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

EXCELLENCE IN E-GOVERNANCE

National Award for e-Governance Winners of the Year 2023

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CATEGORY 1:

GOVERNMENT PROCESS RE-ENGINEERING FOR DIGITAL TRANSFORMATION

I. CENTRAL LEVEL INITIATIVES

GOLD AWARD

National Automated Fingerprint Identification System (NAFIS)

National Crime Records Bureau

SILVER AWARD

Mission Antyodaya

Department of Rural Development, Government of India

NATIONAL AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (NAFIS)

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Ministry of Home Affairs (MHA)
2.	Name of the host/owner organization	National Crime Records Bureau
3.	Status of the host/owner organization	Attached office of MHA
4.	Name of the Project	National Automated Fingerprint Identification System (NAFIS)
5.	Name of the Contact Person	Sh. Sanjay Mathur, Joint Director (CCTNS)
6.	Contact address	NCRB, NH-48, Mahipalpur, New Delhi-37
7.	Telephone/Fax/e-mail	011- 26735510, jdcctns@ncrb.gov.in

8. Project Summary

The NAFIS project has established a centralized criminal fingerprints D/B accessible to LEAs throughout India, thereby enhancing the efficiency and effectiveness of criminal identification & investigation procedures through real-time fingerprint matching. Presently, NAFIS has been covering all State FPBs, Districts, Police Commissionerate's, LEAs such as NIA, CBI, IB and NCB.

9. Date of launch of project: August 2022

10. Coverage (Geographical): All States/UTs and Central Law Enforcement Agencies

11. Beneficiary:

- Authorized users from the National Crime Records Bureau (NCRB), and State/UT law enforcement agencies.
- Central law enforcement agencies (CLEAs) like the Central Bureau of Investigation (CBI), Narcotics Control Bureau (NCB), The National Investigation Agency (NIA) and IB.

12. Problem statement or situation before the initiative

Earlier, India's fingerprint data management relied on manual processes, involving the physical collection of fingerprint slips from various States, forwarding them to NCRB for digitization. This approach led to delays, errors and lacked the real-time capabilities needed by LEAs to trace an accused on basis of Latent print at SOC.

13. Project Objectives

NAFIS sought to transform police investigations by establishing a centralized repository of criminal fingerprint data. The project's objectives included:

- Establishing a National Level Repository of Criminal Fingerprints in India.
- Providing uniform access to the National Repository for users across States, Union territories, and CLEAs.

14. Project scope approach and methodology

Scope of the Project is mentioned as follows but not limited to:

- In this architecture, NCRB allocated separate space for each State at centre. Further, each State will have complete control over their data and only read permission is given to other states for searching.
- Provision was made for States which are already having their own AFIS to share their data to NAFIS using bridge software without disturbing their operation.
- NAFIS was installed at NCRB premises and CCTNS connectivity provided access to all the users.
- Integration of CCTNS and NAFIS was planned to avoid duplication of data entry and better utilization of both systems.
- Hardware for all 36 State/UT FPBx was provided based on the number of police stations including computer systems for Police Station in the States.
- Comprehensive assessment of business processes for implementation of a searchable national level fingerprint repository at NCRB Delhi included palm-print identification and assessment of compatibility with other biometrics like Iris and Facial Image recognition
- Detailed Business process involved reengineering requirements and System requirements specifications for design and development of national level NAFIS solution.
- Design, Development, testing, User acceptance and Certification of national level NAFIS solution.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The implementation of NAFIS is marked by the following key changes:

- Full Automation with Minimal Manual Intervention: NAFIS has achieved a high degree of automation and greater user base for utilization of services
- Real-time Connectivity & Standards: Real-time connectivity across India, enabling immediate data access along with NIST compliance.
- National-level Search Capabilities: Enables national-level search and matching results in short period
- Unique NFN: NAFIS Assigns a unique number to each criminal, to ensure individual tracking
- Significant Boost in Prints Traced and Detected: Increase in the tracing and detected 5767 heinous, old, and interstate cases
- Future proofing/Longevity of the Project

16. Future proofing/Longevity of the Project

- Expansion to Police Station Level: There is a potential plan to extend NAFIS to all police stations in the Country.
- Integration with ICJS: NAFIS will be seamlessly integrated with other stakeholders through ICJS.
- Scalability Strategy: Integration with other biometrics, involving robust infrastructure capable of handling larger datasets and increased users.
- Cybersecurity Reinforcement: Strengthening the system's security measures to safeguard against data breaches and unauthorized access, with regular security audits and updates.
- User Training and Support: Effective training programs and support for users for effective utilization of the system

MISSION ANTYODAYA

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Ministry of Rural Development
2.	Name of the host/owner organization	Ministry of Rural Development
3.	Status of the host/owner organization	Department
4.	Name of the Project	Mission Antyodaya
5.	Name of the Contact Person	Sh. Sanjay Kumar Pandey, DDG NIC
6.	Contact address	MoRD, Krishi Bhawan
7.	Telephone/Fax/e-mail	Hoddrd-nic@nic.in

8. Project Summary

The primary objective of this program is to survey and collect the village government services & infrastructure data for all the villages across India which will improve service delivery, enhance citizenship, create pace for an alliance of people's institutions and groups and improve governance at the local level.

9. Date of launch of project: 2021

10. Coverage (Geographical):

- No. of state/UT covered: 36
- No of district covered: 765
- Number of villages covered: 6.5 Lakhs

11. Beneficiary:

The major beneficiaries of the project are 27 Ministries / Departments of Government of India who use Mission Antyodaya surveyed data in the planning and policy formation. Indirectly Rural citizens are getting benefitted.

12. Problem statement or situation before the initiative

Process complexity in MA, high survey conducting time along with Ease of doing survey, Absence of Multilingual MIS and App, Pace to conduct survey, no provision of Real time

data upload, multiple re-verification of data, Data Accuracy and better use of collected data by related stakeholders.

13. Project Objectives

The process re-engineering objective for this project was to minimize the process complexity, cost and service delivery time along with Ease of doing survey, multilingual MIS and App, conduct survey in fast pace, real time data upload, less requirement of re-verification of data, Data Accuracy, better use of collected data by related stakeholders.

14. Project scope approach and methodology

- Use the Latest Technology for data handling, data security, data accuracy, Increased transparency levels with Improved citizens focus and experience.
- Use of Improved Questionnaire (more accurate and effective, dynamic questions for both infrastructure as well as access to service after discussion with all stakeholders)

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

- For Community Resource persons (CRPs) doing MA survey at GP level have reduced their survey conduct time by more than 40%.
- All 27 ministries now planning at cluster level more effectively.
- No. of Services taken up increased with 350 % from 48 to 216
- Number of positive feedbacks from the application users and stakeholders shot steep with 450%
- Average time for making a complete transaction (service-wise) (in Hours) decreased with 66 %
- Average time to close issues reported through online or offline means (service-wise) (in Hours) is also decreased with 66 %

16. Future proofing/Longevity of the Project

- Data-driven planning
- Monitoring and evaluation
- Targeted interventions
- Empowering local communities

CATEGORY 1:

GOVERNMENT PROCESS RE-ENGINEERING FOR DIGITAL TRANSFORMATION

II. STATE/UT LEVEL INITIATIVES

GOLD AWARD

Suvidha Vehicles Facilitation System

Samagra Shiksha,
Government of Assam

SILVER AWARD

Maa Navjaat Tracking Application (MaNTrA) for Delivery Point Health Facilities

National Health Mission,
Government of Uttar Pradesh

SUVIDHA VEHICLES FACILITATION SYSTEM

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Department of Information Technology & Electronics, Government of West Bengal
2.	Name of the host/owner organization	Department of Information Technology & Electronics, Government of West Bengal
3.	Status of the host/owner organization	Department
4.	Name of the Project	Suvidha Vehicles Facilitation System
5.	Name of the Contact Person	Shri Partha Sarathi Dam, Joint Secretary
6.	Contact address	Monibhandar (5th floor), Premise of Webel Bhavan, Block - EP & GP, Sector-V, Salt Lake, Kolkata 700091, West Bengal
7.	Telephone/Fax/e-mail	+91-8240876760, js.ite-wb@bangla.gov.in (033) 2357-2545/47/48 (Extn: 110)

8. Project Summary

Suvidha Vehicles Facilitation System is intended to provide an online platform to the exporters where exporters can book slots on preferred date through web portal. Government of West Bengal has started Suvidha Vehicles Facilitation System for quick clearance and smooth movement of export bound vehicles to Bangladesh at various Integrated Check Posts (ICPs)/ Land Custom Stations (LCSs) of West Bengal.

9. Date of launch of project: 28 June 2022

10. Coverage (Geographical): Vehicles from 30 different States and UTs

11. Beneficiary: Exporters / Importers, Transporters, Drivers, Khalasis (helpers) and all other people & stakeholders associated with export/import.

12. Problem statement or situation before the initiative

Before the implementation of SUVIDHA, trade growth was impeded. Poor facilities had made border crossing time-consuming and costly. The date and time of export was

uncertain and exporters had to bear huge expenditure on transport, parking, detention and transhipment. Average time delay for a single shipment was approximately 45 days.

13. Project Objectives

To introduce an Online Queue Management System to facilitate seamless and secure cross-border movement of goods by developing systematic and automated support facilities that are comparable to international standards. The system is helping to improve cross-border trade and India's ranking on the Ease of Doing Business Index.

14. Project scope approach and methodology

Manual procedure has been replaced by Online Slot Booking Facility. Uses of Hard copies of documents removed, in its place Suvidha links all stakeholders with dashboards, by using dashboards stakeholders are now able to access the required data instantly which reduce the time of operation. Using its Notification Process Suvidha also shares real time status of the vehicles to the exporters/CHAs/Drivers. Digitisation of all entries done and paperless procedure adopted. Round the clock Control Room with a Dedicated Helpline has also been introduced to address and provide quick redressal of problems.

Processes that were re-engineered:

Slot Booking Process: Earlier, to receive a serial for the movement of vehicle, the vehicle was first required to be present physically in the parking area. After the implementation of Suvidha, this process is re-engineered by using online slot booking.

Document Verification Process: Previously all relevant documents were physically required for the entry of vehicles. At present, this process is re-engineered by using Suvidha dashboards for all.

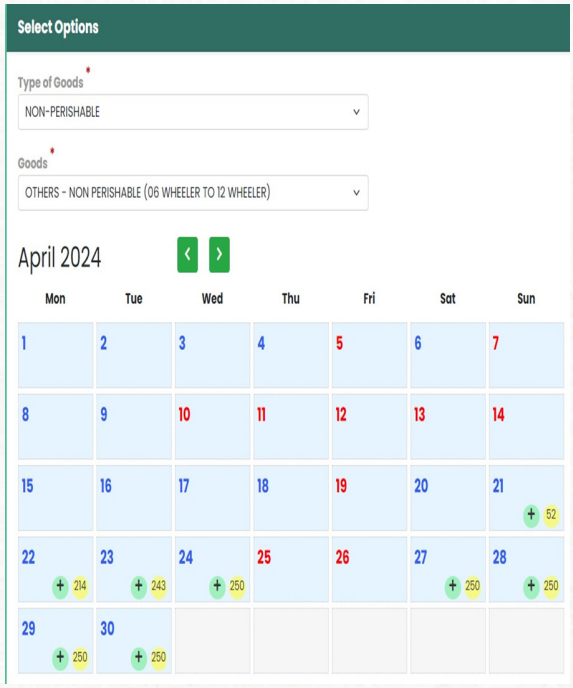
Notification Process: The manual system lacks a notification system, now SMSs notification are being sent to the Exporters, CHA and Drivers after completion of each and every stage of operation inside ICP/LCS till returning of the empty truck.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

Exporters are now able to maintain their commitments to the importers, capital blockage due to waiting of vehicles with loaded goods minimized (zero day) which improved cash flow of business. Exporters are now able to operate their business in pre-planned way. Transporters, vehicle owners and drivers are now getting multiple trips in a month as total time to complete the export process is reduced. Custom House Agents (CHAs) are now getting more consignments as overall export volume has increased. Traffic Management around the custom notified areas has improved considerably. Buyers are also happy now, as cost of goods reduced significantly.

16. Future proofing/Longevity of the Project

Average cost at all ICPs for one transaction reduced from Rs 70k-100k (approx.) to 3k-10k. Till now approximately Rs 510 Cr has been deposited in Government Treasury as Suvidha facilitation fee and 7 Lakh vehicles moved. Initially it was developed for ICP Petrapole. Subsequently, this facility was extended to six other ports. Each ICP has its own features due to its nature of trade. Currently Suvidha is running at ICP Petrapole, ICP Ghojadanga, ICP Mahadipur, ICP Hili, ICP Changrabandha and ICP Fulbari. With minimum changes in the core system and by adding new modules, Suvidha will fit into the new ICPs as well. API facility is there for handshaking with other systems.




"Suvidha"
Vehicles Facilitation System
Government of West Bengal

Vehicle Facilitation Pass : Port - ICP Petrapole

Exporter :	TATA MOTORS LIMITED
Category of Goods :	NON - PERISHABLE
Type of Goods :	OTHERS - Non Perishable (06 Wheeler to 12 Wheeler)
Name of goods:	SPARE PARTS
Vehicle Number:	NL01K5549
Driver :	SAJAL MONDAL (Mobile : 8509597669)
Shipping bill number :	9033489
Tentative Arrival Date:	2024-04-17
Payment Status:	Successful
Payment Reference Number:	OTH240413114815271310147 3

GOVERNMENT OF WEST BENGAL
INDIAN UNION DRIVING LICENCE

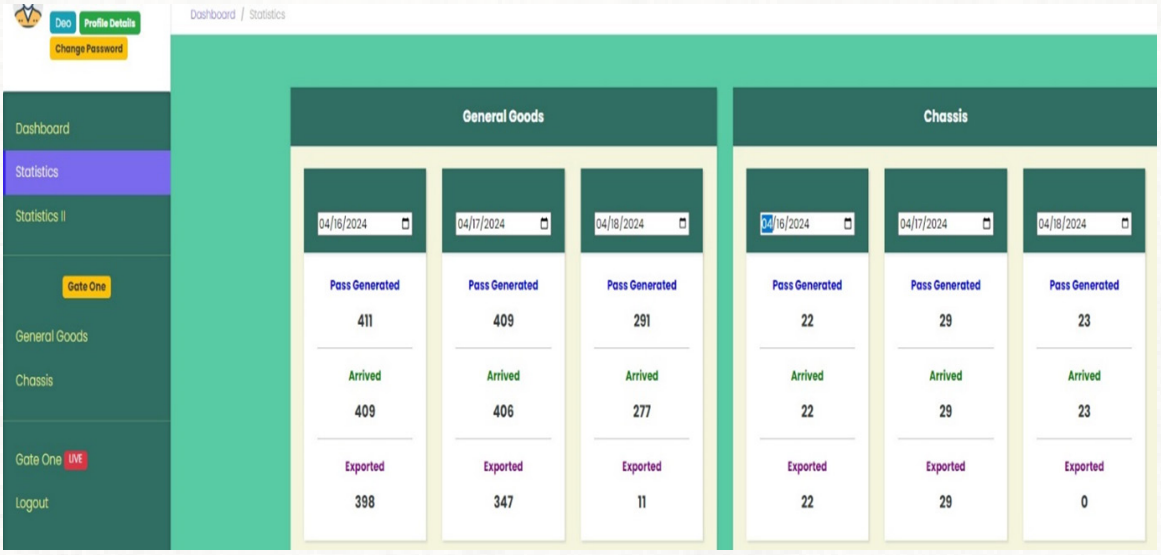
Driving License of the driver

Scan QR code for validation

This pass is valid for 2024-04-17 & 2024-04-18

OTH-157184

System Generated Suvidha Vehicle Facilitation Pass, Generated from https://suvidha.wb.gov.in
Helpline Number - +91-6292234484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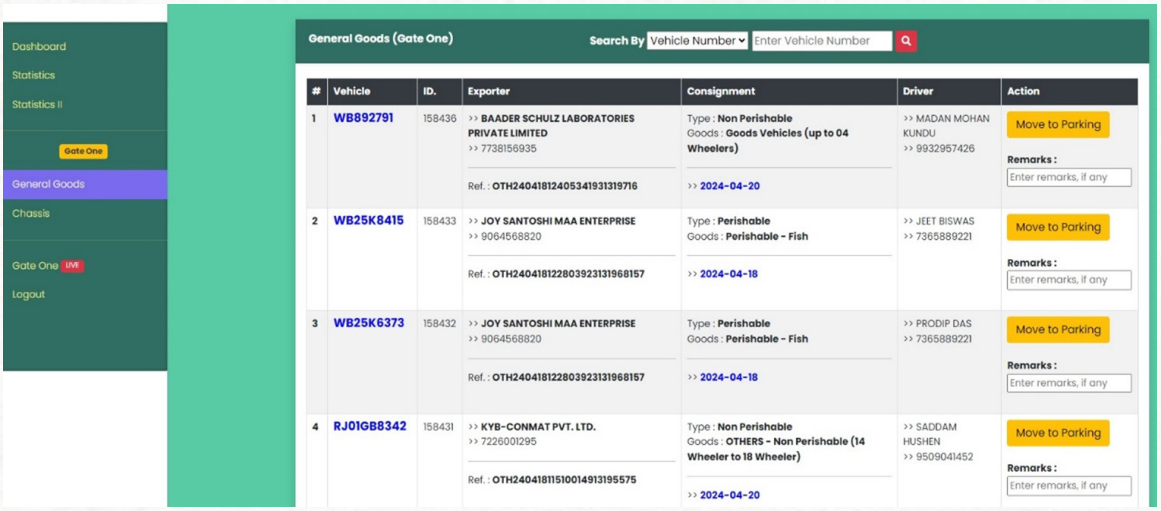
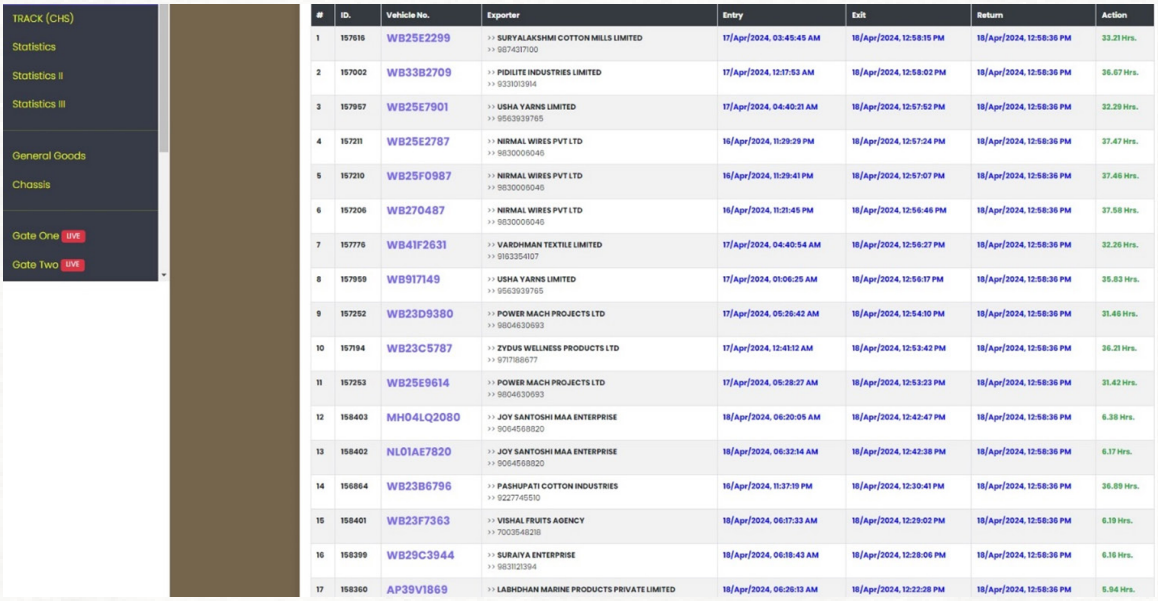
Profile Details
Change Password
Dashboard / Statistics
Dashboard
Statistics
Statistics II
Gate One
General Goods
Chassis
Gate One LIVE
Logout
General Goods
Chassis
04/16/2024
04/17/2024
04/18/2024
Pass Generated
411
409
291
Arrived
409
406
277
Exported
398
347
11
04/16/2024
04/17/2024
04/18/2024
Pass Generated
22
29
23
Arrived
22
29
23
Exported
22
29
0


