DETAILS

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Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

This award seeks to recognize projects implemented by Central PSUs that demonstrate effective and innovative use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

ANMOL

State Adoption Resource Agency
Bhopal, Madhya Pradesh

Silver Award

Quarry Management System

Tamil Nadu Minerals Limited



Gold Award

Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

ANMOL

State Adoption Resource Agency, Bhopal, Madhya Pradesh

ANMOL is the country's first state level e-initiative for monitoring children residing in Specialised Adoption Agency (SAA) across various centres in the state. ANMOL is about ensuring transparency and trustworthiness in the SAA functioning and bridging gaps between parents interested for adoption and the centre from where the adoption is intended. ANMOL is a multifunctional e-initiative which covers Integrated Child Protection Scheme, Adoption, Foster Care and sponsorship scheme on its panel. It has been developed with an objective of benefitting the children staying at various centres and facilitates willing parents for adoption of suitable child.

ANMOL is a single window centre that provides information on the status of children, procedure for adoption, informs parents about their status on waiting list, provides information on availability of children according to their needs and tracks children status by gender. Monitoring of special cases and target monitoring is now possible. Communicating with and contacting adoption agencies has now become very fast, all administrative orders and information are available through

ANMOL. Monthly and quarterly information on adoption and waiting list status, Prospective Adoption Parents (PAP) and children is available in one click with 24-hour helpline facility. The queries are handled at a faster pace. ANMOL helps in maintaining complete data base on children staying in various centres and parents who have applied for adoption. It also monitors the child on adoption indicators and generates reports for three subsequent years after his/her adoption. ANMOL also develops healthy linkages and follow ups with State Adoption Resource Agency (SARA) and Central Adoption Resource Agency (CARA).

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Silver Award

Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

Quarry Management System Tamil Nadu Minerals Limited

Tamil Nadu Minerals Limited (TAMIN), is a wholly owned company of Government of Tamil Nadu started in 1978. It is engaged in extrication, processing and marketing of Granite and other minerals such as Limestone, Vermiculite, Quartz, Feldspar, Indian Standard Sand and Graphite. This enterprise has entered the international granite market in the year 1979 and has secured a steady market for dimensional blocks of black and other colour granites in countries like U SA, Italy, Spain, China, Japan, Dubai, Poland etc.

TAMIN has got about 33 quarry leases, 9 mine leases, 8 factories, about 1350 workforces and about 160 machinery spread over the entire Tamil Nadu. Monitoring, follow up and managing the entire network of quarries, mines and factories and men & machinery is a Herculean task. Previously, it was monitored manually from the Head Office and managed locally by the Divisional Managers and Factory Managers. The Head Office administration relied entirely on the reports furnished by the Divisional Officers on production, sales and men & machinery.

Prior to 2011 only manual based monitoring was being followed. It caused delayed decision making and the reports from the field were to be re-verified by sending another team of officers. Thus the old system followed then was time-consuming, inaccurate, and un-economical. Further lack of proper mechanism for management of men & machinery for optimum utility caused increase in the cost of production and wastage of precious natural wealth. In order to overcome the above deficiencies, an innovative system called QMS was conceived and introduced by me to monitor the day to day activities of quarries and mines. The QMS is an innovative effort and it is the first of its kind in mining sector.

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Outstanding e-Governance initiative by Academic and Research Institutions

This award seeks to recognize the exemplary e-Governance projects by academic and research institutions for the benefit of the citizen.

Gold Award

e-Jaalakam

Department of Economics, St. Teresas College
Kochi, Kerala



Gold Award

Outstanding e-Governance initiative by Academic and Research Institutions

e-Jaalakam

Department of Economics, St.Teresas College, Kochi, Kerala

e-Jaalakam is a model e-Governance Literacy Project which aims to enhance capacity of the public to access various online services offered by Government agencies. The project started in September 2012 targeting various civic groups as well as around 12,000 students studying in class ten in 86 Government and aided schools in Ernakulam District so as to enhance their capacity to access e- governance services. In connection with this, a citizens handbook on e-Governance- Vivara Nidhi and a students handbook on e-Governance named e-Mithram have been designed. The project aims to take e-Governance to the masses in general and women in particular, enhance their capability to access services and enable inclusion in an e-society.

