



23rd National Conference on e-Governance
7th & 8th February 2020

Proceedings

Theme

India 2020: Digital Transformation

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Department of
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Public Grievances
Ministry of Personnel, Public
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Government of
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Ministry of Electronics
& Information
Technology (MeitY),
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Day 1

7th February 2020

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INAUGURAL SESSION



Address by Shri S.V.R. Srinivas, Principal Secretary to Government of Maharashtra, Department of Information & Technology



Shri S.V.R. Srinivas welcomed Shri Subhash Desai, Hon'ble Minister of Industries and Mining, Government of Maharashtra; Shri Aditya Thackeray, Hon'ble Minister for Environment, Tourism and Protocol, Government of Maharashtra; Dr. Kshatrapati Shivaji, Secretary DARPG; Sh. Ajay Prakash Sawhney Secretary, MeitY; Shri V. Srinivas, Additional Secretary DARPG and other dignitaries from across the country.

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In his welcome speech, Shri Srinivas pointed out the importance of e-Governance and termed National e-Governance as fourth pillar of Digital India. He also talked about the importance and usage of IT driven digitalization and emphasized the idea of using IT for public good which is also the main motto of the Conference.

He stated that Maharashtra is taking active participation in IT advancement and is big time into FinTech. It is the first State to come out with cloud policy and is heading towards public cloud and Government community cloud. In extension to the same, he also narrated how Brihanmumbai Municipal Corporation (BMC) has been on the forefront in leveraging IT technologies for people's good.

He also elucidated the importance of BPR (Business Process Re-engineering) in every department and how it can be used to reduce citizens' time and energy. He quoted the example of Direct Benefit Transfer (DBT) wherein after the introduction of online DBT, workforce was reduced from hundreds of disbursement officers to a handful of them, who are administering all the schemes for millions of beneficiaries. To conclude, he said that e-Governance is all about respecting and valuing citizen's time.

Address by Shri Ajay Prakash Sawhney, Secretary to the Government of India, Ministry of Electronics & Information Technology

Shri Ajay Prakash Sawhney welcomed Shri Subhash Desai, Hon'ble Minister of Industries and Mining, Government of Maharashtra; Shri Aditya Thackeray, Hon'ble Minister for Environment, Tourism and Protocol, Government of Maharashtra; Dr. Kshatrapati Shivaji, Secretary to the Government of India, DARPG; Shri V. Srinivas, Additional Secretary to the Government of India, DARPG; Principal Secretaries from States; dignitaries and stakeholders from NASSCOM and organizations from industries.



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Shri Sawhney said that large projects of e-Governance have been implemented in almost every domain of Government and there is no area of governance in which convenient services are not provided to citizens. However, he also mentioned that areas like farming etc. are still not integrated, as platforms for soil health card, seeds, fertilizers, pesticides, irrigation, ground water, crops loans, crop insurance are still separate, and farmers need to approach different windows for different services. He emphasized that the farmers should get all the services in a harmonized manner without having to knock at different doors which can be done only by e-Governance. The need is to make use of enterprise architect concept which knits together all the projects into a nationwide digital platform.

He also mentioned the second major theme of the Conference is the use of emerging technologies, and advancement in the field of data analytics, AI, blockchain, augmented reality, virtual reality and extensive use of social media is more visible now. In all of these, the role of startups & industries is very important, and Centers of Excellence can be seen involving startups in all processes to make us move faster.

While concluding his speech, he thanked the State of Maharashtra, especially Mumbai, in taking lead roles in many of these processes and being an active player in bringing e-Governance services close to citizens and attracting new age FinTech companies. He also requested other States to share their stories & experiments with new age technologies and methods they have used which can become examples for all to emulate.

