21st NATIONAL CONFERENCE ON e-GOVERNANCE

26-27th February, 2018

Proceedings

Theme: Technology for Accelerating Development

Organized by

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

in collaboration with

Ministry of Electronics & Information Technology,
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and
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INAUGURAL SESSION

Opening Address	**Sh. K.V. Eapen** Secretary, Department of Administrative Reforms & Public Grievances, Government of India

Sh. C.R. Chaudhary, Hon'ble Union Minister of State of Consumer Affairs Food & Public Distribution; Chief Guest Sh. Kalvakuntala Taraka Rama Rao, Hon'ble Minister of IT, Municipal Administration and Urban Development, Industries & Commerce, Mines & Geology, Public Enterprises & NRI Affairs, Government of Telangana; my dear friends and fellow travellers in the bureaucracy from 1984 onwards, viz. Sh. Ajay Prakash Sawhney, Secretary of Ministry of Electronics & Information Technology, Sh. Ajay Bhushan Pandey who is the Chief Executive Officer of UIDAI & Chairman of GSTN and Sh. Shailendra Kumar Joshi, the Chief Secretary of the host State of Telangana, distinguished panelists in the premiere session, awardees of the National e-Governance award of this year and last year, colleagues from the Government of India and the State and the other distinguish delegates, it is my privilege to welcome each and every one of you to the 21st National Conference on e-Governance which the Telangana Government has so graciously consented to host.

Every year since 1997, the DARPG and the Ministry of Electronics & Information Technology (MeitY) have co-organised the National Conference, in partnership with the State Government. Hyderabad has been the host city on numerous occasions, including on the first two occasions organized in 1997 and 1998. Over the years, this Conference has provided a platform to policy makers, practitioners and industry leaders to interact, present their views, analyse and recommend various solutions to provide actionable strategies for good governance.

These valuable inputs have significantly helped to improve the standard and efficacy of citizen centric services. As you are all aware, the broad theme of this year's Conference is 'Technology for Accelerating Development'. This is the strong area of focus for the Government of India. At the Central Government level, the Hon'ble Prime Minister has committed to co-create the new India, in partnership with all the States and other stakeholders, by 'sankalp se siddhi'. We are determined to achieve the digital dividend for each and every citizen through digital literacy accessibility to all.

Accordingly we have chosen 5 sub-themes on which eminent panelists will deliberate in the preliminary sessions. We would also be discussing the ways of synergising the roles of the National and State Government. One of the issues that we face when we talk about our prowess in the IT sector in India is the fact that large parts of the country and its population is still outside the digital dividend. Bridging the digital divide is an important issue because that has a direct attack on all the major problems, like poverty, malnutrition and other issues that country faces. If we bridge the digital divide, obviously the effects of e-Governance would be much more keenly felt and that indeed leads to much better governance across the country. Thus, when we give these awards, we are recognising the initiatives that have been taken in the space of improving governance as a whole. This year, we are giving 19 awards in 8 categories for the National e-Governance Awards.

There was very strong competition in several categories and we were delighted to give many projects which are worth replicating and universalizing all over the country in the field of health, education and so on and so forth. But the most interesting part of this process was that there were awards also in unusual areas, such as the improvement of the excise administration in West Bengal and move to the paperless Vidhan Sabha in Himachal Pradesh.

I congratulate all the awardees and hope that they will continue to work with the same zeal in the coming years. This year, the exhibition has also drawn a large number of participants. We have, for the first time, put up a hall of fame, where we are showcasing e-Governance initiatives which have sustained and developed over time and those which have a potential for paradigm shift in the way citizens access market services. As you can see in the exhibition, there are platforms of Aadhaar, GSTN and Government e-Marketplace (GeM), the HawkEye for quick reach of law & order and citizen participation, MeeSeva and so on and so forth. The e-NAM platform of the Ministry of Agriculture & Farmer's Welfare is revolutionizing the opportunities for farmers for online marketing of their agricultural produce. Other award winning initiatives from various Ministries and Departments of Government of India and State Government are also being displayed.

I complement the Government of Telangana for making excellent arrangement for the exhibition. I would like to make three points. Through these awards, first of all, we get a glimpse of islands of excellence around us but we need to replicate many of them in other areas. As a nation, it is our duty to think of universalization of such initiatives. The platform of Aadhaar would be a game changer in my view in the way we can use it. It can be used by various Government and private organisations without the need for duplication of efforts at their level. And I look forward to hear aspects of this from my batch mate, Sh. Ajay Bhushan Pandey later. Secondly, e-Governance is fairly well understood and wide spread concept but we are still struggling with one major issue which is standardizing the delivery across various geographical entities and levels of Government. There are issues of requirement of constant upgradation of employee's skills, process standardisation and so on and so forth, and we have to cut the unnecessary red tape and device systems which talk to each other and are user friendly. Finally there is the issue of emerging technologies. While the industry would advise us on what is happening and what is available for adoption today and near future, they and us have to work together to see how these technologies help us in enhancing the user experience who are mostly our citizens instead of just assisting service providers and Government in their monitoring mechanism. When we joined the services in 1984, Apple had just introduced Macintosh in the market as a PC. At this time, when we are nearing the end of our service carrier, we are talking about artificial intelligence in humanoids. Hence, there are lot of issues that need to be tackled by the Government, and this is another area we hope is explored in this Conference. I once again congratulate my dear friend, the Chief Secretary of Telangana, Sh. Shailendra Kumar Joshi, for his able leadership and hosting the National Conference at Hyderabad. I thank Ms. Shalini Misra, Principal Secretary, GPM&AR Department and her entire team for the tireless and outstanding efforts in organising and tying up the minutest details. I look forward to a very fruitful and intellectually enriching two days at the Conference.

Thank you very much.

Address	**Sh. Ajay Prakash Sawhney**
	Secretary, Ministry of Electronics & Information Technology, Government of India

Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution and Commerce & Industry, Government of India, Sh. C. R. Chaudhary; Hon'ble Minister of Information Technology (IT), Municipal Administration and Urban Development (MAUD), Textiles and NRI Affairs, Government of Telangana;, Sh. K. T. Rama Rao; my colleague Sh. K. V. Eapen, Sh. Shailendra Joshi, Chief Secretary, Government of Telangana; Sh. Ajay Bhushan Pandey, CEO UIDAI & Chairman, GSTN, Ms. Vasudha Mishra, Additional Secretary, DARPG, friends and colleagues from various State Governments which include some stalwarts and some of the biggest achievers in the area of e-Governance and IT, friends from various States, implementing agencies, consultants and media, a very good morning.

It is great to be here. It is homecoming every time the National Conference on e-Governance comes back to Hyderabad. I am fortunate that I was present and a part of the very first two conferences that were organised in Hyderabad. And today, when we come back and bring the Conference back, that too in Hyderabad, it gives tremendous satisfaction. There is a sense of pride and in many ways; it is a way to recharge our batteries. It is inspiring to be back, it is inspiring to see not just the tremendous infrastructure, the airport, the outer ring road, the HICC but also tremendous strides that have been made and implementing in e-Governance in Hyderabad, Telangana; Andhra Pradesh and also in the rest of the country.

I think over these years from 1997, i.e. 21 years, we have made very significant strides. We have significant part of the core infrastructure in place across the country. We have networks, National Knowledge Networks, and also Bharat Broadband which is coming up rapidly. We have a tremendous penetration of access to internet, we have State Data Centres, State Wide Area Network, we have a huge foundation in terms of the UIDAI database, tremendous coverage of the bank accounts and financial side, and we have also built a good layer of services which are being delivered by a large number of e-Governance projects – Central Projects, State Projects, Municipal Projects, Panchayat Projects, etc. I think almost everywhere we have a layer. There is no sector in which we don't have any implementation. In some sectors, the implementation have been able to reach a nationwide foot print, in other sectors we have successes here and there.

We have made progress on empowerment with digital literacy catching on, people in many cases are able to use their mobile phones for a large number of things. The common service centres – the e-Seva, MeeSeva centres, the e-Mitra centres and many others like these have created a mechanism which can take delivery of services close to where the people are. We also have good institutional capacity across many States. And finally, we have some excellent models that are emerging from just the stand-alone projects which were concentrating on the services to be delivered from the Government Departments to the citizens. I think we are moving towards platforms where a large amount of data can flow from the Government, from the private sector and even from banking sector which create

room, not just for Government Department but also other service provider and service seekers to come together. I think we have to learn from what is happening across the world. It is no longer simple websites or portals. It is a platform that has enabled widespread participation which is the way ahead. We have had a success in constructing these platforms. Some of the early examples are UIDAI on which India stack has come up and on which a number of other sectorial stacks can actually be built.

GST Network is a huge platform, having a humongous amount of data and going forward. It will give us a base for not just taxation but for all kinds of analysis and all kinds of new and innovative services. We have the UPI, the Unified Payment Interface which very recently in the last 5 to 6 months is showing exponential breakouts. From just 5 lakhs transaction per day in the month of August, it doubled to 10 lakhs in September and 25 lakhs in October, 57 lakhs in November, 92 lakhs in December, 97 lakhs in January. And now, the average for the month of January from 5 lakh transactions a day we had done roughly 50 lakhs transaction a day in January. This is a breakout. This is an exponential growth that we are seeing. This gives us a base to build financial services, this gives us the base to build flow based credit. We have seen the remarkable growth of GeM Platform. Again it is not a service being delivered by the Government to the people, it is a platform where the Government brings in an aggregation of buying and people who can provide goods and services from across the country, can easily very conveniently get registered and suddenly start and have access to a huge market. All of this is enabled by the technologies that we have built. We have a long way to go.

There are a few services which are now available to almost everyone across the country. But there are still a large number of sectors and a large number of services where though we have success somewhere in the country, but the services have not reached to each and every person in the country. The services are of different quality, access is patchy. The competition which brings continuous improvement of the services is patchy, most of the services are not in place and there is still a long path to traverse. Services related to the land record, dematerialization of land records, and convenience in accessing those services has been achieved. In many areas, we have developed successes in silos. In most of the geographical areas, land records are computerized, registration is computerized, and surveys somewhat on computers but they have not been combined.

In agriculture, we have a huge Soil Health Card Scheme. We have e-NAM which brings the market access for farmers to market their produce. We have a separate implementation for fertilizers, we have a separate implementation of procurement of the agricultural produce and we have a separate implementation for irrigation and availability of water resources. We need to break these barriers and bring them on to platforms where all of these can break the barriers. We can connect these databases, we can built system where not only for Central Government, State Government, Local Government needs to come together, but many other service providers should be able to conveniently join the platforms and innovate with what kind of services can be provided.

A key aspect which is that of data privacy is extremely important. We are constructing the data protection framework which will help us to reconcile the concern on privacy, put an individual in charge in control of his/her data and yet make the data available in such a way that all kinds of services can be provided by the providers. I think these are some of the thoughts that I am moving forward. We are working on the roadmap for a trillion dollar digital economy. We are working on Digital India 2.0 as what it needs to be and I would welcome thoughts and suggestions that help us create successors to Digital India which are worthy of being the new aspirations for India in 2018.

