



सत्यमेव जयते

CITATIONS FOR NATIONAL E-GOVERNANCE

Award Winners

2021

Department of Administrative Reforms & Public Grievances,
Government of India

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Excellence in Government Process Re-engineering for Digital Transformation

(i) Central level initiatives

This award seeks to recognize the projects that involved analysis and re-design of workflow which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these. The impact of the re-engineering process should have been a significant digital transformation.

GOLD AWARD

eCourts Mission Mode Project

Department of Justice, Ministry of Law & Justice and eCommittee of Supreme Court of India

SILVER AWARD

eMARG-Electronic Maintenance of Rural Roads under PMGSY

Ministry of Rural Development, Government of India



Gold Award

Excellence in Government Process Re-engineering for Digital Transformation

eCourt Mission Mode Project

Department of Justice, Ministry of Law & Justice and eCommittee of Supreme Court

Department of Justice, Ministry of Law & Justice and eCommittee of Supreme Court of India has implemented the novel concept of virtual courts under the eCourts project. The concept is aimed at reducing footfalls in the courts by eliminating the physical presence of violator or advocate in the court. Virtual court can be managed by virtual judge whose jurisdiction can be extended to entire state and working hours may be 24X7. Neither litigant needs to come to court nor judge will have to physically preside over the court. Thus precious judicial time will also be saved.

Key Aspects:

- Virtual Court eliminates the physical presence of offender/violator in the court. Number of judges required for adjudicating traffic challans across the state can be reduced virtually to a single judge. eChallans submitted in the court are automatically filed to the virtual court for adjudication.
- Fine is calculated automatically for every challan depending on the type of offence and relevant act-section-rule upon verification by virtual court judge. On imposing the fine by the virtual court judge, the violator gets SMS on his mobile phone. The violator can plead guilty and pay the fine by visiting <https://vcourts.gov.in>.
- Once fine is paid, the case is deemed disposed off. If violator wishes to contest the case, then case is transferred to regular court for further hearing.

Beneficiary of the Project:

The total number of challans generated till date is 5319818, out of which in 5225537 challans proceedings have been done. Rs.1467688107 has been collected as fine amount.

Awarded to,

Department of Justice, Ministry of Law and Justice, Government of India and
eCommittee of Supreme Court of India

Silver Award

Excellence in Government Process Re-engineering for Digital Transformation

eMARG-Electronic Maintenance of Rural Roads under PMGSY Ministry of Rural Development, Government of India

Maintenance of road assets is extremely critical from the point of view of citizen in particular and rural economy in general. Timely & routine maintenance of roads post construction is required to ensure this investment is safeguarded. Given the low-ticket & high-volume nature of maintenance activities, both district engineers & contractors are not incentivized to manage the payments in a routine manner and tend to lump up the maintenance activities till the end of the contract defeating the purpose of routine maintenance. Further, administrative burden to get small maintenance bills inspected & processed adds workload to already overburdened district engineers. eMARG (Electronic Maintenance of PMGSY Roads) is a simple yet an extremely effective solution to these problems.

Key Aspects:

- eMARG sets up a blue-print on how maintenance of infrastructure can be solved across government departments with smart IT & Contract Management.
- eMARG is a fusion of innovative technologies Open Source, Remote Sensing, GIS, Cryptography, Mobile, Messaging & Mail.
- eMARG Mobile app takes geo-tagged photographs of the roads as part of routine inspections of roads. The photographs at random generated location ensure evidence based proof of road condition over frequent intervals of time during entire 5 year defect liability period.

Beneficiary of the Project:

As on 25th February, 2021, a total amount of Rs. 421.86 crores involving 4,29,574 bills and 1,85,000 km of roads have been released as maintenance related payments through eMARG.

Awarded to,

Ministry of Rural Development, Government of India

**Excellence in Government Process
Re-engineering for Digital Transformation**

(ii) State/UT level initiatives

This award seeks to recognize the projects that involved analysis and re-design of workflow which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these. The impact of the re-engineering process should have been a significant digital transformation.

GOLD AWARD

mSeva

Punjab Municipal Infrastructure
Development Company, Department of
Local Government, Government of
Punjab

SILVER AWARD

Smart Ganna Kisan

Cane Commissioner Office, Government
of Uttar Pradesh



Gold Award

Excellence in Government Process Re-engineering for Digital Transformation

mSeva

Punjab Municipal Infrastructure Development Company, Department of Local Government, Government of Punjab

In order to improve the delivery of citizen services by various Urban Local Bodies (ULBs) including Improvement Trusts and other related authorities, PMIDC on behalf of the Department of Local Government initiated a comprehensive project for introducing automation and e-Governance in the Department through the use of open technology.

Key Aspects:

- As all these agencies are independent government bodies which have some degree of fiscal autonomy, there was a need to standardize practices and procedures across all the ULBs.
- Objective was to help ULBs to become self-sufficient through better revenue realization and better visibility into expenditure to create self-financing citizen centric urban governance and enable citizens to access the municipal services anywhere anytime.
- Under this project various applications like water/sewerage Billing & collection, Application of new connections, Assessment of property Tax, Apply and issue of Trade License, Apply and issue of Fire NOC, Double Entry accounting system, Street Vendor Registration, Miscellaneous Collections and eHRMS etc have been implemented across all the Urban Local Bodies.

Beneficiary of the Project:

e-Governance platform is currently operational in all the 167 ULBs across the state of Punjab. Over 63+ citizen services are digitized and being delivered through various channels like Sewa Kendras, mSeva mobile app, WhatsApp Chatbot and ULB portals.

Awarded to,

Punjab Municipal Infrastructure Development Company (PMIDC), Government of Punjab

Excellence in Government Process Re-engineering for Digital Transformation

Smart Ganna Kisan

Cane Commissioner Office, Government of Uttar Pradesh

Keeping the national objective of “Doubling the farmers income” and “Ease of doing business”, the Department of Cane and Sugar Industry has successfully implemented Project for cane purchase system in the State.