A video was played on e-Governance journey so far and how different initiatives have been taken to increase and improve citizen centricity in Government processes & service delivery. The video also contained opening remarks by Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's

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Office; Personnel, Public Grievances & Pensions; Department of Atomic Energy & Department of Space, Government of India

Address by Dr. Kshatrapati Shivaji IAS, Secretary, Department of Administrative Reforms & Public Grievances



Dr. Shivaji extended a warm welcome to all the dignitaries, participants and audience. He acknowledged that this year, more than 800 participants are witnessing the grand event which is considerably more than the previous year, which obviously shows the increasing popularity and success of the event.

He asked audience to believe in productivity and not in activity as activity keeps us busy, while productivity enhances outcomes and outputs. He expressed his optimism for building India into a major global socio-economic powerhouse as the country has world's largest number of digitally empowered and hard-working young population. He also stated that soon India will be known as Indian Valley on the lines of Silicon Valley as Indians are the pillars and backbone of Silicon Valley.

He mentioned that with e-Governance at the heart of IT revolution, this Conference aims to provide a forum, where delegates have constructive discussions to digitally transform India in order to achieve the national goal of Minimum Government - Maximum Governance.

A video was played showing Maharashtra's journey in the evolution of Blockchain.

Speech on Blockchain by Shri S.V.R. Srinivas, Principal Secretary to Government of Maharashtra, Department of Information & Technology

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Shri S.V.R. Srinivas shared his plan on the usage of blockchain to strengthen Government of Maharashtra along with PricewaterhouseCoopers (PwC) India Partners, Shri Shreeram Ananthasayanam and Shri Shubhash Patil, as PwC has worked with Government of Maharashtra in developing an actionable roadmap to blockchain implementation.

He was glad to mention that Hon'ble Chief Minister of Maharashtra, Shri Uddhav Thackeray has perpetuated the idea of using blockchain for e-Governance and even suggested to have a blockchain policy for the State for public good. In extension to the same, he stated, Government of Maharashtra has also started the on-boarding of a few start-ups who are into blockchain. Currently in Maharashtra, blockchain is used in GT hospital for cornea transplantation, in RTO and for keeping warehouse receipt in blockchain which facilitates in giving credit facility to farmers within a day which otherwise used to take two weeks.

Shri Aditya Thackeray was invited to launch blockchain sandbox called Maha-Shrinkhala, which is basically a platform where all the future products of blockchain can be tested.

Address by Aditya Thackeray, Hon'ble Minister for Environment, Tourism and Protocol, Government of Maharashtra



To highlight the importance of IT in the State of Maharashtra, Shri Aditya Thackeray mentioned that the IT Department is headed by Hon'ble Chief Minister himself. Emphasizing on the significance of e-Governance, he stated that 'e' stands for electronics, but for Maharashtra, 'e' also stands for ease of living and ease of governance. He said that e-Governance has played an essential role to bring efficiency, accountability and transparency into play. He asserted that making citizen services available 24X7 on mobiles and laptops is a true form of democracy because voice of citizen is heard and

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responded in a time bound and efficient manner. He encouraged that as a country with largest democracy in the world, we should strive to become the largest e-democracy in the world to which this 23rd NCeG is a beginning.

Shri Aditya Thackeray also requested Shri S.V.R. Srinivas and Hon'ble Minister, Shri Shubhas Desai to extend their support in making Mumbai the FinTech capital of South East Asia.

Address by Shri Subhash Desai, Hon'ble Minister for Industries and Mining, Government of Maharashtra

The Hon'ble Minister started the speech by quoting Hon'ble Prime Minister, Shri Narendra Modi's ambition of making India digital. He was excited to know that almost all Government agencies are coming on the same page in extending services to the citizens through digital initiatives. He also mentioned that Maharashtra is leading in IT hubs in India, especially in the area of FinTech. He also explained that administrative reforms and public grievances are not two different concepts. When we achieve administrative reforms, public grievances reduce. He mentioned that Government of Maharashtra is completely engaged and has time bound program to achieve the dream of e-democracy. He also congratulated Principal Secretary, DoIT, Shri S.V.R. Srinivas for launching blockchain sandbox during the event. He assured that with this new initiative, the Government will be empowered to make people happier and more satisfied.