Address	**Sh. Shailendra Kumar Joshi**
	Chief Secretary, Government of Telangana

Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution and Commerce & Industry, Government of India, Sh. C.R. Chaudhary; Hon'ble Minister of Information Technology (IT), Municipal Administration and Urban Development (MAUD), Textiles and NRI Affairs, Government of Telangana, Sh. K. T. Rama Rao; my dear friend Sh. K.V. Eapen, Secretary, Department of Administrative Reforms & Public Grievances; Sh. Ajay Prakash Sawhney, Secretary, Ministry of Electronics & Information Technology and today's keynote speaker, Sh. Ajay Bhushan Pandey, CEO, UIDAI & Chairman, GSTN and Ms. Vasudha Mishra, Additional Secretary, DARPG, my distinguished colleagues, ladies and gentlemen, a very good morning to all of you.

On behalf of the Government of Telangana and on my behalf, we are honoured to jointly host the 21st National Conference on e-Governance in this historic city of Hyderabad. Some of you must be coming for the first time. This vibrant city, carrying a rich legacy of over 400 years, showcases Indian ethos of the culture of inclusiveness on the one hand and on the other hand, displays the prowess of the country in information and other frontier technologies. This qualifies Telangana State in general and Hyderabad city in particular to be the pioneer in taking several measures using information & communication technology for good governance.

Technology, per se, is important but it is just a tool, it indeed is happening in our State. As we understand, a galaxy of experts is participating in this 21st National Conference on e-Governance. They are going to discuss in the subsequent sessions today and tomorrow on several aspects of e-Governance in the country. This Conference also provides a platform to domain experts and information technology experts to come together, leading to cross-fertilization of ideas which Secretary, MeitY has mentioned in quite a detail. One of the goals of this Conference is to move forward by building user experiences and analysing the issues involved in universalization and replication of successful models and practices in the country. As one of the key organiser of this Conference, we look forward to the meaningful deliberations and implementable recommendations in a given time frame.

 As e-Governance is a tool for providing good governance, the ultimate aim is to provide good governance leading to increased accountability, transparency and efficiency in service delivery. The Union, as well as several State Governments, local bodies and other organisations in the country, are moving in that direction. I am happy to share that Telangana is at the forefront, varying, innovative ideas, as our Hon'ble Minister will share shortly, how this indigenous technology help find solutions for good governance. This is a continuous journey and each step matters. Among various other things, three most important aspects responsible for good governance are individuals, institutions and processes. I repeat individuals, institutions and processes.

Individuals build institutions and implement processes. Those lead to outcomes. Withdrawing human interventions and codifying the processes make the system more objective. In this scheme of things, use of ICT is a game changer for providing citizen centric services and ease of doing business. The success of e-Governance in Telangana can be attributed to dynamic leadership, presence of strong institutions and well defined processes to execute the vision of good governance in the State. In a federal democracy, competition is tough, each State competes with other States.

When various players are anticipated with frantic pace governing, e-Governance itself is an issue and becomes much more relevant as mentioned by Sh. Sawhney. A lot of work needs to be done in this direction at various levels. I am also confident that deliberations on this subject in the Conference will bring us closer to an overarching national framework that is in harmony with international rules and regulations. It is often said that wheel had been invented long back. There is no need to reinvent the wheel. However, various agencies continue to devote much of their time and resources in developing applications which are easily available and accessible elsewhere. And all that needed in case is only customization. There is, therefore, a need for collecting, collating and disseminating e-Governance best practices.

I am sure this will also lead to broad agreement or some sort of understanding on standing operating procedures to be followed for e-Governance. There is a visible universal trend in moving away from individual applications to follow a system-wide applications approach. And it is felt need while private sector is way ahead in adopting an enterprise software to manage their operations. There is no significant development to assuring integrating various Governmental operations. Again this point has been highlighted by previous speakers. This needs to be tackled on priority basis, enterprise-wide solution offer a cost-effective method for good governance.

Emerging technologies such as Internet of Things, Artificial Intelligence and Cloud Computing need to be increasingly used for good governance. Several measures had been taken in the country. Many others are in the pipeline. Most notable among them are initiative by the Unique Identification Authority of India. So I will not come in the way before you listen to Sh. Ajay Bhushan. Aadhaar based service delivery can change the way the governance is understood in the country.

As my concluding remark, I want to reiterate that e-Governance is not and by itself but should be a means to achieve good governance. I wish all the best for the success of this National Conference.

Thanks for your kind attention. Thank you very much.

Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution and Commerce & Industry, Government of India, Sh. C.R. Chaudhary; Hon'ble Minister of Information Technology (IT), Municipal Administration and Urban Development (MAUD), Textiles and NRI Affairs, Government of Telangana; Sh. K.T. Rama Rao; Sh. Shailendra Joshi, Chief Secretary, Government of Telangana; Sh. K. V. Eapen, Secretary, Department of Administrative Reforms & Public Grievances; Sh. Ajay Prakash Sahwney, Secretary, Ministry of Electronics & Information Technology and Ms. Vasudha Mishra, Additional Secretary, Department of Administrative Reforms & Public Grievances and distinguished audience, it is my indeed privilege to be here and talk about a great transformation that our country is currently undergoing, that is Aadhaar.

Let me give you a little background. Imagine you are travelling abroad and all of a sudden you find that you have lost your passport and also your wallet which had all your IDs, driving licence, credit card, debit card, etc. Isn't that a nightmare we all dread when we travel abroad? What would you do in such case? Won't you feel absolutely miserable and helpless? That was the problem which most Indians used to face every day.

Until recently, 60% of our population, i.e. 80 crore did not have a credible identity. Lots of people used to think that they have some ID but what kind of ID we are talking about. Let's say somebody has a Ration Card of Hyderabad. Could he go and open a bank account in Delhi or could he get any service in Delhi? So he was identity-less in his own country even though he had some kind of an identity document. So there was absolutely the problem of identity that was bothering us and the whole country. If a person wanted to avail a service, say open a bank account, apply for a ration card, voter ID, apply for a loan for his agriculture or his business or apply for a job or apply for any service, public or private, he would be confronted with a perennial question of who you are and if he did not have any ID, it was virtually impossible for him to prove who he was and the services were denied. So that was the state of our services a few years back. This stopped in September, 2000.

A massive technologically advanced technology programme, then called UID, programme of a scale, unprecedented in the history of humankind, was launched in a village in Maharashtra. The identity programme was later rebranded as 'Aadhaar', which meant foundation. It envisaged giving identity to 1.2 billion Indians based on minimal demographic data that has a name, age, date of birth, gender and biometrics which included all 10 fingerprints, both iris and photograph. In the last 7 years, more than 1.2 billion people have been given Aadhaar covering 99% of the adults in India. Since Aadhaar is based on deduplication of biometrics, duplicate ghost and fakes which used to creep in most IT programmes earlier are almost impossible here. Imagine the technological complexity of this deduplication task. Biometrics, 10 fingerprints and 2 iris of every newly enrolled person are matched with the biometrics

of everyone in the database before an Aadhaar number is given. At one point we used to enrol 2 million people every day and their biometrics used to be matched against the biometrics of 1 billion people and this task had to be completed in 24 hours otherwise we had a very bad clock.

Our state-of-the-art backend processing engine has been developed in-house within our country and which we all should be very proud of to finish this compute-intensive task within 24 hours. A computer scientist who is present here can imagine the computing complexity of this task - 2 million multiplied by 10 fingerprints, 2 iris multiplied by 1 billion and again bank accounts created in a paperless manner. So this kind of a matching has to take place within 24 hours. Aadhaar has thus emerged as the world's largest biometric identity programme in the world. Aadhaar has also created a nationwide authentication infrastructure which is not there in any other programme, that is one could use his biometrics to prove his identity anywhere, anytime and authenticate his identity. It may be worth mentioning that no other contemporary ID scheme of this scale has ever been attempted anywhere in this world.

We often hear of identity theft through stealing vital personal information, credit & debit card, social security numbers. Aadhaar multimodal biometric authentication feature has become a powerful safeguard against identity thefts because it will be much more difficult to steal all 10 fingerprints and iris. Being biometrics based digital ID, it cannot be stolen, lost, tampered or destroyed. Truly Aadhaar is our identity which like our soul is permanent and cannot be destroyed. It reminds me of Bhagwat Geeta.

नैनं छिन्दन्ति शस्त्राणि नैनं दहति पावक:।
न चैनं क्लेदयन्त्यापो न शोषयति मारुत:॥

Means Aadhaar cannot be tampered or destroyed.

In the wake of widespread concerns on the use of Aadhaar and its legal validities and issues such as data protection and privacy, Indian Parliament enacted Aadhaar law in March 2016 to give a statutory cover to Aadhaar and protect the privacy of biometric and personal data of Aadhaar holders. It also empowers the Government to make Aadhaar mandatory for availing any Government service to ensure that benefits from public exchequer only go to intended and deserving beneficiaries. Aadhaar, through its technological marvel has empowered 1 billion people rich and poor alike who can now prove their identity anywhere anytime and avail services in a hassle-free manner online as well as offline. Besides being a unique robust identifier, Aadhaar acts as a permanent financial address and is now sufficient for opening a bank account in a paperless manner.

More than 15 crore bank accounts have been opened in this manner. Existing bank accounts are being linked with Aadhaar so that the people, particularly in the rural areas can also do banking transactions at their doorsteps through Aadhaar based micro-ATM operated by more than 100 thousand business correspondents. So far, more than 57 crore Aadhaar have been uniquely linked to bank accounts. Aadhaar linked bank accounts enable funds to be directly transferred to the resident so that he can withdraw cash from micro-ATM touch points using his fingerprints and Aadhaar number. Prevention of Money Laundering (PMLA) rules have been updated to link every bank account with Aadhaar. Income Tax Act has been amended to require linking of every PAN card with and filing all the income

tax returns with Aadhaar. These initiatives will go a long way in curbing frauds, money laundering, black money and tax evasion in our country.

Aadhaar has established itself as a God sent for crisis management during the floods in Tamil Nadu a few years ago where the people whose documents were washed away in the flood, they were able to withdraw money from their Aadhaar linked bank accounts just at the touch of their finger. Rural workers can imagine their wages, benefits directly into their bank accounts and withdraw money through Aadhaar based micro-ATM without having to travel tens of miles to a brick and mortar bank. Similarly, old age widows and disabled people can receive their pensions and Government benefits directly into their bank accounts and withdraw money at their doorsteps. BHIM Aadhaar pay which was launched by our Prime Minister last year, where the payments can be made through Aadhaar at the touch of a finger without any debit or credit card. The whole world is amazed at this.

Aadhaar is being used in other areas too. Telecom companies are facing a cumbersome process of collecting paper IDs for issuing SIM cards. With the Aadhaar fingerprint authentication, now the SIM cards are issued easily. Aadhaar is also being used in various examinations conducted by various Central and State Boards of Examination and Public Service Commissions. Degrees and Certificates are being linked to Aadhaar and being stored in a Digital Locker which would be online accessible. So no more Vyapam scam or Sanjay Dutt's Munnabhai MBBS or Amir Khan's Rancho of 3 Idiots. Aadhaar is being used to trace and unite missing children to their loved ones. Bollywood's favourite script of two brothers being lost and reunited 20 years later will no more be relevant. Salim Javed and Rajkumar Hirani's of Bollywood may look for some other ideas for their films henceforth.