Key Aspects:

- The objective of the initiative is to ensure technology driven, transparent, hassle free, time saving, minimal human interface, environment friendly, effective, efficient process.
- The intent is to safeguard the interests of small and marginal farmers, eliminating middlemen, reducing cut to crush time, streamlining transportation, saving time and human resource, ease of operations to all stakeholders and curbing the exploitative malpractice of under-weightment.
- The project established an equitable cane marketing platform in the State; benefitting all the stakeholders, i.e. farmers, sugar mills and government machinery
- It empowered the farmers with easy access of information through “E-Ganna App” on mobiles and website.

Beneficiary of the Project:

The credibility established by this system resulted in registration of around 10.67 lakh new farmer members in the Cane Development Societies. It also increased an overall supply of sugarcane to the mills resulting in an additional income of Rs.3,480 crore to the farmers.

Awarded to,

Department of Cane & Sugar, Government of Uttar Pradesh

**Excellence in Government Process
Re-engineering for Digital Transformation**

(iii) District level initiatives

This award seeks to recognize the projects that involved analysis and re-design of workflow which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these. The impact of the re-engineering process should have been a significant digital transformation.

GOLD AWARD

GOALMART

Office of the Deputy Commissioner,
Goalpara, Government of Assam

SILVER AWARD

Silicosis Care

District Administration, Nagaur,
Government of Rajasthan



Gold Award

Excellence in Government Process Re-engineering for Digital Transformation

GOALMART

Office of the Deputy Commissioner, Goalpara, Government of Assam

District Administration aims to offer and monitor e-services and to empower citizens by making them self-contained and provides access to the platforms cultivating and decentralizing supervisory mechanism and congregating indigenous homegrown merchandises and digital market. In a manner, administration configures out the way to resolve issues and outfitting e-services by building inhabitants as an active part of the service chain.

Key Aspects:

- GoalMart (<http://goalmart.co.in>) is a digital initiative undertaken by the Deputy Commissioner Goalpara to improve the financial health of local SHGs specially women.
- GOALMART is a fully electronic market which will provide customers with locally produced goods from Goalpara.
- The aim is to provide an online platform for marketing of the local products through the online market.

Beneficiary of the Project:

Development of the Goalmart website has been a great enabler for women, weaker sections and producers particularly of the weaker socio economic background. Through Goalmart now, they are able to get a nation-wide market for their products from the comfort of their homes, better pricing options and this has encouraged them to innovate and add more products to their repertoire.

Awarded to,

District Goalpara, Government of Assam

Silver Award

Excellence in Government Process Re-engineering for Digital Transformation

Silicosis Care

District Administration, Nagaur, Government of Rajasthan

This project is to monitor, manage and implement grant processes of silicosis patients and providing silicosis Pension, Palanhar and NFSA to Beneficiary. Silicosis care campaign was launched as an innovation to provide early payment amount to the deprived silicosis victims and to benefit from other schemes.

Key Aspects:

- A Google Sheet has been prepared for quick disposal of silicosis applications received in the district on Silicosis Grant Disbursement Portal and prompt payment to certified patients, benefiting from Pension, Palanhar and NFSA.
- To design a web-based application for implementation of grant processes, silicosis Pension, Silicosis Palanhar Yojana and Food Safety Scheme of silicosis patients.
- To deliver services to the beneficiaries with minimum waiting time and involving minimum physical visits to the hospital and to Collectorate/offices of respective departments.
- To minimize duplicate/multiple claims/applications for financial assistance by a single beneficiary or his/her family.

Beneficiary of the Project:

109 Silicosis victims in the camps benefited from the Palanhar Scheme and 140 Silicosis Pension Scheme, besides 550 Nutrition Packets were distributed to Silicosis Victims for their better health.

Awarded to,

District Nagaur, Government of Rajasthan

Universalizing Access including e-Services

(i) Central level initiatives

This award seeks to recognize the projects that are delivering e-Services to citizens as the unique digital instance for all government entities. These projects could deliver impact in the areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery, and tracking in Delivery of Public services

SILVER AWARD

Unified District Information System for Education (UDISE)+

Department of School Education &
Literacy, Ministry of Education,
Government of India



Silver Award

Universalizing Access including e-Services

Unified District Information System for Education (UDISE)+ ecosystem

Department of School Education & Literacy, Ministry of Education, Government of India

UDISE+ ecosystem is the official MIS platform from the Department of SE&L, under the MoE. It is the largest database of school education in India, covering approx. 15 lakh schools, 25 cr. children and 92.7 lakh teachers.

Key Aspects:

- Enables real-time exchange of information and online capturing of UDISE+ data.
- Provides a platform to organize and classify all school data across the country and build a credible database of school data.
- Enables leveraging data analytics on school data to identify factors affecting school performances.
- Provides traceability and audit trails of officials uploading the data.
- PGI Tool provides insights on the status of school education in states/UTs including key performance levers and areas for improvement.

Beneficiary of the Project:

Enables real-time exchange of information and online capturing of UDISE+ data.

Awarded to,

Department of School Education & Literacy, Ministry of Education, Government of India

Universalizing Access including e-Services

(ii) State level initiatives

This award seeks to recognize the projects that are delivering e-Services to citizens as the unique digital instance for all government entities. These projects could deliver impact in the areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery, and tracking in Delivery of Public services

GOLD AWARD

eShramik Seva

Department of Labour, Government of Chhattisgarh

SILVER AWARD

Telangana State Mana Isuka Vahanam (“My Sand Vehicle”)

Centre for Good Governance,
Government of Telangana



Gold Award

Universalizing Access including e-Services

e Shramik Seva

Department of Labour, Government of Chhattisgarh

The main objective of this project is to work with labour and protect their economic, physical and social interests through various labour acts. This contributes to industrial development by harmonising relations between workers and management.

Key Aspects:

- Improve industrial relations in the industry.
- Provide social comfort to employees.
- Support overall improvement of employees.
- Provide financial support indirectly to employees.
- Contribute to developing sense of responsibility and belongingness among employees.
- Improve working conditions at the workplace for employees.