VOTE OF THANKS

Vote of Thanks by Shri V. Srinivas



Shri V. Srinivas expressed his gratitude to respected Aditya Thackeray Ji, Shri Subhash Desai Ji, Shri Ajay Prakash Ji, Dr. Kshatrapati Shiva Ji, Shri SVR Srinivas Ji, distinguished senior officials and delegates, esteemed dignitaries from the industries, media representatives and the audience for their support and presence for the 23rd National Conference on e-Governance (NCeG) which was held in Mumbai. He also expressed his gratitude to the Hon'ble Minister and Government of Maharashtra and Shri Aditya

Thackeray for presiding over the inaugural session and inaugurating the exhibition with theme 'India 2020: Digital Transformation'.

In his speech, he thanked the speakers from Government and participants for their speeches and addresses on the theme for Conference. He also appreciated and acknowledged their support and guidance in conducting the two days' Conference successfully. He mentioned about the numerous ideas presented from the Government of Maharashtra in the Conference. Moreover, he thanked all the dignitaries who consented to submit their papers on complex technical subjects and lead the Conference discussion.

He summarized that this year, the Conference witnessed 800 participants, 22 award winning initiatives, 115 awardees, 42 winners from hackathon, 100 distinguished speakers and 51 exhibitors participating in 23rd NCeG which is the largest in any of the editions.

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He also expressed his thanks to the Members of Screening Committee, Members of the Jury who assisted him on the task of selecting the finalists and winners from amongst 731 nominations that were received this year and over 500 nominations for the hackathon.

He narrated that several States have come forward to share their success stories and he requested the participants to visit the exhibitions for its replication for the sake of collective good. He thanked his DARPG team and knowledge partners, NASSCOM and KPMG. He obliged the electronic and print media for their coverage and support.

In addition, he thanked all the participants, organizers, staffs for all their efforts to make 23rd National e-Governance Conference, a success.

PLENARY SESSION 1: Digital Platforms and Digital Economy

Introduction by Chair, Shri Ajay Prakash Sawhney, Secretary to the Government of India, Ministry of Electronics & Information Technology

Shri Ajay Prakash Sawhney started the session with a briefing on the concept of digital platform and digital economy. He stated that the platforms like Facebook, Twitter, Google etc. have driven a tremendous change in the area of IT across the globe and brought all types of stakeholders to one common base. These platforms have made a massive impact on the way we do our work, especially in our interaction with people. He added that in India, we are using the concept of digital platforms in the form of Aadhaar, Direct Benefit Transfer (DBT), loan disbursement, Unified Payment Interface (UPI) etc. where the impact is massive.



Talking about UPI, he said that UPI has been able to multiply its users in this large financial ecosystem and has overtaken massive instruments like credit/debit cards which were running for decades in the country. He also mentioned that GSTN along with waybill system and invoice matching system promises to be a powerful platform. He also talked about the importance and utility of key digital platforms like Government e-Marketplace (GeM), Public Finance Management System (PFMS), Inter Operable Criminal Justice System that are bringing Government services to the people. He emphasized on the integration of important projects together into public digital platforms so that the huge data generated from them can be used to benefit other projects. He also said that this database can be used for analytics, block chain, and other emerging technologies. Construction of a nationwide, domain specific public digital platform is one of the best opportunities for the country. He concluded by saying that there are three major platforms - agriculture, healthcare and education which are now taking shape through the efforts of Central Government.

Shri Sanjay Goel, Joint Secretary to the Government of India, Ministry of Electronics & Information Technology



Shri Sanjay Goel began his address by giving examples of use of various applications in agriculture like Soil Health Card, M-Kisan, IMD Data, eNAM etc. which are on one platform. He said that the common platform facilitates the sharing of database, application of data analytics and use of data for analytical algorithms. He further added that Artificial Intelligence can also be used to provide the quality solutions. He mentioned that there is a need to migrate from traditional infrastructure like data centres, CSC etc. to more intelligent and advanced infrastructure like the scalable cloud combined with the Artificial Intelligence which can be optimized and ease the delivery of services.