Aadhaar fingerprint authentication is being used in Central Government and other offices to mark attendance of employees. Lakhs of ghost teachers and ghost employees are being eliminated through this exercise. Land records and property registration - just now Hon'ble Minister of IT, he informed that Andhra Pradesh has taken up a lead to link land records and property registration with Aadhaar and this is truly a very transformative step in which Telangana Government has taken a lead. Aadhaar authentication is being used to digitally sign documents and has been conferred legal status of Digital Signature in India. Many more such innovative uses are being planned. Presently more than 2 crore people are doing authentication using their biometrics and Aadhaar every day to avail various services across the country. Aadhaar empowers every Indian with unique identification through which he can receive his entitlement in a hassle-free manner without any intermediary and middlemen. Nobody can steal, fudge or manipulate his entitled claims. If he wants to have ration through his Aadhaar linked ration card, then only he can get it no one else. Come what may no one can steal, fabricate or manipulate his identity, his document, his vote, his passport, his scholarship, his LPG gas cylinder, his property, his driving license, his pension, his share of social benefits, anything that you may name. If his entitlement is linked to Aadhaar, it becomes absolutely non-manipulative and he can receive his entitlement online in a paperless, presence-less and cashless manner.

With no intermediaries around it diminishes opportunities for corruption and this is the real empowerment of people. Aadhaar is thus helping the Government renovate the whole delivery system in our country and ensure targeted hassle-free, direct, portable, and real-time auditable delivery of services. Distribution of food grains through fair price shops outlets is being done through Aadhaar. More than 1.62 crore ghost and duplicate ration cards have been eliminated through

Aadhaar. More than 3 crore ghost duplicate LPG gas cylinders have been removed using Aadhaar. In the past, whenever ghost and duplicates were removed, they used to re-enter in much larger number sooner or later like monster Raktabeej of Indian mythology who's every drop of blood falling on the ground used to create another monster. But now with Aadhaar, re-entry of ghosts and duplicates is almost impossible. Aadhaar has been adjudged by Oxford dictionary as Hindi Word of the Year 2017. We will look forward for the day when farji and benami words are deleted from Indian dictionary.

Scholarship to college and school students are being directly sent into the Aadhaar linked bank accounts. Any Government with limited resource has constitutional duty to ensure equitable and rightful distribution of resources. Aadhaar is not only a tool for direct benefit transfer but is an instrument of empowerment of people. It has been helpful in reducing Administrative inefficiencies and almost ensuring zero leakage in the implementation of the schemes from the ground. It has resulted in great savings to public. In 2.5 years alone, Aadhaar has saved the Government more than 57,000 crores. The World Bank, in its report on digital dividend 2016, has estimated that Aadhaar could save Government 11 billion US dollar every year through reduced leakage and efficiency gains.

Noble Laureate for the economics, Joseph Stiglitz said, "UID is a great achievement and may offer sound protection to people in India. When you have to distribute goods on a massive scale, like food, you need to identify who you are making the distribution to, so that the right people get it. In the US, we have a social security number that perform the same function. Every citizen ought to have a number through which a person is entitled to many things". Paul Romer, former Chief Economist, World Bank said," The system in India is the most sophisticated system that I have ever seen. It is the basis for all kinds of connections and that involve things like financial transactions. It could be good for the world if this becomes widely accepted".

Even the President of the World Bank, Jim Yong Kim hail Aadhaar as the greatest poverty-killer app that we have ever seen. Undoubtedly in the short span of 7 years with this nationwide coverage, Aadhaar has made India live from 'No-ID' to a 'Digital ID' to its billion people. It has emerged as a powerful instrument of good governance, transparency and empowerment of people. Aadhaar is just beginning to unfold new paradigms of development and laying a foundation for new India.

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<tr><td rowspan="3">Address</td><td>Sh. C. R. Chaudhary</td></tr>
<tr><td>Hon'ble Minister of State for Consumer Affairs, Food and Public Distribution, Government of India</td></tr>
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Respected Sh. K.T. Rama Rao ji, Hon'ble Minister for Commerce and Industry, IT, Municipal Administration, Urban development, Mines and Geology, NRI affairs; Sh. Shailendra Joshi, Chief Secretary of Telangana; Sh. Ajay Bhushan Pandey CEO, UIDAI; Sh. Sawhney Ji, Secretary, Meity; Sh. K.V. Eapen, Secretary, DARPG; Ms. Vasudha Mishra, Additional Secretary, DARPG and all senior officers from different states of the country, friends and media.

First of all I would like to congratulate the Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Electronics & Information Technology as well as the Government of Telangana for organizing this 21st National Conference on e-Governance. Friends this is the time, when we have to deliver the goods, we have to see that every citizen should be facilitated by the Government wherever needed and we can't ignore people by saying them to come after 10-12 days, as the request will take some time to get processed like how it used to be is the 80s. Now with the new technologies coming in, things can be done within few hours.

Our Prime Minister believes in Minimum Government and Maximum Governance, which needs to be followed and moved ahead in this e-Governance sector. A Government is only appreciated when the work is done efficiently with full transparency and honesty. Based on this motive, our Hon'ble Prime Minister is moving ahead to improve the citizen services through various e-Governance initiatives. A lot of initiatives have been taken even at the State level in different parts of the country, which has improved a lot of citizen-centric services which can now be done with such ease. We also have to follow up and see that the various new schemes have been launched properly and citizens are availing those services. Our Hon'ble Prime Minister does not only believe in launching new services for the citizens, he also believes that whether the proper action is taken in implementation of those services. More than one lakh centres in every village has been established in India to ease the work of every villager.

Now the number of internet users in India is equal to number of population of USA. This Rapid growth in the internet users in our country is mainly due to the Initiative of digital India. More than 110 Crore citizens of our population uses mobile phones. Linking Aadhar with the ration cards has also stopped the malpractices in availing the benefits of getting the rations from the shops. More than 2.95 crore rations cards were found duplicate in the country due to which the actual beneficiaries of highly subsided food grains were not getting the proper services. Now due to the Digital India Initiative, the rations of Rs.17,000 crores are being transferred to the actual beneficiaries. After Digital India coming into play, people get their queries resolved on time as there were not dedicated helplines in the past.

By 2030, India will be the youth-driven country for which we have to facilitate them from now only with necessary facilities. With e-Mitra, now the youths can register for any examination online and get their application processed on time with ease without facing any difficulty. Ease of doing business initiative should be promoted as much as possible to bring more and more FDI into the country and last year we got the highest recorded FDI into the country. Considering States like Telangana, Karnataka, Andhra Pradesh, Maharashtra and Gujarat are working extensively in services associated with ease of doing business, efforts like this significantly helps in providing the welfare to citizens of the country. In the end, I hope that people will work together and improve even more towards our Hon'ble Prime Minister's motto which is Minimum Government and Maximum Governance so that we can give even better services to our people of the country.

	Sh. K. T. Rama Rao
Address	**Cabinet Minister for IT E&C, MAUD, Industries & Commerce, Mines & Geology, Public Enterprises and NRI Affairs, Government of Telangana**

Hon'ble Minister of State for Consumer Affairs, Food and Public Distribution, Commerce and Industry, Sh. C.R Chaudhary; Hon'ble Chief Secretary of State of Telangana, Sh. Shailendra Kumar Joshi; Secretary of Administrative Reforms & Public Grievances, Sh.K.V. Eapen; Secretary of MeitY, Sh. Ajay Prakash Sawhney; Head of UIDAI, Sh. Ajay Bhushan Pandey; Additional Secretary, DARPG, Ms. Vasudha Mishra, ladies and gentlemen and my friends from media, I welcome you all on behalf of Government of Telangana to this 21st National e-Governance summit.

Today in my State of Telangana, at one point of time, Information Technology Department essentially considered one of those line departments which is confined to procurement alone. The power of technology has unleashed and this truly is heralding a digital revolution which eventually should lead to digital democracy. India is the world's largest democracy as we all know, but India can only become first world country if and only when we will leverage and harness the power of information and technology for the benefit of people of India. Now the reason why I say this is because our Chief Minister Hon'ble Sh. Chandrasekhar Rao, keeps reminding us every single day that any information technology for that matter which does not have larger societal impact is useless and waste of time because technology by itself cannot be smart, technology depends on how we use it.

When we started our journey about three and a half years ago as the youngest State in India, the State of Telangana, we started off with thinking that how we can leverage the technology for the benefit of common man. One of the things we said that let's not try and boil the ocean, it takes time to bring the change in a new State, that too when you are a new one in the country. So we thought to move ahead and take one step forward and think from citizen's perspective and bring change in various domains within our Government. One of the initial things we started off was with the Transport Department. When an ordinary citizen today who has a motorbike or car, when they commute or travel on the street of our cities, they get stopped very so often. The Police Department will stop them, will check for couple of things, they will be asked for their registration card, insurance of the vehicle and also the driving licence.

The rat race we all seem to be indulging in our day to day lives and the kind of busy life we lead today, very often, it so happens that you end up forgetting the required documents which lead to pay a penalty price. So we thought in today's world there are more than 100 crores mobile phones of which more than 40 percent are smart phones, by using smart technology what benefit can we pass on to the citizens, then we came up with the smart technology called RTMA technology, where you can upload your all papers on your smartphone via app and when any police personnel asks for any papers, the citizen could show via app by authenticating its validity to the Authorised personnel. When it was launched in the State within three months of its launching date, 1.3 million downloaded the app and

are using it very actively these days. So by this example, we can also say that if any technology is designed to ease the work of a common man, then the acceptance level will also be very high and we can achieve the true definition of e-Governance.

Most people call e-Governance as electronic Governance but in my opinion, only if you are able to make it easy, efficient and effective use of technologies to provide effective governance to people, then e-Governance can also stand for easy governance, effective governance and efficient governance and only when people accept it from their perspective that yes we are benefitted from that particular technology then you will conclude to the right definition of e-Governance. The point I am trying to make here is, in our state of Telangana, we have focused and leveraged technology very aggressively. Let me also share one more thought, governance as we said, maximum governance is not about having a bureaucrat so often at every step, it's about ensuring the minimum infrastructure needs of the citizen is met with great deal of alacrity and also ensuring that governance is felt, not seen everywhere.

Vote of thanks	**Ms. Vasudha Mishra** **Additional Secretary, Department of Administrative Reforms and Public Grievances, Government of India**

Dignitaries on the dais, distinguished delegates, ladies and gentlemen, it is my privilege to pose a formal vote of thanks for this inaugural session of the 21st National Conference on e-Governance being held at Hyderabad. I thank the President of the function, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution and Commerce & Industry, Government of India, Sh. C. R. Chaudhary for gracing us with his presence, presiding over the function and giving his valuable message on the subject of the Conference and exceeding the expectation of the citizen by all Governments.

I thank on behalf of Department of Administrative Reforms & Public Grievances and MeitY, the Chief Guest of today's function, Hon'ble Minister of Information Technology (IT), Municipal Administration and Urban Development (MAUD), Textiles and NRI Affairs, Government of Telangana, Sh. K.T. Rama Rao for inaugurating the exhibition and finding out time from his busy schedule. We are inspired by your message Sir and the pragmatic approach. You have exhorted us all for nation building. Sir, we thank you for touching upon every sub-theme of the Conference in your address.