Dashboard
Statistics
Statistics II
Gate One
General Goods
Chassis
Gate One LIVE
Logout
General Goods (Gate One)
Search By Vehicle Number
Enter Vehicle Number
Vehicle ID. Exporter Consignment Driver Action
1 WB892791 158436 >> BAADER SCHULZ LABORATORIES PRIVATE LIMITED >> 7738156935 Ref. : OTH240418124053419313197 16 Type : Non Perishable Goods : Goods Vehicles (up to 04 Wheelers) >> 2024-04-20 >> MADAN MOHAN KUNDU >> 9932957426 Move to Parking Remarks : Enter remarks, if any
2 WB25K8415 158433 >> JOY SANTOSHI MAA ENTERPRISE >> 9064568820 Ref. : OTH240418122803923131968157 Type : Perishable Goods : Perishable - Fish >> 2024-04-18 >> JEET BISWAS >> 7365889221 Move to Parking Remarks : Enter remarks, if any
3 WB25K6373 158432 >> JOY SANTOSHI MAA ENTERPRISE >> 9064568820 Ref. : OTH240418122803923131968157 Type : Perishable Goods : Perishable - Fish >> 2024-04-18 >> PRODIP DAS >> 7365889221 Move to Parking Remarks : Enter remarks, if any
4 RJ01GB8342 158431 >> KYB-CONMAT PVT. LTD. >> 7226001295 Ref. : OTH240418115100149131955 75 Type : Non Perishable Goods : OTHERS - Non Perishable (14 Wheeler to 18 Wheeler) >> 2024-04-20 >> SADDAM HUSHEN >> 9509041452 Move to Parking Remarks : Enter remarks, if any


TRACK (CHS)
Statistics
Statistics II
Statistics III
General Goods
Chassis
Gate One LIVE
Gate Two LIVE
ID. Vehicle No. Exporter Entry Exit Return Action
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2 157002 WB33B2709 >> PIDILITE INDUSTRIES LIMITED >> 9331013914 17/Apr/2024, 12:17:53 AM 18/Apr/2024, 12:58:02 PM 18/Apr/2024, 12:58:36 PM 36.07 Hrs.
3 157957 WB25E7901 >> USHA YARNS LIMITED >> 9563939765 17/Apr/2024, 04:40:21 AM 18/Apr/2024, 12:57:52 PM 18/Apr/2024, 12:58:36 PM 32.29 Hrs.
4 157211 WB25E2787 >> NIRMAL WIRES PVT LTD >> 9830006046 16/Apr/2024, 11:29:29 PM 18/Apr/2024, 12:57:24 PM 18/Apr/2024, 12:58:36 PM 37.47 Hrs.
5 157210 WB25F0987 >> NIRMAL WIRES PVT LTD >> 9830006046 16/Apr/2024, 11:29:41 PM 18/Apr/2024, 12:57:07 PM 18/Apr/2024, 12:58:36 PM 37.46 Hrs.
6 157206 WB270487 >> NIRMAL WIRES PVT LTD >> 9830006046 16/Apr/2024, 11:21:45 PM 16/Apr/2024, 12:56:46 PM 18/Apr/2024, 12:58:36 PM 37.58 Hrs.
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8 157959 WB917149 >> USHA YARNS LIMITED >> 9563939765 17/Apr/2024, 01:06:25 AM 16/Apr/2024, 12:56:17 PM 18/Apr/2024, 12:58:36 PM 35.83 Hrs.
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10 157194 WB23C5787 >> ZYDUS WELLNESS PRODUCTS LTD >> 9717188677 17/Apr/2024, 12:41:12 AM 18/Apr/2024, 12:53:42 PM 18/Apr/2024, 12:58:36 PM 36.21 Hrs.
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16 158399 WB29C3944 >> SURAIYA ENTERPRISE >> 9831121394 18/Apr/2024, 06:18:43 AM 18/Apr/2024, 12:28:06 PM 18/Apr/2024, 12:58:36 PM 6.16 Hrs.
17 158360 AP39V1869 >> LABHDHAN MARINE PRODUCTS PRIVATE LIMITED 18/Apr/2024, 06:26:13 AM 18/Apr/2024, 12:22:28 PM 18/Apr/2024, 12:58:36 PM 5.94 Hrs.

MAA NAVJAAT TRACKING APPLICATION (MANTRA) FOR DELIVERY POINT HEALTH FACILITIES

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Uttar Pradesh, India
2.	Name of the host/owner organization	National Health Mission (NHM), Government of Uttar Pradesh (GoUP)
3.	Status of the host/owner organization	Under NHM-UP ownership hosted on cloud
4.	Name of the Project	Maa Navjaat Tracking Application (MaNTrA) Application
5.	Name of the Contact Person	Mahendra Pratap Yadav (DGM-MIS)
6.	Contact address	National Health Mission, State Programme Management Unit (SPMU), 16, A.P. Sen Road, Charbagh, Lucknow-226001
7.	Telephone/Fax/e-mail	gmmhup2019@gmail.com gmmisupnhm@gmail.com

8. **Project Summary**

   MaNTrA captures labour room processes for each beneficiary from registration to delivery/discharge/referral and used by User/program managers/decision makers at each level. MaNTrA digitizes data related to care around birth in labour rooms/OT, enabling monitoring of maternal and newborn care. MaNTrA facilitates paperless JSY and new born birth registration on CRS Portal.

9. **Date of launch of project:** 5th December 2021

10. **Coverage (Geographical):** Implemented across the 75 districts in Uttar Pradesh, enrolling all 5500 functional delivery points in the public health facilities. The functional delivery point health facilities include Ayushman Aarogya Mandir-sub-centres (AAM), primary

health centres (PHC), community health centres (CHC), district hospitals (DH), and government medical college hospitals (MCH).

11. Beneficiary:

Over 3.4 million pregnant women who deliver in public health facilities and their new-borns in the state of Uttar Pradesh are the direct beneficiaries of this project in terms of availing healthcare services. Additionally, decision/policy-makers in health systems are benefited by real-time data availability that aids for decision making, corrective measures and policy making.

12. Problem statement or situation before the initiative

The existing Health Management Information System (HMIS) captured data but lacked real-time critical information about labour room practices and quality. Data reveals that almost half of maternal/neonatal deaths/stillbirths are occurred on the day of delivery. Key parameters of Labour room quality captured in delivery register were non-digitised, insufficient nor practical for real-time analysis, monitoring and decision making. To achieve SDG, reducing maternal/neonatal mortality in UP became paramount, and MaNTrA was envisaged as a transformative solution.

13. Project Objectives

- To ensure quality of care around birth to pregnant women and newborn in health facilities
- To facilitates paperless JSY and new born birth registration
- To monitor real-time data regarding practices in the labour room/OT, and quality of care
- To track specialist's performance for quality of care
- To collect beneficiary feedback, to improve services

14. Project scope approach and methodology

Transition from paper-based records to MaNTrA has revolutionized data management in UP health system in ensuring a quality labour care. Labour room staff can easily submit forms, track registered lactating mothers, receive notifications, enhancing accessibility and reducing delays related to record-keeping as a result of an intuitive and standardized data entry interface requiring minimal manual data entry. The web interface is used by decision-makers/program managers at all levels and get detailed reports on the quality of care. The figure 1 depicts the process flow.

MaNTrA provided high-end data visualization with graphical representations and heat maps, and it also aids in resource allocation. Application could be utilised by tailoring its features for various health division needs including family planning and child health. Real-time data from labour room registers across functional delivery points allows a close monitoring of care quality, overcoming previous challenges of aggregated data with delays. Automated tracking of service provider performance enables informed decisions on incentives and human resource deployment. Intrapartum and postpartum care, as well as newborn tracking, will be significantly improved through quick analysis and decision-making at all levels.

Clinical audit reports such as for Caesarean sections are easily generated with no extra effort thereby saving time of service providers making the system more efficient. Service provider performance tracking has been enabled for optimal utilization of human resource. Availability of digitalized health records will make the whole system more efficient, effective, responsive and transparent.

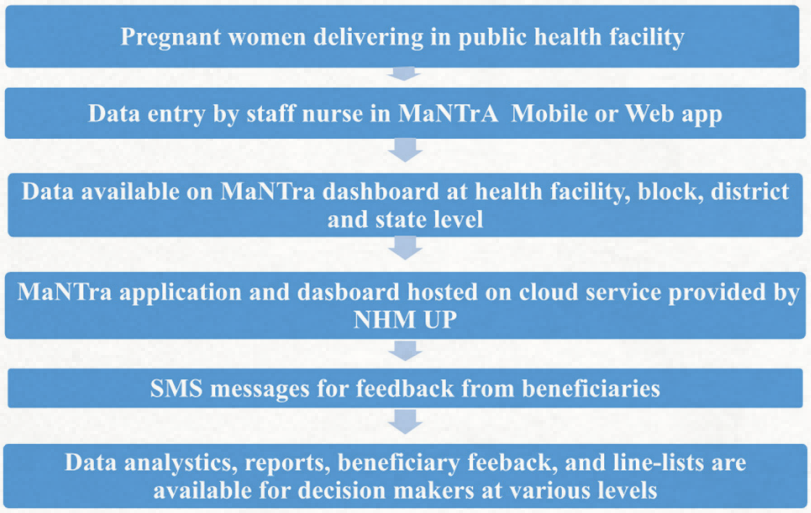


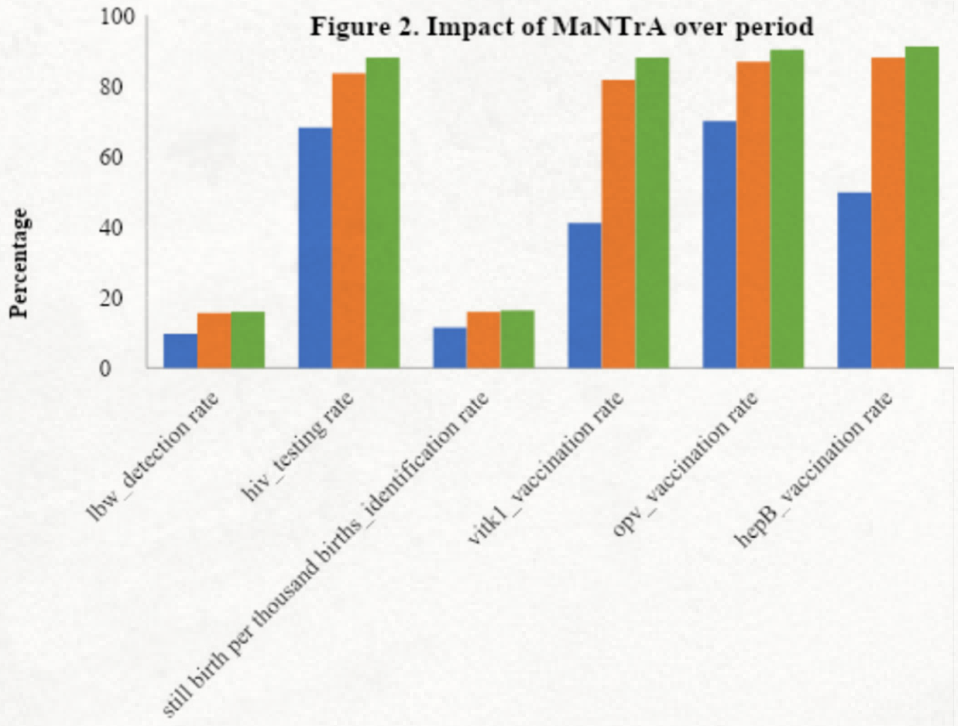
Figure 1. MaNTrA process work flow diagram

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

MaNTrA, represents an enhancement in the landscape of maternal/newborn care in UP. It marked a paradigm shift from manual record-keeping to digital system, data capturing, monitoring and decision making. Now, labour staffs input details of delivered women, newborn, delivery outcomes, and does tracking of maternal mortality promptly in MaNTrA. A notable feature of MaNTrA is its integration with various digital health applications/ portals:

- eKavach CPHC Application tagging beneficiary at community,
- CRS portal to automate process of birth registration
- FAMS to ensure paperless timely direct benefit transfer of JSY benefit.

Integration eliminates wastage of time and unnecessary travel expenses of beneficiary. In last three years of MaNTrA, there is an upward trend in improvement of key parameters that given figure 2. It shows a significant improvement in reporting of low-birth weight detection rate, still birth per thousand births identification rate, HIV testing rate, and vaccination rate (Vitamin K, OPV and Hep B). Overall, MaNTrA improved care quality by better workload prediction health facility preparedness leading to increase in uptake public health services thereby reducing out-of-pocket expenditure.



16. Future proofing/Longevity of the Project:

MaNTrA is highly scalable and sustainable due to its integration with other applications/ platforms including eKavach. The intrapartum care-related information of MaNTrA is linked with ante/postnatal care information of eKavach, thereby closing loop of ante/intra/ postpartum period. The GoI has undertaken a drive to generate unique Health ID (ABHA ID) for every citizen. MaNTrA uses ABHA ID as the unique identifier for pregnant women in its database and serves as an authorized platform for generating ABHA ID, which shows its interoperability with GoI platforms. FAMS integration facilitates paperless JSY payment to beneficiaries within 48-72 hours. Many more digital applications/portals integration is underway such as FBNC (SNCU) online MIS, and Maternal and Child Death Surveillance Review portal. MaNTrA incorporates client feedback on healthcare services through URL links sent to mothers via automated SMS messages. Strategically timed health messages for newborn care are other features that adds value for beneficiaries. The value MaNTrA offers to service providers, policymakers, and community, qualifies it as a scalable solution for strengthening the quality of maternal and newborn care services across country.

CATEGORY 2:

APPLICATION OF EMERGING TECHNOLOGIES FOR PROVIDING CITIZEN CENTRIC SERVICES

I. CENTRAL LEVEL INITIATIVES

GOLD AWARD

Survey of Villages and Mapping with Improvised Technology for Village Areas (SVAMITVA)

Department for Promotion of Industry and Internal Trade

SILVER AWARD

Jal Jeevan Mission - Water Quality Management Information System

Department of Drinking Water & Sanitation, Government of India

SURVEY OF VILLAGES AND MAPPING WITH IMPROVISED TECHNOLOGY FOR VILLAGE AREAS (SVAMITVA)

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Ministry of Panchayati Raj
2.	Name of the host/owner organization	Ministry of Panchayati Raj
3.	Status of the host/owner organization	Main Ministry/Department/ attached office/Statutory Body/Other-please specify
4.	Name of the Project	Survey of Villages and Mapping with Improvised Technology for Village Areas (SVAMITVA)
5.	Name of the Contact Person	Sh A P Nagar, Joint Secretary, MoPR
6.	Contact address	11th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi – 110001
7.	Telephone/Fax/e-mail	9418007426 ap.nagar@gov.in

8. Project Summary

Survey of Villages and Mapping with Improvised Technology for Village Areas (SVAMITVA) is property validation solution leveraging Drone survey and CORS technology for providing accurate Record of Rights to property owners in village Abadi area. The scheme is a collaborative effort of Ministry of Panchayati Raj, Survey of India, State Revenue Deptt. State Panchayati Raj deptt and NIC-GIS. The scheme aims to cover drone survey of inhabited areas of villages got creation of high resolution maps on a scale of 1:500 and establishment of a network of Continuously Operating Reference Stations (CORS) for high accuracy (5cm) positioning services that can be utilized by any department or agency for developmental work.

9. **Date of launch of project:** 24th April 2020

10. **Coverage (Geographical):** 31 states and UTs and 3.45 Lakh notified inhabited villages.

11. **Beneficiary:** Property owners in rural inhabited (Abadi) areas.

12. **Problem statement or situation before the initiative**

Since independence, government surveys of rural land had been restricted to agricultural land. In several states the inhabited areas of villages – known as "abadi" land in Uttar Pradesh and Madhya Pradesh" laldora" land in Punjab and Haryana, "gaothan" land in Maharashtra and Gujarat, among others – largely remained out of the purview of such surveys. As a result, many village communities across India do not possess record of rights, and their claim of ownership over land in "abadi" area depends largely on their actual possession of the property. In the absence of a legal document, the owners of the properties in the rural areas are not able to utilize their own property as a financial asset for availing loans from banks.