Dr. Rohini Srivathsa, Chief Technical Officer, Microsoft India

Dr. Rohini Srivathsa stated that as per the global thinking, technology, business and the Government are not separate now and each organization should leverage digitization and technology to improve efficiency, to innovate and in certain areas, for pure disruption. She said that the digital platform is a place which allows you to transact value in digital form. A digital platform must provide more value to the people who are coming to the platform, then the platform by itself can create. She emphasized on the exponential creation of value by innovation; the speed at which technologies like Artificial Intelligence, Quantum Computing, Block Chain, Mix Reality etc. are moving. There cannot be a single entity that can innovate by itself. It is important to understand how to leapfrog, how to be able to use what's out there and build



using those building blocks, which are called as Application Program Interface (APIs). She further added that the first building block or the first element of digital platform is 'acceleration of innovation'. Artificial Intelligence has been able to break human parities in cognitive capabilities like speech, image, language understanding etc. which means that AI algorithms are able to do better than the human beings in some of these tasks of image recognition, speech recognition, translation etc. The second element is 'empowerment', which, in current context, means making technology available to anybody and everybody and the third element is 'responsibility' which comes through trust and social impact.

Shri Nagesh Shastri, Deputy Director General, National Informatics Centre (NIC)

Shri Nagesh Shastri started his speech with e-Transport platform which was started as a service or collection of services. Initially the focus was only on automation of RTOs in which the applications as well as the database was decentralized. In the second phase, the focus was shifted to citizens where all the databases were consolidated, and a single web-based application was made available to the citizens as a self-service portal through which they can apply for driving license, renewal of licence and registration certificate related services. He further added that when all these operations were automated, the focus shifted again to include the partners like banks, insurance companies, manufacturers, pollution control centres etc. and further values were added to the platform.

He raised the concern that to enable the growth of the platform, the security aspect of data must be kept in mind. He also talked about e-way bill which was initially started as a self-servicing platform for taxpayers and transporters to generate the e-waybills but now it is also being integrated with NPCI for FASTag so that vehicle movement along with national highways can be integrated. He said that by adding more services, the platform is realizing more value. He also emphasized on the engagement of private community for the evolution and development of the ecosystem for platform.

Shri Anurag Dua, Partner, PwC India

Providing insights from private sector, Shri Anurag Dua said that the digital economy has become the backbone of all the economic activities that we do. Digital has two-fold impact; a direct impact which gets manifested through the growth of IT and ITeS industry, e-Commerce, Telecommunication etc. and an induced impact on other sectors of the economy like agriculture, education, healthcare, transport, manufacturing etc. He stated that the impact of digital has deep rooted influence on all the economic activities which includes GDP, innovation, employment etc. as well as on society and governance.

Further highlighting the impact of digital on an economy, he said that the more the data is generated, the more it is consumed; more application of such data then happens through various AI systems; more applications have new AI systems and new products and services emerge; when new products and services emerge, they further make use of the data and so more new data gets generated and that's the ripple effect created by digital on the economy.

He also mentioned that Platforms play a key role in driving the economy by bringing ease of service and cost savings. It also catalyzes the market, investments, incubations and entrepreneurship that are happening in the country. He said that one of the key pillars of digital economy is 'the collaboration on a platform across the public offices' which empowers the economy. He concluded by raising a concern that there is no surety that the digital is actually narrowing the digital divide and not increasing it.

PLENARY SESSION 2: Blockchain for Effective Governance and Service Delivery

Introduction by Moderator, Shri Sreeram Ananthasayanam, Partner, PwC India

Shri Sreeram requested the panelists to make the session conversational as much as possible. He requested Shri C. N. Raghupati, Senior VP and India Head Infosys to speak on some of the specific used cases where Blockchain has been involved.