I thank Sh. Shailendra Kumar Joshi, Chief Secretary, Government of Telangana as well as for his address on overall guidance and leadership in organizing the two days' Conference. I would like to thank the CEO, UIDAI and Chairman, GSTN, Sh. Ajay Bhushan Pandey for his illuminating and interesting key note address. I thank Secretary, MeitY, Sh. Ajay Prakash Sawhney and Sh. K. V. Eapen, Secretary, Administrative Reforms & Public Grievances from our Department for their tone setting addresses, support and guidance on the theme and sub-themes of the Conference and panelist resources for the panels. I thank my dear friend, Ms. Shalini Misra, Principal Secretary, GPM&AR Department of Government of Telangana and her entire team for tireless efforts in organising the Conference and for ensuring that all of us get ample learning on e-Governance as well as the rich culture and heritage of Telangana.

I thank all our distinguished panelists who have agreed to come here on one call from us, in spite of their busy calendar. I thank all the awardees and delegates from all over the country whose presence is adding value to the Conference. I would like to thank the members of the Screening Committee and the Jury Committee for the National Awards who assisted us on the heavy task of selecting the finalists and winners among many able contenders. I thank all Departments and Agencies who have put up a beautiful exhibition, I thank our industry partner, NASSCOM who helped us source and curate the state-of-art-knowledge papers of the Conference.

I also thank all contributors to the knowledge papers as well as the compendium for writing the thought provoking papers on theme and sub-themes of the Conference. I thank our knowledge partner, Ernst & Young for their contribution throughout the preparation of this Conference and also my colleagues in DARPG for their hard work. Last but not the least, I wish to thank the representatives of the electronics, print media who are covering the event and thus contributing to the citizen awareness on this important topic.

Thank you.

PLENARY SESSIONS

Plenary 1	Building User experience

(From Left to Right – Sh. Shoaib Ansari, Sh. B. Narayanan, Sh. J. Satyanarayana, Sh. Angiah Santhanaswamy, Dr. Piyush Gupta, Ms. Shalini Misra)

Panel Members:

1. **Sh. J. Satyanarayana**

2. **Sh. B. Narayanan**

3. **Sh. Shoaib Ansari**

4. **Sh. Angiah Santhanaswamy**

5. **Dr. Piyush Gupta**

Sh. J. Satyanarayana (Chairman, part-time) UIDAI & Advisor to the Government of Andhra Pradesh started off the session by giving them a key message that Digital India should move from building system to building eco-systems as in case of Aadhaar, GSTN and the upcoming health systems, which have created the eco-system and have brought the user experience dimension into it. He further stated the vision of the Digital Service Standard which will ensure national standard, consistency, comprehensiveness & excellence in the measurement & governance of the digital services. In the end, he also stated the three most important key points for digital service standards which are 'Minimum Government & Maximum Governance', efficiency & effectiveness and convenience.

Sh. B. Narayanan, Additional DG, Press Information Bureau briefly spoke on how social media can be used to refine policy-making. He mentioned two aspects of using social media, one, for governance and the other one for feedback. He explained the first aspect and said that at present, we can get immediate user-generated feedback to the announcements, policies, and schemes. There are approximately 350 social media platforms in the world and this software captures all the social media posts which have been set to public privacy. He told that the feedback thus received from various platforms could be used for grievance redressal, as done by Ministry of Railways and Ministry of External Affairs. In the end, he concluded that nowadays, State Departments have many resources concentrated on social media outreach to monitor trolls and anything that influence anyone's sentiments across social media.

Sh. Shoaib Ansari, Director, Ernst & Young impressively spoke on how Government should interact with the citizens of the country and how this thinking can be used to make that experience easier to design them for the agencies to be able to deliver the services more effectively. He felt that the most visible part of the Government to citizens is the services which are the interface that citizens notice to judge whether the Government is doing the right or the wrong thing. He also stated that the governments today have increasingly started to talk about the customers' experience. He also stated that most of the Departments ought to focus on the touch points, be it a mobile app or physical environment but what they forget is the entire journey of a citizen and that is what he has focused upon – to get the right user journey is design thinking, which is used to design citizen experience, also citizens today have a digital persona about how mobile usage has penetrated over everybody's lives and secondly how citizens today are dealing with the private sector. In conclusion, he explained that the increased digitization is deriving same expectation from the Government that citizens have from private service, they want the Government to react quickly as compared to private sectors.

Sh. Angiah Santhanaswamy, Director, Oracle shared his experiences from citizen-centric services. He gave an example of earlier times when we used to forget to take back our ATM card from the ATM machine after taking out the money from it, which do not happen anymore, as now we insert our card and we identify ourselves to go on with the complete process of taking out the money. According to him, this change in the process occurred due to design thinking, which is not an event, rather it is a complete process to identify if there was a problem faced by a citizen or any entity. He further requested the Government from an industry perspective, to have various stakeholders from the different departments, industries, various entities and citizens and make them sit across a table to solve it, which would have been done with such an ease that we have missed in the first place.

Dr Piyush Gupta, Advisor & Consultant, e-Governance evangelist and trainer gave the brief on digital service journey and the principle that we need to observe, the approach and concept which

comes from design thinking and the touch points which directly or indirectly a citizen is touching. He said that it is very important to measure the user experience. If not done, we will not understand that what the problem is and it would be difficult to control and improve it. He further said that measuring user behaviour is also very important now and it is measured by following 8 step framework in which we see that what the user is actually feeling, thinking, what he actually is and what are his other various emotions towards an experience. To wind up, he stated that the other way to measure is called "Whole-of-Experience" which comprises of three-steps, first is Pre-service in which we see are the expectations, then comes the service that how the overall experience was and third is Post-Service that whether the user had the overall satisfaction or not.

Plenary 2 | Universalization and Replication

(From Left to Right – Sh. Ramendra Verma, Dr. Ajay Bhushan Pandey, Sh. Ajay Prakash Sawhney, Sh. Agendra Kumar, Dr. Nirmaljeet Singh Kalsi)

Panel Members:

1. **Sh. Ajay Prakash Sawhney**

2. **Dr. Ajay Bhushan Pandey**

3. **Dr. Nirmaljeet Singh Kalsi**

4. **Sh. Ramendra Verma**

5. **Sh. Agendra Kumar**

Sh. Ajay Prakash Sawhney, Secretary, MeitY started the discussion by saying that at present the universalization and replication are one of the most talked about themes in the country and further said that now after a decade of time, the Government was able to construct the country wise implementation of e-Governance projects, some of it is from the Central Government like MCA21 and some other of income tax, passport, customs and railways. Some other projects are from both Centre and State, like e-procurement started by NIC and then also implemented by other States, MYGOV started by the Government and then implemented by other States' Department; UIDAI is a huge platform in which the whole country is covered apart from a small portion in Assam. Likewise GSTN is an initiative by both Centre and State. At his closure, he stated different methods need to be designed to arrive at a solution as to how to make it happen quickly and cover a large number of population to avail those services.

Dr. Ajay Bhushan Pandey, CEO, UIDAI and Chairman, GSTN discussed the importance of Aadhaar in our country. He said that when this project was started, people used to say that we already have lots of Identities like voter ID card which was quite universal and only it can be availed by people of over 18 years of age, ration card, drivering license and PAN card. He stated that Aadhaar is not an ID but it is a platform because Aadhaar is based on the biometrics so that people could keep only one ID which is a unique feature. He also said that this business is not into giving a unique identity to people but in giving identification because providing an identity is one time and providing identification is a continuous job. To reiterate, he gave an example of how this is useful in the banking domain.

Dr. Nirmaljeet Singh Kalsi, Additional Chief Secretary, Government of Punjab, Home Affairs & Justice, Government Reforms & Public Grievances said that during the period of 2010-2020 there was the largest number of innovation which took place, if we look at the current era which has given us the new way of doing business is called the digital transformation and disruptions which are main reason behind the new innovation and new Government standards that are emerging and have raised the expectation of citizens and all other stakeholders of not only private sector but of Government sector also. Then he talked about this transformation decade in which the main changes have happened, firstly the defined industry boundaries which have given the way to platforms and ecosystems, also a lot of things have changed like from buying economy to sharing economy, from broadcasters to streaming and hierarchical structures giving way to network structures. Going at the end, he also included that any service or business including citizen & governance services that is built around a hierarchy with high cost will be crushed by a network software and multi-level platforms with high efficiency but low coordination cost.

Sh. Ramendra Verma, Partner, KPMG discussed how the people should go about achieving this replication and Universalization and how do we govern the success, the value e-Governance and the platforms a decade ago whether it was in terms of procurement, Aadhaar or making payments. But largely if we see Income tax, excise and GSTN, all these are Central Government programmes. Ultimately the life of the citizens is impacted more by the local and State Government. The Central Government has done its part in creating the platforms, these platforms can leverage the existing platforms of the Central Government but ultimately it is these platforms which have to be created in 29 States and 7 Union Territories. At the epilogue, he told about the case of e-District replication, having an app store for e-District which went a particular way with same needs to be done in various

areas whether it is health or education.

Sh. Agendra Kumar, President, ESRI India, started his discussion by saying that world is changing very fast with energy waste, water shortage and urbanization, pressurising people to migrate from rural areas to urban areas because they would be experiencing a better quality life, education, healthcare, population explosion, fewer challenges of high pollution. So these all challenges led them to work with the Start-ups community to bring new technologies to work together with Geospatial or GIS technologies in solving those problems. The other aspect he stated was of GIS. When we look at smart cities, we try to integrate a variety of data available, which is coming from IOT, different sensors or the crowdsource data. So by integrating all these data, they can build smart GIS, which is not a static system. It is something which is kind of a framework, which has unique capabilities to integrate GIS data with a lot of other data which exist in the particular organizations. At the conclusion, he said that this Geospatial and non-geo spatial content coming together has created an operational picture and supported process when all the data comes together on a map for visualization.

Plenary 3 | Governing e-Governance

(From Left to Right – Ms. Shalini Misra, Sh. Prakash Kumar, Dr. Pallab Saha, Sh. B.P. Acharya, Sh. K.V. Eapen, Ms. Neeta Verma, Sh. Vidur Gupta, Sh. Sanjeev Gupta)

Panel Members:

1. **Sh. K.V. Eapen**
2. **Dr. Pallab Saha**
3. **Sh. Sanjeev Gupta**
4. **Sh. B.P. Acharya**
5. **Ms. Neeta Verma**
6. **Sh. Vidur Gupta**
7. **Sh. Prakash Kumar**

Sh. K.V. Eapen, Secretary, Department of Administrative Reforms and Public Grievances (DARPG) said that data is the new currency and just like there is RBI to regulate currency, a governing body is required to regulate the amount of data generated by e-Governance. Further to terminate, he told the need of communication facility within the departments in the State as well as between the State and Centre. Out of 74 Ministries, 34 are on e-platform and several are still joining in.