Additionally, the current process of survey of land involves manual and time consuming methodology of using DGPS machines for surveying and demarcation of individual land parcels by Revenue Deptt./Land Records Deptt./Panchayati Raj Deptt. The resolution of the maps created is often lower compared to those obtained using drone survey. The maps created are then ground verified manually by Tehsil level revenue officers which is prone to human as well as instrumental errors

13. **Project Objectives**

The scheme aims to achieve the following objectives

- Creation of accurate land records for rural planning and reducing property-related disputes.
- To bring financial stability to the citizens in rural India by enabling them to use their property as a financial asset for taking loans and other financial benefits.
- Determination of property tax, which would accrue to the GPs directly in States where it is devolved or else, add to the State exchequer
- Creation of survey infrastructure and GIS maps that can be leveraged by any department for their use.
- To support the preparation of a better-quality Gram Panchayat Development Plan (GPDP) by making use of GIS maps

14. **Project scope approach and methodology**

SVAMITVA scheme, is a collaborative effort of the Ministry of Panchayati Raj, State

Panchayati Raj Departments, State Revenue Departments, and Survey of India, and aims to provide an integrated property validation solution for rural India, through the latest Drone Surveying technology, for demarcating the inhabitant (Abadi) land in rural areas.

The brief/broad-level implementation process flow of the scheme is illustrated below:

The activities are broadly divided into Pre-Survey, Survey, and Post Survey activities.

Pre-survey activities include the signing of an MOU between the state and Survey of India, IEC activities by Gram Panchayat for sensitization of rural population, identification of sites for the establishment of CORS, notification of villages for the survey, and demarcation of boundaries of Abadi and parcels using chuna lines. Also, the Survey of India assists in training revenue officials on survey processes like KML creation, chunna marking, maps verification, etc. Some states like Madhya Pradesh, Maharashtra, Gujarat, Karnataka have developed online process for notification of villages and planning of survey schedule.

Survey activities include the establishment of Ground Control Points for Drone-based surveys to capture aerial images. Images are then processed by SoI for the creation of property maps and high-resolution Spatial data. Cloud based data transfer is leveraged for real time transfer of images from field to digitization/feature extraction labs of Survey of India.

Post-Survey activities include ground verification of maps and ownership data collection by the State Revenue Department and Gram Panchayat. It also includes inquiry/objection process for ownership adjudication with the help of gram sabha, land owners, and review the existing documents and resolve any objections received from property owners. Thereafter, the printing and distribution of property cards to village household owners are done by State. SoI also provides training and Capacity building of Revenue Department Government Officials for regular updation and usage of maps. ICT plays a significant role in streamlining the ground verification exercise wherein maps are loaded on the mobile application/GIS platform. Field officers/patwaris/tehsildar perform ground verification and corrections on the mobile application/GIS platform and maps are shared with Survey of India for finalization. Finalized maps are shared with State for printing of property cards.

Property cards are also provided digitally to individual owners through Digilocker application

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

- With the adoption of drone survey technology, cloud-based data sharing, use of mobile application for ground verification etc. 3.09 lakh villages have been covered with drone survey and 1.83 Crore property cards have been prepared for 1.23 lakh villages.
- Property cards have also helped in settlement of disputes for example an instance has

been reported wherein High Court of Nainital gave verdict in favor of a property owner belonging to Bhimawala village of Dehradun district against an eviction notice served by Uttarakhand Jal Vidyut Nigam. The property owner presented the property card issued under SVAMITVA Scheme as an evidential proof of ownership of property.

- Banks have started to recognize property cards for providing loan against property. Empirical evidence has emerged wherein bank loan has been availed by property owner through mortgaging the property card. As per Madhya Pradesh SLBC, 195 loans worth Rs 14.05 crore have been sanctioned.
- Women have gained increasing access to Right to Property as States have provisioned for mandatory co-ownership of women in property cards.
- States have adopted Technology based land survey approach to move towards an efficient land governance system.
- Few gram panchayats have also experienced an increase in property tax accrued as a result of identification of ownership of vacant land.

16. Future proofing/Longevity of the Project:

Long term significance

- SVAMITVA Scheme has paved way for a holistic rural development along with advancements in land governance of villages. CORS established under SVAMITVA Scheme can be used by any department or agency for developmental activities like preparation of project plans, monitoring scheme works, assessment of impact of disaster and disaster mitigation etc.
- State Revenue departments need not use Drones to carry out survey in the future for land measurement, any updation in land records can be measured with the help of Rovers and handheld devices.
- Property owners can now leverage their property as a financial asset for bank loans and also as evidential proof of ownership in case of property related disputes.
- States are moving towards creating online database of property cards which would also help bankers in online charge creation thereby safeguarding banks and bringing transparency.

Future Roadmap

- In order to showcase the potential of high resolution maps created under SVAMITVA Scheme, Ministry of Panchayati Raj has undertaken initiatives in respect of plan development for Gram Panchayats through Gram Manchitra application and assessment of property tax in Gram Panchayats through Samarth application.
- With the preparation of high resolution maps of village Abadi area, Govt. departments can now leverage the maps to prepare comprehensive village level plans to cater to disaster

mitigation, resource planning, infrastructure planning, monitoring developmental works among others. Gram Manchitra application developed by Ministry of Panchayati Raj is leveraging SVAMITVA spatial data and maps to enable Panchayats to plan interventions accurately.

- For better assessment of property tax in Gram Panchayats wherever devolved, SVAMITVA maps can be used to create/update property registers leading to an increase in Property Tax assessed. A generic property tax calculator software SAMARTH (Svatantra Gram ArthikUthan) is being developed by NIC for possible adoption by States except for Tamil Nadu, Telangana, Andhra Pradesh, Karnataka, Kerala, Maharashtra, and Gujarat

JAL JEEVAN MISSION – WATER QUALITY MANAGEMENT INFORMATION SYSTEM

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Ministry of Jal Shakti
2.	Name of the host/owner organization	Department of Drinking Water & Sanitation
3.	Status of the host/owner organization	Central Government Department
4.	Name of the Project	Jal Jeevan Mission - Water Quality Management Information System
5.	Name of the Contact Person	Manoj Kumar Jha Under Secretary to GoI
6.	Contact address	12th Floor, Antyodaya Bhavan, CGO Complex, Lodhi Road, New Delhi -110003
7.	Telephone/Fax/e-mail	Telephone - 011- 24368569 Mail id – manojkumar.jha@nic.in

8. Project Summary

WQMIS is an online tool created for water testing, maintained, and regularly monitored for investigating and tracking the quality of drinking water supplied. The data analytics used in WQMIS also aim to support the preventive measures to be taken for averting water-borne disease outbreaks.

Access to nationwide data on quality of drinking water sources/ supply for each administrative unit. This can help in ensuring safe supply of drinking water for all. Initiate remedial action, if quality parameters of the samples tested are beyond prescribed values. Easy management of inventories, human resources and financial transaction of the laboratories. Online NABL accreditation. Access of all stakeholders to the nearest laboratories through online mode.

Access to water sample test results and other details. Access to laboratory inventory, human resources, and fees collected by each laboratory. Auto alerts to concerned State/ UT PHED official to initiate remedial ac on, in case water sample is tested positive for

contamination. Auto alerts to district health officer for initiating public health risk assessment in case of repeated/ severe contamination of test samples, etc.

9. **Date of launch of project:** August 2022

10. **Coverage (Geographical):** National Level Programme covering all States & UTs

11. **Beneficiary:** The beneficiaries of a Water Quality Monitoring Information System (WQMIS) can include citizen of India, water management agencies, community, general public, intuitions, academia and regulatory agencies. These groups can benefit from the data, analysis, and information provided by WQMIS to make informed decisions, advocate for safe drinking water and enforce water quality standards.

12. **Problem statement or situation before the initiative**

    Before the launch of JJM WQMIS, there are various challenges faced before launch of WQMIS such as no tracking of water quality testing parameters on regular basis; credibility issue for water quality data, lack of awareness among people about the water quality issues and challenges; stagnancy; risk management issues; no data sharing and least remedial actions against contaminated samples; lacking in online water quality monitoring system with respect to safe drinking water schemes at source and delivery points.

13. **Project Objectives**

    The objective of JJM-WQMIS is to enable states/UTs to test water samples for water quality, and for sample collection, reporting, monitoring and surveillance of drinking water sources. The WQMIS is designed to capture water quality test results by individuals, Governmental agencies and FTK tests conducted by the village community. All these test results are integrated into the system and shared with the relevant authorities and stakeholders. The results are accessible online for data and trend analysis. It is useful as advance alerts for timely remedial action.

14. **Project scope approach and methodology**

    The Jal Jeevan Mission Water Quality Management Information System (JJM WQMIS) was developed with the scope of ensuring the provision of safe drinking water under the Jal Jeevan Mission (JJM), which aims to supply potable water to every rural household in India through individual tap connections by 2024. The approach of JJM WQMIS was to leverage technology for real-time monitoring and management of water quality, thereby safeguarding public health and enhancing the sustainability of water resources.

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The methodology for developing JJM WQMIS included several key steps. First, it involved setting up standardized water quality testing protocols that could be uniformly applied across different regions. Next, it required the training of personnel in proper sample collection, handling, and testing procedures. The initiative also included the distribution of water quality testing kits and the establishment of mobile labs to facilitate on-site testing in remote areas.

To manage the data effectively, a centralized digital platform was created. This platform allowed for the systematic recording, analysis, and dissemination of water quality data. It also provided various stakeholders, including government officials, health workers, and local communities, with access to water quality information through user-friendly interfaces.

Launched in August 2022, JJM WQMIS represents a significant step towards achieving the goals of the Jal Jeevan Mission by integrating data-driven decision-making into the management of rural water supply. The system aims to ensure that the water being supplied is consistently safe for consumption and that any quality issues are promptly addressed.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The Jal Jeevan Mission Water Quality Management Information System (JJM WQMIS) has delivered significant value to beneficiaries by ensuring the provision of safe drinking water. The system's real-time monitoring capability has enabled the early detection of water quality issues, allowing for prompt remedial actions to address both chemical and bacteriological contaminants. This proactive approach has not only safeguarded public health but also instilled confidence in the rural population regarding the safety of their drinking water.

One of the distinctive features of JJM WQMIS is the empowerment of local communities through their involvement in regular water quality testing. This has fostered a sense of ownership and responsibility towards maintaining water standards. The integration of testing results into a centralized system facilitates trend analysis, which is crucial for long-term water quality management and planning.

The accountability of authorities has been enhanced, as the system provides transparency and data that can be used to hold them responsible for maintaining water quality within permissible limits. Additionally, the system's capacity to issue advance alerts has been instrumental in preventing potential health hazards.

Overall, JJM WQMIS has achieved the dual objectives of ensuring access to safe drinking water and promoting community participation in water quality management. These accomplishments have not only contributed to the success of the Jal Jeevan Mission but have also set a precedent for data-driven governance in rural water supply management.

16. Future proofing/ Longevity of the Project

The integration of data from urban bodies and the Central Ground Water Board (CGWB) into the Jal Jeevan Mission Water Quality Management Information System (JJM WQMIS) represents a strategic move towards future-proofing the system. By expanding its data sources to include urban water quality metrics and groundwater information, JJM WQMIS is set to become a more comprehensive and robust platform that can adapt to the evolving needs of water quality management in India.

This integration will enhance the system's predictive capabilities, allowing for more accurate trend analysis and forecasting of water quality issues. It will also facilitate a holistic approach to water resource management, considering both surface and groundwater sources, and addressing the challenges of urban-rural interdependencies.

The longevity of JJM WQMIS is further ensured by its scalable architecture, which can accommodate additional data streams and technological advancements. As new parameters and testing methods emerge, the system can be updated to reflect these changes, ensuring that it remains at the forefront of water quality management.

Moreover, the system's design encourages continuous improvement and learning, as feedback from stakeholders can be used to refine and optimize its functionality. By staying responsive to the needs of its users and the environment, JJM WQMIS is poised to serve India's water quality management needs for the foreseeable future, ensuring the sustainability of water resources and the health of its population.

CATEGORY 2:

APPLICATION OF EMERGING TECHNOLOGIES FOR PROVIDING CITIZEN CENTRIC SERVICES

II. STATE/UT LEVEL INITIATIVES

GOLD AWARD

Real time tracking and surveillance for Yatra management through RFID technology and CCTV network and Digitalisation of Pilgrim services by Shri Mata Vaishno Devi Shrine Board

Shri Mata Vaishno Devi Shrine Board
Government of Jammu & Kashmir

SILVER AWARD

Apuni Sarkar

Information Technology Development Agency, ITDA Dehradun, Government of Uttarakhand

REAL TIME TRACKING AND SURVEILLANCE FOR YATRA MANAGEMENT THROUGH RFID TECHNOLOGY AND CCTV NETWORK AND DIGITALISATION OF PILGRIM SERVICES BY SHRI MATA VAISHNO DEVI SHRINE BOARD

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	UT of J&K
2.	Name of the host/owner organization	Shri Mata Vaishno Devi Shrine Board, Katra
3.	Status of the host/owner organization	Autonomous Body
4.	Name of the Project	Real Time Tracking and Surveillance for Yatra Management through RFID Technology and CCTV Network and Digitalization of Pilgrims Services by SMVD Katra
5.	Name of the Contact Person	Satish Kumar Sharma
6.	Contact address	Office of the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra, Reasi. Jammu & Kashmir 182301.
7.	Telephone/Fax/e-mail	Designation: Joint Chief Executive Officer Ph:9906066669 Email: jtceos@maavaishnodevi.net

8. Project Summary

Real time tracking and surveillance for Yatra management through RFID technology and CCTV network and Digitalisation of Pilgrim services by Shri Mata Vaishno Devi Shrine Board. This integrated portal serves as an end-to-end solution, consolidating all devotee-centric services, ERP, and e-surveillance systems into a single gateway for Yatra management, enhancing e-governance.

9. Date of launch of project: 13th August, 2022

10. Coverage (Geographical):

- Geographical spread at National Level
  1. No of State(s) covered out of total 36 States and UTs: 36
  2. Percentage of States covered out of total: 100.00

- Geographical spread at State Level
  1. No of District(s) covered out of total 763 Districts: 763
  2. Percentage of Districts covered out of total: 100.00

11. Beneficiary:

- Pilgrims - All 9-10 million pilgrims visiting annually being provided free RFID Yatra cards with accidental insurance cover of Rs. 5 lakh per pilgrim.
- Service providers - Around 11,000 Pony, Pithu and Palki operators issued RFID based Identity cards.
- Enforcement and Security Agencies equipped with technological tools for Yatra management

12. Problem statement or situation before the initiative

Previously, pilgrims received paper slips upon registration with no way to track numbers on the path, leading to crowd management based on human estimates. Payments were mostly in cash, causing delays, transaction issues, and potential pilferage. Manual reservations for helicopters and Battery Cars caused further inconvenience for pilgrims.

13. Project Objectives

The project's key objectives are:

1. RFID-based Yatra Access Cards:
   - Real-time pilgrim tracking via RF Antennas.
   - Prevent service provider malpractices and assist pilgrims at pre-paid counters.

2. E-surveillance:
   - 24/7 surveillance from Katra to Bhawan.
   - Real-time visuals for efficient disaster management.

3. Digitalization of services:
   - Real-time electronic payment accounting to optimize manpower and prevent pilferage.
   - Enable cashless payments, eliminate fake tickets, and implement QR code-based and kiosk payment systems.

14. Project scope approach and methodology

a) RFID-Based Yatra Access Cards:
   - Enhanced Accessibility: 39 registration counters in Jammu and Katra provide RFID Yatra Cards, streamlining the registration process.
   - MIS Dashboard: Real-time data for informed decision- making and efficient resource allocation by tracking pilgrim footfall.
   - Service Provider Integration: 11,000 service providers use RFID Identity Cards synced with Pre-Paid Counters, simplifying hiring for pilgrims.
   - Verification Counters: Located at various points, these counters enhance security by eliminating unregistered and duplicate cardholders.

b) E-Surveillance through CCTV Cameras:
   - Extensive Security: 720 CCTV cameras along the pilgrimage track and key spots, integrated with Optical Fiber Cable and RF technology for uninterrupted live feed.
   - High-End Cameras: All- weather, high-resolution day/night vision cameras assist in disaster management, detecting forest fires, landslides, and stone shootings. Head count cameras verify pilgrim numbers.
   - Control Centers: Seven control centers at key locations (Bhawan, Bhairon,
   - Sanjichhat, ArdhKuwari, Banganaga, Tarakote, and SGC Katra) manage the surveillance network.

c) Digitalization of Services:
   - Digital Payments: QR codescanners and POS machines at 15 locations
   - enable real-time electronic accounting, reducing manpower and pilferage.
   - Self-Order Kiosks: Installed at Bhojnalayas, offering digital menus and payment facilities to eliminate queues and reduce human interaction.
   - 24/7 Contact Centre: Ten work centers provide real-time assistance for Yatra status, helicopter, battery car, accommodation, and other services.
   - Digital Confirmations: SMS and WhatsApp confirmations reduce physical presence, prevent pilferage, and eliminate long queues.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

RFID-based Yatra Access Cards facilitate seamless pilgrimage management with over 1.67 million cards issued since launch of the project until 05th June 2024, free of cost, enabling real-time monitoring via MIS Dashboard and efficient resolution of lost pilgrim complaints. E- Surveillance employs 720 CCTV cameras, varied in type, along with dedicated networks and control centres, bolstering security and enabling real-time disaster management.

Digitalization further enhances user experience, offering online services, quick bookings, and confirmation notifications via SMS and WhatsApp, ensuring hassle-free access for all pilgrims, particularly seniors and differently-abled individuals.

16. Future proofing/Longevity of the Project:

The project enhances the Shri Mata Vaishno Devi Shrine Board's transparency and efficiency through scalable, data-driven technology. It includes an ERP module for digitization, a Next Gen Website, and an expanded AI- based call center to improve pilgrimage management.

- Scalability: RFID on IIS servers with Csharp.net and SQL Server; counter apps on AWS Cloud; responsive design with Bootstrap.
- Interoperability: Seamless integration for booking, verification.

APUNI SARKAR

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Uttarakhand State
2.	Name of the host/owner organization	Information Technology Development Agency (ITDA), Department of IT, Good Governance & Science Technology, Government of Uttarakhand
3.	Status of the host/owner organization	Information Technology Development Agency (ITDA) is an independent and autonomous body under the Government of Uttarakhand
4.	Name of the Project	Apuni Sarkar
5.	Name of the Contact Person	Sh. Girish Chandra Gunwant, PCS, Additional Director
6.	Contact address	(I.T.D.A), Department of IT, Good Governance & Science Technology, Government of Uttarakhand
7.	Telephone/Fax/e-mail	diritda-uk@nic.in gcgunwant.rev@uk.gov.in programmanager-as@uk.gov.in projectmanageras@uk.gov.in

8. Project Summary

The majority of the land area of the state of Uttarakhand falls under the hilly region. In the hilly regions, common citizens used to travel from remote areas to towns/ districts to access Citizen Centric Services, causing inconvenience and loss of time and money.