Beneficiary of the Project:

All factory stakeholders (workers, owners).

Awarded to,

Department of Labour, Government of Chhattisgarh

Silver Award

Universalizing Access including e-Services

Telangana State Mana Isuka Vahanam (“My Sand Vehicle”)

Centre for Good Governance, Government of Telangana

To curb sand mafia and end illegal sand mining, Govt. of Telangana has initiated an innovative State-wide e-Governance Solution called ‘Mana Isuka Vahanam’ (‘My Sand Vehicle’) in Telangana w.e.f. 1st May 2019 to ‘enhance efficiency in sand transactions, effectiveness in control, transparency in operations, accountability at all levels, sustainability in the long run and convenience to all the stakeholders.

Key Aspects:

- TS-MIV is bilingual (Telugu & English) and developed on innovative technologies and is without any manual interventions or physical touch points throughout the automated end-to-end processes of Sand Procurement & Delivery Management System.
- Through TS-MIV, citizens can book sand through a single click and get it delivered at their doorstep by paying a nominal amount online; citizens are no longer required to visit District Mines and Geology office physically for sand booking.
- TS-MIV provides a suite of sand procurement and delivery solution to all the stakeholders in the value chain including customers, tractor owners, Dept. of Mines & Geology and District Sand Management Societies headed by the Collectors in Telangana State.

Beneficiary of the Project:

TS-MIV has created opportunities for rural youth employing more than 11000 tractor owners and laborers in sand reaches. TS-MIV has led to increase in construction activity creating jobs in construction sector as well.

Awarded to,

Centre of Good Governance, Government of Telangana

Excellence in District level initiative in e-Governance

(i) North-East States + Hilly States

This award seeks to recognize the district level e-Governance projects that are delivering / have delivered enhanced value to citizen's through effective use of ICT including in the field of redressal of Public Grievances. The impact of the initiative should have been significant in the area of e-Governance in the district.

GOLD AWARD

Doon Integrated Command & Control Center

Dehradun Smart City Limited

SILVER AWARD

Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, District Solan, HP

Police District Baddi, District Solan



Gold Award

Excellence in District level initiative in e-Governance (i) North-East States + Hilly States

Doon Integrated Command & Control Center

District Administration, Dehradun/Dehradun Smart City Limited,
Government of Uttarakhand

Doon Integrated Command & Control Center (DIDCC) acts as supervisory monitoring command center using which District Administration can keep bird eye view on all ongoing operations of the City.

Key Aspects:

- Key indicators of city solutions integrated with DIDCC can be seen through dashboard which would help City authority to observe the ongoing operation, decide corrective actions.
- Mobile App in Dehradun Smart City is being used for citizen facilitation and District Administration for quick management of services.
- Adaptive Traffic Control System (ATCS): ATCS is used in Dehradun smart city to change traffic signal timings based on inputs.
- Solid waste management module provides end-to-end ICT based solution which facilitates the Municipal Corporation to monitor Primary and Secondary collection.

Beneficiary of the Project:

One stop shop for all city applications and helps District Administration to converge data repository and Citizens can avail services extended by District Administration.

Awarded to,

Dehradun Smart City Limited, Government of Uttarakhand

Silver Award

Excellence in District level initiative in e-Governance (i) North-East States + Hilly States

Third Eye

Police District Baddi, District Administration, Solan, Government of Himachal Pradesh

Strategies involving Evidence based policing were applied in the Police District BBN (Solan, Himachal Pradesh) in 2019-21 to better manage the incidents of theft/burglaries and daily problems of traffic congestion on the National Highways with extensive use of CCTVs and integration of other surveillance systems.

Key Aspects:

- Renovated Police Control Room was setup in the SP office Baddi itself in which 64 IP enabled ANPR CCTVs were connected online. Hikvision Chandigarh branch installed a centralized Server also in the Control Room under their CSR initiative for better monitoring of CCTVs.
- Apart from this ERSS system was also integrated in the new control room and IP Enabled Vehicle Mounted CCTVs were installed on the police patrolling vehicles. This helped in bringing synergy between the 112 system, Vehicle Mounted CCTVs, CCTVs installed on the roads and HF/VHF Communication.

Beneficiary of the Project:

There was decrease of 19% in the incidence of theft and burglaries in 2019 and 37% decrease in 2020 compared to 2018. Unsolved theft and burglaries also reduced in 2019-20 and there was massive increase in the recovery of stolen property. Recovery percentage was just 21.84% in 2018 increased to 77.10% in 2020.

Awarded to,

Police District Baddi, District Solan, Government of Uttarakhand

Excellence in District level initiative in e-Governance

(ii) UTs (including Delhi)

This award seeks to recognize the district level e-Governance projects that are delivering/ have delivered enhanced value to citizen's through effective use of ICT including in the field of redressal of Public Grievances. The impact of the initiative should have been significant in the area of e-Governance in the district.

GOLD AWARD

Silvassa Citizen Connect Project

Silvassa Municipal Council, UT of Dadra and Nagar Haveli and Daman and Diu

SILVER AWARD

Panchayat Development Index

District Administration, Bandipora, UT of Jammu and Kashmir



Gold Award

Excellence in District level initiative in e-Governance (ii) UTs (including Delhi)

Silvassa Citizen Connect Project

Silvassa Municipal Council, UT of Dadra & Nagar Haveli and Daman & Diu

The objective of the project was to make complaints easier to coordinate, monitor, track and resolve and to establish a real-time Communication channel between the citizen and Silvassa Municipal Council employees.

Key Aspects:

- To provide Silvassa Municipal Council with an effective tool to identify and target problem areas, monitor complaints, handling performance.
- Prompt and specific retrieval of data.
- Flexibility in the system according to the changing environment.
- Controlling redundancy in storing the same data multiple times.
- The Complaint and grievances related to the citizen recorded are not lost and are read.
- Timely and time bound delivery of services byelaws can be ensured effectively.

Beneficiary of the Project:

All the residents of the Silvassa municipal Council area.