Dr. Pallab Saha, Chief Architect, The Open Group, spoke about the India Enterprise Architecture Framework. He identified that most of the problems existing in Government's technology initiatives revolve around the facts that they are not well integrated and vendor directed. Also, procurement is complex, the same thing is implemented many times, and new systems do not completely replace the legacy systems. He said that Practice of law, policy and technology are not in sync. Standards are not well defined and hence scale-up is not possible. At the cessation, he defined that enterprise architectures bring in standardization, reusability as State and Central Governments have built their own applications.

Sh. Sanjeev Gupta, CEO, National e-Governance Division, said that Agile is the way to go in e-Governance. He spoke from his experience of over 35 years in the system. He mentioned the importance of capturing data right from its source using web services instead of manual work using excel sheets or any other human intervention. Further, he highlighted Mobile Governance and mentioned that 95% people use internet through mobile in India. He, then, talked about UMANG (Unified Mobile App for New Age Governance). Towards the conclusion, he said that data elaboration versus data privacy has to be decided and elaborated towards cybersecurity.

Sh. B.P. Acharya, Special Chief Secretary, General Administration Department for Telangana State and Director General, Dr MCR HRD Institute, elaborated about National Training Policy 2012 (NTP 2012) which focused on building capacities in frontline staff and educating them for e-Governance. Then he spoke about Blended Training Program, where physical classrooms are converted into virtual classrooms. For this he said, the Rollout Strategy included District e-Learning Facilitation (DeLF).

Ms. Neeta Verma, Director General, National Informatics Centre, spoke on open data maintenance, reusability and re-distribution. She spoke about the nature of Government that requires data processing and how this is becoming another mainstream issue for the IT industry, along with artificial intelligence and machine learning. Then she mentioned that Government of India has a policy, NDSAP (National Data Sharing and Accessibility Policy) wherein for all Ministries and Departments, it is mandatory to release maximum possible datasets into the public domain. While ending to implement this, she said, high level of citizen engagement and stakeholder engagement is required. 'data.gov.in' is such a platform where this data is shared and it is open to stakeholders to come and share.

Sh. Vidur Gupta, Partner, Ernst & Young, touched upon some of the key points in e-Governance. He spoke of Privacy Law, Nodal Privacy Agency and Stringent Deterrence. He said that National Cyber Security Policy and IT Act are already in place but the question is whether the enforcement of these

policies have touched on the ground in terms of the various Departments within the States or not. Also, privacy/security has to be designed and enabled before an initiative has been rolled out instead of doing it as an aftermath. He reiterated the importance of stringent audits, be it Government audits, self-audits or third-party audits.

Sh. Prakash Kumar, CEO of Goods and Services Tax Network (GSTN) started his speech with the GST/ IT Strategy explanation. He said that all enterprises are open and are within standards. After deciding on the partner, the solution architecture was developed and except for one component, everything else was open source. Another factor that was taken care of was a robust information security framework. To halt, he exempted that an entire ecosystem was developed with 70 odd partners. The data was shared with limited Government agencies because it was highly sensitive. Totally there were 7.28 crore returns filed on the portal.

Plenary 4	Good practices and best practices for e-Governance

(From Left to Right – Sh. Suresh Kumar, Sh. Rajesh Aggarwal, Sh. M. Mahender Reddy, Sh. C. V. Anand, Dr. Santhosh Babu, Sh. Gaurav Dwivedi)

Panel Members:

1. **Sh. M. Mahender Reddy**

2. **Sh. Gaurav Dwivedi**

3. **Sh. C. V. Anand**

4. **Sh. Rajesh Aggarwal**

5. **Sh. Suresh Kumar**

6. **Dr. Santhosh Babu**

Sh. M. Mahinder Reddy IPS, DGP, Telangana Police, said that technology has been used effectively as a "force multiplier" and to bring transparency and accountability in the system and to provide a faster emergency response. The applications used are HawkEye and more than other 2 dozen apps which were mainly to empower the field level police officers so that they are in a position to ensure safety and take preventive measures and helped in measuring and providing feedback to the officers and only deviations were looked at by the seniors. Also, he told about a very special app, m-Wallet helped Telangana police to accept electronic documents on the ground. Now so many of these services have been taken to the next level with the use of technology and have been integrated to achieve the goals. He concluded that in the future, a technology-enabled investigation centre and a multi-agency command support centre have to be established.

Sh. Gaurav Dwivedi, Director General, Chhattisgarh Academy of Administration spoke on the role of technology in agriculture. He stressed the need for a service that would integrate end to end from a farmer's perspective. He said that a farmer would not need to approach ten different agencies for ten different purposes as a farmer would need one point of contact where he could get advice related to sowing, growth phase and harvesting phase. Soil Health Card Scheme can address this issue. He said that if this information can be brought on to a single map, then GIS could be mapped for the entire country.

Sh. C. V. Anand, Commissioner, Civil Supplies and ex- officio Principal Secretary to Government, Consumer Affairs Food & Civil Supplies Department, Government of Telangana spoke on e-Governance on food and civil supplies. He spoke of all the activities that are involved in it and mainly about the initial step when farmers bring paddy to the paddy purchase centres. He also revealed some facts that here the farmers never used to get their fair price and were often cheated but, the Online Procurement Management System took care of all those activities and ensured fair practices. Towards the end, he told that Civil Supplies Department fixed GPS on supply trucks moving from buffer godowns to corporation godowns to the fair price shops where they were colour coded as well and CCTVs were also installed.

Sh. Rajesh Aggarwal, Joint Secretary, Ministry of Tribal Affairs, GOI spoke on e-Governance in Tribal Affairs. He cited examples of Xiaomi and Jio and applauded the private sector for changing the face of ground reality in India. He further said that better voice recognition and image sensing is required along with the use of artificial intelligence to solve problems related to crops, cattle and other issues faced by the people and also, mobile connectivity is required in the villages where this problem still exists. He urged DoT and MeitY officials present to somehow provide this and end the divide in the society. Digital literacy, according to him, was not the issue; the real problem was of connectivity. Concluding that thousands of photos, videos, etc. are available at www.tribal.nic.in/repository, he requested all to have a look at that.

Sh. Suresh Kumar, Joint Secretary, Department of Commerce, Government e-Marketplace (GeM), according to him a relatively new initiative by the Government of India, GeM has created an integrated process for procurement where buyers and sellers are required to register online which is a paper-free, hassle-free system where on this platform, a huge number of products from different places

can be compared online and those products can also be compared with other online marketplaces, such as Amazon and Flipkart. Also, at the end, he stated the fact that in minimum 7 days, including registration, one can float a bid and go up to procurement. From April 2017, GeM has done more than 1700 crore worth of transactions.

Dr. Santhosh Babu, CMD, Tamil Nadu Handicrafts Development Corporation, OSD, CM's Special Cell spoke on the best practices in handicrafts. Now the scenario is that attendance and accounting are completely online. None of these is on pen and paper. Monitoring is done through CCTV and iPads. Everyone works on Enterprise Resource Planning (ERP), even the lowest level workers need to get their leave letters approved through ERP. He told that Flipkart, Shopclues, IndiaMart and massive use of social media is in place. Analytics is used extensively to be ready with the products as per the expected demand for a high level of accuracy. He also said that a showroom has a virtual reality where almost 1 lakh products can be viewed.

Plenary 5	Emerging Technologies

(From Left to Right – Sh. Kapil Mehta, Sh. Amitabh Nag, Sh. Sanjay Jaju, Dr. Nirmaljeet Singh Kalsi, Sh. Prakash Jayaram, Sh. Deepak Maheshwari, Ms. Shalini Misra)

Panel Members:

1.   **Sh. Sanjay Jaju**

2.   **Dr. Nirmaljeet Singh Kalsi**

3.   **Sh. Kapil Mehta**

4.   **Sh. Amitabh Nag**

5.   **Sh. Deepak Maheshwari**

6.   **Sh. Prakash Jayaram**

Sh. Sanjay Jaju, Director, National Highways and Infrastructure Development Corporation Limited (NHIDCL) spoke about a simplified framework called the 6 I Framework which helps with a lot of e-Governance projects and which can possibly help realize the digital India dream. He said that India is ranked number one in terms of mobile data consumed which tells us that mobile is going to be the next big piece of infrastructure. So, according to him, the emphasis on indigenous manufacturing needed investments and ring-fencing of the investments so that it does not get diverted to competing demands. He also emphasised and ended at the importance of this framework by saying that in this rapidly changing landscape, IT became completely integral to our existence, it is very important that we become a wave rider than becoming a bystander.

Dr Nirmaljeet Singh Kalsi, Additional Chief Secretary, Government of Punjab stated that technology has been one of the major factors in innovation, change and disruption in the last 250 years. He also stated the four phases in the nature of technology, viz. irruption, frenzy, synergy and maturity and explained all the phases in great detail. He also talked about Gartner's hype cycle that started with some kind of hype in the technology and got triggered at the top and then expectation got down and reached a plateau. Lately he told about the two natures of technology; one being a disruptive technology when the technology becomes affordable and the impact is major and the other being disappearing technology which means that it has become the part and parcel of the basic fundamental building block and on top of that other technologies can be built. He ended by saying that the future is far more challenging, full of innovations in multidisciplinary areas and business disruptions.

Sh. Kapil Mehta, Technical Sales Leader, IBM spoke about IoT and Mobile, where he told about Mobile which is a pervasive technology and many people have used it in terms of their application and now IoT and mobile are being used to solve real-world problems. He gave examples of how mobile technology and IoT can be brought together to solve real-world problems. He also said that the application and the use of that data and how we make sense of that data becomes as equally important as IoT as a technology by itself and mobility as a technology by itself. In end he gave examples of how IoT has been used to create smart cities with smarter lighting, smarter traffic management, smarter building, smarter health, etc.

Sh. Amitabh Nag, Head of Government Business for India, HP talked about virtual reality, how do we use it and what are the future trends which are going to be there in technology. He said that we are moving to a stage where we are actually looking at cyber-physical stage, something like computer science or computer language which is one more language like English and we need to know the other physical infrastructure to actually make that work. Looking into a set of activities like real time analysis of large visual data, which we have choice of doing in a large data centre or end point, depends upon the choice we make. End point devices and infrastructure is going to be equally important if we are moving into a cyber-physical stage. If we are looking at everything going back to the Data centre, we are actually becoming an energy heavy nation. The cost of ownership of the Data centre is directly proportional to the power we require, the number of pings we do and bandwidth which we have for usage. He further emphasized that at the end of the day we have to come up as a Nation which has judicial infrastructure of how much we load on the end point and the Data Centre. Hence the concept of cyber physical application comes into play,

He described the situation of rural agriculture where the farmer wants to know and simulate what

happens at a later stage in this particular area when he is actually growing up or putting up a certain set of inputs, what is the output that he gets across. He concluded his speech by saying that at the end of the day, we have to come up as a Nation with the judicial infrastructure of how much we load on the endpoint, the Data Centre and cyber-physical applications.