Taking cognisance of this the Information Technology Development Agency (ITDA), GoUK aimed to develop and integrate all citizen centric services under one unified portal. The "Apuni Sarkar" unified portal, inaugurated on November 17, 2021, by Hon'ble Chief Minister of Uttarakhand with 75 citizen-centric services, this unified Apuni Sarkar port now providing 866 citizen centric services at present.

The portal, accessible via web and mobile (Android, iOS), allows self-login, e-district, and CSC modes. Over 9,429 CSCs, 445 e-district centres giving services in the far-flung areas of the state beside this more than 217,473 citizens are using the portal via self-login to get the citizen centric services. The features in the portal includes timely service delivery,

Application Status tracking, certificates integrated with Digilocker, individual citizen dashboards, and customizable Officer dashboards.

Apuni Sarkar portal is developed in the latest technology stack using Emerging technology (AI) that ensures data security and management. Feedback mechanisms enable citizens and officials to provide valuable input. The portal eases administrative processes and enhances user experience.

To enhance the portal's performance and efficiency and we have successfully developed all features in Apuni sarkar portal like the Integration with WhatsApp, Single Sign-On (Janparichay), CSC Door step delivery and Two-way integration.

9. Date of launch of project:

The portal was launched in November 2021, initially offering 75 services from 9 departments. By November 2022, it expanded to 427 services across 49 departments. In November 2023, the portal provided 724 services and now we have successfully implemented 866 services of 73 Department in 2024.

10. Coverage (Geographical):

Across the state of Uttarakhand, there are 9,429 Common Service Centers (CSCs) and 445 e-District Centers (EDCs) onboarded to help citizens access services promptly. Uttarakhand, known for its predominantly hilly terrain, presents unique challenges to daily life. The difficult topography often makes travel and communication arduous, posing significant barriers to accessing essential services. However, with the establishment of CSCs and EDCs, the state is making strides in overcoming these challenges. The digital infrastructure ensures that citizens receive timely services in a faceless, cashless manner, significantly enhancing service delivery efficiency and accessibility. The initiative aims to bridge the gap between the government and the people, fostering inclusivity and improving the quality of life for the residents of Uttarakhand. With 217,473 citizens already enrolled, the program demonstrates the state's commitment to leveraging technology to surmount geographical obstacles and deliver essential services seamlessly.

An outstanding feature of the CSCs is their door-step delivery service, which brings essential services directly to the homes of citizens, further alleviating the hardships posed by the difficult terrain.

This initiative not only improves access but also saves time and resources for the residents, who no longer need to travel long distances for basic services. The CSC door-step delivery model ensures that essential e-services such as Income Certificate, Caste Certificate, Domicile Certificate, Character Certificate, Solvency Certificate, EWS Certificate, Death & Birth Certificate, Tenant Verification etc., including those in the most isolated regions.

11. Beneficiary:

Citizens of Uttarakhand are the primary beneficiaries of the state's e-services, which significantly enhance their quality of life. With Common Service Canters (CSCs) and e-District Canters (EDCs) spread across the state, including remote and hilly regions, residents gain easy access to a wide range of services. These include healthcare, education and Finance. The innovative door-step delivery feature ensures that services are brought directly to citizens' homes, saving time and effort. This digital infrastructure promotes inclusivity, reduces travel burdens, and ensures timely, faceless, and cashless service delivery, thus fostering greater efficiency and accessibility for all.

12. Problem statement or situation before the initiative

Apuni Sarkar Portal" is a single platform (Unified portal) being used for delivery of Citizen Centric Services.

The main problems were –

1. Geographical position, mainly hilly terrain or forest
2. Transportation
3. Different services and different places / offices
4. Time limitation for delivery of service (10am to 5pm)
5. Capacity to use the service online
6. Only cash mode of payment was there
7. Delay in delivery (some time months)

The solution implemented through the Portal –

1. Internet connectivity to the remotest locations, all government offices are connected through SWAN (State Wide Area Network)
2. CSCs and EDCs were integrated with the portal
3. It is timeless (24 x 7), faceless, cashless service
4. No need to visit any office or many offices, single point delivery
5. Time bound as automatics escalation and regular monitoring from Commissioner RTS is done.

Apuni Sarkar Focus on the services related to the ease of living for the Citizens: -

- Local Governance & Utility
  - o Income Certificate, Caste Certificate, Domicile Certificate, Character Certificate, Solvency Certificate, EWS Certificate, Death & Birth Certificate, Tenant Verification etc.

- Social Welfare
  - o Old Age Pension, Disability Pension, Widow Pension, Scholarship Schemes etc.
- Labour & Employment
  - o Employment Registration, Change of Trade, Renewal in Employment Registration, ex-servicemen employment registration etc.
- Education
  - o Issuance of transfer Certificate, character certificate, provisional marksheet, Migration Certificate, Transcript certificate.
- Tourism
  - o Registration for Chardham Yatra, Travel Trade, Homestay, Registration for aerosports. Heli Services to Kedarnath, Auli Ropeway, Booking Pooja Shri Kedarnath, Shri Badrinath etc.

13. Project Objectives

Government of Uttarakhand has introduced the Citizen Centric service delivery platform e-Services 'Apuni Sarkar' to enable all services under one umbrella in response to the consistent challenges faced by the citizens of Uttarakhand to avail the services on time.

'Apuni Sarkar' carries a vision to transform the State into a Digitally empowered society and deliver Citizen Centric services in a 'Faceless, Paperless and Cashless' manner under a solitary platform. Ultimately, the goal is to introduce a transparent and efficient system covering all facets of Govt sector, State, District and Tehsil HQ.

'Apuni Sarkar' project intends to provide multiple services from various departments to citizens. Thus, ensuring easy access to citizen centric services through a variety of service delivery points such as Individual users, e-District Centre, and Common Service Centre (CSC). It utilises backend computerization to enable the delivery of services, ensure transparency and uniform application of rules. The project involves the integrated and seamless delivery of services to the public through automation. In a nutshell, 'Apuni Sarkar' is a tailor-made program for minimizing effort and time to provide prompt and effective services to the users.

Implementation Processes

14. Project scope approach and methodology

The project aims to deliver comprehensive e-services to the citizens of Uttarakhand through a digital infrastructure, ensuring that all residents, regardless of their location, can access essential services efficiently and conveniently. Given Uttarakhand's challenging geographical terrain, which includes vast hilly regions, this initiative is particularly crucial in bridging the gap between urban and rural service delivery.

Scope

- Providing a wide range of government services such as Local Governance & Utility, Education, Social welfare and Tourism sector services.
- Ensuring services are timely, faceless, and cashless to enhance accessibility and efficiency.
- Introduce feature like WhatsApp and door step delivery to enhance the delivery system.
- The Auto-Appeal system introduces automated processes that enhance transparency in the appeal process by enabling citizens to track the status of their appeals online.
- Implement feedback systems to gather user experiences and suggestions for improvement.
- Continuously update the digital infrastructure to incorporate the latest technologies and ensure high performance.

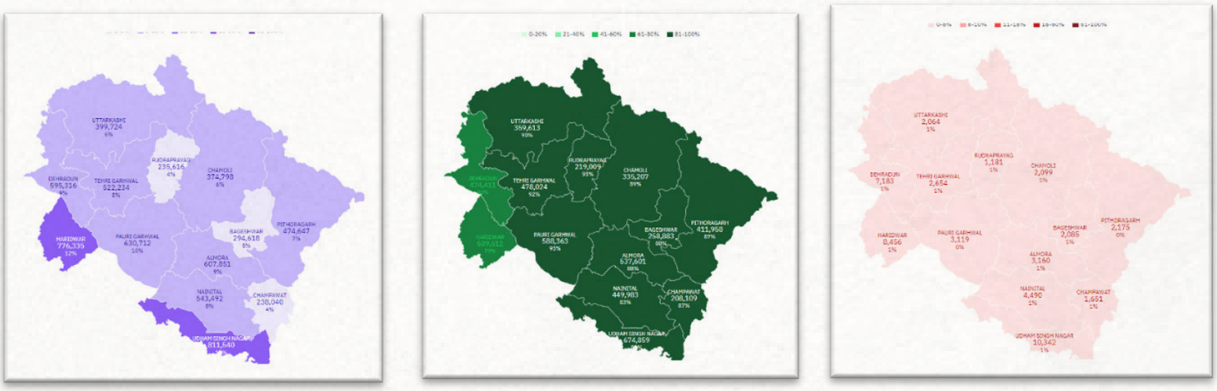
Approach

- Conducting surveys and studies to understand the specific needs of citizens in different regions of Uttarakhand and Identifying gaps in service delivery, particularly in remote and hilly areas.
- Collaborating with government department service providers to integrate various services into the e-service portal (Apuni Sarkar).
- Developing user-friendly interfaces and applications for seamless access to services.
- Conducting Capacity Building Programme to promote use of services through unified portal.

Methodology

- Defining project goals, timelines, and milestones for develop the services.
- Launching pilot mode in select areas to test the service and collect the feedback to improve the service delivery mechanism.
- Ensuring all CSCs and EDCs are fully operational and accessible to citizens.
- Evaluating the impact of e-services on citizens' lives through surveys and data analysis.
- Introduce new services based on emerging needs and technologies.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

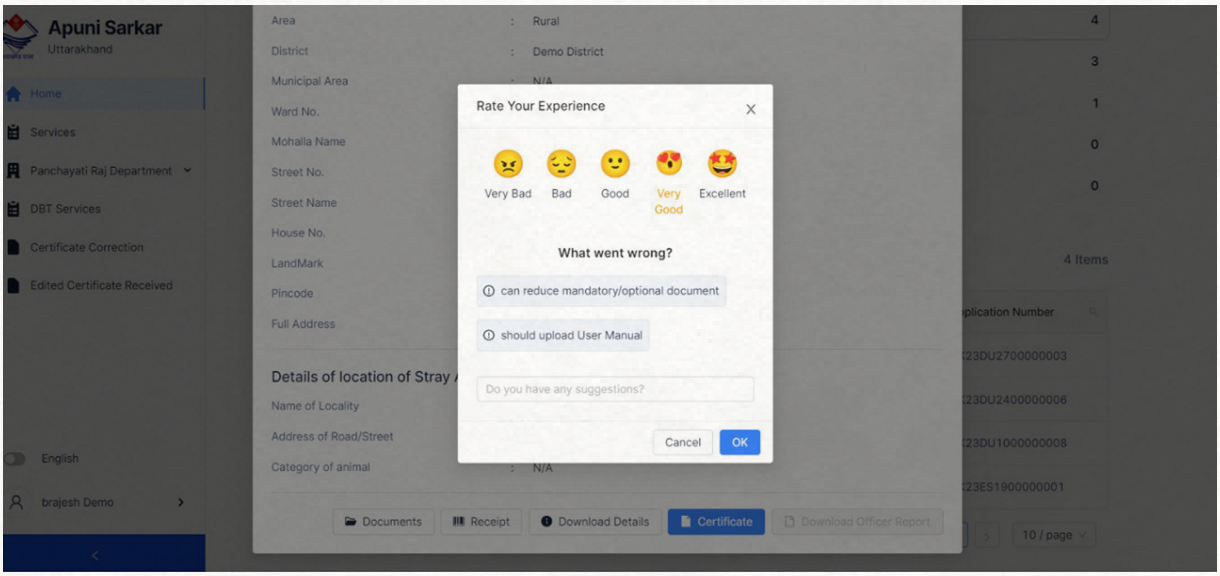


Received – 65,36,614 | Approved – 56,36,235 | Pending – 51,381

The portal has significantly improved service aspects:

- Processing Rate : Increased from 43% to 99%
- Timely Delivery : Increased 25% to 82%
- Processing Time : Decreased 45 days to 9 days
- Pendency Rate : Reduced to 1%

1. **Feedback Mechanism:** Feedback Mechanism is developed in Apuni Sarkar Portal, whenever a citizen submits the form or while downloading the certificate, he/she can submit feedback on rating basis.



2. WhatsApp Integration with Apuni Sarkar

Now citizens can access Apuni Sarkar services through WhatsApp Chatbot like:

- Know Application Status
- Download Approved Certificates

Upcoming WhatsApp features are:

- Approved Application will be auto pushed to the citizens WhatsApp.
- Citizen can avail light weight services directly through WhatsApp like:
- Income Certificate

Caste Certificate…etc.

3. Testimonials:

Name: Saurav Bhatia **District:** Chamoli
Occupation: Private Job **State:** Uttarakhand

''I applied for my Caste Certificate online through the Apuni Sarkar Portal in Uttarakhand. I got it in just 02 days without having to stand in long queues or visit any offices. I received my certificate digitally. It's great that Uttarakhand is making things easier for us with such initiatives! ''

Name: Bharti Chauhan **District:** Uttarkashi
Occupation: Private Job **State:** Uttarakhand

''I applied for my Caste Certificate online through the Apuni Sarkar Portal in Uttarakhand. I got it in just 02 days without having to stand in long queues or visit any offices. I received my certificate digitally. It's great that Uttarakhand is making things easier for us with such initiatives! ''

Lessons Learnt

Bridging the Gap Post-Implementation: Even after services have been brought online through Apuni Sarkar, it's important to continuously assess and address any gaps in service delivery. Regular monitoring, feedback mechanisms, and a commitment to improving the platform's functionality ensure that the benefits reach all citizens consistently

Capacity Building: To ensure that stakeholders and beneficiaries can make full use of Apuni Sarkar Portal, capacity building is crucial. This includes providing training and support to government officials, and service providers. Enhancing digital literacy empowers individuals to navigate the platform effectively and maximize its benefits.

Creating Awareness: It's essential to create awareness about the Apuni Sarkar initiative and its benefits among the target audience. Effective awareness campaigns can help citizens understand the services available to them and how to access them digitally. These campaigns should employ various communication channels to reach a wide audience.

Long Term Significance

Apuni Sarkar has demonstrated the government's capacity not only to enhance service delivery but also to embrace a data-driven approach in all its endeavours. This transformational initiative has the potential to revolutionize the government's interactions with all stakeholders, marking a shift from "Good Governance to Smart Governance."

16. Future proofing/ Longevity of the Project

Emerging technologies like Artificial Intelligence, Block Chain etc.

- AI Integration: Implement AI-driven chatbots that can provide personalized assistance to citizens navigating the portal. These chatbots can answer queries, guide users through processes, and offer real-time support, enhancing the user experience.
- Big Data Analytics: Analyse user behaviour and interactions on the portal to gain insights into citizen preferences and service usage patterns. This data can help in optimizing the portal's design, content, and service offerings.
- Targeted to onboard more than 1000+ citizen centric services in the portal.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ई-सेवाएं
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होम पेज | अपणि सरकार के बारे में | सेवाओं की सूची | अक्सर पूछे जाने वाले प्रश्न | नया क्या है | साधन | शिकायतें | अपणि सरकार एप्प | डैशबोर्ड
अपणि सरकार
अपणि सरकार आपके द्वार
आवश्यक ऑनलाइन सेवाएं उत्तराखंड के नागरिकों के लिए
प्रमाणपत्र सत्यापित करें
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प्रमाणपत्रों को डाउनलोड करें
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हमसे सीधे व्हाट्सएप पर जुड़ने के लिए क्यूआर स्कैन करें या यहां क्लिक करें
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मुख्य सामग्री पर जाये | साइटमैप
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अपणि सरकार के बारे में
अपणि सरकार आपके द्वार
नागरिक केंद्रित सेवा वितरण में नागरिकों और सरकार के सामने आने वाली चुनौतियों को ध्यान में रखते हुए, आईटीडीए, सूचना एवं विज्ञान प्रौद्योगिकी विभाग, उत्तराखंड सरकार ने एक छत के नीचे सभी नागरिक केंद्रित सेवाओं को सक्षम करने के लिए नागरिक केंद्रित सेवा वितरण मंच 'अपणि सरकार' की शुरुआत की है। 'अपणि सरकार' राज्य को एक छत के नीचे 'फेसलेस, पेपरलेस और कैशलेस' तरीके से नागरिक केंद्रित सेवाओं के डिजिटल रूप से सशक्त समाज वितरण में बदलने की दृष्टि के साथ नागरिकों को सेवाएं प्रदान करता है। अंततः इसका कार्य सरकारी क्षेत्र, राज्य, जिला और तहसील मुख्यालय के सभी पहलुओं को एकत्रित करते हुए एक पारदर्शी और कुशल प्रणाली शुरू करना है।
'अपणि सरकार' परियोजना का उद्देश्य नागरिकों को ई-डिस्ट्रिक्ट सेंटर, कॉमन सर्विस सेंटर (सीएससी) और व्यक्तिगत उपयोगकर्ता के माध्यम से सरकारी सेवाएं प्रदान करना है। विभिन्न विभागों की सेवाओं को एक छत के नीचे लाया जाता है। यह सेवाओं के वितरण को ई-सक्षम करने के लिए बैकएंड कम्प्यूटरीकरण का उपयोग करता है और पारदर्शिता एवं नियमों का एक समान अनुप्रयोग सुनिश्चित करता है। इस परियोजना में स्वचालन द्वारा जनता को सेवाओं का एकीकृत और निर्बाध वितरण शामिल है। संक्षेप में 'अपणि सरकार' उपयोगकर्ताओं को त्वरित और प्रभावी सेवाएं प्रदान करने के प्रयास और समय को कम करने के लिए एक विशेष कार्यक्रम है।
होम पेज
अपणि सरकार के बारे में
सेवाओं की सूची
अक्सर पूछे जाने वाले प्रश्न
संपर्क करें
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धनवापसी नीति (406KB)
कॉपीराइट नीति (406KB)
अस्वीकरण (406KB)
हाइपरलिंक नीति (407KB)
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शिकायतें
अपणि सरकार एप्प
डैशबोर्ड
English हिन्दी
स्क्रीन रीडर
आखरी अपडेट: 10 Apr, 2024 - 12:07 PM
पता: आईटी बिल्डिंग दूसरी मंजिल, सूचना प्रौद्योगिकी विकास एजेंसी, प्लॉट संख्या आईटी 07 आईटी पार्क, राहरखथारा रोड, देहरादून, देहरादून, उत्तराखंड, 248001
1024 x 768 रेज़ोल्यूशन में सबसे अच्छा दृश्य, Chrome (v84+), Safari (v14+), और Firefox (v90+) के साथ संगत है।
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com.apunisarkarapp
Download From Play Store
New Application
Select Service
Photo Upload
Mandatory Documents, Choose Document to Upload
Your list of actionable applications
Total Applications
1,285
Apuni Sarkar Portal is a citizen-centric online services portal.
This portal is developed for the citizens of Uttarakhand to avail their required services online. With this portal, citizens can track their application status in real time. The application status of the respective services will be monitored by all DMs, Departmental Secretaries, Chief Secretary, and honorable Chief Minister.

