प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

27th National Awards
for e- Governance

Citations for National Award for E-Governance Award Winners 2024

DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES, GOVERNMENT OF INDIA

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AWARD CATEGORY

GOVERNMENT PROCESS RE-ENGINEERING FOR DIGITAL TRANSFORMATION

I. Central Level Initiatives

This award seeks to recognize innovative projects that involve analysis and re-design of workflow and has resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery, data analytics or a combination of these through a dashboard/an application including mobile Application. The impact of the re-engineering process should be a significant digital Transformation.

GOLD AWARD

Poshan Tracker

Ministry of Women & Child Development

SILVER AWARD

iGOT

Karmayogi Bharat

JURY AWARD

Area Officer, The Worksite Monitoring and Inspection Management System

Department of Rural Development

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GOLD AWARD

POSHAN TRACKER
Ministry of Women & Child Development

Poshan Tracker is a crucial governance tool aiming to guarantee transparency in the provision of early childhood care and education and nutrition services at Anganwadi Centres. Real-time tracking of more than 200 million daily transactions; timely delivery of Management Information System (MIS) data to decision-makers; optimization of time and cost efficiency and measurement of service efficacy to the last mile are some of the primary goals.

It addresses the key challenges of the past such as altered reporting, lack of transparency, non-availability of yardstick for identifying correctness of identified nutritional status and non-availability of real time data. The platform has demonstrated its significant impact on improving nutritional outcomes and service delivery in India by streamlining processes, doing away with manual registers, and integration with various government initiatives.

KEY ASPECTS:

1. **Real time Monitoring and Evaluation:** The Poshan Tracker provides advanced reporting capabilities and visualization approaches to enable stakeholders to track progress towards nutritional targets, spot patterns, and obtain a deeper knowledge of the data and support evidence-based decision-making.

2. **Automations for Beneficiary Management and the services:** There has been automation in Aadhar verification, fetching records from RCH, Upgradation to appropriate beneficiary category, Beneficiary migration and Digitization of Daily Tracking of services.

BENEFICIARY OF THE PROJECT:

The project covers a crucial segment of society i.e., Pregnant Women, Lactating Mother and Children (0 to 6 years) and Adolescent girls (Age 14 to 18) from aspirational districts and North East Regions.

PROJECT HIGHLIGHTS

✓ It is a job aid for the Anganwadi Worker through its AWC dashboard

✓ Available in 24 languages

✓ Enabled usage at 13.95 Lakh Anganwadi centers equipped with smart phones

✓ Anganwadi centers - LGD Compliant (95.34%) and Geo-tagged (99.92%)

✓ 97.91% of over 10 crore beneficiaries are Aadhaar authenticated

✓ Baseline data on nutritional indicators and the calculation of nutritional status as per WHO standards has been made available

✓ Enables marking AWC open and marking attendance.

✓ Enables automated home visit scheduler

✓ Providing consolidated health records at ABDM platforms using ABHA ID integration

✓ Integration with various state/centre government initiatives through API

SILVER AWARD

IGOT

Karmayogi Bharat

The National Programme for Civil Services Capacity Building, or Mission Karmayogi, seeks to modernize and improve the abilities of Indian civil officials. As a transformative force, iGOT Karmayogi makes it possible for public servants to move smoothly from a rule-based to a role-based governance structure, which is essential for managing the megatrends and changing difficulties of the modern world. It tackles a number of issues with the state of civil services training such as inconsistencies in training, redundancies and duplication, lack of linkages between roles and training, skill matching, barriers to knowledge exchange and lack of comprehensive learning data.

The platform provides a web- based, gamified comprehensive online arena that integrates six hubs for learning, competency management, career development, conversations, and networking. The portal offers updated content that is in line with a variety of competences, ensuring lifelong learning.

KEY ASPECTS:

1. **Technology driven learning environment:** Web-based, Instructor-led, Gamified, Peer-to-peer learning environment focused on building capacities of civil servants and creating networking opportunities.

2. **Assessment and Certification:** A user's skills can be certified and assessed and there is feature of Rewards and Recognitions incorporated as well.

3. **Shift towards role-based governance:** The transition to role-based governance improves the ecosystem of civil servants by making it easier to find the best candidates for particular posts.

BENEFICIARY OF THE PROJECT:

Around 36 lakhs+ users on boarded with 1.24 crore+ course enrollment and 86 lakhs+ course completions with 73 Crore+ Learning Minutes.

PROJECT HIGHLIGHTS

✓ Mission Karmayogi aims to build future ready civil service with right attitude, skills and Knowledge, aligned to the Vision of Viksit Bharat

✓ Integration of iGOT with Digi Locker

✓ iGOT-eHRMS integration

✓ iGOT crossed a cumulative 50 crore+ minutes of learning

✓ Personalized learning plan - MyiGOT

✓ iGOT mobile app downloads crossed 10 Lakh

✓ 89 Ministries & 36 State Govts Onboarded

✓ ODC & KCM Framework

✓ Co-creating through Public and Private Ecosystem Partners with 80+ Government Institutions and 10+ Non-Government Partners which includes Microsoft, Oracle, The World Bank, ISB- Bharti Institute of Public Policy and NSE

JURY AWARD

AREA OFFICER, THE WORKSITE MONITORING AND INSPECTION MANAGEMENT SYSTEM

Department of Rural Development

Area Officer Program as initiated by Ministry of Rural Development marked a significant shift towards faceless assessment and oversight of the implementation of welfare schemes through a comprehensive single-window platform. In the past the officers used to utilize a non- systematic methodology leading to lack of transparency, accountability and efficiency. Now the single window platform covering 12 flagship programs and multiple state-funded schemes allows officers to plan visits, select worksites, and record findings in real-time, while citizens can provide feedback and request inspections. The re-engineering has streamlined inspections both at macro and micro level, reduced administrative overheads, and enhanced overall accountability, ensuring citizens have immediate access to scheme-specific reports and status updates.