The specific objectives are to: 1)Bring government services closer to the citizen, 2)Generate awareness of various e- Governance initiatives among students and the general public in Kerala, 3)Motivate citizens to generate demand for various e- Governance services in turn promoting measurable, accountable and responsible Governance, 4) Provide citizen engagement tools which demystify and simplify the process of access of e-Governance services, enhance peoples capability and confidence to access various e-Governance services and expand their capacity to live in an e society, and 5) Mould a generation of participatory and e-literate citizens.

e-Governance literacy has been imparted to around 14,000 people/ households indirectly covering nearly 56,000 persons assuming an average of four members per household in four districts. e-Jaalakam team has successfully completed training sessions for around 20 civic groups covering nearly 2000 persons.

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Use of ICT for Development by Non-Government Institutions

This award seeks to recognize the exemplary use of ICT by Non-Government Institutions for social or economic growth/ development.

Gold Award

TCS Financial Inclusion
Tata Consultancy Services

Silver Award

Kushal Project
Kushal, Pune



Gold Award

Use of ICT for Development by Non-Government Institutions

TCS Financial Inclusion Tata Consultancy Services

TCS Financial Inclusion Initiative is aimed at providing access to financial services comprising innovative Information Communication Technology solution and business correspondent setup at affordable cost to the unbanked sections of the society. TCS is presently partnering with more than 24 prominent banking and financial institutions in India to help them rollout banking services in more than 30,000 villages to customers across 20 states. TCS has set up a Financial Inclusion Unit to implement the various FI programs.

The key components of FI unit are: 1) Setting up of technology infrastructure which includes last mile digitization through multiple technology options (hand held terminals, kiosks, mobile devices), facility management, smart cards provision for the enrolled customers and day to day operations including reconciliation of end-to-end and financial transactions. 2) Setting up a team having varied skill-set from reputed institutions with relevant experience to run such innovative end-to-end programs. These skills include technology, Business Correspondent (BC) agents and the corresponding supervisors and managers to provide services in the villages, technical support personnel (TSP) to provide field support and operations and technology development personnel.

3) Partnering with multiple entities Non-Government Organizations (NGO), Trusts, commercial organizations, vendors for Point of Sale (PoS) terminals, financial institutions for providing services including distribution and personalization of smart card, providing hand held devices etc. in villages. 4) Setting up Standard Operating Processes (SOP) for scalability, standardization, controls and a feedback mechanism for innovation and improvements.

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The main beneficiaries of the innovation are: Rural, Semi Urban and Urban House holds Farmers and Land less laborers Women Communities Self Help Groups School Students, Marginalized Communities, Dalits and Tribals Rural and Urban Poor.



Silver Award

Use of ICT for Development by Non-Government Institutions

Kushal Project Kushal, Pune

The real estate sector although being a major employment driver is also one of the most unorganized sectors in India and faces huge shortage of skilled workers on the construction sites. Pune's approximately 150,000 workers cater to the need of construction industry however, there still remains a vast shortage of workers to match the current construction demand. Absence of formal training system resulted in workers taking a long time to acquire skills, which in turn has kept their wages at a menial low. This has also adversely affected the industry by way of sub-standard quality, material wastage, cost increase, inability to meet time deadlines and unhappy customers. It is because of this reason that the institutional model of skill training for this segment of workforce has miserably failed.

KUSHAL is a partnership project between CREDAI Pune Metro and NSDC (National Skill Development Corporation), aims to uplift the lot of construction workers and upgrade skills in 6 trades of importance - Shuttering, Bar-bending, Plumbing, Tiling, Masonry and Painting. The project target is to 1,00,000 workers in 10 years in a city like Pune & expand to other cities PAN India. A total of 25114 workers have been enrolled as on August 2014. The cost of training would not come from the beneficiaries and the training is conducted. on-site

KUSHAL believes in the concept of Earn while you Learn, therefore assuring no pay loss for the daily worker. This ensures maximum response by a labourer to attend the training. Apart from training the trainees, we also have an orientation programme followed by a well designed training program for the trainers. This is made possible by having 61 Trainers spread across 133 sites and 72 Locations.