Home
About Apuni Sarkar
List of Services
FAQs
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Privacy Policy (407KB)
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Contingency Management Plan (112KB)
Holidays List (95KB)
Grievances
Apuni Sarkar App
Dashboard
English
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Address: IT Building Second Floor, Information Technology Development Agency, Plot No IT 07 IT Park, Shastradhara Road, Dehradun, Dehradun, Uttarakhand, 248001
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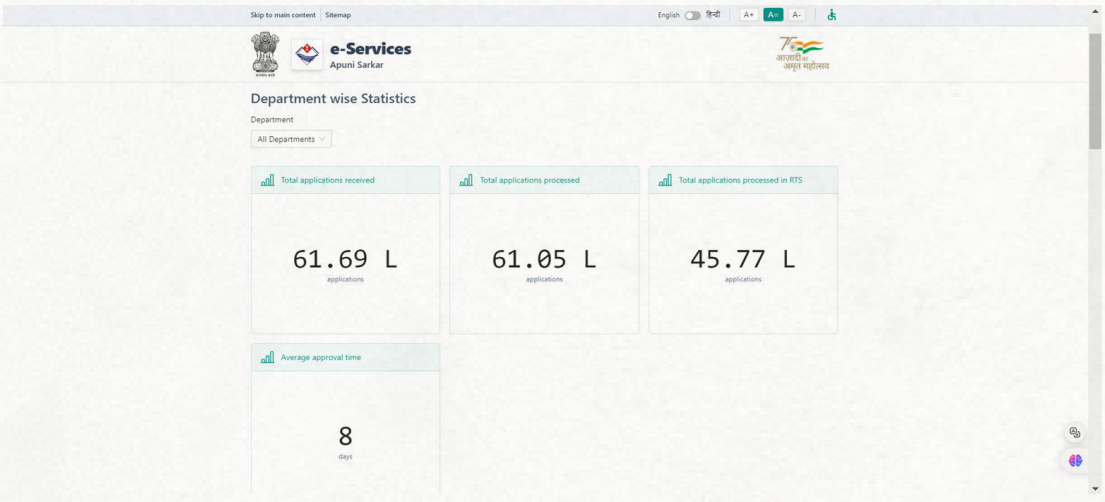
e-Services
Apuni Sarkar
Department wise Statistics
Department
All Departments
Total applications received
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applications
Total applications processed
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Total applications processed in RTS
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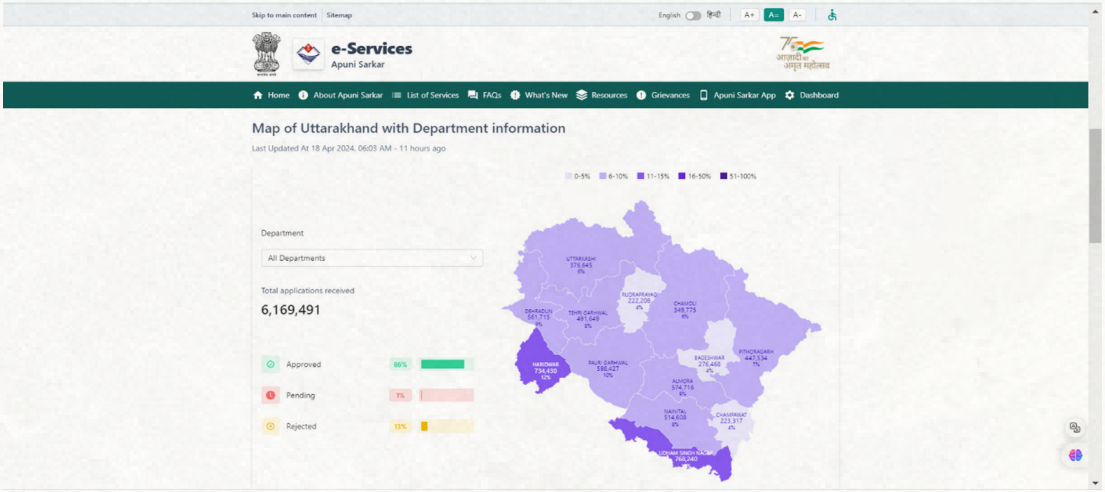
applications
Average approval time
8
days


e-Services
Apuni Sarkar
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Map of Uttarakhand with Department information
Last Updated At 18 Apr 2024, 06:03 AM - 11 hours ago
Department
All Departments
Total applications received
6,169,491
Approved
Pending
Rejected

CATEGORY 3:

DISTRICT LEVEL INITIATIVE IN E-GOVERNANCE

I. DISTRICT II. LOCAL BODIES

GOLD AWARD

MOR Raipur Smart App

Raipur Smart City Ltd., Chhattisgarh

Cold Storage Information System (CSIS)

District Administration Firozabad, Government of Uttar Pradesh

SILVER AWARD

Water SCADA

Bhopal Smart City Development Corporation Limited, Madhya Pradesh

Jan Sahayata Koshang

District Administration, West Singhbhum, Government of Jharkhand

MOR RAIPUR SMART APP

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Department of Housing and Urban Affairs, Raipur, Chhattisgarh
2.	Name of the host/owner organization	Raipur Municipal Corporation (RMC), Raipur, Chhattisgarh, India
3.	Status of the host/owner organization	Raipur Municipal Corporation (RMC), ↓ State Urban Development Agency (SUDA) ↓ Department of Housing and Urban Affairs, Raipur, Chhattisgarh
4.	Name of the Project	MOR Raipur Smart App
5.	Name of the Contact Person	Shri Mayank Chaturvedi, IAS, Commissioner,
6.	Contact address	RMC, Chhattisgarh, Municipal Corporation Head Office, Near Women's Police Station, Gandhi Udyan, Raipur, Chhattisgarh, Pin - 492001
7.	Telephone/Fax/e-mail	Telephone +91-771-2535780 +91-771-2535790 Fax +91-771-2227395 e-mail -dc_rmc@rediffmail.com nigam.raipur.cg@nic.in admin@mcraipur.in

8. Project Summary

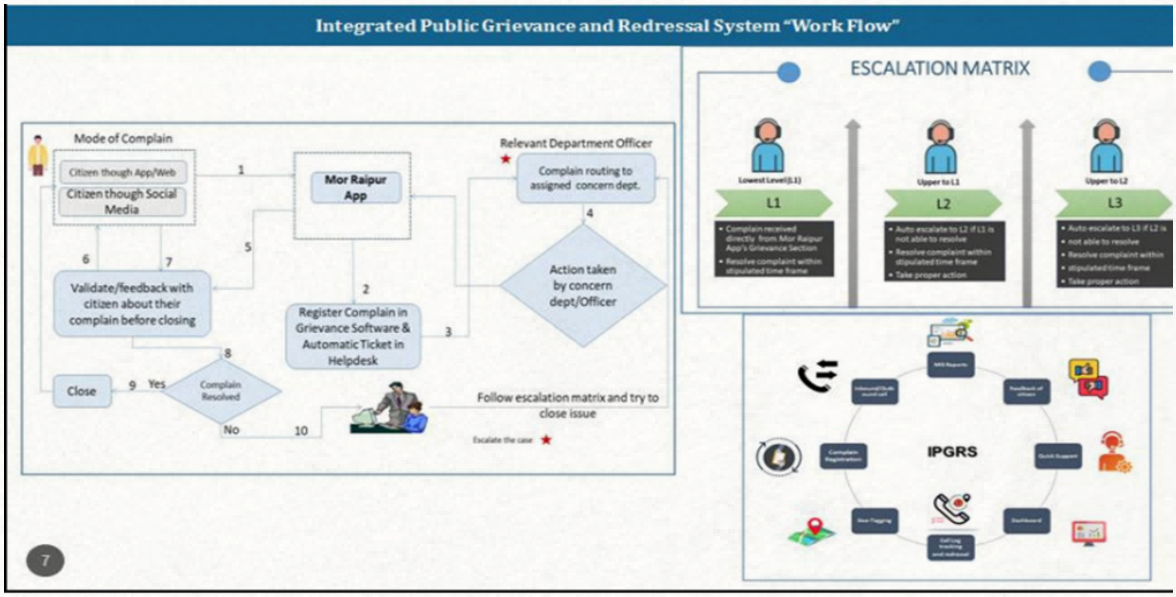
The MOR Raipur Smart App aims to transform Raipur into a technologically advanced, inclusive urban environment through e-governance. It enhances public service delivery, citizen engagement, and governance processes with digital technologies, providing services like online bill payments, permit applications, service tracking, and real-time data access, fostering a smarter, connected city experience.

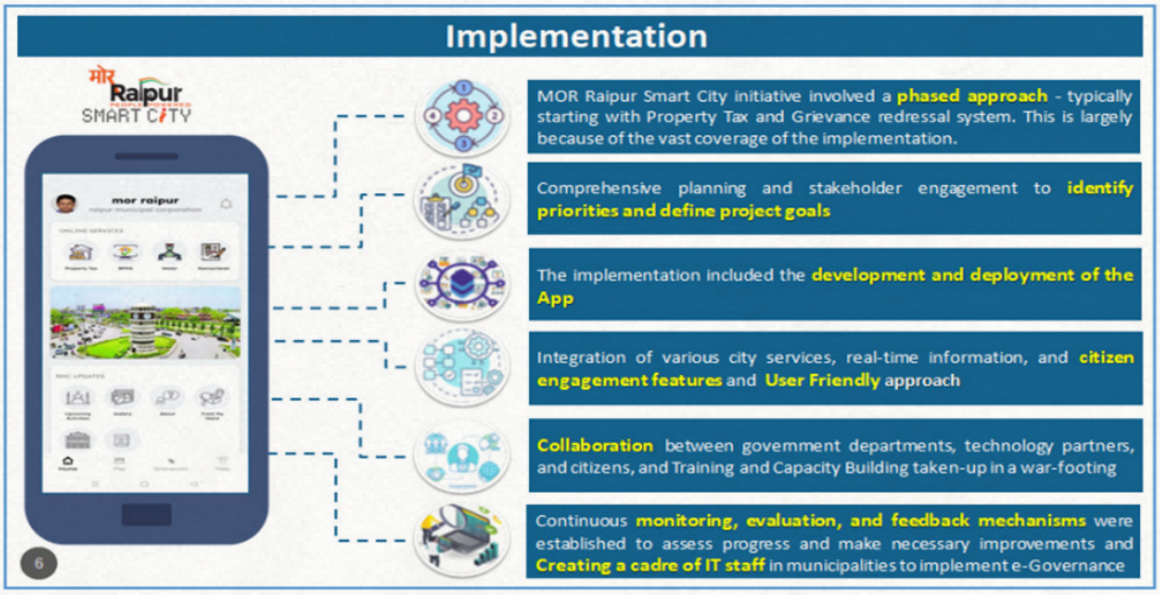
Some of the Salient Services are:

- Property Tax,
- Building permission,
- Mutation,
- Water connection,
- DDN
- Nearby me,
- Grievance etc.

Category of Public Grievances covered in MOR Raipur App for citizen

- Air Pollution,
- Solid waste,
- Water Supply,
- Street Light,
- Encroachment,
- Stray cattle,
- Illegal Holding,
- Road repair.





9. **Date of launch of project:** 28th November 2016

10. **Coverage (Geographical):** Jurisdiction of RMC Area

11. **Beneficiary:**

Beneficiaries of the Project include the Residents of Raipur who gain improved access to city services, streamlined administrative processes, and personalized Notifications.

It also benefits the Govt. by enhancing efficiency in resource allocation and decision-making.

The app ultimately aims to create a smarter, more connected, and inclusive city experience for all stakeholders

12. Problem statement or situation before the initiative

- **Inefficient Administrative Processes:** The district experienced bureaucratic inefficiencies and lengthy administrative processes. Manual paperwork, long queues, and multiple visits to government offices were common, leading to delays, errors, and inconvenience for residents.
- **Lack of Information Accessibility:** There was a lack of real-time information available to residents regarding traffic updates, weather conditions, public transportation schedules, and other essential city services. This resulted in inefficient travel planning and limited access to vital information.
- **Limited Citizen Engagement:** There was a gap in citizen participation and engagement in the governance processes. Residents had limited channels to provide feedback, suggestions, or voice their concerns, hindering their ability to actively contribute to the development of the city.
- **Fragmented Service Delivery:** Various city services such as permits, licenses, and bill payments were fragmented across different departments and required multiple visits or interactions. This led to confusion, duplication of efforts, and increased costs for both residents and the government.

The trigger for conceptualizing the MOR Raipur Smart City App was the recognition of these challenges and the realization that digital transformation and e-governance could address them effectively. The district aimed to leverage technology to streamline administrative processes, enhance service delivery, and improve citizen engagement. The need for a comprehensive platform that integrates various services, provides real-time information, and enables efficient communication with residents spurred the district to initiate this App as a holistic solution to the existing bottlenecks and constraints or conceptualizing the MOR Raipur Smart City App was the recognition of these challenges and the realization that digital transformation and e-governance could address them effectively. The district aimed to leverage technology to streamline administrative processes, enhance service delivery, and improve citizen engagement. The need for a comprehensive platform that integrates various services, provides real-time information, and enables efficient communication with residents spurred the district to initiate this App as a holistic solution to the existing bottlenecks and constraints.

13. Project Objectives

The objective of the MOR Raipur Smart App is to enhance urban living efficiency and convenience by providing Raipur residents with a platform for city services, real-time information, digital payments, and personalized notifications, promoting a smarter and more connected city experience.

14. Project scope approach and methodology

The project scope of the MOR Raipur Smart App involves digitizing administrative processes, providing real-time city information, enabling online payments, and enhancing citizen engagement. The app aims to streamline service delivery, improve accessibility, and promote efficient governance, creating a smarter and more connected urban environment for Raipur residents.

The activities that took place in order to achieve the desire results:

Initial Assessment:

- Identified key challenges of the Situation before the initiative of administrative and service delivery processes towards the citizen and department.
- Engaged stakeholders to gather requirements and define project goals.

Planning:

- Developed a comprehensive project plan with phases, timelines, and milestones.
- Established clear roles and responsibilities among all the stakeholders.

Development:

- Design and developed the MOR Raipur Smart App with identified functionalities for digitized services, real-time information, and citizen engagement.
- Developed web portals to complement the app for desktop access.

Infrastructure Setup:

- Implemented cloud infrastructure for secure and scalable data management.
- Integrated online payment gateways for seamless transactions.

Data Security:

Robust cyber security measures are implemented to protect user data and ensure the integrity of the platforms including:

- Secure Authentication,
- Enforcing a password policy,
- Monitoring suspicious activities,
- Firewalls,
- OTP based authentication etc.

Pilot Testing:

- Conducted pilot testing in select areas to identify issues and gather feedback.
- Refine and optimize the app based on pilot results.

Full Deployment:

- Roll out the app district-wide, ensuring full functionality.
- Conduct training for government employees and public awareness campaigns.

Continuous Improvement:

- Establish monitoring and feedback mechanisms to assess performance and user satisfaction.
- Implement updates and enhancements based on feedback and emerging needs.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

Impacts on Time and Cost Savings for Beneficiaries Reduced Administrative Processing Time Digitized processes eliminate manual paperwork, allowing residents to apply for permits and licenses online, saving time and reducing follow-up visits.

Convenient Online Payments:

Residents can pay utility bills and taxes online, saving time and effort.

Improved Access to Information:

Real-time updates on traffic, weather, and public transportation help residents plan efficiently.

Enhanced Service Delivery:

Streamlined service requests speed up resolution and improve satisfaction.

Cost Savings on Transportation:

Real-time traffic information and online payments reduce travel time and costs.