KEY ASPECTS:

1. **Technology- Driven Efficiency:** The use of IT enabled platform, advanced AI/ML has significantly improved time efficiency, cost-effectiveness, and citizen trust, replacing manual processes with automation, GIS-enabled interfaces.

2. **Insights driven decision making Empowering Stakeholders and Citizens:** The platform employs advanced AI/ML for data analysis of worksites, offering officers valuable insights, identifying gaps in scheme implementation and helping in the geographic selection during field visits.

BENEFICIARY OF THE PROJECT:

Around 35,300 officers enlisted, facilitating 21,85,597 official visits and inspections of 61,83,958 worksites across 2,68,218 Gram Panchayats.

PROJECT HIGHLIGHTS

✓ Schemes covered in Area Officer System includes all programs of Department of Rural Development, Flagship scheme of Ministry of Panchayati Raj and Multiple state funded programs running in rural India

✓ Enables tour creation for ministry and state level functionaries, field officials and submission of reports

✓ Provides AI/ML based and citizen's feedback-based recommendation for inspection

✓ A GIS-enabled interface displays physical assets on a map and directions to reach

✓ Capture real-time evidences, in both online and offline mode

✓ Provides mobile dashboard, analytical dashboard and risk score matrices / performance index

✓ Creates a Local Government Directory (LGD Code) – A unique location code with MAP View of Physical Assets and Scoring/Rating of Physical Assets/beneficiary services

✓ More than 11 Crore assets visualized on Map

GOVERNMENT PROCESS RE-ENGINEERING FOR DIGITAL TRANSFORMATION

II. State Level Initiatives

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GOLD AWARD

Shiksha Setu Axom

Samagra Shiksha, Government of Assam

SILVER AWARD

Rajkisan Saathi Phase -II

Department of Information Technology and Communication, Government of Rajasthan

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GOLD AWARD

SHIKSHA SETU AXOM

Samagra Shiksha, Government of Assam

Shiksha Setu Axom, a comprehensive digital platform with 360-degree information on Schools, Staff & Students aims to address several critical challenges within the education system of Assam. The goal of the project includes eliminating issues related to proxy teachers and unauthorized absences, ensuring the removal of ghost students from administrative records, imbalance in Pupil Teacher ratio and implementing mechanisms to detect potential dropouts early on.

The project establishes a seamless process for transferring students between schools, thereby enhancing operational efficiency and student welfare within the education sector. This transformative initiative has streamlined various processes leading to reduction in non-academic time for teachers, savings for the exchequer, timely recruitment of the teachers and proper utilization of teachers.

KEY ASPECTS:

1. **Artificial Intelligence (AI) based facial recognition technology:** It captures real time, Geo fenced attendance of teachers as well as students with the component of individual as well as group attendance.

2. **AI based predictive analysis:** The availability of real time data and predictive analysis related to school amalgamation, early drop out, pupil teacher ratio, teacher utilization, teacher retirement has led to proactive interventions and effective decision making.

BENEFICIARY OF THE PROJECT:

Around 47 lakhs+ students, over 2 lakhs+ teachers, citizens of Assam, Government of India and Government of Assam.

PROJECT HIGHLIGHTS

✓ It Covers 43,839 schools in 145 Blocks and 4607 Clusters

✓ For School Management, school admin can view and update school profile details, create and update classes and associated sections

✓ Enables Teacher Subject Mapping, Student Registrations, Promotions & Transfers

✓ Around Rs 100 Cr/Year saving to Govt. exchequer on Free Textbook, Free Uniform, PM POSHAN etc.

SILVER AWARD

RAJKISAN SAATHI PHASE –II

Department of Information Technology & Communication (DoIT&C), Government of Rajasthan

The goal of the Rajkisan Saathi Project is to create a complete single-window platform that will streamline agriculture services in Rajasthan. The project provides more than 150 services through a web portal and 11+ mobile apps. The online platform addresses some of the long-standing problems in the agriculture sector. Through service integration, real-time tracking, interactive dashboards, and MIS reporting; it aims to improve agricultural governance's efficiency and transparency adopting "Ease of Farming approach".

KEY ASPECTS:

1. **GIS based Decision Support System:** Crop Output estimation using GIS, Damage assessment due to hailstorm & flood, presence of integrated business intelligence dashboards facilitates effective decision making.

2. **Dynamic Jurisdiction Mapping:** Hierarchy and jurisdiction based mapping of each agriculture officer till village level has resulted in hassle-free processing of applications received from farmers.

3. **Secured Service Delivery:** Aadhaar enabled framework and Aadhaar based OTP mechanism ensures applicant authentication and eliminates de-duplication.

BENEFICIARY OF THE PROJECT:

Around 73 Lacs + farmers on-boarded; 51.9 Thousand + Girls benefited through scholarship; 10,000+ Officials onboarded; 1 Lacs+ Licenses and certificates issued for Manufacturers/dealers of Drip/Mini/Micro sprinkler/ Pipeline/ Plastic Lining/ Seeds/ Fertilizers/ Pesticides, 2500+ Buyers & sellers of Organic produce and Date Palm on-boarded.