Sh. Deepak Maheshwari, Director, Symantec talked about cyber security where over the past 2 years, there has been so much of evaluation as well as awareness enhancement in this particular domain but when it comes to sustaining the whole thing, the most important thing is trust. There is a lot of talk about identity management for people using Aadhaar. Within this realm, the Government agencies can and should be role models for everybody to be looked at in terms of cyber security. He also spoke about NASSCOM cyber security task force, set up in 2015 after the Prime Minister, in his speech at the NASSCOM silver jubilee function on March 1st asked NASSCOM to set up a cyber security task force to look at how India can become a leader in cyber security. He said that one of the recommendations from this task force was that within the Government ICT budgets for any project, 10 percent should be set aside for cyber security. Haryana became the first State to actually implement that; although he acknowledged that Telangana became the first State in the country to come out with the State cyber security policy. He further said that Singapore was rated as number one in ITU cyber security index published in June last year globally. This is one of the areas to be looked upon. To wind up he spoke of public private partnership. He said Government gets information from private sector but it would be much more useful if information is shared both ways.

Sh. Prakash Jayaram, Partner at Ernst & Young talked about the drones and their applications. He told the audience about the Project on Climate Resilient Agriculture (PoCRA), which is a project to build a digital agriculture platform that provides a bunch of different capabilities to the farmers and it is a World Bank funded project in Maharashtra, covering about 15 districts in the drought-prone regions of Marathwada and Vidarbha, impacting about 17.5 lakh farmers. He talked about Climate Resilient Agriculture Extension Services System which focused on training and extension services for climate specific interventions and agribusiness value chain and management system where there is an integration to the market linkages and to the input providers as a weather advisory, warning system climate, risk modelling and climate disaster management. He also talked about the challenges where due to security risks, the Government is still imposing restrictions on the use of drones and due to too much regulations, not enough drones start-up ecosystems are being build and drones are still being manufactured on a custom basis resulting in a very high cost. He emphasised on the creation of a regulatory sandbox for experimentation with drones. By empanelling or licensing start-ups, giving approvals for some project ideas many start-ups can experiment, creating frameworks for monitoring the images so that these images can go through a set of filters like the content filters, incentives for manufacturing. In the end, he reiterated that drones have a lot of potential in agriculture to transform agriculture.

Wrap-up Session	Synergizing Role of National and State Government

(From Left to Right – Ms. Vasudha Mishra, Dr. Charru Malhotra, Sh. J. Satyanarayana, Sh. Ajay Prakash Sawhney, Prof. Mahadeo Jaiswal, Sh. K. V. Eapen, Ms. Shalini Misra)

Panel Members:

1. Sh. Ajay Prakash Sawhney

2. Dr. Charru Malhotra

3. Prof. Mahadeo Jaiswal

4. Sh. J. Satyanarayana

Sh. Ajay Prakash Sawhney, Secretary MeitY put forward his views on synergizing roles of the Centre and State Governments. He said that one of the areas that has become clear, especially from the success and implementation of GSTN is that even if there are large number of difficulties, the greatest gain is to be able to find a path to tackle subjects where the Central, State and Local Governments have shared responsibilities. He added that we have been able to make clear and significant progress, sometimes a better quality and higher coverage across the country in subjects which are only with one level of the government. He further said that we have found it more difficult when subject is in the Concurrent List and delegated to the local governments. In that case, coming out with the right model and getting success, and then achieving universal coverage becomes much more difficult. For many years, taxation, what led to formation of GST, was a very elusive goal. He said that finally with political will and the coming together of Central and State Governments, we were not only able to find a Network Interface Unit (NIU) information utility format in terms of GST network that has provided the technological backbone for the exercise but also GST Council that has been able to tackle and refine the whole model by solving the problems within a matter of days' time. Sectors ranging from agriculture and education to skill development and finance, there is a shared responsibility of arriving at a shared model which is extremely important for us and we have to explore efficient methodologies to achieve it. Today as a digital economy, we are at 170 billion dollars of value addition and by 2025 we aspire to get to 1 trillion dollars. Half of it might come from organic growth which will be enabled by our IT industry, electronics, manufacturing, service sectors and rural BPO's.

Dr. Charru Malhotra, Associate professor (e-Governance and ICT), IIPA, New Delhi, said that what we have talked about in the last two days has been very eventful, probably in the history of e-Governance of India, we started talking about user experiences, the journey of users which was built up beautifully in the last two sessions. Let us look at the redefined role at the Centre, which needs to build up a team India architecture, designing digital standards as just introduced to us in this two days' of Conference. Ministry of Information Technology has already set up a working group, to design almost hundred principles and for various attributes which will help to access and measure the performance of various kinds of digital services. So, that needs to mandate at the Centre. To finish, she said that it is also about all the processes and people behind it, so this ecosystem would enable a complete cohesive approach.

Prof. Mahadeo Jaiswal, Director, IIM Sambalpur, shared his thoughts on the evolution of e-Governance over the years in India, which is further divided into three parts. First is e-information delivery to the citizen in which integrated information delivery channels, published in website were there, the second was the e-Governance back office in which automation of planning & policy systems were there with also automated Transaction system and workflow management. The third one was e-Governance Citizen Service in which citizen self-service, automated knowledge management systems, relationship systems and service system were also brought into the systems.

Sh. J. Satyanarayana, Chairman (part-time) UIDAI & Advisor to Govt. of Andhra Pradesh spoke on e-Governance agenda for 2018-19, which was further divided into four main points which are –first, to evolve from e-Governance to digital Governance in which new digital capabilities should be built, second we should move from systems to eco-systems in which 10-15 new eco-system should build up, third is to design a rich user experience so that it eases out workload of the people in carrying out their work and accordingly provide better services to all the people in the country and last is to adopt a 2-speed model of implementation in federated architectures plus new standards are built for a richer user experience.

VALEDICTORY SESSION

Address	**Ms. Shalini Misra** **Principal Secretary to Government of Telangana, GPM&AR Department**

Ms. Shalini Misra, Principal Secretary to Government of Telangana, GPM&AR Department thanked delegates on the dais. She congratulated all the awardees and wished them all the best for the future and hoped that next year, many more people would win the awards as they have learnt so many things in the two days' Conference. She also wished that people would further take up many such initiatives, which would in turn help the country achieve its e-Governance agenda.

Address	Sh. K.V Eapen Secretary, Department of Administrative Reforms and Public Grievances, Government of India

Sh. K.V. Eapen, Secretary, Department of Administrative Reforms and Public Grievances, Government of India stated that the last two days were very interesting as we discussed various topics and took initiatives in the field of e-Governance, governing e-Governance, replication of the best practices and emerging new technologies that have evolved over the period of time in our country. He further said that this year, we have nine categories in which we are giving away 19 awards to the winners who have impacted the lives of people by using the new and emerging technologies. He also discussed that how we can make this a movement which would be even more widespread across the country and said that we should evolve from e-Governance to Digital Governance and bridge digital capacities. Secondly, we have to also move from building systems to eco-systems, also to build much better user experience compared to what it is right now in the country and also to adopt two speed model with federated architectures and models.

Address	**Sh. Ajay Mishra** **Special Chief Secretary, Energy Department,** **Government of Telangana**

Sh. Ajay Mishra, Special Chief Secretary, Energy Department, Government of Telangana started off by thanking the Government of India for choosing Hyderabad as the venue for this event. He mentioned that those two days were really very informative in which he saw many good presentations by distinguished speakers from the field of e-Governance. He stated that at the international level, the United Nations have categorized countries and regions into five stages of e-Governance and they term these five stages as emerging presence, enhanced presence, interactive presence, transactional presence and network presence. Shri Mishra said, network presence in the future where the States have to go one by one which involves the integration of different interceptions and initiative which encourages citizen participation. He said that in this network society, the Government solicits the citizens on public policy, the legislation which has to come and there is a democratic and participatory decision making which is a characteristic of the future network societies.

Address	**Dr. Jitendra Singh**
	Hon'ble Minister of State (Independent charge), Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office, Ministry of Personnel, Public Grievances and Pensions, Department of Atomic Energy & Department of Space, Government of India

Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge), Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office, Ministry of Personnel, Public Grievances and Pensions, Department of Atomic Energy & Department of Space, Government of India started his speech by thanking the Government of Telangana for hosting the 21st National Conference on e-Governance. He said, in his one of the earliest statement after assuming office on 26th May, 2014, Hon'ble Prime Minister asked when Government of India would move out of Vigyan Bhawan. Nearly four years later, we can now say with a reasonable degree of confidence and satisfaction that the Government has taken steps to reach out every nook and corner of this country. He emphasized that ease of governance would only be possible by 'Minimum Government and Maximum Governance'. Further, he said that Sh. K.V. Eapen, Secretary, Administrative Reforms & Public Grievances and Pensions, along with the team mates, now have an opportunity to implement some of the remarkable initiatives which were unmarked for almost 60-70 years.

He said that bureaucrats are an essential tool for achieving ease of governance, we have created work-friendly environment to increase their ability and potential during working hours. He also said that within last three-four years, the Government has made significant progress in the direction of achieving e-Governance. For making digital literacy universal, the Government has taken key initiatives like Aadhar and Jan-Dhan Yojana and has laid down the target completion by 2022, i.e. the 75th Independence year of India. Further he acknowledged that we are heading significantly towards the direction that we envisaged for ourselves. Also, Department of Administrative Reforms & Public Grievances, Government of India has taken quantifiable initiatives in the past few years and got into innovative mode. The most striking example is revolutionizing the format of Prime Minister's Excellence Awards. We had 599 districts across the country competing for these awards after adoption of the new format. Also, PM's Awards for Excellence in Public Administration became an occasion for a universal competition, particularly among young Collectors of the country, giving boost to various Government flagship programmes.

The DARPG Grievance Portal, CPGRAMS has become a model for a number of States. He also stated the facts that the total number of grievances registered in the DARPG used to be about 2 Lakhs on an average per year. In the last three years, the portal has received 16 lakh grievances

per year, i.e. approximately seven times more than what was received three years back. Sometimes during a particular week, the Government accomplished over 95% of disposals which proves the responsiveness of Government. He concluded his address by saying that we have compiled manuals based on these grievances in order to fulfil the mandate of DARPG by improving upon our working and laid the further course of action.

The other Department of the Ministry of Personnel, Public Grievances and Pensions, i.e. Pensions Department has determined the key aspects of the Department like what would be the minimum pension, not less than Rs 1000/-. This happened because of the pro-active interest taken by Hon'ble Prime Minister and his micro-management towards this sensitive subject.

The Prime Minister received overwhelming response of the citizens for fixation of minimum pension, declared in October 2014. They thanked the Government for this initiative and said that their lives would have been much better if this had been done by the earlier Government, Biometric verification of pensioners has also been introduced which was not available earlier. The entire process has been streamlined. Every roadmap and future schemes have to be youth-centric in a country where 70 per cent of the population is below 40 years of age. And that precisely is the essence of what Hon'ble Prime Minister, Sh. Narendra Modi describes as New India.
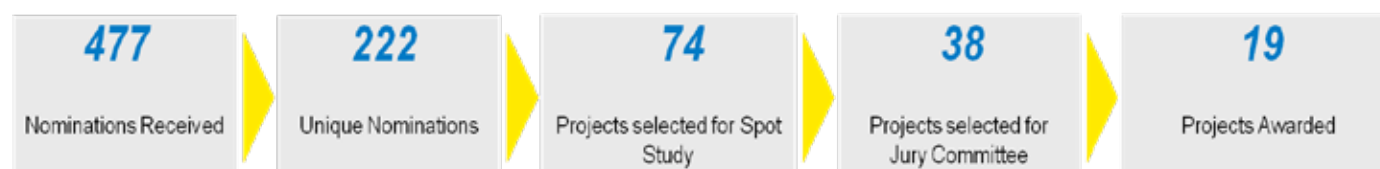
AWARDS

Brief description of the selection process of awards

National Awards for e-Governance are presented every year to recognize and promote excellence in implementation of e-Governance initiatives taken by various Government Departments, Public Sector Units and Non-Government Institutions.