Awarded to,

District Silvassa, UT of Dadra & Nagar Haveli and Daman & Diu

Silver Award

Excellence in District level initiative in e-Governance (ii) UTs (including Delhi)

Panchayat Development Index

District Administration, Bandipora, UT of Jammu and Kashmir

Inspired by Human Development Index and NITI Aayog indices, the project is first of its kind for ranking panchayats and could prove phenomenal in speeding up growth & development in Rural India. The objectives have been linked to Million Development Goals set by United Nations.

Key Aspects:

- To capture the development and movement in development at grass root level. To ensure rapid transformation of Panchayats by focused intervention in key areas.
- To monitor outcome indicators on real time basis in Key sectors. To generate positive competition among Panchayats.
- To strengthen PRIs by participatory approach in planning process.
- To increase capacity building of DDCs/ BDC chairpersons/ Sarpanch's and sensitize them about other key areas of development viz. Health, Education, Agriculture, Skill etc. instead of Rural Development sector only.
- To keep Government functionaries motivated towards outcome indicators in their respective areas.

Beneficiary of the Project:

The formulation of Panchayat development index with vibrant dashboard has infused fresh energy in Govt Officers/Officials to work in coordination for improving PDI score in the area. It has further helped Administration to identify weak areas with ease to work towards their progressive upliftment on periodic basis.

Awarded to,

District Bandipora, Government of Jammu and Kashmir

Excellence in District level initiative in e-Governance

(iii) Other States

This award seeks to recognize the district level e-Governance projects that are delivering/ have delivered enhanced value to citizen's through effective use of ICT including in the field of redressal of Public Grievances. The impact of the initiative should have been significant in the area of e-Governance in the district.

GOLD AWARD

Indore 311

District Administration, Indore,
Government of Madhya Pradesh

SILVER AWARD

Gyanodaya, Godda a digital learning program

District Administration Godda,
Government of Jharkhand



Gold Award

Excellence in District level initiative in e-Governance (iii) Other States

Indore 311

District Administration, Indore, Government of Madhya Pradesh

This application has played an important role in making Indore number one in cleanliness since 4 years. Indore-311 App is the easiest way to raise your concerns around such issues and influence the respective authorities to have them resolved.

Key Aspects:

- Indore-311 is a voice raising platform for Indore citizens to report civic issues, and governments to analyse, track, manage, and solve - ultimately making Indore better through transparency, collaboration, and co-operation and thus better crowd sourced decision making.
- Indore 311 App is designed to adopt & integrate Open 311 protocols and APIs to simplify access to citizen services. This application is very useful for Indore Citizens. Not only for grievance redressal platform but this is also used for many types of citizen centric services like Birth, Death, Marriage certificate, Know your door to door Garbage vehicle location, etc.
- Citizen can apply for Birth/Death/Marriage Certificate directly from Indore-311 Application, fill basic details with attached required document like Aadhaar card and hospital acknowledgement.

Beneficiary of the Project:

Total Registered user - 4,60,000 in Period of pandemic (COVID-19), Indore Municipal Corporation had started vegetable & grocery items delivery service over Indore-311 App, request had been registered through Application, over 20,000 items were delivered.

Awarded to,

District Indore, Government of Madhya Pradesh

Silver Award

Excellence in District level initiative in e-Governance (iii) Other States

Gyanodaya, Godda a digital learning program

District Administration Godda, Government of Jharkhand

Godda is an aspirational district as declared by NITI Aayog and this project aims to improve the parameters of education among children in the region. It also aims to improve Quality of Education and enhance Learning Outcomes in Middle and Higher Secondary (6th-12th) Government Schools with respect to following parameters a) Decline in dropout rate of students b) Increase in attendance rate, c) Increase in Average Passing Percentages, d) Increase in average score of the marks.

Key Aspects:

- The Gyanodaya Model has structured its process in a way that it gives the students and their teachers a personalized feedback comparing the baseline of 30,000 students with the impact of Gyanodaya.
- The adoption of Virtual Reality Technology has given Gyanodaya a cutting-edge over the rising attempts of bringing Sci-Fi in education.
- The visually appealing, easy-to-grasp and retainable concepts covered in the study materials has led to a big leap in the class-wise attendance compared to the figures of past years.
- Gyanodaya through its e-learning modules has given students access to smart classes, which can be operated at the fixed computing infrastructure by them.

Beneficiary of the Project:

Multiple benefits of digital learning have been observed in the transformation of around 70,000 children such as - digital skills, decision making capabilities, visual learning, cultural awareness, improved academic performance and inventiveness.

Awarded to,

District Godda, Government of Jharkhand

Outstanding Research on Citizen Centric Services by Academic/Research Institutions

This award seeks to recognize the exemplary research in the field of e-Governance by Academic/Research Institutions for the benefit of the citizen.

GOLD AWARD

Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications

IIT- Roorkee, Uttarakhand

SILVER AWARD

An RCT to compare the effectiveness of mobile app based prescription vs. conventional prescription of analgesics and adjuvant ad

All India Institute of Medical Sciences,
New Delhi



Gold Award

Outstanding Research on Citizen Centric Services by Academic/Research Institutions

Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications

IIT- Roorkee, Uttarakhand

With the increasing population, there has been a significant increase in telecommunication, electronic industry, and information technology. The Electromagnetic (EM) wave radiation has become a serious concern as they generate electronic pollutions in the environment such as Electromagnetic Interference (EMI), Electronic Noise, Radio Frequency Interference (RFI) etc. EM pollution is an undesirable outcome of modern industry which is not only disastrous for electronic equipment but also negatively affect human health and cause severe diseases such as DNA damage, leukaemia and even cause brain tumour.

Key Aspects:

- The EMI shielding of EM waves by a shielding material prevents the transmission of the radiation through the shielding materials by attenuation of EM signal. Thus, there is a need to develop a shielding material which not only works in the good frequency range.
- These Microwave Absorbing Materials (MAM) are also used for stealth application. Considering the different applications of MAMs in the civil and defence sector, there is a vital need for cost-effective synthesis and fabrication of effective microwave absorbers using low-cost raw materials and less complex fabrication techniques.
- Thereby, the aim of the proposed solution is to provide an alternative option to develop MAMs using E-waste for EMI shielding and stealth for better observation, which is quite relevant and need of the country as well as in international society.