PROJECT HIGHLIGHTS

✓ Creates Farmer Data Bank with information on land ownership, soil- health, crop lifecycle and details of benefits availed under various schemes

✓ Allows Subsidy & Scheme Management, provides Buyer-Seller Platform

✓ Provides Data Analytics, Chat-Bot and Business Intelligence with Resolution of farmers queries 24x7 using AI & ML techniques and Forecasting & estimation using trend analysis

✓ Geo-Tagged & Time Stamped based Physical Verification Mobile App for providing information of Govt Schemes for farmers

✓ System is integrated with 2500 weather stations till block level

✓ Saves approx.1320 tons of papers

✓ Total DBT disbursed 2900 Crores including 82.41 Crores for girls' scholarship

APPLICATION OF EMERGING TECHNOLOGIES FOR PROVIDING CITIZEN CENTRIC SERVICES

I. Central Level Initiatives

This award seeks to recognize the projects that have resulted in providing universalized access including e-Services to citizens, the unique digital instance for all Government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security & privacy, end to end service delivery, integrated service delivery and tracking of requests made for Delivery of Public Services.

GOLD AWARD

Open Network for Digital Commerce (ONDC)

Department for Promotion of Industry and Internal Trade

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GOLD AWARD

OPEN NETWORK FOR DIGITAL COMMERCE (ONDC)

Department for Promotion of Industry and Internal Trade

ONDC seeks to democratize digital commerce and create a level playing field for all players in the e-commerce ecosystem. It offers small businesses and local vendors the opportunity to reach a larger customer base. It intends to enable small and medium enterprises (SMEs), startups, and local retailers to participate in digital commerce more easily, enhancing their market reach and competitiveness. It provides diverse range of products. ONDC is based on open-source protocols. ONDC's Open Repository provides Protocol Documentation, Developer Guides, Software Development Kits and toolkits, and Reference apps, among others.

KEY ASPECTS:

1. **Support Local Economies:** ONDC supports local economies, drives local entrepreneurship, and generates employment opportunities, by enabling local businesses and kirana stores to go digital.

2. **Technology-Driven Efficiency:** It can be implemented across different platforms, including middleware and firmware.

3. **Infrastructure and Platform Development:** Open-source protocols enable seamless connections among buyers, sellers, payment gateways, and logistics providers within ONDC's unified network.

BENEFICIARY OF THE PROJECT:

Consumers and sellers from over 600 cities have actively used this network. The platform supports more than 5,30,000 sellers and providers, facilitating over 2,85,000 transactions per day.

PROJECT HIGHLIGHTS

✓ ONDC is a unique and pioneering solution built with an open architecture

✓ It creates a network where different e-commerce platforms can come together and talk to each other

✓ ODOP integration and GI tagging on ONDC

✓ Facilitates Tribal sellers to kirana stores to join e-commerce bandwagon

✓ Over 97 Live Network Participants and 17000+ in various stages of integration

✓ 300+ ODOP and GI Sellers onboarded

✓ Over 7000 FPOs onboarded with SFAC and NABARD

✓ Total monthly transactions so far are 8.8 Lakhs and 5.34 Lakhs for service providers

✓ Laying foundation for global export trade on ONDC

APPLICATION OF EMERGING TECHNOLOGIES FOR PROVIDING CITIZEN CENTRIC SERVICES

II. State Level Initiatives

This award seeks to recognize the projects that have resulted in providing universalized access including e-Services to citizens, the unique digital instance for all Government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security & privacy, end to end service delivery, integrated service delivery and tracking of requests made for Delivery of Public Services.

GOLD AWARD

Use of Teleradiology and Artificial Intelligence (AI) for Chest Radiograph and Auto approval for Direct Bank Transfer of relief to silicosis patients

Social Justice and Empowerment Department, Government of Rajasthan

SILVER AWARD

JHAR - JAL Portal

Drinking Water and Sanitation Department, Government of Jharkhand

27th National Awards for e- Governance

GOLD AWARD

USE OF TELERADIOLOGY AND ARTIFICIAL INTELLIGENCE (AI) FOR CHEST RADIOGRAPH AND AUTO APPROVAL FOR DIRECT BANK TRANSFER OF RELIEF TO SILICOSIS PATIENTS

Social Justice and Empowerment Department, Government of Rajasthan

Rajasthan has 33000+ mines with 3+ million workers in mining and related industries. The project aims to provide an integrated solution using digital radiography, teleradiology and AI algorithms for silicosis diagnosis and auto-approval. Patient's chest X-ray is digitalized and uploaded on Raj Silicosis Portal. Patients register through over 85,000 existing e-mitra/ Common Service Centres, where their chest X-rays are digitally captured. The AI system, utilizing a Convolutional Neural Network, assists radiologists in diagnosing silicosis from these digital X-rays. If a patient is diagnosed as 'Silicosis Positive' by the radiologist, a certificate is generated, and the grant disbursal process is initiated.

KEY ASPECTS:

1. **Teleradiology:** Through seamless integration with the portal, X-ray images are uploaded without the need for physical printing; offering convenience and efficiency.

2. **Artificial Intelligence and Machine Learning Solution:** Leverages AI and Machine Learning technologies to enhance accuracy and efficiency and removes subjective biasness.

3. **Auto Approval Process for Payments:** The automated system expedites the delivery of crucial support to those in need, eliminating bureaucratic delays.

BENEFICIARY OF THE PROJECT:

The project has benefited 1,05,754 individuals who registered for silicosis screening. Among these, 31,404 are currently living with a certified diagnosis, while 9,885 cases of silicosis-related deaths have been certified. Additionally, 17,245 individuals and their families have received financial relief, with a total disbursement of Rs. 517.788 crores through centralized payments.