Impact Achieved (Till date):

i. MOR Raipur App
   - Total No of User: 17,954

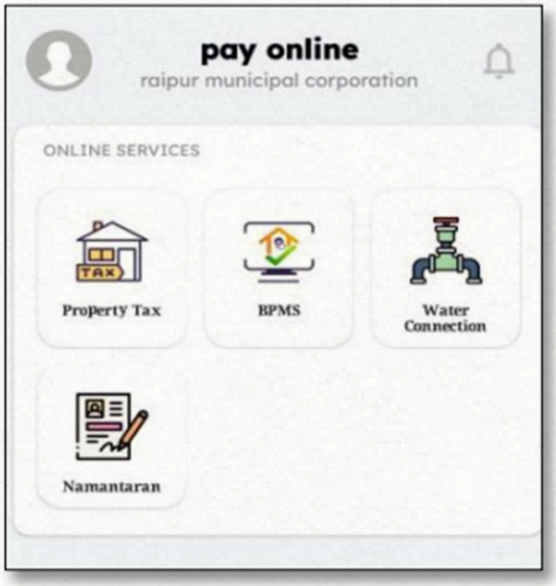
ii. Property Tax Collection
   - Total No of Tax Payer: 3,40,441
   - Total Online Collections: 46,03,58,741
   - Total Payment by MOR Raipur App: 4,52,06,175.00

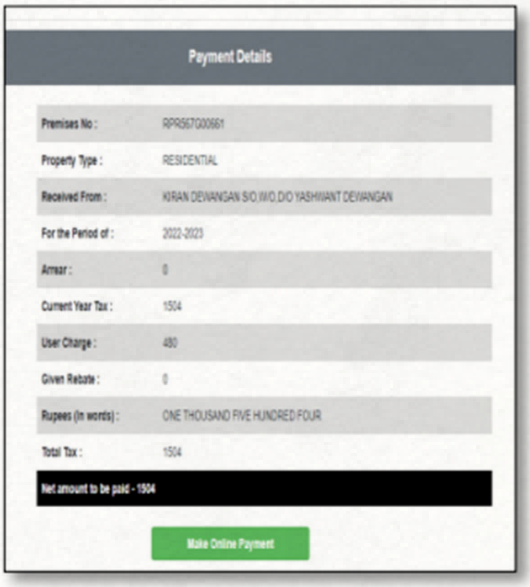
iii. Online Property Mutation (Namantran):
   - Total Application Received: 10,181
   - Total Approved Application: 8,485

- Total Fee Received: 40,72,400.00

iv. Water Connection:

- Total Application Received: 725
- Total Approved Application: 621
- Total Fee Received: 7250.00





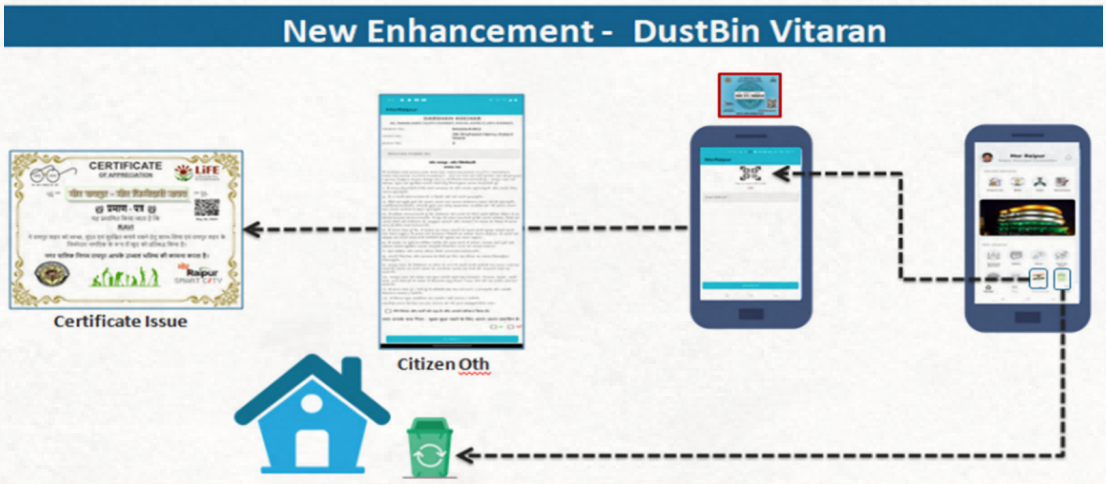
16. Future proofing/Longevity of the Project:

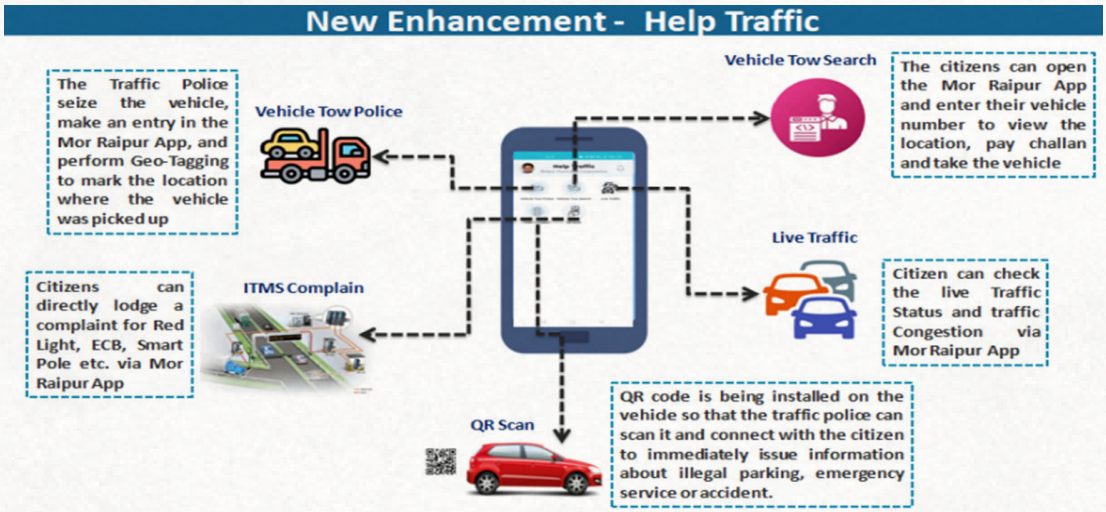
The MOR Raipur Smart App initiative is poised for future scalability, driven by its innovative ICT solutions.

- Cloud infrastructure ensures scalability, enabling seamless expansion to accommodate growing data volumes and user interactions.
- Integration middleware fosters interoperability, facilitating smooth data exchange between government departments and systems.
- Platform independence is guaranteed through versatile web portals and mobile apps, ensuring accessibility across devices.
- Risks include cyber threats and technological obsolescence, mitigated through robust cybersecurity measures, regular updates, and adherence to industry standards.
- By prioritizing flexibility, security, and interoperability, the initiative ensures sustained effectiveness in enhancing service delivery and governance processes in Raipur.

The MOR Raipur Smart App initiative faces potential risks such as cyber threats and technological obsolescence. To mitigate these risks, robust cybersecurity measures are in place, including encryption protocols, firewalls, and intrusion detection systems. Regular

security audits ensure the integrity of the platforms. Additionally, proactive monitoring and updates safeguard against emerging threats and vulnerabilities. Some of the new enhancement features are given below:





COLD STORAGE INFORMATION SYSTEM (CSIS)

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Uttar Pradesh
2.	Name of the host/owner organization	Ravi Ranjan (IAS), Managing Director, UPLC & Managing Director, UPSTDC
3.	Status of the host/owner organization	District Administration, Firozabad
4.	Name of the Project	Cold Storage Information System (CSIS)
5.	Name of the Contact Person	Ravi Ranjan (IAS)
6.	Contact address	1. DM Office, Civil lines, Firozabad, Uttar Pradesh. 2. 10, Ashok Marg, Sadullah Nagar, Narhi, Hazratganj, Lucknow, Uttar Pradesh 226001
7.	Telephone/Fax/e-mail	Phone: 8445534334 e-mail: ravi.ranjan14@ias.nic.in and dmfir@nic.in

8. Project Summary

9. The e-governance initiative in Firozabad, UP helps farmers and cold storage owners by addressing space limitations and inefficient management through the Cold Storage Information System. This digital solution streamlines processes, reduces wastage, improves market access, and provides farmers with facility lists and easy reservations. It enables efficient management, ensures food safety compliance, enhances transparency, and streamlines audits. Overall, the project boosts agricultural growth, efficiency, and economic development by minimizing losses and facilitating interactions between farmers and cold storage owners.

10. Date of launch of project:

17.08.2022

11. Coverage (Geographical):

Firozabad District, UP

12. Beneficiary:

Farmers, cold storage owners, and the district administration are beneficiaries. Farmers can easily reserve space, access information on storage facilities, and receive better customer service. Cold storage owners benefit from increased business opportunities and improved efficiency. The district administration gains efficiency, transparency, valuable insights for better planning and compliance monitoring.

13. Problem statement or situation before the initiative

Before the initiative, Firozabad faced significant challenges:

Farmers struggled with limited cold storage availability during peak seasons, leading to substantial crop losses and inefficiencies. A lack of reservation systems caused spoilage and financial setbacks. Access to market information was constrained, impacting decision-making.

Cold storage owners operated in a disorganized sector with manual processes, resulting in missed business opportunities and operational inefficiencies. Real-time information gaps hindered effective storage management and growth potential.

District administration encountered governance issues, including inadequate oversight and transparency in cold storage operations. Absence of data analytics hampered planning and resource allocation, affecting overall agricultural sector productivity and economic outcomes.

14. Project Objectives

To develop and implement a Cold Storage Information System in Firozabad district, addressing challenges faced by farmers and cold storage owners. The system will streamline reservations, improve ease of doing business, provide real-time monitoring, and enhance cold storage efficiency and profitability.

15. Project scope approach and methodology

The Cold Storage Information System project in Firozabad, India, was executed through a structured project scope approach and methodology. Initially, comprehensive planning and analysis set the project's framework. A dedicated online platform was developed, supporting key functionalities. Phased implementation allowed for iterative adjustments and enhancements. Extensive training programs ensured user proficiency among farmers and cold storage owners. The project expanded progressively, encompassing more facilities and stakeholders. Ongoing monitoring and evaluation facilitated timely issue resolution. User feedback was actively incorporated, enhancing system usability. The

project adhered to e-governance standards, ensuring compliance and reliability. Regular maintenance and updates sustained system performance and technological relevance. Effective project management ensured coordination and organization across all phases. Emphasis on user adoption and change management facilitated a seamless transition. Data analytics informed decision-making, continually improving system efficacy. This systematic approach culminated in widespread adoption, heightened efficiency, and improved governance across the district's cold storage sector

16. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The CSIS project in Firozabad has achieved significant results for its beneficiaries. For citizens, the system enhances convenience through easy reservation and tracking of cold storage facilities, improving market access and reducing produce wastage. The cost to users is minimized by optimizing storage space and reducing spoilage. The platform is sustainable and scalable, serving numerous users while promoting best practices localized to the district's needs. It boosts efficiency and transparency, fosters innovation, and includes e-governance principles. The initiative supports agricultural growth, economic development, and ensures comprehensive service delivery to farmers, cold storage owners, and the district administration.

A presentation was made to Chief Secretary UP for this initiative and it was appreciated and asked to replicate in other districts.

17. Future proofing/Longevity of the Project:

The future outlook for the Cold Storage Information System (CSIS) is promising in terms of scalability, interoperability, and platform independence. The system is designed to scale statewide, supporting an increased volume of users and data by optimizing infrastructure and database architecture. Interoperability is enhanced through integration with stakeholders like government agencies and agricultural boards, ensuring seamless data exchange. The platform remains independent by leveraging cloud infrastructure and mobile applications for wide accessibility. Risks such as data security and system downtime are mitigated through SSL security, rigorous testing, and regular updates, ensuring reliable and secure operations.

WATER SCADA

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	MP / UAD
2.	Name of the host/owner organization	BMC / BSCDCL
3.	Status of the host/owner organization	Special Purpose Vehicle (SPV)
4.	Name of the Project	Supply, Installation, Integration and Commissioning of Water Utility Management System for Bhopal
5.	Name of the Contact Person	Mr. Jitendra Rathore
6.	Contact address	BSCDCL, Kalbadi Road, Govindpura, Bhopal, Madhya Pradesh, Pin - 462023
7.	Telephone/Fax/e-mail	9109190390 /jitendra.rathore@smartbhopal.city

8. Project Summary

This project caters to the need for a Real Time Monitoring & Control of Water Supply System for Optimum Utilization of Water & It's Better Conservation for the entire city of Bhopal spread over 463 sq.km. with an avg. daily water supply of 450 MLD. From the point the raw water is pumped to the treatment plant to the final distribution points (161 ESRs) the system provides data & control pertaining to the electrical efficiency, flow, pressure, level, valve operation, on a real time basis at (a) Water Treatment Plant (b) Pure Water Pumping Station and (c) Elevated Service Reservoirs (ESR). It uses a spectrum of communication technologies like broadband, VPN and GPRS to achieve the real time data transmission.

The SCADA based reporting system allows a graphical insight into the flow, level, pressure & efficiency monitoring along with insights into possible issues on a day to day basis. Use of the historical data, set benchmarks for various supply parameters with the suggested corrective measures allows formulation of corrective strategies to achieve primary distribution targets.

The total systems are monitoring & control all supply & distribution of water & that resulting for prevent the wastage of water as well as optimum utilization of water.

9. Date of launch of project: January 2023

10. Coverage (Geographical):

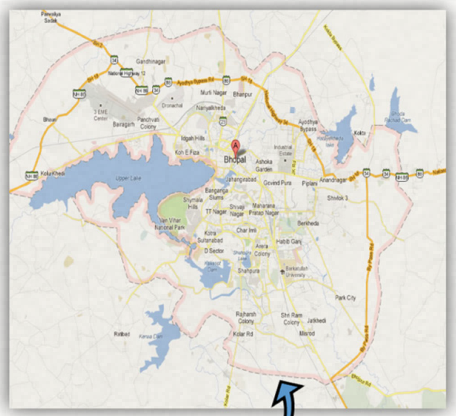
Geographical & Demographic Spread

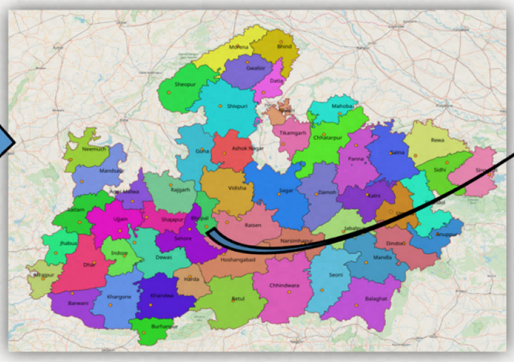
About Bhopal City:

Situated in Madhya Pradesh the State Capital Bhopal has an affluent and varied historical backdrop. The city is located north of the gorgeous Vindhya Mountain range and creates a periphery with its array of small hills. Bhopal today with its multi-faceted profile is an interesting place to visit.

Known as the City of Lakes, it is a pleasing blend of tranquility and harmony. Located on a gradient, the metropolitan has a coliseum like eminence, with a fair dash of serene gardens and lakes. As we come close to the city, titanic minarets and mosques can be seen posturing as an emblematic indication of lake city. Bhopal has a widespread, well urbanized transportation network, which makes it reachable from diverse parts of the country.

It is known to be one of the most developed cities in India. It is easier to travel to Bhopal in any transport, including railways, airways, and roadways. The flights to this city are regular and easy to take up. Besides, all of these transportation services are prominent and easily available across the country.





Population of Bhopal City

YEAR	POPULATION
2023	21,30,371
2022	21,00,097
2021	20,96,476

12. Problem statement or situation before the initiative

(i) Complete Reliance on Local manpower to Supply Water to Citizens

(ii) No/Limited Maintenance of Records of Level, Operation Timings etc

(iii) Only Reactive Actions Possible as No Online Monitoring was Available

(iv) No Level / Flow / Pressure Data available, Water Audit Not possible

(v) Distribution of water was ad hoc leading to Dissatisfaction

(vi) Lack of agility in case of Overflow or Leakages,

(vii) Lack of Historic Data – Very Limited Planning for the future months.

PROBLEMS (FACED BY STAKE HOLDERS - CITIZEN)

(i) Kolar Line is one of the primary Arterial Line supplying to a number of ESRs.

(ii) The geographical terrain is such that ensuring water to ESRs at tail end / high head areas was perennial problem.

(iii) For Water to reach the topmost area / tail end a min Pressure of 5-6 Kg is required.

(viii) To maintain this pressure valves, have to be opened in a pattern such that Pressure does not go below threshold

(ix) Valve men would often operate on their whims and there wasn't any effective monitoring system

This leads to shortage to certain ESRs (especially at the tail end leading to grievances of the citizen receiving water from ESRs at the tail end of the network.

PROBLEMS (FACED BY STAKE HOLDERS - BMC ENGINEERS)

(i) The city spread over 463 sq. kms has over 161 operational ESRs

(ii) The ESRs are distributed over 22 zones each containing 6 to 10 ESRs

(iii) On the basis of consumption pattern / availability etc. ESRs have specific timing for filling and distribution

(iv) Valve men would act according to their whims and hence problem would be realized only on escalation of crisis.

This would mean that there was no way for the BMC Engineers to get any advance warning of an impending crisis / water shortage in a particular area

13. Project Objectives

The engineers of Bhopal Smart city along with the project consultant and the end user viz, Bhopal Municipal Corporation carried out a detailed survey of the Water distribution network and its management along with in depth analysis to identify gaps. Study of various

technological advancements, to plug the gaps and provide cost effective and efficient solution, was conducted and use of SCADA and IT along with relevant field instrumentation was finalized. On the basis of the above, tender was drafted and floated.

The basic concept was to provide a Real Time Monitoring & Control of Water Supply System for Optimum Utilization of Water for the entire city of Bhopal spread over 463 sq.km. with an avg. daily water consumption of 450 MLD. The scope was restricted to monitoring and control up to primary distribution only (up to ESR level only).

The typical topography of the city (hilly terrain) make it a challenge for ensuring equitable water distribution all over.

1. Equitable Distribution of Water – Maintaining LPCD (Litres/capita/day) as per commitment. Water should be supplied to ESR depending upon the on the number of citizens it caters to.
2. Water Availability as per consumption pattern / timing Schedule Water should be supplied to ESR depending upon the primary area it caters to.
3. Minimise Losses in Distribution Due to Overflow of Tank Overflow from tanks is a criminal wastage of expensive and precious resource.
4. Ensure Effective Operation of Valves to avoid passing or partial Opening to maintain Optimum Head of Water in ESR Critical to ensure water availability to the tail end of network / height head areas.
5. Study Consumption Pattern on yearly / seasonal basis Ensuring equitable rationing in case of anticipate shortages
6. Anticipate Demand Availability Gap by study of data over a finite period of time Planning, both short term and long terms with a view to temporary / permanent solution.
7. Identify zone wise leakages / pilferage in the distribution network. If water is supplied to a zone as per designated benchmark, but the citizens complain of shortage corrective measures can be immediately initiated

14. Project scope approach and methodology

Scope Approach

- Creation of Control and Command Centre with SCADA for Monitoring and Control of Water Supply.
- Installation of PLC Based Control Panels with inbuilt GPRS modems for central monitoring and control. (a). Of Level, Pressure, Flow, Energy (Pumps) (b) Automatic / remote Operation of critical valves

- Ultrasonic Level Sensor for level monitoring of ESRs, Pump Houses and Clear Water WTPs
- Pressure Sensors for Pressure Monitoring of inlet and outlet of Tanks, Pump delivery and WTP outlets;
- Flowmeters for flow rate and totalized flow Monitoring of inlet and outlet of Tanks, Pump delivery & WTP outlets.
- Mobile Apps for "ON THE GO" monitoring by Field Personnel – Cutting edge of SCADA System.
- Database Creation & Report Generation; plotting live data vs benchmarks & highlighting variance beyond acceptable limit.

Methodology

The implementation involved two clear activities (as listed below), both of which needed the contractor to have domain knowledge related to water supply along with the use of IT in Water Supply. The implementation also required active support of the end user i.e. engineers of the water supply department of the Municipal Corporation to plan shut downs etc.

Field Work

- Installation of Electromagnetic flowmeters in existing lines, preferably such that the work is executed during no distribution hours.
- Installation on Pressure transmitters
- Installation of Ultrasonic level transmitters with proper calibration according to the tank height.
- Retrofitting of Electrical Actuators on existing Sluice Valves.

SCADA and IT work

- Creation of SCADA screens as per actual site and visualization requirement of the client.
- Creation of suitable soft keys for remote operation of electrically actuated valves
- Mapping water supply infra on GIS maps.
- User defined Reporting formats, alarms, alerts etc.
- Creation of robust mobile app as per instruction of the end user.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The technical impact of the project has already been brought out in points F, G and H above.