Beneficiary of the Project:

It will save the person from electromagnetic radiation effect which is nowadays quite dangerous. It will be used in defence sector for stealth application with a very cost effective way. Good management of E-waste.

Awarded to,

Dept. of Computer Science and Engineering/Electronics, IIT Roorkee- Uttarakhand

Silver Award

Outstanding Research on Citizen Centric Services by Academic/Research Institutions

An RCT to compare the effectiveness of mobile app-based prescription vs. conventional prescription of analgesics and adjuvant ad

All India Institute of Medical Sciences, New Delhi

To compare the efficacy of mobile app-based prescription vs conventional prescription of analgesics and adjuvants on selected variables in cancer patients receiving palliative care at a tertiary care centre (AIIMS, NEW DELHI).

Key Aspects:

- A randomized controlled trial is conducted to compare the efficacy of mobile app-based prescription vs conventional prescription of analgesics and adjuvants on selected variables in cancer patients receiving palliative care at a tertiary care centre.
- To randomize the patients, a randomization list was prepared using computer generated random table. The patients enrolled in experimental group were trained on using the “AIIMS App Palliative Care” mobile application followed by the App was installed in the mobile phone of the patient or the caregiver.
- The application consists of the medication details including name, dose, frequency, and timing of medications, reminder to remind about the medication, SOS button to inform the status after taking the medication, daily monitoring or informing the healthcare worker about any symptoms that patient developed.
- This will also enable the patients to self-record their symptoms and enhances their self-efficacy in managing side effects of analgesics. On the day of enrolment, the app is installed in their smart phone and patients and the caregivers are trained to use the app.

Beneficiary of the Project:

The mobile application enabled patients to improve their medication adherence by utilizing app features such as reminder alarms, drug information search, medical records access, pain score. Besides, it helped healthcare providers in tracking patient’s health information, nausea, vomiting, constipation and other symptoms, and improve the quality of life of cancer patients.

Awarded to,

AIIMS, New Delhi

Excellence in adopting Emerging Technologies

This award seeks to recognize the exemplary adoption of emerging technologies (such as block chain, artificial intelligence, machine learning, natural language processing etc.) for e-Governance projects

GOLD AWARD

Bhubaneswar Land Use Intelligence System (BLUIS)

General Administration & Public Grievance Department, Government of Odisha

SILVER AWARD

ePIC (e-Platform for Indian Oil Customers)

Indian Oil Corporation Ltd.



Gold Award

Excellence in adopting Emerging Technologies

Bhubaneswar Land Use Intelligence System (BLUIS)

General Administration & Public Grievance Department, Government of Odisha

The key objectives of the project are: (a) Leveraging technology to bring about synergy and coordination among the 3 agencies; GA Dept, BDA and BMC so as to protect government land. (b) Ensuring planned development by monitoring land use. (c) Preventing loss of revenue by unauthorized land grabbing. (d) Focused attention to protection of sensitive areas such as road corridors, reserve lands, wetlands, water bodies, conservation zones etc. (e) Public participation in the drive against encroachment on public lands. (f) Defining a structured automated process from the stage of an alert for unauthorized land use to its eviction.

Key Aspects:

- Identification of encroachment.
- Validation of the encroachment by government officials by using mobile application.
- Smart workflow has brought all stakeholders on a unified platform to ensure synergy and better coordination.
- Interactive map-based visualization of land use change alerts, their status, and customized reports for authorities.
- Mobile App-based viewing of alerts and action taken reports (available on both Android and iOS platforms).

Beneficiary of the Project:

After implementation of BLUIS, encroachment over Government land measuring approximately Ac 33.210 dec have been removed. The value of the properties safeguarded is about INR 164 Crores.

Awarded to,

General Administration & Public Grievance Department, Government of Odisha

Silver Award

Excellence in adopting Emerging Technologies

ePIC (e-Platform for Indian Oil Customers)

Indian Oil Corporation Ltd.

ePIC as a dynamic & cutting – edge tool envisages a digital platform to execute strategies & provides 360 degree view of customers with integration and standardization of marketing efforts across product lines, better handling of customer service requests, grievances and presenting a unified customer experience across various devices such as mobile phones, tablets and desktop. Enriched customer experience over time converts into customer's loyalty. Automation, modernization of the distributorships, improving digital presence of Partners are among its benefits.

Key Aspects:

- Indian Oil needed one single platform which delivers the real time basis transactions, technology which is user friendly & also be customer centric to make our customers feel the belongingness to Indian Oil.
- Indian Oil One App & customer portal has been provided for taking care of all the customer needs where a customer can register themselves for any Indian Oil services till the feedback on the services.
- Indian Oil For business App & Partner portal has been provided for channel partners to cater to customer & maintain adequate supplies from Indian Oil locations & plan better for any exigencies.

Beneficiary of the Project:

It has created 360-degree view of Indian Oil's customers, has integrated & customized marketing efforts across product lines, providing swifter response to customer service requests, including grievances and presenting a unified customer experience across various access devices such as mobile phones, tablets and desktops.

Awarded to,

Indian Oil Corporation Ltd.

Use of ICT in the Management of COVID 19

(i) Central level initiatives

This award seeks to recognize the projects which provided technology solutions to manage COVID 19 pandemic

GOLD AWARD

COVID19 INDIA PORTAL

Center for Health Informatics, Ministry of Health and Family Welfare, Government of India

SILVER AWARD

COVID Management- Information Dissemination and Awareness

MyGov, Digital India Corporation, Ministry of Electronics & Information Technology, Government of India



Gold Award

Use of ICT in the Management of COVID 19 (i) Central level initiatives

COVID19 INDIA PORTAL

Center for Health Informatics, Ministry of Health and Family Welfare,
Government of India

To manage the COVID19 pandemic, MoHFW along with State health departments has developed a comprehensive real-time based IT platform (namely COVID19 INDIA Portal also known as S3 portal i.e. Special Surveillance System”) in month of March, 2020.