Total 477 nominations were received in 9 categories against the advertisement made by this Department out of which the valid nominations were 222.

(i)	Valid nominations	222
(ii)	Duplicate nominations	38
(iii)	Invalid nominations	214
(iv)	Test data nominations	3
(v)	Total nominations received (Portal + NIC Mail + Gmail)	477

The First Screening Committee shortlisted 74 projects. The details of all invalid nominations, test data and duplicate nominations were also seen by the Committee. Ground Spot study in respect of shortlisted projects was conducted in order to get further details of these projects. These projects were evaluated on the basis of spot study reports. 38 out of 74 projects were found suitable and recommended for consideration of the Jury Committee. The Project Heads of the shortlisted 38 projects made presentation before the Jury Committee constituted for selection of projects to be given National Awards on e-Governance 2017-18. The Jury Committee selected 18 Projects (10 Gold, 8 Silver and 01 Special Jury Award) under 8 categories to be awarded during the 21st NCeG. The Jury Committee also selected one project to be awarded asthe Special Jury Award for their outstanding initiative in e-Governance.

477	222	74	38	19
Nominations Received	Unique Nominations	Projects selected for Spot Study	Projects selected for Jury Committee	Projects Awarded

At the National Conference on e-Governance 2018, Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) , Ministry of Development of North Eastern Region; Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances & Pensions; Department of Atomic Energy & Department of Space, Government of India presented the National Awards for e-Governance 2018 to the awardees.

National Awards for e-Governance 2017-2018

S.No.	Project Name	Award	State/Center
Category I: Excellence in Government Process Re-engineering			
1	INAMPRO	Gold	Government of India
2	eAbgari	Silver	West Bengal
Category II: Outstanding Performance in Citizen-centric Service Delivery			
3	Samrakshane	Gold	Karnataka
4	e-aarogya	Silver	Dadra and Nagar Haveli
Category III: Innovations in Existing Project of Government Departments Other Than PSUs			
5	Education Portal	Gold	Madhya Pradesh
6	MeeSeva 2.0.	Silver	Telangana
Category IV: Best District level initiative through ICT in (i) North East States; (ii) Hill States + UTs (excluding Delhi); (iii) Other States			
7	eOffice, Itanagar	Gold	Arunachal Pradesh
8	Aizawl District Disaster Management Authority (ADDMA) Mobile Application	Silver	Mizoram
9	Rohtang Pass Permit Issuance MIS	Gold	Himachal Pradesh
10	Padhe Dantewada Likhe Dantewada	Gold	Chhattisgarh
11	e-NAM- Soil to Sale	Silver	Gujarat
Category V: Use of Spatial Technology and GIS in e-Governance			
12	Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data	Gold	Maharashtra
13	GeoPortal on North Eastern District Resources Plan to support effective Governance applications	Silver	Government of India
Category VI: Innovative Use of ICT by Central Government PSUs/State Government PSUs			
14	Smart Energy Infrastructure and Revenue Administration System	Gold	Bihar
15	Sabooj Sathi Online	Silver	West Bengal
Category VII: Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies			
16	Panch Parmeshwar Portal	Gold	Madhya Pradesh
17	Mahatma Jyotiba Phule Jan Arogya Yojana	Silver	Maharashtra
Category IX: Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017			
18	eHRMS-Manav Sampada	Gold	Himachal Pradesh
Special Jury Award			
19	Paperless H.P. Legislative Assembly (e-Vidhan)		Himachal Pradesh

Category I: Excellence in Government Process Re-engineering

INAMPRO	Gold	Government of India

The primary objective of the project, INAMPRO is to improve the ease of doing business by creating a unified platform for infrastructure development suppliers and contractors/agencies. The platform provides easy market access and provides details related to location and quantity requirements of buyer which also ensures to keep in check the artificially created material shortages and information asymmetries as a result of oligopoly.

The INAMPRO team led by project head Sh. Yudhvir Singh Malik accepting the Gold award for the category Excellence in Government Process Re-engineering.

eAbgari	Silver	West Bengal

The project, eAbgari is a strategic administrative reform initiative of West Bengal State Excise leveraging state-of-the-art modern technology. The key objective of eAbgari project was generating actionable information for effectively dealing with spurious intoxicants for safeguarding public health and improved MIS for control over movement of intoxicants for maintaining the security. The other objective was to ensure effective, efficient and equitable revenue collection through greater traceability, transparency and accountability in tax administration and detection of tax evasion by ensuring all liquor available in state is sourced and sold through legal channels.

The eAbgari team led by Sh. Randhir Kumar accepting the Silver award for the category Excellence in Government Process Re-engineering.

Category II: Outstanding Performance in Citizen-centric Service Delivery

Samrakshane	Gold	Karnataka

The primary objective of the initiative, Samrakshane was to create a farmer friendly system for enrolment, registering claims, compensation calculation and payment of compensation to farmers under the Crop Insurance Schemes. The system ensures transparent, efficient and timely claims disbursements on aadhaar linked accounts. The system helps to prevent false disbursements claims.

The Samrakshane team led by Sh. T.M. Vijay Bhaskar accepting the Gold award for the category Outstanding Performance in Citizen-centric Service Delivery.

e-Aarogya	Silver	Dadra and Nagar Haveli

The project, e-Aarogya envisaged to develop a platform for hospital reporting, monitoring and reduction of efforts in collection, collation and analysis of data in the public health management information system. The system provides immediate feedback to the primary healthcare providers regarding the overall processes and ensures to improve efficiency through reduction of turnaround time and effort in laboratory and other diagnostic services.

The team of e-Aarogya Project led by Sh. Sajjan Singh Yadav accepting the Silver award for the category Outstanding Performance in Citizen-centric Service Delivery.

Category III: Innovations in Existing Project of Government Departments other Than PSUs

Education Portal	Gold	Madhya Pradesh

The project, Education Portal was envisaged to integrate e-Governance System for enhancing the performance of school education sector by providing proactive, transparent & accountable governance and bringing perceptible systemic improvements. The portal helped the government in ensuring economy, equity, efficiency and effectiveness of use of Human and Financial Resources in managing, controlling and synchronizing the large operations using ICT interventions.

The team of the Project Education Portal led by Sh. Lokesh Kumar Jatav accepting the Gold award for the category Innovations in Existing Project of Government Departments Other Than PSUs.

MeeSeva 2.0.	Silver	Telangana

MeeSeva platform is an integrated platform of citizen centric government services that has integrated nearly 36 departments and 550 Services. It is the primary source of major chunk of e-transactions with over 20 lakh applications per month. The platform aims to provide state of art payment options and is focusing on improvements and enhancements in the architecture and procedures.

The team of the Project MeeSeva led by Sh. G T Venkateshwar Rao accepting the Silver award for the category Innovations in Existing Project of Government Departments Other Than PSUs.

Category IV: Best District level initiative through ICT in (i) North East States; (ii) Hill States + UTs (excluding Delhi); (iii) Other States

eOffice	Gold	Arunachal Pradesh

The project, e-Office, Itanagar envisaged to deploy a complete digital workplace solution for government offices to ensure accountability, efficiency and transparency. This digital monitoring mechanism has increased the accountability and responsibility of staff at all levels and brought about a positive change in the administrative system. e-Office brings avenues to improve the public delivery and eliminate malpractices and corruption in government offices.

The team of the Project e-Office led by Sh. Prince Dhawan accepting the Gold award for the category Best District level initiative through ICT in North East States.

Aizawl District Disaster Management Authority (ADDMA) Mobile Application	Silver	Mizoram

The ADDMA mobile application covers disaster management process starting from information dissemination with awareness and alarm, incident report with response system and disaster aftermath management with relief material request. Mizoram is a hilly area with poor infrastructure for roads and inadequate town planning. Every monsoon brings with it a disaster ranging from minor to catastrophic level claiming lives of the citizens. This application is multilingual which helps the native citizen unfamiliar with English to use the application to the level of their content. All notifications are service in a dual mode, i.e. App Notification and SMS which provide real time response to any action from the citizen to officers and vice versa.

The team of the Project Aizawl District Disaster Management Authority (ADDMA) Mobile Application led by Dr. Lalthlamuana accepting the Silver award for the category Best District level initiative through ICT in North East States.

Rohtang Pass Permit Issuance MIS	Gold	Himachal Pradesh

The objective of the project, Rohtang Pass Permit Issuance MIS was to deploy web based end to end permit issuance solution. The system has online payment gateway integration option for online payments. Since its launch on 25th September 2015, around, 4 lakh applications were received out of which 2.2 lakh online permits have been issued, as per daily vehicle limits. Approximately, Rs.9.4 Crore of the NGT/Service Charges were collected. The concurrency of request on the application is such that all the permits for a particular day are issued automatically, subject to availability, within 30-35 minutes of opening of the site.

The team of the Project Rohtang Pass Permit Issuance MIS led by Sh. Yunus accepting the Gold award for the category Best District level initiative through ICT in Hill States + UTs (excluding Delhi).

Padhe Dantewada Likhe Dantewada	Gold	Chhattisgarh

The project, Padhe Dantewada Likhe Dantewada is a technology led initiative to measure, track and monitor the individual learning and healthcare needs of students. Dantewada district is very prone to Sickle Cell Anaemia. It was observed that less Haemoglobin count has been one of the major causes of death of children. So it was need of the hour to have a mechanism to track individual child growth. For improving education scenario in government schools, a data detailing proficiency level of students and teachers was needed foremost for evaluating their level of potential and weakness in grasping knowledge. This system helped in improving the efficiency of education system and also in getting accurate data of each child, which can be accessed through web console.

The team of the Project Padhe Dantewada Likhe Dantewada led by Sh. Saurabh Kumar accepting Gold award for the category Best District level initiative through ICT in Other States.

e-NAM- Soil to Sale	Silver	Gujarat

Project e-NAM - Soil to Sale was envisaged as PAN -INDIA electronic trading portal which seeks to network the existing APMC & other market yards to create a united national market for agriculture commodities. Soil to Sale project objective is to create a national network of virtual market that can be accessed online enrapturing a physical market (mandi) at back end. The project was launched on 125th birth anniversary of Babasaheb Ambedkarji and was initially adopted to 21 mandis of 8 states and now has been expanded to 455 mandis expanded over 13 states with Buyer: 96118, Commission Agent: 51126, Seller: 5076501 and with Total Traded Quantity (Ton): 11371.72 Ton.

The team of the Project e-NAM-Soil to Sale led by Dr. Vikrant Pandey accepting the Silver award for the category Best District level initiative through ICT in Other States.

Category V: Use of Spatial Technology and GIS in e-Governance

Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data	Gold	Maharashtra

The objective of the project 'Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data' was mapping of all water supply schemes from the source to the stand post using Remote Sensing (RS), Geographic Information System (GIS), Global Positioning System (GPS) & Mobile technologies and to evaluate and standardize the Water Supply Schemes with the Geo-spatial database. The unique and maiden approach of using RS & GIS in association with the GPS & mobile mapping technology has yielded tremendous success in the area of introduction of modern geospatial technology in the day to day working of the conventional government department.