The project has had a massive impact in terms of savings achieved by the Bhopal Municipal Corporation as listed below

a. Annual saving of filtered water = 14000 ML amounting to financial saving of INR 2,30,00,000=00

b. Annual financial saving on account of lower electricity consumption = INR 8,24,00,000=00

c. Annual Savings of cost of Manpower = INR 1,30,00,000=00

d. Approximate Annual Financial Saving = INR 11,84,00,000=00

Social Impact

Successful implementation of the project has resulted in a definite reduction in complaints on account of Man Power as brought out in the below example.

Annual Grievance count prior to Implementation of SCADA (01.01.2022 to 16.07.2022) = 1848 Nos.

Annual Grievance count prior to Implementation of SCADA (01.01.2023 to 16.07.2023) = 1366 Nos.

Reduction in number of complaints over a period of 6.5 months = 482 Nos. i.e. 26%

Application of technology by considering the points of view of all stake holders can dramatically alter the landscape of any city. Judicious use of state-of-the-art instrumentation, Information technology, suitable communication methodology and creation of robust and powerful (but simple to use and understand) mobile apps and reporting has resulted in not only.

Two apparently insurmountable problems (Refer point D, problems faced by citizen and stakeholders) were overcome with a fair amount and ease a great success.

Solution Achieved to problem faced by citizen (Shortage of water to ESRs at tail end):

One PLC/RTU Panel was installed at the main line to monitor pressure of water

The Pressure level and ESR filling data is available on Mobile App & Control room in Real Time.

This allowed the concerned field person to pass on clear cut instructions of valve Opening / Closing

If pressure went below threshold some valves were closed and if went above some were opened

Any non-compliance was immediately noted and acted upon Active cooperation between the user (BMC) and SCADA vendor successfully resolved a major Pain Point.

Solution Achieved to problem faced by BMC Engineers (no warning of impending crisis):

ESR filling data is available on Mobile App & Control room in Real Time. This allowed the concerned field person to clamp down on non-compliance. Active cooperation between the user (BMC) and SCADA vendor successfully resolved a major Pain Point.

16. Future proofing/Longevity of the Project:

Longevity of the Project (Long Term Significance):

In an era of water shortages, use of technology to ensure large savings in potable water, consistently – year on year is worth its weight in GOLD. Add to this the associated savings in energy makes this system a long-term investment of immeasurable value.

Future Proofing:

As mentioned earlier in Point E – the scope of work under this project was restricted up to the primary

distribution system only – i.e. up to ESRs. However, the PLC Panels and SCADA has been selected such

all future integration can be achieved seamlessly. They way forward would be to add on to this system so as to get an end to end i.e. Raw Water to user level monitoring, control and automatic billing system. The primary additions that can be considered to achieve fully advanced and remotely monitored water supply system are:

(a) Water Quality Monitoring at key points.

(b) Automated filtration process.

(c) Key point Flow monitoring all over the city (for bulk water audit).

(d) Metering at end points (can be planned for commercial complexes, institutes, factories and other bulk users to begin with and extend it to each residence in the city phase).

JAN SAHAYATA KOSHANG

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Jharkhand
2.	Name of the host/owner organization	District Administration, West Singhbhum
3.	Status of the host/owner organization	District Administration
4.	Name of the Project	Jan Sahayata Koshang
5.	Name of the Contact Person	Shri Ananya Mittal
6.	Contact address	District Collectorate, Chaibasa
7.	Telephone/Fax/e-mail	8969707535

8. Project Summary

Jan Sahayata Koshang is an online grievance management system designed to improve accessibility, transparency, and accountability in grievance resolution for the residents of West Singhbhum district.

9. Date of launch of project: 25 September 2022

10. Coverage (Geographical):

The project spans West Singhbhum District, which has a 46.6% forest cover and a 67.2% tribal population. This extensive forested and tribal area necessitates robust and accessible grievance mechanisms, ensuring the district's diverse population can effectively communicate their concerns.

11. Beneficiary:

The project spans West Singhbhum District, which has a 46.6% forest cover and a 67.2% tribal population. This extensive forested and tribal area necessitates robust and accessible grievance mechanisms, ensuring the district's diverse population can effectively communicate their concerns.

12. Problem statement or situation before the initiative

The geographically vast and difficult terrain of West Singhbhum made it hard for residents to access district headquarters for grievance resolution. High travel costs, loss of time, and uncertain availability of officials compounded the issue. There was also a lack of a centralized monitoring system and emphasis on beneficiary satisfaction.

13. Project Objectives

To improve accessibility to governance, ensure transparency and accountability, and cater to the specific needs of the tribal population by providing a citizen centric grievance redressal mechanism

14. Project scope approach and methodology

The Jan Sahayata Koshang project addresses the unique needs of West Singhbhum, the largest district in Jharkhand, covering 5291 sq km with difficult terrain and a high percentage of tribal population. This online grievance management system was developed to ensure ease of access, transparency, and accountability in addressing public grievances. The project involved a detailed requirement analysis by the District E-Governance Society (DeGS), extensive consultations with various stakeholders, and engagement of a specialized agency to develop the portal.

The approach involves multiple channels for complaint registration, including phone, social media, and letters, catering to the digital literacy levels of the local population. Complaints are allocated to relevant departments, tracked transparently, and resolved with continuous follow-up. A feedback mechanism ensures the satisfaction of complainants before closure. Weekly reviews by the Deputy Commissioner help maintain accountability. The use of ICT enables efficient complaint management, inter-departmental convergence, and real-time monitoring, significantly enhancing administrative responsiveness and public satisfaction.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The Jan Sahayata Koshang project has successfully registered and resolved over 5,000 complaints within a year, with 60-70% resolved within a week. This system has increased accountability through weekly review meetings and follow-ups. Beneficiary satisfaction has improved due to a mandatory feedback mechanism before complaint closure. The portal has saved time and reduced travel costs for residents by providing an easier complaint registration process. Additionally, the online, centralized database enhances complaint management and serves as a resource for new officers. The system also eliminates language barriers with trained grievance managers assisting in local languages

16. Future proofing/Longevity of the Project:

The Jan Sahayata Koshang portal is designed for long-term sustainability. Plans include making the system public for direct complaint registration and establishing independent public help desks at the block level to streamline complaint routing. Expanding the portal to include all district offices will create a comprehensive complaint database, aiding in the identification of key issue areas. By potentially moving all grievance management online, the need for physical meetings will be reduced, saving costs and increasing efficiency. Regular updates and continuous support ensure the system remains adaptive and robust.

CATEGORY 4:

RESEARCH ON CITIZEN CENTRIC SERVICES BY ACADEMIC/ RESEARCH INSTITUTIONS

I. DISTRICT II. LOCAL BODIES

GOLD AWARD

Innovative and Transformative Smart Farming using Artificial Intelligence

Indira Gandhi Agriculture University, Raipur

SILVER AWARD

Lucky Bill App

Kerala University of Digital Sciences, Innovation and Technology (Digital University Kerala)

INNOVATIVE AND TRANSFORMATIVE SMART FARMING USING ARTIFICIAL INTELLIGENCE

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Chhattisgarh
2.	Name of the host/owner organization	Indira Gandhi Krishi Vishwavidyalaya, Raipur, Chhattisgarh
3.	Status of the host/owner organization	Academic & Research Institution
4.	Name of the Project	Innovative and Transformative Smart Farming using Artificial Intelligence
5.	Name of the Contact Person	Dr. Ravi R Saxena
6.	Contact address	Directorate of Research Services, IGKV Raipur
7.	Telephone/Fax/e-mail	07712442228, 9406009400 ravi.saxena@igkv.ac.in

8. Project Summary

The "Innovative and Transformative Smart Farming using Artificial Intelligence" project developed by Indira Gandhi Agriculture University is a comprehensive farmer-centric service that utilizes emerging technologies to empower farmers in Chhattisgarh and across India. The project incorporates AI-based pest and disease identification, weather forecasts, farming advisories, market access, and expert advisory systems. With more than seven lakhs registered farmers benefiting from the Crop Doctor 2.0 app, it has revolutionized agricultural practices and improved productivity.

9. Date of launch of project: 20/01/2022

10. Coverage (Geographical): Geographical Coverage of the project has directly impacted farmers in Chhattisgarh, providing them with access to farmer-centric services through the "Crop Doctor 2.0" app. The geographical impact is widespread across the state, reaching farmers in various districts, villages, and blocks, along with all states of India and some countries. Project's has broader impact on rural communities by improving agricultural practices.

11. Beneficiary:

Beneficiaries covers more than seven lakhs registered users of Chhattisgarh and other states of India which includes the Farmers, Agriculture Officers, Scientists, Students, Women farmers and entrepreneurs, input dealers and landless labourers. App downloaded in 175 countries and all States of India.

12. Problem statement or situation before the initiative

- Pest and Disease Identification: Farmers relied on traditional methods or limited local expertise to identify and diagnose pests and diseases affecting their crops. Accuracy and timeliness of identification were often challenging, leading to potential crop losses and ineffective treatment.
- Weather Forecasting: Farmers relied on general weather forecasts or traditional knowledge to plan their farming activities. Lack of block-level forecasts limited their ability to make precise decisions on irrigation, fertilization, and pest management.
- Market Access: Farmers faced challenges in marketing their agricultural produce due to limited access to potential buyers. They often relied on middlemen or local markets, facing issues such as price manipulation and unfair trade practices.
- Farm Machinery: Farmers faced limitations in accessing and affording farm machinery for various operations. Ownership and maintenance costs were high, and renting options were limited, hindering mechanization and efficiency on the farm.

13. Project Objectives

To leverage emerging technologies artificial intelligence, machine learning, and data analytics to empower farmers with advanced digital tools and real-time agricultural information to enhance their farming practices, increase crop productivity, and improve overall agricultural sustainability.

14. Project scope approach and methodology

One crucial area of research is the development and implementation of advanced technological tools which includes exploring emerging technologies such as artificial intelligence (AI), machine learning, and data analytics to create sophisticated systems. These technologies are applied to tasks such as pest and disease identification, weather forecasting, and crop-specific farming advisories. Another significant aspect to create online platforms and applications that connect specially small and marginal farmers directly with buyers, eliminating intermediaries and promoting fair trade. The institution focuses on developing systems that enable farmers to access and rent farm machinery easily, promoting efficient and sustainable farming practices. Expert advisory systems are designed to connect farmers with experienced scientists and researchers, facilitating

knowledge exchange and providing timely guidance. The research conducted by the institution extends beyond the boundaries of Chhattisgarh, potentially benefiting farmers in other states of India as well.

Methodology

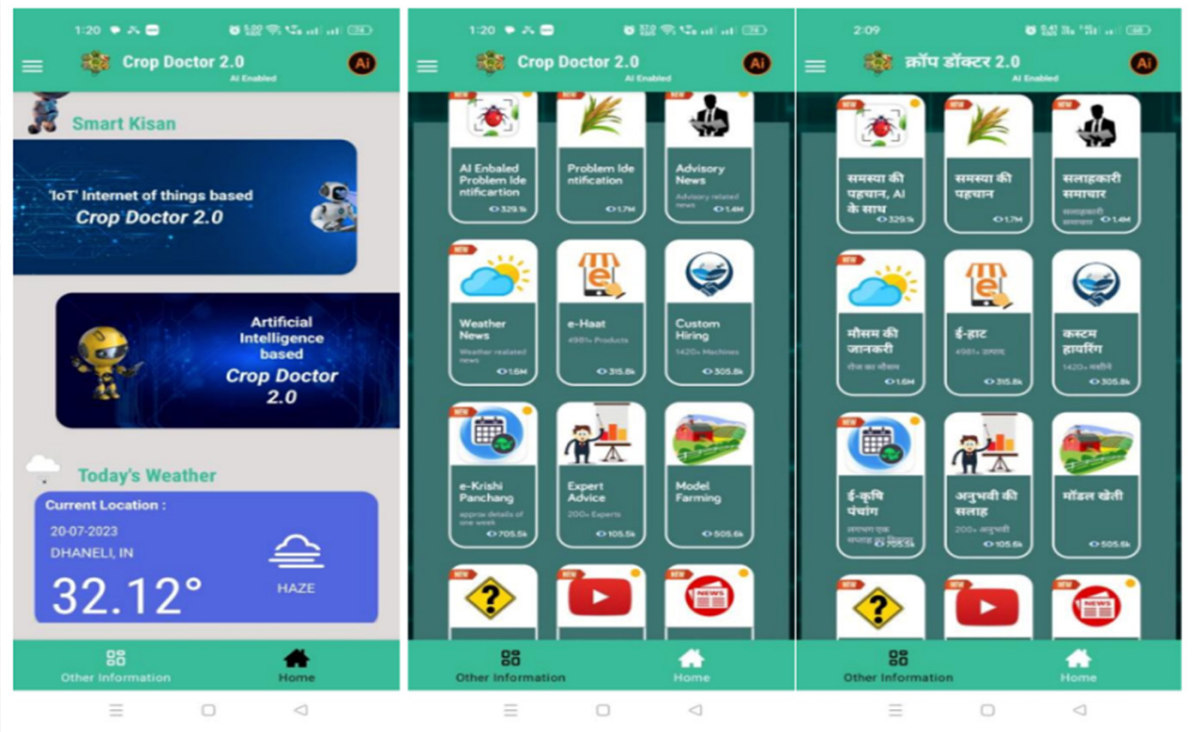
This study involved an in-depth analysis of the current state of farming practices, market access, knowledge dissemination, and technology adoption. The institution actively engaged through Krishi Vigyan Kendra situated at almost all district of state with stakeholders, including farmers, agricultural experts, policymakers, and industry representatives. Consultation sessions were conducted to gather insights, understand their needs and expectations, and incorporate their feedback into the research process. These consultations played a crucial role in aligning the research objectives with the actual requirements of the farming community. Based on the findings from the baseline study and stakeholder consultations, a problem statement was formulated. The research involved sampling to ensure representative data collection and analysis. The sampling framework was designed to include farmers from different regions, crop types, farm sizes, and socio-economic backgrounds. This diverse sampling approach aimed to capture a comprehensive picture of the agricultural landscape and the challenges faced by different farmer segments. Hypotheses were developed to test specific assumptions and research questions related to the project. The research findings and hypotheses were then deployed in the development of the "Crop Doctor 2.0" app and other citizen-centric services.

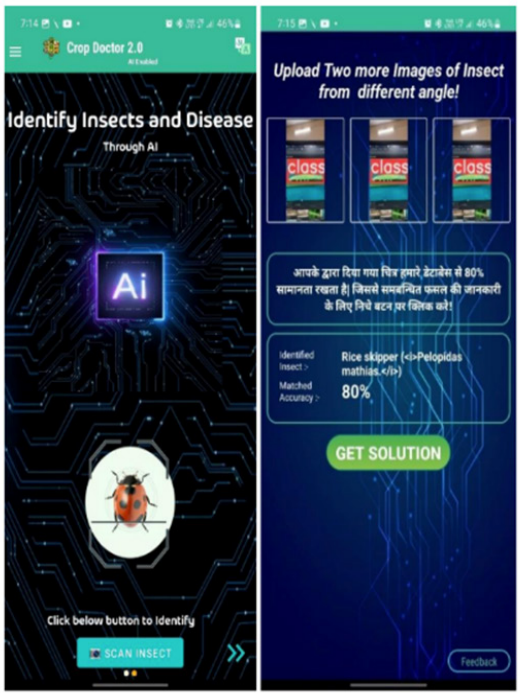
15. **Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.**

Farmers can use the AI-based pest and disease identification feature of the app, receiving accurate and timely diagnoses. This empowers them to take proactive measures to control and manage pests and diseases effectively. Farmers have access to block level weather forecasts through the app, enabling them to plan their farming activities with precision. This allows for optimized irrigation, timely pest management, and improved overall farm management. Farmers receive crop-specific farming advisories through the app at each stage of cultivation. These advisories provide guidance on optimal techniques, fertilization schedules, and pest control measures, leading to improved yields and sustainable practices. Farmers can leverage the e-haat application to directly connect with potential buyers, expanding their market reach and bypassing middlemen. This facilitates fair trade practices, better prices for their produce, and improved profitability. Farmers can access the custom hiring system within the app to rent or lend farm machinery, reducing the financial burden of ownership. This allows for cost-effective mechanization, increased productivity, and improved efficiency on the farm. Farmer can send the picture and text based queries in mobile app.

16. Future proofing/Longevity of the Project

- Improving the integration of diverse data sources, including satellite imagery, IoT sensors, and user-generated data, to provide more comprehensive insights into crop health and environmental conditions.
- Continued development of machine learning models to enhance the accuracy and predictive capabilities of the application in diagnosing diseases, predicting crop yields, and providing personalized recommendations.
- Customizing recommendations based on regional variations in climate, soil types, and farming practices to ensure the relevance of advice to specific geographic areas.
- Enhancing user engagement features, educational content, and interactive elements to empower farmers with knowledge and encourage the adoption of recommended practices.
- Leveraging advancements in mobile technology, such as improved connectivity and the use of emerging technologies like augmented reality (AR) or virtual reality (VR) for more immersive user experiences.
- Collaborating with agricultural organizations, research institutions, and government agencies to expand the reach and impact of the application.
- Implementing effective feedback mechanisms to gather user insights, address user needs, and continuously improve the application based on user experiences.