Shri C. N. Raghupati, Senior VP and India Head Infosys

Shri Raghupati started with the widely reported case with Income Tax Department especially with the TDS function. He said that TDS is well known amongst salaried people but for people running a business, tax is deducted at multiple points which is to be aggregated and reconciled. He proudly mentioned that Infosys completed a set of pilot initiatives taking all sorts of TDS which worked out very well. The project was liked by Income Tax Department very much and the Department



is working on utilizing the same for other taxation purposes. The second case which he talked about was a flagship product called Finacle, launched by a consortium of 7 banks which was led by ICICI. Finacle runs almost 65% of the banks in the country; however, their biggest concern is traceability of trade finance. Infosys used blockchain to improve the traceability of all the transactions of trade finance which worked really well.

Shri Jitan Chandnani, Blockchain Leader IBM

Shri Jitan started the conversation by explaining IBM's flagship product 'TradeLens' which is a blockchain shipping solution in supply chain and was developed in partnership with Maersk. He stated how the use of blockchain technology has changed the supply chain process especially for perishable goods. Earlier when perishable goods were sent to any place, in a simple documentation era, it used to take two weeks, leading to product damage and huge loss to the producer. This is because the documentation was taken through all the participants in the ecosystem. In international trade, there are about 14 different participants like importers, exporters, banks, shipping agents etc. He suggested that if a system can be designed which could connect the data from different participants, documentation and timing of international trade process can be reduced. Referring to IBM's partnership with Maersk and consortium of multiple banks for Finacle, he said that blockchain is a technology which makes competitors to collaborate in order to get the best out of it. Using its expertise in technology and Maersk's domain knowledge of supply chain, IBM tried to map all the participants and documentation using blockchain technology and the results benefited all the participants because of standardization of procedures, lesser documentation, lesser time consumption, etc.

Shri Girish Krishnamurthy, Head – Strategic Initiatives and Healthcare Innovation – Tata Group

Shri Girish talked about large transformation and said that the way we see Government service delivery, the concept and philosophy of blockchain is already setup in our existing bureaucratic process. He said that there is a need to recognize certain parameters in large transformation where blockchain can play a role. However, the Government is also expected to focus on building trust and limited execution of things because wherever the project value requires more democracy and decentralization, secured way of service delivery is to be considered more than the data. He also said that the Government delivery

mechanism is a large backdrop and there are certain areas where blockchain can have pivotal role. Three areas where blockchain can create a crucial difference are building trust and transparency, bringing the cost down with increased efficiency and ensuring accountability.

Shri Santosh K. Misra, CEO, Tamil Nadu e-Governance Agency (TNeGA)

Shri Santosh started with Nambikkai Inaiyam (NI), an initiative taken up by Tamil Nadu Government to setup and maintain a State-wide blockchain infrastructure. He said that in Government, there are two ways of finding a solution using the blockchain technology. One is a problem specific approach that wherever there is a problem, technology rectifies it. Second approach is to create an (blockchain) infrastructure and allow various players to come and play or create the traffic on it to provide solutions. In order to utilize the full potential of the technology, there is a need to create an ecosystem where private traffic and start-ups are also allowed, and they work together to discover new ways of delivering value to the citizens and offer innovative services.

He said that in Tamil Nadu, under Nambikkai Inaiyam initiative, all the Government Departments will be working on a single platform. The State Government has used a distinctive phased approach where phase 1 deals with assets which are not transferable but digital, phase 2 deals with assets which are digital but transferable and phase 3 deals with real assets and can be dealt within the blockchain world.

Shri Sharat Chandra, President, Government Blockchain Association in India

Referring to the draft National Strategy on blockchain and Niti Aayog's recent paper "Blockchain: The India Strategy", Shri Sharat talked about having a uniform Centre of Excellence where various national bodies can talk to each other. He said that there are different bodies



working on different lines which may not be on the same path, thus, there is need of a common body which can evaluate all the issues and have certain standards to define the National Blockchain Policy. He appreciated the steps taken up by Tamil Nadu and Maharashtra Government in adoption of blockchain technology.