PROJECT HIGHLIGHTS

✓ Rajasthan has set a global precedent by training this AI solution on an extensive dataset of 38,781 images

✓ Integrated with over 9 portals including E-Mitra, Jan Aadhar, Social Security Pensions and IFMS

✓ 22,327 children given benefits under silicosis Palanhaar Scheme

✓ 30,661 beneficiaries have been given pension

✓ 11,269 cases of silicosis widows have been given relief

SILVER AWARD

JHAR-JAL PORTAL
Drinking Water and Sanitation Department, Govt. of Jharkhand

The Jhar-Jal Project focuses on improving water management and accessibility in the state. The primary aim of the project is to ensure sustainable water resources management, enhance water conservation, and provide clean drinking water to rural and urban populations. To achieve these goals, the project leverages various advanced technologies. Geographic Information Systems (GIS) and remote sensing are utilized for mapping and monitoring water resources. IoT (Internet of Things) sensors and machine learning algorithms are used to predict water demand and optimize supply. Data analytics are used to generate periodic graphical reports. Jhar Jal Mobile applications and portal facilitate community participation and awareness, ensuring efficient water distribution and conservation practices.

KEY ASPECTS:

1. **Sustainable water management:** It facilitates prompt and efficient management of water leakages and waste water issue, underscoring the comprehensive approach to water resource management.

2. **GIS-based asset management:** The utilization of a Geographic Information System (GIS) for asset mapping enhances water supply management's precision and efficiency, enabling better decision-making and service delivery.

3. **Remote Monitoring and Quality Assurance:** The system ensures efficient and reliable water delivery to communities by monitoring water quality and supply in real-time.

BENEFICIARY OF THE PROJECT:

The Jhar-Jal portal benefits rural households across all 29,595 villages in the state by providing real-time information on water and sanitation services. Additionally, 3,51,156 Jal Choupals have been conducted, and 14,595 water resource mappings have been completed, enhancing access to essential services and resources for rural communities.

PROJECT HIGHLIGHTS

✓ AI Based Water Distribution Management

✓ 566452 SHGs members have been engaged

✓ Training imparted to 146,250 number of women in 29,250 villages

✓ The platform has registered a total of 13,226 complaints with 12,149 successful resolution; achieving a resolution rate of 92%

✓ Response time reduced from over months to less than 48 hours

DISTRICT LEVEL INITIATIVE IN E-GOVERNANCE

This award seeks to recognize the district level e-Governance projects covering the area of redressal of Public Grievances and has resulted in delivering services to citizens' through effective use of ICT in the Districts.

GOLD AWARD

Lab Mitra

District Administration Varanasi, Government of Uttar Pradesh

Wokha SAATHI (Smart AI-based Assistant for Timely Help & Interface) Whatsapp Chatbot

District Administration Wokha, Government of Nagaland

SILVER AWARD

PCMC Smart Sarathi Project

Pimpri Chinchwad Smart City Limited, Government of Maharashtra

AI enabled Adaptive Traffic Control System & Smart Hawking Solution

Rajkot Municipal Corporation, Government of Gujrat

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GOLD AWARD

LAB MITRA

District Administration, Varanasi, Government of Uttar Pradesh

Lab Mitra is an innovative online platform initiated by the District Administration of Varanasi to modernize and streamline the traditional manual system of government medical laboratory facilities. The platform enables easy registration for lab examinations, with reports sent directly to patients' mobile phones via text message links. This digitization effort significantly benefits the entire population of Varanasi district, particularly destitute individuals and those in remote areas who previously struggled to access lab examination facilities. The system addressed initial challenges, including crowd management, digitizing lab examinations, reducing corruption, improving lab infrastructure, and overcoming resistance to new technology. Lab Mitra has not only saved time and costs and enhanced the response time of health centers but has also contributed to increased footfall and efficiency at Community Health Centers (CHCs).

KEY ASPECTS:

1. **Cost-Effective Solution:** Lab Mitra reduced costs by digitizing lab processes, eliminating multiple patient visits, and cutting travel expenses and wage loss. It addressed equipment shortages at CHCs, making these centers more independent and efficient.

2. **Time-Efficient Process:** The project streamlined lab testing and reporting, sending results directly to patients' phones via text message. This automation eliminated the need for physical visits, reduced delays, and minimized crowding at district hospitals.

3. **Enhanced Accessibility and Efficiency:** The project centralized lab services on a single digital platform, improving accessibility for remote areas. The secure digital log made patient records easily accessible, increasing the number of tests at CHCs, boosting public trust, and attracting more patients to government labs.

BENEFICIARY OF THE PROJECT:

The entire population of Varanasi district is getting benefitted by this initiative, especially the destitute people and people living in remote areas who cannot afford to avail lab examination facility in private testing labs and cannot afford to travel long distance frequently to district hospital.

PROJECT HIGHLIGHTS

✓ 5 Government Hospitals and 15 CHCs are linked with Lab Mitra

✓ Around 2 Lakhs reports have been delivered so far

✓ Involved counselling and training of concerned hospital staff

✓ Improved health infrastructure of government labs with daily monitoring through Dashboard

✓ Enabled informed decision making for Communicable Diseases management

GOLD AWARD

WOKHA SAATHI (SMART AI-BASED ASSISTANT FOR TIMELY HELP & INTERFACE) WHATSAPP CHATBOT

District Administration, Wokha, Government of Nagaland

The Wokha District Administration has introduced an innovative initiative aimed at enhancing citizen-government interaction and service delivery through the implementation of a conversational AI-based chatbot. The district has challenges of remote access and hard to reach settlements, limited access to information, poor quality of citizen-government interface, fragmented and siloed service delivery, poor last mile service delivery and inefficient grievance redressal.