Key Aspects:

- This platform provides various features such as BI tools based analytics, facts based decision support system, data collection up to facility level, dashboards, reports, integration with other applications etc.
- Personalised access to National admin (MoHFW and other line ministries), State Users (MDs, SSO, Secretaries etc.), District users (DM, DC, CMO, DSO etc.).
- Various Analytics, dashboards and reports namely: Patients, Testing & Treatment Analysis, Facility Dashboard, Quarantine Dashboard, Oxygen Dashboard, Hotspot Dashboard, Facility Adoption / Patient & Inventory dashboard, Testing Equipment and Reagents Dashboard.
- Integration with RTPCR app, ICMR portal and CV analytics portal.
- Integrated with various State level IT applications on COVID19 for seamless data transfer and help in fact based decision support.
- The Hotspot module was used for identifying COVID19 hotspot area in country and further the containment zones created and managed.

Beneficiary of the Project:

More than 10 crore of patients list data has been recorded and maintained. More than 25 lakhs daily testing data set is getting recorded. More than 19000 registered users.

Awarded to,

Centre for Health Informatics, Ministry of Health and Family welfare

Silver Award

Use of ICT in the Management of COVID 19 (i) Central level initiatives

COVID Management- Information Dissemination and Awareness My Gov, Digital India Corporation, Ministry of Electronics & Information Technology, Government of India

MyGov has taken proactive steps in using technology to ensure citizens are well informed, aware and are continuously engaging with content that provides them with knowledge and necessary steps to prevent the spread of COVID-19.

Key Aspects:

- Information Dissemination- MyGov developed a micro-site <https://www.mygov.in/covid-19> as a repository of all factual information related to COVID-19.
- Awareness- MyGov has collaborated with Ministry of Health & Family Welfare, Ministry of Home Affairs and various states to create awareness material.
- Citizen Engagement- MyGov launched a host of citizen participation activities and challenges like Quiz, Pledge, Idea Box, Innovate challenges, and various polls and surveys on social Media platforms.

Beneficiary of the Project:

MyGov initiated helpdesks and chat-bots for single query based response on widely used applications like Whatsapp and Facebook to provide instant information to users. It launched a COVID-19 tracker of cases and vaccination status at national and state numbers updated daily. MyGov initiated mobile and web based push notifications and maintains the centralized info-banner publishing system for all Government sites.

Awarded to,

MyGov, Ministry of Electronics and IT, Government of India

Use of ICT in the Management of COVID 19

(ii) State/UT level initiatives

This award seeks to recognize the projects which provided technology solutions to manage COVID 19 pandemic

GOLD AWARD

Social Media Cell Covid Initiatives

Kerala Police Social Media Cell,
Government of Kerala

SILVER AWARD

ICMS - (Integrated COVID Management System) DNH&DD

Department of Information Technology,
UT of Dadra & Nagar Haveli and Daman
& DIU

JURY AWARD

Karnataka State COVID19 War Room

Government of Karnataka



Gold Award

Use of ICT in the Management of COVID 19 (ii) State level initiatives

Social Media Cell Covid Initiatives

Kerala Police Social Media Cell, Government of Kerala

The main objective faced during this period was to give awareness to general public about Covid 19. During this period a lot misconception and rumours were spread through social media about Corona virus and Covid -19. Social Media Cell started a Covid 19 information campaign from 8th March 2020, to defend the fake news and rumours spread during this time to give the public the right information about Corona Virus and Covid -19 disease.

Key Aspects:

- This included information about virus, importance of social distancing, fake news etc., in the form of videos, posters and humorous trolls.
- A 24/7 special messenger service was started during this time for Corona related enquiries from public.
- Many videos were made using different technologies like 3D animation, VFX which featured awareness related to Covid 19. Some of the Covid 19 awareness videos gained appreciation from people not only from India but also from international audience.

Beneficiary of the Project:

The Covid 19 initiatives from Kerala police Social Media Cell gained wide popularity among public. The awareness posters and videos were published in Kerala Police Official social media handles such as Facebook, Instagram, Twitter, Sharechat and Youtube.

Awarded to,

Kerala Police Social Media Cell, Government of Kerala

Silver Award

Use of ICT in the Management of COVID 19 (ii) State/UT level initiatives

ICMS -(Integrated COVID Management System)

Department of Information Technology, UT of Dadra & Nagar Haveli and Daman & Diu

ICMS (Integrated Covid Management System) was an integrated system to provide assistance in COVID19 management through ICT to the UT Administration of DNHDD.

Key Aspects:

- Provide the access control mechanism for the entry in UT, which can be implemented at all the entry points of the UT and to be monitored by various authorities.
- Provide the data collection system to capture health parameters of the entrants and to assist in the Quarantine Management.
- Provide the data collection for daily monitoring of the health environment of all the industries.
- Provide a portal to disseminate the COVID19 related information.
- Provide a portal where volunteers can register themselves.

Beneficiary of the Project:

Due to this system, UT of DNH&DD remained Covid-free till 1st June 2020. Around 7.28 lakhs people were covered / facilitated through this system. And with its continuous monitoring & use, UT again became COVID-19 free on 9th Feb 2021. Mortality rate of the UT is lowest at about 0.059% in the country by use of this system along with other measures.

Awarded to,

Department of Information Technology, UT of Dadra & Nagar Haveli and Daman & Diu

Jury Award

Use of ICT in the Management of COVID 19 (ii) State/UT level initiatives

Karnataka State COVID19 War Room

Government of Karnataka

Karnataka State COVID War Room was conceptualized and set up in beginning of March 2020 itself to become the central and single platform for coordination of all efforts for management, control and prevention of COVID19, especially by leveraging technology in all forms.