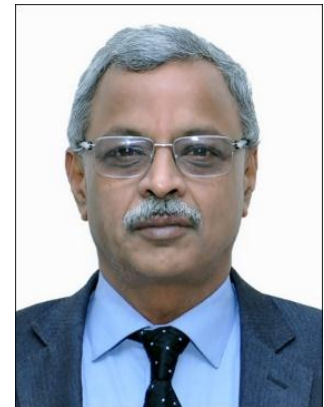
Shri Nikhil Surve, Partnership Lead India R3

Talking about India R3, Shri Nikhil said that the company focuses on banks but also works with regulators and Governments across the globe. Publicly, India R3 has worked with UK Government for online registry portal named Her Majesty's Land Registry (HMLR), Monetary Authority of Singapore, Bank of Canada, Bank of Thailand's Project Inthanon, Hong Kong Monetary Authority etc. He added that while working with regulators, it has been observed that growing trend of all the discussions is towards streamlining the payments across the country and therefore Central Bank Digital Currencies (CBDC) has been picking up a lot of steam across the globe. CBDC can be used for wholesale, retail and cross border currencies and it is an important aspect that R3 is looking at. He also added that there is a need to simplify the concept of blockchain at multiple levels, like simplification of the governance, implementation, guidelines, and technology.

PLENARY SESSION 3: Improving Service Delivery

Introduction by Chair, Shri J. Satyanarayana, Ex-Secretary to Government of India (from MeitY), Ex-Chairman, UIDAI (part-time) & Advisor to GoAP

Shri J. Satyanarayana welcomed the audience and enlightened them with the theme of this year's Conference which is "India 2020: Digital Transformation" and how, from the last 3 decades the terminology has ever been changing from e-Government to e-Governance then m-Governance and at last to real time Governance. Furthermore, he mentioned that the outcome of a digital transformation is reflected in the actual services rendered to the end user point who would actually be able to see it.



In his presentation, Shri Satyanarayana gave an overview of 'Improving Service Delivery', and emphasized explicitly on what a service is, where does it start and end, and how its quality and quantity is measured. Additionally, to define the standard of a digital service, he suggested a 4-step approach - Define, Realize, Govern and Measure. He said that each standard has 8-10 requirements which are available in detail on MeitY website.

Mr. J. Satyanarayana also shared that the 'eTaal' tool is already developed to measure the quantity of the services, however, there is a need to focus on the quality of digital services. He proposed a holistic approach to measure the quality of service delivery that demands process re-engineering, leveraging new technology, capacities to deliver right services with the right quality, appropriate delivery model and architecture and engagement with the stakeholders and citizens. He concluded by emphasizing on the collaboration between Government and the private sector to improve the delivery of digital services.

Shri Abhishek Singh, CEO, MyGov and President & CEO, National e-Governance Division (NeGD), MeitY

Shri Abhishek Singh started off on a humble note by thanking Shri J. Satyanarayana for providing the overview about how services need to be designed and enabled so that they meet the requirements of all the stakeholders in the system. He also briefly discussed his entrance in the field of e-Governance in 2006 during e-Governance Champions training program. He talked about 9 pillars of Digital India and explained how pillar 4, 5 and 6 are more important than the rest.



Appreciating various initiatives taken up by different State Governments, he emphasized on the key issue under pillar number 6 which is the feedback from the citizen, for which Government has launched key initiatives like National Scholarship Portal of India, Open Data platform, MyGov, eSampark.

He also explained how MyGov ecosystem was conceptualized to encourage communication between citizen and State/ Central Government/ NGOs/ Corporates through various means. He said that MyGov is doing a Citizen Perception Survey where citizen can vote for their cities, as to what they like and what they don't. He urged all the State Governments to launch MyGov in their State.

Mentioning about various solutions presented during the Hackathon and the achievements made by MyGov, he said that such insights can be useful in policy-making to take the right intervention at the right time. He concluded by saying that MyGov has helped in increasing citizen participation and involvement which can further support the designing of public service solutions in e-Governance.