Leveraging the popularity and widespread usage of the WhatsApp platform, this project aims to establish a seamless connection between the district's citizens and the various services offered by the administration and government departments. This user-friendly interface will serve as a single-point hub to act as an information center, facilitate service delivery, address grievances, and provide a platform for effective communication and engagement. Additionally, the platform will allow the administration to monitor the effectiveness of service delivery and identify gaps in information and awareness, helping to design more effective and targeted IEC campaigns.

KEY ASPECTS:

1. **Enhanced Citizen Experience:** Utilizes advanced AI for natural language conversations, providing easy access to information on government services, streamlining service requests like Aadhaar updates and health insurance registration, and facilitating convenient grievance redressal with prompt tracking and resolution.

2. **Increased Transparency and Outreach:** Ensures transparent service delivery and grievance handling, promotes trust and accountability, and engages citizens through proactive messaging and information dissemination about government programs for wide outreach and inclusivity.

3. **Data-Driven Decision Making:** Generates valuable data on citizen engagement and service demands, enabling effective service monitoring, prompt gap addressing, and supporting evidence-based decision-making and implementation.

BENEFICIARY OF THE PROJECT:

The general population of the Wokha District is the main beneficiary of the chatbot.

PROJECT HIGHLIGHTS

✓ Integrated 40 Schemes & Services in One-Stop Platform

✓ WhatsApp based solution requires Low Internet Bandwidth

✓ Estimated cost savings for beneficiaries amount to Rs 1.03 crores

✓ Total time savings of 41244 hours for citizens and outreach workers

✓ Inclusion of Marginalized Sections

SILVER AWARD

PCMC SMART SARATHI

Pimpri Chinchwad Smart City Limited, Government of Maharashtra

The PCMC Smart Sarathi 2.0 project represents a transformative approach in district-level e-governance. This initiative features a mobile app and web portal, designed to foster a seamless connection between citizens and municipal authorities. It offers a suite of services, including access to municipal utilities, digital information, a platform for grievance redressal, and emergency contact details. Emphasizing participatory governance, the project integrates interactive elements like surveys, blogs, and forums, actively encouraging citizen involvement in civic matters. By prioritizing data-driven decision-making and community engagement, PCMC Smart Sarathi significantly enhances the efficiency and effectiveness of governance at the district level.

KEY ASPECTS:

1. **Enhanced Efficiency and Convenience:** The project has digitized and automated municipal service delivery, transforming tasks that previously took days into matters of hours or even instant completion.

2. **Cost Savings:** For the government, the digital platform reduces the need for physical infrastructure and paperwork, cutting down operational costs. Citizens save time and travel expenses by accessing services online, making the process cost-effective for both parties.

3. **Data-Driven Decision Making:** The adoption of data-driven decision-making has optimized resource allocation and created targeted communication strategies, significantly reducing communication costs. This approach ensures responsive and proactive governance, efficiently meeting citizen needs while avoiding unnecessary expenditure.

BENEFICIARY OF THE PROJECT:

The project's beneficiaries include citizens, the municipal body, and local businesses. By fostering strong ties among these stakeholders, it enhances PCMC's municipal operations, drives increased business for local enterprises, and delivers improved services and satisfaction for citizens, facilitating easy connection with the local government.

PROJECT HIGHLIGHTS

✓ The project has 10.5+ Cr two-way reach.

✓ Over 270K App Downloads

✓ Integration of 30+ Municipal Services, 27K+ City Updates and 275 surveys and polls

✓ Connecting to over 2000 SHG, 340 Senior citizen groups, 600 schools, 180 colleges, 82 NGO, 60 TPO's and about 70 diverse associations

✓ Through PCMC Smart Sarathi app, the revenue collection has increased many folds (Over 977 Cr.)

✓ Grievances collected through 16 different channels, under 32 categories with over 98% resolution rate for nearly 2,55,319 grievances and response time of 2 Hours

SILVER AWARD

AI ENABLED ADAPTIVE TRAFFIC CONTROL SYSTEM & SMART HAWKING SOLUTION

Rajkot Municipal Corporation, Government of Gujarat

Rajkot's Smart City initiative has launched a transformative project integrating an AI-powered Adaptive Traffic Control System (ATCS) and a Smart Hawking Solution to address urban challenges. The ATCS optimizes traffic flow by dynamically adjusting signal timings based on real-time data, aiming to reduce congestion and enhance transportation efficiency. Simultaneously, the Smart Hawking Solution uses machine learning video analytics to detect and deter unauthorized street vending, ensuring urban orderliness. By synergizing these innovations, Rajkot demonstrates its dedication to smarter, safer, and more efficient urban management, leveraging technology to tackle contemporary urban issues effectively.

KEY ASPECTS:

1. **Adaptive Traffic Control System (ATCS):** ATCS uses advanced hardware and software with real-time traffic data and machine learning algorithms to dynamically optimize signal timings, enhancing traffic flow and reducing stoppages and travel time for citizens.

2. **Smart Hawking Solution:** Employing machine learning-based video analytics which prevents illegal hawking by detecting various scenarios and sending alerts to the Integrated Command and Control Centre (ICCC) for swift corrective actions.

3. **Integrated Urban Management:** By combining ATCS and the Smart Hawking Solution, the initiative contributes to a smarter, safer, and more organized urban environment in Rajkot, ensuring efficient traffic management and effective control over informal street vending.