Key Aspects:

- State COVID War Room was set up to conceptualize, build and put in place extensive IT based systems to handle all aspects of COVID19 management and control.
- State COVID War Room successfully in-house built multiple software applications and extensively used technologies to keep the efforts of management and control of COVID19 ahead of requirements and guided & enabled administrative planning and interventions so that they did not get overwhelmed by COVID19 exponentially growing requirements in hospital beds, testing, Contact Tracing, Quarantine Watch, Migrant Worker & Other Movement Management.

Beneficiary of the Project:

The COVID19 management and control in Karnataka has been a role model for the country and testimonials of the citizens and experts as well as the numbers speak for themselves. The State COVID War Room Analytics and Reports enabled taking of timely policy and other interventions on the ground; thereby controlling the pandemic being better prepared.

Awarded to,

Government of Karnataka

Use of ICT in the Management of COVID 19
(iii) District level initiatives

This award seeks to recognize the projects which provided technology solutions to manage COVID 19 pandemic

GOLD AWARD

Covid Call Centre and Management System

District Administration, Srinagar, UT of Jammu and Kashmir

SILVER AWARD

Technology in Aid to Administration (TIA)

District Administration, Mon, Government of Nagaland



Gold Award

Use of ICT in the Management of COVID 19 (iii) District level initiatives

Covid Call Centre and Management System

District Administration Srinagar, UT of Jammu and Kashmir

In wake of Covid-19 Pandemic lockdown the enormous challenge involved in managing a city with 1.5 Million population viz a viz containment measures, contact tracing, quarantine management & effective communication of a host of IT measures were adopted under a coordinated project. These IT interventions helped district administration to cover ground from information dissemination to self-evaluation & contact tracing to complete quarantine management as well as public grievance redressal and ensuring essential service delivery, food & medicine reaching every household.

Key Aspects:

- Emergency Management and Public Grievance Redressal.
- Tracing travellers: People travelling from affected countries as well as Indian cities hiding travel history were traced using Talash App.
- Contact Tracing: IT Apps used to trace all primary and secondary contacts of the Covid-19 positive cases. This formed basis of breaking the chain.
- Covid Symptom Tracker: The mobile app allowed for self reporting of Health status by citizens.
- Quarantine Management System (QMS) :Geo-Fencing and Home-Quarantine Monitoring. GPS Monitoring of patients under quarantine.
- Real-Time Integrated Covid-19 Management: Management of Covid Care Centres.

Beneficiary of the Project:

There was a positive impact observed at various levels, in tangible as well as in intangible terms.

Awarded to,

District Srinagar, UT of Jammu and Kashmir

Silver Award

Use of ICT in the Management of COVID 19 (iii) District level initiatives

Technology in Aid to Administration (TIA)

District Administration, Mon, Government of Nagaland

The project's main aim was to reduce the hardship of the people while enforcing COVID appropriate measures to reduce exposure of people to Corona Virus. Mon District Administration had the task to protect the people despite resource constraints and the fact that Mon is one of the remotest districts in the country.

Key Aspects:

- Reduce hardship of people.
- Increase the effectiveness of Administration.
- Keep the people safe.

Beneficiary of the Project:

After the introduction of series of e governance initiatives, the administration was able to tackle the pandemic satisfactorily under the limited resource available. The home delivery of essential services was ensured. The front-line workers used several initiatives such as NL SOJO COVID app, e-pass module, Geo Fencing and contact tracing among others to improve the effectiveness. The administration was able to enforce lockdown during the entire notified period more effectively.

Awarded to,

District Mon, Government of Nagaland

Citations for National e-Governance Award Winners, 2021

Award	Awarded Project
Category I - Excellence in Government Process Re-engineering for Digital Transformation	
GOLD	Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
SILVER	GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking)
SILVER	ERONET (Electoral Registration Officers Network)
JURY	Real Time Pollution Monitoring System (RTPMS)
Category II - Excellence in providing Citizen-Centric Delivery	
GOLD	Antyodaya Saral Haryana
SILVER	Rail Madad
SILVER	An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System
Category III - Excellence in District level initiative in e-Governance i North-East States + Hilly States ii. UTs (including Delhi) iii. Other States	
GOLD Sub-Cat (i)	District Adhoc Wireless Surveillance Communication System using Drone Technology
SILVER Sub-Cat (i)	Loucha Pathap- Online Land Record Computerization and National Generic Document Registration System (NGDRS)
JURY Sub-Cat (i)	eForestFire- Himalayan Forest Fire Prediction
GOLD Sub-Cat (ii)	SAKOON
GOLD Sub-Cat (iii)	WeDeserve–Right assistance to the Right Person at the Right Time
SILVER Sub-Cat (iii)	Public Services from Block to Panchayat Sarkar Bhawan through e-Governance
Category IV - Outstanding Research on Citizen Centric Services by Academic/Research Institutions	
GOLD	Satellite Based Agriculture Information System: An Efficient Application of ICT
SILVER	ICT based e-Agricultural Extension for Enhanced Technology and Information Delivery
Category V – Innovative use of ICT in e-Governance solutions by Startups	
GOLD	Providing farm scale data from multi-satellite
SILVER	A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report
SILVER	FotonVR - Virtual Reality in Education
Category VI - Excellence in adopting Emerging Technologies	
GOLD	T-Chits
SILVER	Wildlife Surveillance and Anti-Poaching System (WSAPS)

Citations for National e-Governance Award Winners, 2021

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering for Digital Transformation	
GOLD	Digital Land (Comprehensive System of Land Management)
SILVER	Khanij Online
JURY AWARD	IRCTC Rail Connect Mobile App
Category II – Excellence in providing Citizen-Centric Delivery	
GOLD	UMANG (Unified Mobile Application for New-age Governance)
SILVER	MahaRERA
SILVER	National Scholarship Portal 2.0
CATEGORY III – Excellence in District level initiatives in e-Governance (i) North-East & Hilly States (ii) UTs (including Delhi (iii) Other States	
GOLD	MDDA ERP
GOLD	Punarvas
SILVER	Hello Doctor- 555
Category IV – Outstanding research on Citizen Centric Services by Academic/ Research/Institutes	
GOLD	Wind power forecasting services for the Whole state of Tamil Nadu
SILVER	Targeted Intervention to Expand and Strengthen TB Control Among the Tribal Populations under RNTCP, India
Category V – Innovative use of ICT in e-Governance solution by Start-ups	
SILVER	www.chemicals4construction.com (Giribala Creative Ventures Pvt. Ltd.)
Category VI – Excellence in Adopting Emerging Technologies	
GOLD	Ultra-Resolution UAV based Geo-ICT enabled Property Tax Management System for Municipal area of Bhiwani
SILVER	iStart Rajasthan