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Hence, CREDAI Pune, with more than 412 builders, developer and employing more than about 1,00,000 labour committed to take up this initiative under the name of KUSHAL to train, upgrade the skills of the construction labour.

17th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Control Office Application (COA)
SILVER	Barcoded Ration Card & Biometric Food Coupon System for Effective & Efficient Service Delivery (Targeted Public Distribution System)
Outstanding Performance In Citizen-Centric Service Delivery	
GOLD	MEE SEVA (At your service)
SILVER	SAKALA
Innovative use of Technology in e-Governance	
GOLD	Automated Building Plan Approval System (ABPAS)
SILVER	ICT for Excellence in Sports
Incremental Innovations In Existing Projects	
GOLD	Electronics Integration of BHOOMI with stakeholders
SILVER	Dynamic Integration of Property Registration, Land Records and Cadastral Maps
Best District-level Initiative In Citizen-centric Service Delivery Through ICT	
GOLD	SAND - System For Attumanal Neutral Distribution
SILVER	COLIS (Collector's Information System)-Web based Management and Information System
Innovative use of GIS Technology in E-governance	
GOLD	Delhi State Spatial Data Infrastructure (DSSDI) Project
SILVER	GIS School mapping-ensuring access to Elementary Education
Specific Sectoral Award (Focus Sector For 2013-14: Health Care)	
GOLD	NIKSHAY – A Web based solution for Monitoring of TB Patients.
SILVER	Domain 1and 2 of Nutrition Resource Platform
Innovative use of ICT by State PSUs /Co-operatives / Federations / Societies	
GOLD	GPS Mobile based Housing Monitoring and Fund Release System
SILVER	Investors Support System (ISS) Software
Outstanding e-Governance initiatives by Academic and Research Institutions	
GOLD	Effective Seismological Monitoring through e-Governance to save Lives and Damage due to Earthquakes

16th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Computerization of Registration (Panjeeyan) Project in Assam
SILVER	Transformation of Mineral Administration through e-Governance (Geology & Mining)
BRONZE	Online Voting System
Exemplary Re-use Of Ict Based Solution	
GOLD	Extended Licensing & Laboratory Node (XLN)
SILVER	Electronic Benefit Transfer through Business Correspondent (BC) Model Pragya Kendras
BRONZE	IT enabled services in Gurukulam Institutions
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	Students Academic Management System (SAMS), Odisha
SILVER	Mail Network Optimization Project (MNOP)
BRONZE	Use of ICT for Delivering Mechanized Agricultural Implements & Effective Monitoring of Input Delivery system through ICT
Innovative use of ICT in e-Governance	
GOLD	iBhuGoal (Bihar Infrastructure Mapping Geomatics Oriented Application Model)
SILVER	Measuring Physical Accessibility to Healthcare Network and Population Coverage Modeling in J & K State using Geo-informatics
BRONZE	Mineral Administration & Governance through ICT (MAGIC)
Innovative use of ICTs by PSUs for Customer Benefits	
GOLD	Integrated System for Online Generation of Electrical Specifications for Transformers Informatics Centre
SILVER	Eastern Power Information Management and Reporting System (EPIMRS)
BRONZE	IT Intervention for Managing Integrated Networked Enterprise (iMINE)
Best Government Portal	
GOLD	RPSC e-Governance
Specific Sectoral Award (Focus Sector For 2012-13) - Social Sector Programmes	
GOLD	SPARSH – Special Project for Assistance, Rehabilitation & Strengthening Handicapped – A healing touch for disabled, old age and destitute