BENEFICIARY OF THE PROJECT:

Citizens of Rajkot, user departments of corporation and Rajkot Police including the Traffic Police, Roshni Department, and Encroachment Department, as well as the RSCDL.

PROJECT HIGHLIGHTS

✓ Rajkot Smart City Development Limited implemented the AI enabled ATCS solution at 30 city junctions

✓ Utilizes Machine Learning algorithms to analyze real-time traffic data

✓ ATCS solution can be operated in 3 different modes – Vehicle Actuated - Spilt mode, Vehicle Actuated – Full mode & Full ATCS mode.

✓ Reduced waiting time at junctions by approx. 33.8%.

✓ Implemented AI enabled Smart Hawking Solution at 25 locations in the city using machine learning based smart video analytics solution that identifies illegal hawking

✓ Web dashboard showing real-time counts of hawking violations by location and hour with reports

RESEARCH ON CITIZEN CENTRIC SERVICES BY ACADEMIC/ RESEARCH INSTITUTIONS

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

GOLD AWARD

India Hypertension Control Initiative

ICMR - National Institute of Epidemiology, Chennai

SILVER AWARD

National Surveillance Programme For Aquatic Animal Diseases – Establishment Of E-Governance in Aquatic Animal Disease Management System

Indian Council of Agricultural Research – National Bureau of Fish Genetic Resources, Lucknow

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GOLD AWARD

INDIA HYPERTENSION CONTROL INITIATIVE

Indian Council of Medical Research (ICMR)- National Institute of Epidemiology

The India Hypertension Control Initiative, led by the Indian Council of Medical Research (ICMR), developed the "Simple" app using user-centered design principles. The initiative aims to improve hypertension management in government health facilities, implement digital health interventions for tracking patients, and enhance care continuity. As of December 2023, the Simple app has been implemented in over 20,000 government hospitals and health centers across 150 districts in 26 states, managing over 34 lakh hypertension and 14 lakh diabetes patients. The app has increased blood pressure control rates from 32% to 46% in 24 months, saved time compared to paper records, and received high user ratings.

KEY ASPECTS:

1. **Enhanced Hypertension Management:** Improvement in hypertension control, especially in government primary healthcare facilities across India, with the implementation of digital health initiatives, it has become easier to track hypertensive and diabetic patients; therefore, the improvement in the continuity of care is noticeable.

2. **Improved Blood Pressure Control:** The initiative focuses on improving blood pressure control among those receiving care at government health facilities.

BENEFICIARY OF THE PROJECT:

The digital health intervention benefits people with hypertension and diabetes, medical doctors, staff nurses, chemists, community-based health care workers, and program managers at government hospitals and health centers.

PROJECT HIGHLIGHTS

✓ Addresses over 51 Lakhs Hypertension patients and 20 Lakhs Diabetes patients

✓ Understanding a nurse workflow with patient flow to contextualise the digital health system

✓ Interoperable with other health systems including NDHM complaint systems

✓ Works in resource-constrained environments giving managers actionable data, quickly

✓ Super-fast and easy to use with QR code with an average duration to register a patient ~ 70 secs and an average duration to record follow-up visit ~ 13 secs

✓ Cohort monitoring for quality care, Overdue list retrieves patients that are lost to care and Transfer patients by a click

SILVER AWARD

NATIONAL SURVEILLANCE PROGRAMME FOR AQUATIC ANIMAL DISEASES – ESTABLISHMENT OF E-GOVERNANCE IN AQUATIC ANIMAL DISEASE MANAGEMENT SYSTEM

Indian council of Agricultural Research (ICAR) -National Bureau of Fish Genetic Resources, Lucknow

The National Surveillance Programme for Aquatic Animal Diseases (NSPAAD) is funded by the government through the Pradhan Mantri Matsya Sampada Yojana (PMMSY), which is responsible for nationwide disease monitoring. NSPAAD works with state fisheries departments (SFDs), NSPAAD centres, and the Marine Products Export Development Authority (MPEDA) to conduct thorough monitoring. It includes a comprehensive lab network for identifying infections and the 'Report Fish Disease' (RFD) App, which connects farmers with disease management specialists. NSPAAD notifies international organizations such as the World Organization for Animal Health (WOAH) and the National Aquaculture Centres Association (NACA) through transparent reporting. The programme has considerably improved aquatic animal health by detecting novel diseases, increasing surveillance, and providing scientific support to farmers.

KEY ASPECTS:

1. **Comprehensive Disease Monitoring:** The initiative provides extensive coverage throughout India, ensuring comprehensive disease monitoring through collaborative efforts with NSPAAD centres, State Fisheries Departments (SFDs), and the Marine Products Export Development Authority.

2. **Innovative Technology Solutions:** It empowers the farmers and improves disease management on their farms. The project uses innovative technology solutions such as a strong laboratory network, diagnostic capabilities for WOAH-listed and emerging aquatic animal pathogens, enhanced passive disease surveillance, and the development of the "ReportFishDisease" (RFD) app.

BENEFICIARY OF THE PROJECT:

Fish producers are the primary beneficiaries of the operation. Following a farmer's notification of a disease, scientific advice is offered to help with disease control. Entrepreneurs and regulatory agencies involved in aquatic animal production and commerce are also among the benefactors.

PROJECT HIGHLIGHTS

✓ Addresses an important issue of diseases in aquaculture which cause about 10% production loss in India

✓ Detection and reporting of diseases through Report Fish Disease' (RFD) App using GPS coordinates

✓ Scientific Advice to the Farmers for Reducing Disease Loss

✓ Automatic geotagging of the farms

✓ Monitoring disease cases on time and geographical scale

✓ System for alerts and scientific advisories following suspicion/confirmation of new disease

REPLICATION OF TOP TECHNOLOGICAL SOLUTIONS / INITIATIVES AND SCALING UP

I. State/UT Level Initiatives

This award seeks to recognize the replication of top technological solutions and scaling up.