Citations for National e-Governance Award Winners, 2021

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering	
GOLD	INAMPRO
SILVER	eAbgari
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	SAMARAKSHNE
SILVER	e-aarogya
Category III – Innovative Existing Project of Government Departments other than PSUs	
GOLD	Educational Portal
SILVER	MeeSeva 2.0
Category IV – Best District level initiative through ICT in (i) North East States (ii) Hill States & UTs (excluding Delhi) (iii) Other States	
GOLD	eOffice (North East States)
GOLD	Rohtang Pass Permit Issuance MIS (Hill States + UTs (excluding Delhi))
GOLD	Padhe Dantewada Likhe Dantewada (Other States)
SILVER	Aizawl District Disaster Management Authority (ADDMA) Mobile Application (North East States)
SILVER	e-NAM- Soil to Sale (Other States)
Category V – Use of Spatial Technology and GIS in e-Governance	
GOLD	Remote Sensing and GIS Based Mapping for Water Supply and Sanitation (WSS) using High Resolution Satellite Data
SILVER	GeoPortal on North Eastern District Resources Plan to support effective Governance applications
Category VI – Innovative Use of ICT by Central Government PSUs/ State Government PSUs	
GOLD	Smart Energy Infrastructure and Revenue Administration System
SILVER	Sabooj Sathi Online
Category VII – Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies	
GOLD	Panch Parmeshwar Portal
SILVER	Mahatma Jyotiba Phule Jan Arogya Yojana
Category IX – Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017	
GOLD	eHRMS-Manav Sampada
Special Jury Award – Innovative Use of ICT by Central Government PSUs	
SPECIAL JURY AWARD	Paperless H.P. Legislative Assembly (e-Vidhan)

Citations for National e-Governance Award Winners, 2021

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering	
GOLD	Loan Charge Creation Project
SILVER	Madhya Pradesh Sharam Seva Portal
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Aadhaar enabled Public Distribution System
SILVER	SAHAJ - Online LPG Connection and Cylinder e-payment
CATEGORY III – Innovative use of Technology in e-Governance	
GOLD	State PENSION Portal - Online Social Security Schemes Management System (OSSSMS)
SILVER	Setting up of wireless LAN in Kedar valley from District HQ up to Kedarnath temple including electronic video surveillance, Wi-Fi internet facility, V.C. Services, hotline communication and provision of hotspots at different points on yatra route
Category IV – Incremental Innovations in existing projects	
GOLD	NREGASoft
SILVER	E- Filing Project of Income Tax
Category V – Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
SILVER	SUGAM COLLECTORATE
Category VI – Innovative use of GIS Technology in e-Governance	
GOLD	g Triangulation
SILVER	Design, development & Implementation of web-based GIS application along with GIS database at Surat Municipal Corporation (SMC)
Category VII – Innovative use of mobile technology in e-Governance	
GOLD	HAWK EYE
Category VIII – Sectoral Award (Digital Transformation towards transforming India)	
GOLD	MyGov
Category IX – Innovative Use of ICT by Central Government PSUs	
GOLD	UE Mission
SILVER	GyanEra - Online Learning Management System
Category X – Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/ Societies	
GOLD	Nations First Intelligent Transport System with Mobile app at Mysore City
SILVER	Transformation of TNHDC using Information Technology
Category XI – Outstanding e-Governance initiative by Academic and Research Institutions	
SILVER	IGMIS (Indira Gandhi Management Information System)
Category XII – Use of ICT for Development by Non-Government Institutions	
SILVER	SIX SIGMA HIGH ALTITUDE MEDICAL RESCUE
SILVER	SAMRTH (Supply Accounting Management & Reporting Tech Hub) Club Infotech

Citations for National e-Governance Award Winners, 2021

Category I – Excellence in Government Process Re-engineering	
GOLD	COSMOS- Chhattisgarh Online School Monitoring System Balrampur
SILVER	SAMAGRA Portal- An initiative to implement Integrated Social Security Program by creating a common integrated program to facilitate paradigm shift from conventional demand-based model of governance
Category II – Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Track Child-Online Tracking System for Missing Children
SILVER	Paddy Procurement Automation System and Farmer Registration
Category III – Innovative Use of Technology in e-Governance	
GOLD	Universal Account Number (UAN) Programme of EPFO
SILVER	Lost Report Application
Category IV – Incremental Innovations in existing projects	
GOLD	eXtended Green Node (XGN)
Category V – Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
SILVER	Medical Resource Planning
Category VI – Innovative use of GIS Technology in e-Governance	
GOLD	MAHA-GEOMIN - Maharashtra Geology, Minerals & Mining Information System
SILVER	Village Profile and Taluka Planning Atlas
Category VII – Innovative use of mobile technology in e-Governance	
GOLD	Delhi Traffic Police Mobile Application
Category VIII – Sectoral Award (Financial Inclusion)	
GOLD	Bhamashah Yojana
SILVER	An Initiative ASHASoft (The Online Payment and Monitoring System) Rajasthan State
Category IX – Innovative Use of ICT by Central Government PSUs	
GOLD	IRCTC New Next Generation e-Ticketing System (NGET)
Category X – Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies	
GOLD	Integrated Online Hotels Reservation System
SILVER	Odisha State Seed & Organic Product Certification Agency
Category XI – Outstanding e-Governance initiative by Academic and Research Institutions	
SILVER	e-Laboratory Management System
Category XII – Use of ICT for Development by Non-Government Institutions	
GOLD	Collaboration with India Post



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