Crop Doctor 2.0
Identify Insects and Disease
Through AI
Ai
Click below button to Identify
SCAN INSECT
Upload Two more Images of Insect from different angle!
आपके द्वारा दिया गया चित्र हमारे डेटाबेस से 80% समानता रखता है| जिससे सम्बन्धित फसल की जानकारी के लिए निचे बटन पर क्लिक करें
Identified Insect :-
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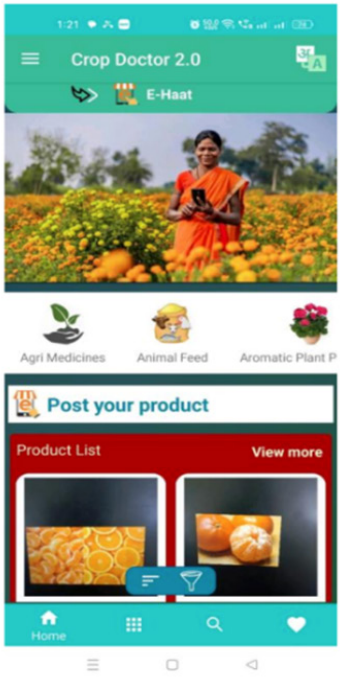
Matched Accuracy :-
80%
GET SOLUTION
Feedback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Animal Feed
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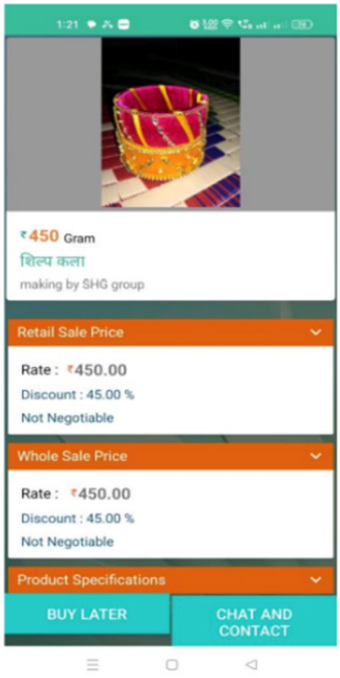
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Discount : 45.00 %
Not Negotiable
Product Specifications
BUY LATER
CHAT AND CONTACT

LUCKY BILL APP

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Kerala
2.	Name of the host/owner organization	Digital University Kerala
3.	Status of the host/owner organization	University
4.	Name of the Project	Lucky Bill
5.	Name of the Contact Person	Prof. Sanil P Nair
6.	Contact address	1. Digital University Kerala, Technopark Phase IV, Pallippuram, Thiruvananthapuram, Kerala
7.	Telephone/Fax/e-mail	sanil.nair@duk.ac.in

8. Project Summary

The "Lucky Bill App" is an AI-based Android Mobile Application that allows consumers to upload images of invoices/bills from shops to this mobile app. Through this, they can participate in lucky draws and win exclusive prizes. The App also provides a "Bill Locker" facility, like "Digi Locker," through which consumers can upload and keep their bills secured for future use, like claiming warranty, service complaints, etc. The App substitutes the legal process of 'Test Purchase' conducted by Tax officers to check Invoice details by visiting the shops and allows consumers to play this role through the Lucky Bill App. This also creates an awareness among consumers to 'Ask for Bills.' The data collected using OCR technology is used as external data for analysis (using machine learning) to identify tax evasions or anomalies and ensure the tax compliance of taxpayers.

9. Date of launch of project: 14th August 2022

10. Coverage (Geographical): India

11. Beneficiary:

- Consumers.
- State Government

- Central Government
- Tax officials (GST Department)
- Taxpayers (Shops/Traders/Sellers etc.

12. Problem statement or situation before the initiative

The Lucky Bill App was born not from a single challenge but from a tangled web of interconnected issues plaguing the B2C tax landscape.

Tax Evasion and Non-Compliance

At its core lay the twin serpents of tax evasion and non-compliance; crafty taxpayers avoided issuing invoices or slithered through loopholes by manipulating tax rates and neglecting to pay or file taxes on their transactions. This resulted in a gaping hole in the treasury, with uncollected taxes bleeding the system dry.

Consumer Reluctance

On the other end, consumers often refrain from requesting bills during B2C transactions due to a lack of incentives or awareness about the implications of non-compliance. Consumer reluctance acted as a stubborn accomplice. With little to gain and much to potentially lose (think time and hassle), many citizens didn't bother asking for bills during B2C transactions. This lack of engagement created a fertile breeding ground for tax evasion, shrouded in a thick fog of unawareness.

13. Project Objectives

Traditionally, the GST department is deploying tax officials to the field to conduct test purchase activity in shops and to collect information about invoices/bills issued by taxpayers. This activity is even though very critical for collecting market intelligence, it has several limitations due to manpower availability, time, cost of logistics arrangements, protest from traders, subjectivity of officials, etc.

Through the Lucky Bill App, consumers are empowered to collect and upload invoices/bills, thus re-engineering an officer-centric process to a completely citizen-driven process using technology like OCR and Machine Learning. The officers will use the uploaded bills to identify the anomalies/tax frauds with the help of the AI system.

14. Project scope approach and methodology

At the forefront of its features, the app introduced an engaging incentive for consumers by uploading images of invoices or bills; users could participate with the valid bills in lucky draws, winning exclusive prizes such as cash rewards. This gamified approach effectively encouraged consumers to request bills during their transactions, fostering a culture of compliance through incentives.

The Lucky Bill App's genius lies in its technology and ingenious understanding of human behavior. At the heart of the app's success is a powerful gamification feature that transforms the mundane act of asking for a bill into an exciting game of chance.

Imagine this: Every uploaded invoice isn't just a piece of paper; it's a golden ticket to a treasure trove of exclusive prizes. Cash rewards, discount coupons, and even bumper prizes become the irresistible bait that hooks consumers into the B2C tax compliance game.

This isn't just a simple points system. The app employs lucky draws, adding a layer of suspense and thrill. Each bill submission becomes a shot at striking it rich, turning bill collecting into a fun and rewarding hobby. This carefully crafted incentive structure subtly shifts consumer behavior, nudging them towards requesting bills without coercion.

The app automates data collection and analysis using AI-powered analytics, eliminating the need for traditional, resource-intensive methods like test purchases. This streamlines administrative workflows, improves data accuracy, and empowers officers by relieving them of time-consuming manual tasks.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The "Lucky Bill" research project introduces various innovative features and technologies that address key challenges and bring about positive changes for different stakeholders:

- Physical Bill Verification Process for Warranty Claim: The Bill Locker feature on the Lucky Bill App enables digitalized bills to be easily shared with companies/sellers for verification. This streamlines the process of warranty claim verification and eliminates the need for physical bills, reducing paperwork and enhancing efficiency.
- Providing Rewards for Encouraging Valid GST Bills: By offering rewards to users for asking for valid GST bills during purchases, the app promotes a culture of tax compliance among citizens. This encourages responsible behaviour and ensures accurate reporting of transactions.
- State Tax Data Analytical System: The AI-based analytical platform empowers officers to identify tax evasions and trade anomalies more effectively. This data-driven approach enhances the accuracy of tax assessments and improves revenue collection for the government.
- Manual Bill Auditing Reduction: The implementation of the new system reduces the manual effort required for bill auditing by GST officers. The app automates the bill collection process, allowing officers to focus on utilizing the data for revenue generation purposes.

- State Tax Intelligence Management System: The scrutinized bill processing system enhances the productivity of the intelligence team. The app's data insights provide valuable information for better decision-making and strategic planning.

16. Future proofing/Longevity of the Project

Kerala's Lucky Bill App isn't just a local success story; it's a national tax revolution in the making. With over 1.5 lakh users and a staggering 20 lakh bills uploaded in just eight months, its impact has blossomed into the "Mera Bill Mera Adhikar Yojana" project of the central GST Department, it was taking root in five states and two Union Territories; it's a beacon of hope for a brighter tax future across India.

But the Lucky Bill App is much more than just a compliance booster; it's about building a tax ecosystem where everyone wins. Its initial success in encouraging invoice issuance and streamlining administrative processes is just the beginning.

The app's potential lies in expanding its reach, empowering more consumers to participate, and fostering a sense of shared responsibility.

CATEGORY 5:

APPLICATION OF EMERGING TECHNOLOGIES IN GOVERNANCE BY STARTUPS

GOLD AWARD

Sampurna Shiksha Kavach Program by Filo

Filo Edtech Pvt Ltd

SILVER AWARD

Percept Extended Detection and Response (XDR)

Sequretek IT Solutions Pvt. Ltd.

SAMPURNA SHIKSHA KAVACH PROGRAM BY FILO

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Bihar Govt., Dumka District Administration, Rajasthan Govt
2.	Name of the host/owner organization	Filo EdTech Pvt. Ltd.
3.	Status of the host/owner organization	Start-up registered under StartupIndia
4.	Name of the Project	Sampurna Shiksha Kavach
5.	Name of the Contact Person	Shri Rohit Kumar, Co-founder & Director, Filo Edtech Pvt. Ltd.
6.	Contact address	1. Filo, 1st floor, AIHP Executive Centre, Plot No. 48, Institutional Area, Sector 32, Gurugram, Haryana 122001
7.	Telephone/Fax/e-mail	8897815551

8. Project Summary

Sampurna Shiksha Kavach Program is India's only tech-driven learning acceleration program to get students ready for their grade-level learning without holding them back for their pre-existing learning gaps. In a first of its kind implementation, lakhs of students from rural regions of India received 24x7 access to personal teachers through 1-to-1 live two-way interactive classes. Thousands of students connected to 60,000 teachers anytime of the day within a TAT of 60 seconds, any time of the day/night.

9. Date of launch of project: 13 December 2021

10. Coverage (Geographical): The project in Bihar reached 38 districts, extended to Rajasthan with 33 districts. In Jharkhand, the program was run in Dumka district.

11. Beneficiary:

The program has been scaled to benefit more than 3,40,000 students in the remotest rural areas of Bihar, Rajasthan and Dumka District (Jharkhand).

At the same time, the program opens up employment avenues for high potential graduated youth who possess a passion for teaching. More than 30% educators on the platform are

females being able to work from home and financially support their families. More than 75% of educators belong to the age group 18-25 years.

12. Problem statement or situation before the initiative

COVID-19 induced school closures have caused learning losses on a massive scale, especially in rural areas in India (ASER 2021).

- Foundational Learning Gaps: Dumka consistently reported poor educational outcomes where more than 63% of students of Secondary Grades are not able to solve simple division problems (ASER 2022).
- Shortage of Subject-Specific Teachers in Schools - Only 3 Physics teachers in the district for 26 higher secondary government schools.
- Diverse Learning Proficiency among students in the same classroom: In an average classroom more than 30% students from grade 12 struggle to obtain passing scores, while few aim for national competitive exams and a majority lies between 45-65%.
- Complete lack of educational support outside school
- Working around domestic and family livelihood support responsibility of the student resulting in lack of schedule in student's life

13. Project Objectives

To provide students in government schools with a scalable learning acceleration program capable of bridging non-linear learning gaps and improving learning outcomes at current grade level. The program must be able to help all students irrespective of their current proficiency level and socio-economic background. In fact, it should be able to leverage the context of the student to build relation/motivation for the children.

14. Project scope approach and methodology

The program started with creating a baseline via academic-assessments, along with need-assessment study, to understand the grassroot challenges faced by students of the district. These parameters included overall academic performance of students, foundational learning gaps and socio-economic diversity among students in the same classroom.

The program is then designed to enhance learning levels of all students in a classroom through following components:

1. 24x7 Live Personal Teaching at home: The program provides 24x7 instant-teaching to students, which is a unique tech-driven model to connect students with a live subject teacher whenever they face any learning difficulty.
2. Live Digital Classrooms at School: The schools with shortage of teachers have LIVE CLASSROOM Sessions with subject experts.
3. Super 30 Program: Special Program to help high intent students from the district prepare for highly competitive examinations including JEE Mains and NEET.

4. Capacity Building of Teachers: The in-service school teachers are provided ICT trainings to help them effectively conduct LIVE CLASSROOM sessions.
5. Career Counselling: Higher Secondary Students are provided with Career Awareness Counselling Sessions with subject experts.

The processes involved in the implementation of the project are automated in this tech-driven program which make it scalable and also, adaptive through Patented (8 patents) AI driven matching algorithms to connect students with the right teacher in less than 60 seconds based on immediate requirement of the student, student's educational profile, student's local-social context, past preferences, teacher's expertise in different academic & pedagogical fields and their own local-social context.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

Sampurna Shiksha Kavach, learning enhancement, has significantly improved learning outcomes within the first year of implementation, particularly for disadvantaged students.

- Grade 12 science students in the program achieved a 77% pass rate as compared to the district's average of 67.1%, which further increased to 81.4% in the second year despite a statewide decline in pass rate of average 10%.
- The Super 30 part of the Program resulted in four JEE Mains selections in the first year and six in the second year with scores as high as 98.3 percentile.
- Academic performance improved by 14% in mathematics, with notable gains among rural students (12%), low-income families (12%), SC/ST categories (24% for ST), female students (18%), and first-generation learners (21%), bridging foundational learning gaps and reducing high-risk students.

16. Future proofing/Longevity of the Project

The problem that the program solves is not just an Indian problem but universal. Hence right from the beginning the system has been designed with human and tech scalability in mind.

Within a short span of two years, the program has been adopted by 5 more districts in India & 3 more districts in the USA. In order to solve for the massive requirements for teachers on scale, the teachers are screened, trained, tested and continuously evaluated on the platform through complete automation and then meaningfully incentivized for better pedagogical practices through patented AI algorithms.

As it progresses, the initiative plans to expand its reach, positively impacting more schools and students, particularly those in the 10th standard. Continuous engagement and feedback have been crucial, and the program aims to gain further trust and support from students, parents, teachers, and the district administration to maximise its benefits. Online education can reach every student within a limited budget, but its success hinges on the active participation of all stakeholders.

PERCEPT EXTENDED DETECTION AND RESPONSE (XDR)

S. NO.	DESCRIPTION	WRITE-UP
1.	Name of the State/Ministry	Emerging Technologies - Startup
2.	Name of the host/owner organization	Pankit Desai
3.	Status of the host/owner organization	Other - Emerging Technologies Startup
4.	Name of the Project	Sequretek Percept Extended Detection & Response (XDR)
5.	Name of the Contact Person	Pankit Desai
6.	Contact address	Satellite Silver, 304, Andheri - Kurla Road, Andheri, Maharashtra 400059
7.	Telephone/Fax/e-mail	022-40227034 pankit.desai@sequretek.com

8. Project Summary

Between 2018-19, the banking industry faced a surge in cyber-attacks, with major losses in co-operative banks. Larger banks implemented costly cybersecurity measures, but smaller banks struggled, leading to RBI non-compliance. This Percept XDR project aimed to protect Maharashtra's co-operative banks by enhancing skills and providing compliance support.

9. Date of launch of project: 15th July 2021

10. Coverage (Geographical):

Percept XDR is a SaaS offering which is delivered over cloud, therefore does not have a constraint / requirement of a physical delivery center at each location. We provide hassle-free experience to our customers for the Percept XDR SaaS services. Today, we provide services throughout India cutting across Tier-1, Tier-2 and Tier-3 cities and small regions including both industry giant organizations as well as the very small (unit branch) organizations.

11. Beneficiary:

Percept XDR enables organization to enhance their security posture, reduce the risk of security incidents, and improve their ability to detect and respond to threats in a timely and effective manner. The AI-driven threat detection & protection increases detection efficiency, reduces false alerts.

The beneficiaries of the project include the following:

1. Ministries and Organizations across industries and sectors - to protect their brand, business continuity and data/assets against cyber attacks
2. Board Members, Technology Stakeholders Information Security Leaders (CIOs, CISOs) - to have a single dashboard view over the status of their organization's security
3. Information Security & IT Teams - to prioritize critical incidents that need to be resolved and leverage automation wherever possible to automatically resolve the security incidents (saves time for the IT teams)

12. Problem statement or situation before the initiative

Cooperative banks in Maharashtra have a rich history of serving rural and urban communities, providing financial services to millions, and keeping their investments protected. However, the increased digitization of banking operations has exposed them to cybersecurity threats, including data breaches, fraud, and cyberattacks.

13. Project Objectives

- Enhanced Threat Detection: Detect and respond to cybersecurity threats proactively to minimize damage and protect customer data.
- Regulatory Compliance: Ensure compliance with RBI guidelines and other relevant cybersecurity regulations.
- Operational Efficiency: Improve the efficiency and effectiveness of cybersecurity operations within cooperative banks.

14. Project scope approach and methodology

The redesigned process included cutting-edge technologies enabling following capabilities, at an affordable cost and with a local language support:

- Deep Learning AI based Detection: Deep learning is used for correlation and attack identification, powering Percept XDR to detect APTs, Zero-day and other targeted attacks. The deep learning detection engine self learns to identify new use cases and anomalies which enhances detection capabilities.
- 24/7 Monitoring: Percept XDR enables continuous monitoring of enterprise-wide network traffic, log data, and endpoints to detect suspicious activities.

- User & Entity Behavior Anomaly (UEBA): AI trained with hundreds of use cases including insider threats, user login failures, compromised user accounts, unauthorized configuration changes in critical devices to name a few.
- Big Data Security Analytics: Percept XDR leverages Big Data to process data features and detect various associations including Attack Kill Chain Association, Insider Threat Enrichment as well as Time Series Analysis for Threat Hunting and APT.

Threat Intelligence Integration: Percept XDR incorporates threat intelligence feeds over 85+ sources to identify emerging threats and vulnerabilities.

- SOAR ML Based Automated Response: Percept XDR features SOAR-based automated response in line with the MITRE ATT&CK framework. The reduced number of incidents that require manual intervention allows enterprise IT teams to focus on the core objectives.
- Incident Response Plan: Sequretek helps in developing and implementing a comprehensive AI-based incident response plan for swift action during security incidents.
- User Training: Subscribing to Percept XDR, the organizations also receive cybersecurity training for their employees to enhance overall security awareness in their local language.

15. Result achieved/value delivered to beneficiary of the project and other distinctive features/accomplishments of the project.

The Percept XDR project brought significant benefits:

- Improved Cybersecurity: Enhanced threat detection and response capabilities reduced the risk of data breaches and financial losses.
- Regulatory Compliance: Cooperative banks were better aligned with RBI's guidelines and other regulations like CERT-In's Incident Reporting guidelines.
- Efficiency: Cybersecurity operations became more efficient, cost-effective and improved security posture significantly.

Distinctive Features:

- Safeguarded over 30 cooperative banks in Maharashtra.
- Hasti Cooperative Bank won the Best SOC Initiative award in 2022 and 2023.
- Long-term significance includes ongoing reputation protection and a competitive advantage through commitment to cybersecurity.

16. Future proofing / Longevity of the project

Long Term Significance:

- Safeguarding Reputation: Continuously protecting the banks' reputation and customer trust by minimizing data breaches.
- Competitive Advantage: Demonstrating a commitment to cybersecurity can be a competitive advantage in the financial industry.

Future Roadmap:

- Continuous Improvement: Regular updates to technology and processes to address evolving threats, reducing FTEs per shift, cyber insurance costs, and system blind spots through XDR SaaS.
- Enhanced Training: Expanding cybersecurity awareness and training in regional languages.
- Collaboration: Partnering with industry peers and regulatory bodies to share threat intelligence and best practices.

In conclusion, transforming SOC services in Maharashtra's cooperative banks has enhanced cybersecurity, regulatory compliance, and operational efficiency, ensuring continued success in a digitized financial landscape.

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

Government of India