GOLD AWARD

Karnataka GIS

Karnataka State Remote Sensing Application Center, Government of Karnataka

27th National Awards for e- Governance

GOLD AWARD

KARNATAKA GIS
Karnataka State Remote Sensing Applications Centre, Government of Karnataka

K-GIS provides a standardized GIS-ready dataset for the entire state, as well as a portal for accessing GIS assets and applications to meet the needs of the government and citizens. It provides metadata, data ingestion, sharing, and publication services, all housed on cutting-edge computing and networking infrastructure. K-GIS encompasses 36 ministries and over 200 government entities, displaying approximately 7 lakh geographical assets on a high-precision framework with 700+ layers. Department assets are routinely updated, and the solution is constantly enhanced with new libraries and frameworks. Hardware scaling is done vertically to improve performance dependent on workload. The K-GIS platform employs a three-tier architecture with ESRI tools, enhancing interoperability through REST APIs. It offers decision support with applications like "Karnataka at Glance," aiding in planning and fund distribution, and supports the National Food Security Mission with GIS validation for farmers. The KIADB application provides industrial plot information, and real-time data updates benefit the Health and Family Welfare department. All GIS data is published as RESTful services and shared as KML files.

KEY ASPECTS:

1. **Comprehensive GIS Data Platform:** Provides a unified spatial platform for creating, updating, and maintaining GIS data across all government departments in Karnataka.

2. **Efficient Data Distribution:** Facilitates efficient spatial data sharing across departments, eliminating duplication of work, and improving decision-making through advanced spatial analysis and decision support systems.

BENEFICIARY OF THE PROJECT:

The K-GIS platform benefits 11,700 officers from various Karnataka departments, including Economics & Statistics, Commerce & Industries, RDPR, Revenue, Energy, Agriculture, Water Resources, BBMP, Social Welfare, SSLR, and Transport. Additionally, over 4,12,546 citizens have used the web applications, and mobile apps have aided over 25,000 departmental officers and about 200,000 citizens.

PROJECT HIGHLIGHTS

✓ Seamless spatial framework using integrated departmental data at land parcel scale

✓ Unified Platform – Single Gateway for spatial data visualization & Dashboard with analytics- for line departments GIS Applications (Web : 240+ Apps / Mobile : 85+ Apps) : Data Collection / Geotag / Update / Analysis

REPLICATION OF TOP TECHNOLOGICAL SOLUTIONS / INITIATIVES AND SCALING UP

II. District Level Initiatives

This award seeks to recognize the replication of top technological solutions and scaling up.

GOLD AWARD

Use of Barcode in digitizing Property Registers of Police Station Inventory – e-Malkhana

Commissionerate of Police, Chandannagar, Government of West Bengal

27th National Awards for e- Governance

GOLD AWARD

USE OF BARCODE IN DIGITIZING PROPERTY REGISTERS OF POLICE STATION INVENTORY – E-MALKHANA

Commissionerate of Police, Chandannagar, Government of West Bengal

The project aims to modernize the management of case-related property (evidence) at police stations by implementing barcode technology. This entails properly packing, labelling, and tagging each item of evidence with barcodes, which are then scanned and entered into a computerized database. Barcode scanners can identify the contents of each box without opening it, enabling fast access to extensive information. This system provides quick and efficient access to properties, with data cataloged in excel format, removing the need for obsolete property records. The implementation involves minimum adjustments to old procedures, is cost-effective, and requires only basic equipment such as desktop computers, printers, and barcode scanners with needed software. Personnel training is also low. This project marks a significant step towards modernizing police property management systems.

KEY ASPECTS:

1. **Efficient Evidence Management:** By adopting barcode technology, the project assures the timely and accurate submission of evidence before the court, resulting in improved management and faster case resolution, saving important court time.

2. **Modernization of Police Stations:** By using barcode technology to neatly and uniformly package, label, and store case properties, the project modernizes police record-keeping, benefiting judges, prosecution lawyers, investigating officers, and crime victims through systematic and efficient evidence handling.

BENEFICIARY OF THE PROJECT:

The primary beneficiaries of the project are the criminal courts of the district, police officers, especially investigating officers and victims of crime.

PROJECT HIGHLIGHTS

✓ Compliant to Police Regulations (PRB)

✓ Overcomes the challenges in Malkhana management including difficulty in retrieval of properties, challenge for inspections and no back up of information

✓ Creates a digital inventory management solution with web access and integration with law enforcement protocols and legal compliances

✓ Using barcode technology which is simple to use, ensuring safe and scientific storage and disposal

✓ The entire solution is compliant with data security and privacy measures

✓ Cost-effective solution which only requires 5-6k per year for web security

26th e-GOVERNANCE AWARDS

AWARD	AWARDED PROJECT
Category I - Government Process Re-engineering for Digital Transformation (i) Central level initiatives	
Gold	National Automated Fingerprint Identification System (NAFIS)
Silver	Mission Antyodaya
Category I - Government Process Re-engineering for Digital Transformation (ii) State/ UT level initiatives	
Gold	Suvidha Vehicles Facilitation System
Silver	Maa Navjaat Tracking Application (MaNTrA) for Delivery Point Health Facilities
Category II - Application of Emerging Technologies for providing Citizen Centric Services (i) Central level initiatives	
Gold	SVAMITVA
Silver	Initiatives Jal Jeevan Mission – Water Quality Management Information System
Category II - Application of Emerging Technologies for providing Citizen Centric Services (ii) State/UT level initiatives	
Gold	Real time tracking and surveillance for Yatra management through RFID technology and CCTV network and Digitalization of Pilgrim services by Shri Mata Vaishno Devi Shrine Board. Shri Mata Vaishno Devi Shrine Board
Silver	Apuni Sarkar
Category III - District level initiative in e-Governance (i) Districts (ii) Local Bodies	
Gold	MOR Raipur Smart App
Gold	Cold Storage Information System (CSIS)
Silver	Water SCADA
Silver	Jan Sahayata Koshang