The team of the Project Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data led by Dr. Vivek M. Kale accepting the Gold award for the category Use of Spatial Technology and GIS in e-Governance.

GeoPortal on North Eastern District Resources Plan to support effective Governance applications	Silver	Government of India

North Eastern District Resources Plan (NEDRP) is one of the unique initiatives of North Eastern Space Applications Centre of Department of Space to provide geospatial data, services and tools for preparation of Detailed Project Report (DPR), Master plan document and any other inputs essential for various district level developmental planning and to support various Governance activities. NEDRP has been found one of the lead platforms of Department of Space in NE Region to showcase the maximum utilization of geospatial data and services derived from the Indian Remote Sensing Satellite. NEDRP is now becoming Geo-decision making tool for many Line Departments and demands for data and services has increased significantly.

The team of the Project GeoPortal on North Eastern District Resources Plan to support effective Governance applications led by Sh. PLN Raju accepting the Silver award for the category Use of Spatial Technology and GIS in e-Governance.

Category VI: Innovative Use of ICT by Central Government PSUs/State Government PSUs

Smart Energy Infrastructure and Revenue Administration System	Gold	Bihar

The project, 'Smart Energy Infrastructure and Revenue Administration System' is an integrated framework of web, mobile and GIS technology to manage electricity infrastructure and produce energy bills for the consumers. It provides not only the answers for macro-level planning but also state-of-the-art models to the government in the context of decentralized planning for sustainable development in rural areas The billing software is easily configurable, allowing for maximum flexibility as business processes may change over a time, as well as being able to easily integrate itself with external solutions such as accounting, IVR, GIS and work management.

The team of the Project Smart Energy Infrastructure and Revenue Administration System led by Sh. R. Lakshmanan accepting the Gold award for the category Innovative Use of ICT by Central Government PSUs/State Government PSUs

Sabooj Sathi Online	Silver	West Bengal

Project, Sabooj Sathi envisaged to implement an e-Governance mechanism of the scheme which ensures end-to-end ICT enablement in management of entire process like capturing of students' record, finalization of bi-cycle requirements (delivery point wise), supply chain from factory to distribution point, updating distribution records online and proactive disclosure in public domain. The students, particularly from economically and socially disadvantaged background had to drop out from high schools owing to the distance, this system will help in curbing the problem.

The team of the Project Sabooj Sathi Online led by Sh. Sanjay K Thade accepting the Silver award for the category Innovative Use of ICT by Central Government PSUs/State Government PSUs.

Category VII: Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/Federations/Societies

Panch Parmeshwar Portal	Gold	Madhya Pradesh

Panch Parmeshwar Portal is an e-Governance and m-Governance solution to facilitate transformation of various processes involved in the functioning of Gram Panchayats. It has been seamlessly integrated with NACH platform of NPCI & core banking systems of 8 nationalized banks to facilitate Financial Inclusion by discontinuing cash and cheque payments and switching to online electronic payments.

The team of the Project Panch Parmeshwar Portal led by Sh. Radheshyam Julaniya accepting the Gold award for the category Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies.

Mahatma Jyotiba Phule Jan Arogya Yojana	Silver	Maharashtra

Mahatma Jyotiba Phule Jan Arogya Yojana (MJPJAY) is a Universal health care scheme by the Government of Maharashtra intended to improve the medical access of BPL and APL families of the Maharashtra State, who hold any one of the ration card issued by the Government of Maharashtra i.e. Antyodaya card, Annapurna card, Yellow ration card and Orange ration card whose income is less than one lakh rupees per annum or farmers holding White ration card in 14 agriculturally distressed districts. The scheme was launched in 8 districts of the Maharashtra State in July 2012 and then across all 36 districts of the State in November 2013.

The team of the Project Mahatma Jyotiba Phule Jan Arogya Yojana led by Ms. Nidhi Pandey accepting the Silver award for the category Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies.

Category IX: Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017

eHRMS-Manav Sampada	Gold	Himachal Pradesh

Project, eHRMS-Manav Sampada aimed to deploy a standard ICT solution for the Government sector, addressing maximum requirements of State Governments related to personnel management. The first and basic objective of Manav Sampada is to provide a generic, product based solution to the State/ Central Government organisations for better management of personnel through electronic service record. It is also referred as the eHRMS or the electronic Human Resource Management System and can be replicated for the entire State/Organisation covering almost 2 to 4 lakhs employees of a State Government.

The team of the Project eHRMS-Manav Sampada led by Sh. Amarjeet Singh accepting the Gold award for the category Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017

Special Jury Award

Paperless H.P. Legislative Assembly (e-Vidhan)	Special Jury Award	Himachal Pradesh

Himachal Pradesh Legislative Assembly has become India's first ever high-tech Paperless Legislative Assembly by launching e-Vidhan system. Since launching of e-Vidhan System by Hon'ble Chief Minister, Himachal Pradesh, all documents related to the House are made available online to Hon'ble Members through touch screens installed on their tables and mobile apps. All papers for laying in the House during Assembly Sessions are sent/received online from government departments using secure e-Vidhan website. No manual paper is received.

Three major components of e-Vidhan are as under:
1. Paperless Assembly Sessions
2. Paperless Working of the House Committees
3. e-Constituency Management

House Committees are connected online with all Govt. Departments so that all correspondence such as notices, questionnaires and replies by Depts. are online.

The team of the Project Paperless H.P. Legislative Assembly (e-Vidhan) led by Sh. Sunder Singh Verma accepting the Special Jury Award.

Vote of thanks	**Ms. Vasudha Mishra** **Additional Secretary, Department of Administrative Reforms and Public Grievances, Government of India**

Dignitaries on the dais and distinguished delegates, it is once again my pleasant duty to present a formal vote of thanks at the conclusion of this two-day 21st National Conference on e- Governance.

I thank Sh. Ajay Mishra, Special Chief Secretary, Energy Department, Government of Telangana for his gentle presence and for kindly presiding over the Awards distribution and Valedictory session. I thank Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region; Minister of State in the Prime Minister's Office; Minister of State in the Ministry of Personnel, Public Grievances & Pensions; Minister of State in the Department of Atomic Energy; and Minister of State in the Department of Space, Government of India for accepting our request and sparing his valuable time for being with us today. Your address was most inspiring Sir, and the awardees are delighted to have received their National Awards from you. I thank, Secretary, Department of Administrative Reforms & Public Grievances; Pension and Pensioners Welfare Sh. K.V Eapen for his address and for his constant encouragement and guidance throughout the planning of this Conference. I thank Sh. Ajay Prakash Sawhney, Secretary, Ministry of Electronics & Information Technology for his address, not only today, but also his lucid views since yesterday on where we stand on e-Governance today, and the way forward for universalising the opportunities of Digital Governance for each and every citizen of this country.

Yesterday in my vote of thanks, I had thanked all the panellists for being with us for presenting their views, but today, having listened to them since yesterday and looking at the sheer brilliance of their presentations, I once again thank them all from the bottom of my heart for their valuable contributions to the proceedings of the Conference.

I thank all the delegates including the awardees who have been enthusiastic participants in the entire Conference. There is nothing more heartening for the organizers than to see the delegates overcoming the temptations of sightseeing, shopping, chatting on their mobiles and pay undivided attention to the proceedings. I personally do not know when such a large hall was so full till the end of the day.

I thank our Knowledge Partners, Ernst & Young for navigating us through the preparation and conduct of this Conference. Similarly, our due thanks to the Industry Partner, NASSCOM for sourcing and curating the Conference Papers. I thank the Electronic and Print Media again for their enthusiastic presence and coverage of the Conference.

Our due thanks to the Government of Telangana, especially to Ms. Shalini Misra, Principal Secretary to Government (GPM&AR), Telangana; her team; the event managers, media partners, transportation

partners and including officials of my Department of Administrative Reforms & Public Grievance, who have practically become members of her team for the past few days. Thanks to Novotel and HICC, who have been taking care of us and organizing the logistics.

Last but not the least, I also wish to thank on behalf of all of us, the host and the guest, our two master conductors of this two-day long orchestra, our master of ceremony, our host Ms. Rini Simon Khanna and Sh. Shammi Narang without whose masterful directions, the programs would not have flown so seamlessly, as they did. I would like to thank them personally because they agreed to come to this Conference at a short notice and have been sporting enough to give photo-ops to all of their fans among this congregation. I would request the Hon'ble Minister to give them a memento each on all our behalves.

So ladies and gentlemen, organizations and agencies, thank you all for making this 21st National Conference on e-Governance a grand success.

Thank You.

Abbreviation and Acronyms

Abbreviation	Explanation
ADDMA	Aizawl District Disaster Management Authority
APL	Above Poverty Line
APMC	Agricultural Produce Market Committee
ARPG	Administrative reforms and Public Grievances
BHIM	Bharat Interface for Money
BPL	Below Poverty Line
CEO	Chief Executive Officer
CMD	Chairman and Managing Director
CPGRAMS	Centralized Public Grievance Redress And Monitoring System
DARPG	Department of Administrative Reforms and Public Grievances
DeLF	District e-Learning Facilitation
DGP	Director General of Police
DPR	Detailed Project Report
e-HRMS	Human Resource Management System
e-NAM	National Agriculture Market
ERP	Enterprise Resource Planning
FDI	Foreign Direct Investment
GeM	Government e-Marketplace
GIS	Geographic Information System
GOI	Government of India
GPS	Global Positioning System
GST	Goods and Services Tax
GSTN	Goods and Services Tax Network
HICC	Hyderabad International Convention Centre
HP	Hewlett Packard
IBM	International Business Machines
ICT	Information and Communication Technology
IIM	Indian Institute of Management
IIPA	Indian Institute of Public Administration
IOT	Internet of Things

IPS	Indian Police Service
IT	Information Technology
IVR	Interactive voice response
MAUD	Municipal Administration & Urban Development
MeitY	Ministry of Electronics and Information Technology
MIS	Management Information System
MJPJAY	Mahatma Jyotiba Phule Jan Arogya Yojana
NACH	National Automated Clearing House
NAeG	National Awards for e-Governance
NASSCOM	National Association of Software and Services Companies
NCeG	National Conference on e-Governance
NDSAP	National Data Sharing and Accessibility Policy
NE	North East
NEDRP	North Eastern District Resources Plan
NGO	Non-Governmental Organization
NHIDCL	National Highways and Infrastructure Development Corporation
NIC	National Informatics Centre
NIU	Network Interface Unit
NPCI	National Payments Corporation of India
NTP	National Training Policy
OSD	Officer on Special Duty
PAN	Permanent Account Number
PMLA	Prevention of Money Laundering
PoCRA	Project on Climate Resilient Agriculture
PSU	Public Sector Undertaking
RBI	Reserve Bank of India
RS	Remote Sensing
UIDAI	Unique Identification Authority of India
UMANG	Unified Mobile App for New Age Governance
UPI	Unified Payment Interface
WSS	Water supply and sanitation

Ministry of Electronics & Information Technology,
Government of India
and
Government of Telangana