15th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	e-Checkpost - Transparent, Objective & Paperless System
BRONZE	e-Awas - Government Accommodation Management System (GAMS)
Exemplary Re Use of ICT based Solution	
GOLD	Health Management Information Systems
GOLD	Crop Pest Surveillance and Advisory Project
Outstanding Performance In Citizen-Centric Service Delivery	
GOLD	Sugarcane Information System (SIS)
SILVER	Pregnancy, Child Tracking & Health Services Management System (PCTS)
SILVER	e-Mamta: Mother and Child Tracking Application
Innovative use of Technology in e-Governance	
GOLD	Cloud Telephony and IVRS based Daily Monitoring System: A Revolutionary Approach for Monitoring Government Programmes
SILVER	OASYS (Online Answering Information System for Legislative Assembly)
BRONZE	Integrated Geo-spatial ICT Solution for Scientific Planning & Monitoring of MGNREGS works in Gujarat
Innovative use of ICT by PSUs for Customer Benefits	
BRONZE	IndSoft CMS - Central Management System for LPG
Best Government Portal	
GOLD	Integrated Odisha Treasury Management System (iOTMS)
SILVER	RTI Central Monitoring Mechanism
Specific Sectoral Award - Focus Sector - Local Government	
GOLD	Property tax and water charges revenue management system, Online Birth and Death Certificate, Building Permission Management, Solid Waste Management with vehicle tracking, Grievance Management System, Online Dashboard for works Management
BRONZE	Janmitra Samadhan Kendra

14th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Processing of Income Tax Returns at Centralised Processing Center, Bangalore
SILVER	e-Stamping for MCA services
BRONZE	Directorate of Municipal Administration
Exemplary Re-use Of ICTBased Solution	
GOLD	Panch Tantra-Gram Panchayatha Online System
SILVER	Geoinformatics in implementation of Forest Rights Act 2006 in Maharashtra
BRONZE	e-Grantz, Centre for Development of Imaging Tech.
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	SWAGAT- State –wide Attention on Grievances
SILVER	Aarogyam, District Health Society
BRONZE	Tele Samadhan-Call centre for citizen facilitation and Grievance Redressal
Innovative use of Technology in e-Governance	
GOLD	BTRAC 2010
SILVER	Integrated Watershed Management Programme
BRONZE	e-Disaster Management Cell
Innovative use of ICTs by PSUs for Customer Benefits	
GOLD	Financial Inclusion, Punjab National Bank
SILVER	Enhanced National Train Enquiry System (ENTES)
BRONZE	Electronic Fund Transferring System
Best Government Portal	
GOLD	Indian Customs EDI Gateway Project (ICEGATE)
SILVER	Portal of GSI
BRONZE	National Data Warehouse of Official Statistics Computer Center
Specific Sectoral Award - Focus Sector - Agriculture	
GOLD	AGRISNET- Agriculture Information Service Network
SILVER	e- Krishi
BRONZE	e-Auction of Tea

13th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Sulekha
SILVER	Xtended Green Node-XGN
BRONZE	Online Scholarship Management System (OSMS)
Exemplary Horizontal Transfer of ICT – Based Best Practices	
GOLD	ICT in Gujarat Judiciary
SILVER	Integrated Prison Management System
BRONZE	e-Procurement
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	MP Online
SILVER	Ship Ticket Advance Reservation System (STARS)
BRONZE	Sevana-Civil Registration System and Hospital Kiosks
Innovative use of Technology in e-Governance	
GOLD	Forest Dwellers Survey System
SILVER	i-GeoApproach
SILVER	Reservoir Storage Monitoring System
Innovative use of ICTs by PSUs for Customer Benefits	
SILVER	“AWATAR”
Spl Mention	B2B Process of Integration Between ERP 24 Systems of Oil Marketing Companies
Best Government Portal	
SILVER	www.nrega.nic.in
Specific Sectoral Award - Focus Sector - Education	
GOLD	State School Education Portal
SILVER	Higher Secondary Centralized Allotment Processing
BRONZE	School Report Cards Under the Project DISE



18TH NATIONAL CONFERENCE ON e-GOVERNANCE



Department of Administrative Reforms & Public Grievances, Government of India