Category IV - Research on Citizen Centric Services by Academic/Research Institutions	
Gold	Innovative and Transformative Smart Farming using Artificial Intelligence
Silver	Lucky Bill App
Category V - Application of Emerging Technologies in Governance by Startups	
Gold	Sampurna Shiksha Kavach Program
Silver	Percept Extended Detection and Response (XDR)

25th e-GOVERNANCE AWARDS

AWARD	AWARDED PROJECT
Category I - Excellence in Government Process Re-engineering for Digital Transformation (i) Central level initiatives	
Gold	e-Panchayat Mission Mode Project (eGramSwaraj & Audit Online)
Silver	PM Street Vendors AtmaNirbhar Nidhi (PM SVANidhi)
Category I - Excellence in Government Process Re-engineering for Digital Transformation (ii) State/UT level initiatives	
Gold	MINE MITRA
Silver	Kutumba – An Entitlement Management System
Category II - Excellence in Providing Citizen Centric Delivery (i) Central level initiatives	
Gold	Judgement & Orders search Portal (High Courts of India)
Silver	Bharat Skills Directorate General of Training,
Category II - Excellence in Providing Citizen Centric Delivery (ii) State/UT level initiatives	
Gold	eRegistration (Self Help Portal) for Document Registration
Silver	Chikitsa Setu
Category III - Excellence in District level initiative in e-Governance (i) North-East States + Hill States	
Gold	Parvarish (A step Towards Kuposhan Mukta Bharat)
Silver	Infrastructure Snapshot Kokrajhar
Category III - Excellence in District level initiative in e-Governance (ii) UTs (including Delhi)	
Gold	GAASH District Srinagar
Silver	e-Suvidha District Ramban

Category III - Excellence in District level initiative in e-Governance (iii) Other States	
Gold	Gang Canal Regulation Computerization Project
Silver	OTP and Feedback Based Public Grievance Redressal System
Category IV-Outstanding research on Citizen Centric Services by Academic/Research Institutions	
Gold	Video Analytics for Safety and Compliance Applications
Silver	Analyzing Public Grievances using Artificial Intelligence
Category V - Excellence in Adopting Emerging Technologies	
Gold	Trinetra: Integrated Command and Control Center (i3C)
Silver	North Eastern Spatial Data Repository (NeSDR)

24th e-GOVERNANCE AWARDS

AWARD	AWARDED PROJECT
Category I - Excellence in Government Process Re-engineering for Digital Transformation (i) Central level initiatives	
Gold	e-Courts Mission Mode Project
Silver	e-MARG-Electronic Maintenance of Rural Roads under PMGSY
Category I - Excellence in Government Process Re-engineering for Digital Transformation (ii) State/UT level initiatives	
Gold	mseva
Silver	Smart Ganna Kisan
Category I - Excellence in Government Process Re-engineering for Digital Transformation (iii) District level initiatives	
Gold	GOALMART
Silver	Silicosis CARE
Category II - Universalizing Access including e-Services (i) Central level initiatives	
Silver	Unified District Information System for Education (UDISE)+ ecosystem
Category II - Universalizing Access including e-Services (ii) State/UT level initiative	
Gold	e-shramik sewa
Silver	Telangana State Mana Isuka Vahanam ("My Sand Vehicle")
Category III - Excellence in District level initiative in e-Governance (i) North-East States + Hilly States	
Gold	Doon Integrated Command & Control Center
Silver	Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, District Solan, HP
Category III - Excellence in District level initiative in e-Governance (ii) UTs (including Delhi)	
Gold	Silvassa Citizen Connect Project

Silver	Panchayat Development Index
Category III - Excellence in District level initiative in e-Governance (iii) Other States	
Gold	Indore-311 Application
Silver	Gyanodaya, Godda a digital learning program
Category IV-Outstanding research on Citizen Centric Services by Academic/Research Institutions	
Gold	Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications
Silver	An RCT to compare the effectiveness of mobile app-based prescription vs. conventional prescription of analgesics and adjuvant ad
Category V - Excellence in adopting emerging technologies	
Gold	Bhubaneswar Land Use Intelligence System (BLUIS)
Silver	ePIC (e-Platform for IndianOil Customers)
Category VI - Use of ICT in the Management of COVID 19 (i) Central level initiatives	
Gold	COVID19 INDIA PORTAL
Silver	COVID Management- Information Dissemination and Awareness
Category VI - Use of ICT in the Management of COVID 19 (ii) State/UT level initiatives	
Gold	Social Media Cell Covid Initiatives
Silver	ICMS - (Integrated COVID Management System) DNH&DD
Jury	Karnataka State COVID19 War Room
Category VI - Use of ICT in the Management of COVID 19 (iii) District level initiatives	
Gold	Covid Call Centre and Management System
Silver	Technology in Aid to Administration (TIIA)

प्रशासनिक सुधार और लोक शिकायत विभाग

**DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**

Government of India