Ms. Purnima Chauhan, Secretary (Administrative Reforms), Government of Himachal Pradesh

In her address, Ms. Purnima Chauhan expressed concern regarding the reach of Digital India initiatives posing a risk of their early mortality. She raised the voice of caution for policy makers to meet the increasing demand of service delivery.

She further said that computer literacy in the Government sector needs to be mapped constantly and automatically right from the elementary level to the top in the hierarchy. Highlighting the achievements made by her State, Himachal Pradesh in the field of digital literacy, she said that in 2017 and 2018, her State has consistently been awarded the best governed State by Public Affairs Centre, Bangalore which inspired the Government to develop a district Good Governance Index to find out which district contributed to State Good Governance performance. She was proud to report that the Himachal Pradesh was only the State to do this exercise. She also appreciated the kind of work done across the country in the field of digital literacy.

Dr. Rakesh Gupta, Head - Chief Minister's Good Governance Associates, Haryana

In his address, Dr. Gupta thanked for setting up an excellent background where everyone is discussing about citizen centric delivery service and how it can be transformed for the betterment of the citizen. He talked about various innovative mechanisms being used by State Governments for service delivery and how technology and social media has transformed the Government processes especially in Telangana, Haryana, Delhi, Karnataka, Andhra Pradesh. He expressed his understanding on citizen's efforts and difficulties in obtaining various services and the issues that need to be tackled. He further added that one such issue is awareness which Haryana State is working to resolve.



He also addressed these issues through a presentation on award winning scheme of Antyodaya Saral which is benefitting the people of the State. He also gave the count of the services launched under one umbrella and kiosk centers that are helping citizens to avail the services. Indicating accessibility as one of focus areas, he said that the State is planning to link all the schemes and applications like UMANG App, ServicePlus etc. He Stated that in 2020, the State will focus on analytics and big data to find out which schemes are performing better, how they can be targeted to the individuals, how much budget is required for the next year, feedback from the citizen and so on. This is called proactive governance. As concluding remarks, he submitted to be focused on 4 pillars, viz., efficient processing of all the applications which are received from the citizens, better communication between citizen and government, ensuring transparency and effective delivery of social welfare benefits to ensure the betterment of the service delivery at one stop shop.

Shri Pallab Saha, Chief Architect, The Open Group

In his address, Shri Saha expressed his views on how this year's theme 'India 2020: Digital Transformation' can be connected to architecture considering big digital landscape this country has. Drawing a digital landscape for India, Shri Saha said that a lot of work is happening in the field of digital transformation in several States; however, all these initiatives are not converging anywhere. He said that the architecture is an overall umbrella that can hold all these initiatives together. As per him, culture and architecture are the two things which dictate the behavior of anything big and complex.



Through his presentation, Shri Saha spoke about the Gartner's hype cycle of Enterprise Architecture. He focused on 17 Sustainable Development Goals in the context of Digital Transformation which are important to improve the quality life

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of a citizen and how these goals are interconnected. He showed how the maturity of e-Governance in a country has a positive correlation with the maturity of enterprise architecture and that our Government needs to follow the same path to improve the e-Governance. He highlighted on the obstacles in the architecture and suggested ways to make it faster. He concluded with his 6 principles of digital transformation focusing on providing ease of living, importance of data, improved IT function and architecture as a foundation to agility for a sustained success.

BREAKOUT SESSION 1: Hackathon Award Winners' Presentation

The session was chaired by Shri Surendra Nath Tripathi, Director, Indian Institute of Public Administration (IIPA). He congratulated all the award winners and appreciated their efforts in developing such innovative solutions for Citizen Grievance Redressal Mechanism. He invited the top three award winners to present their innovations to the audience. The session was also attended by Dr. Kshatrapati Shivaji, Secretary DARPG. He congratulated all the award winners and appreciated their enthusiasm for participation in Hackathon.

Presentation by Shri Jayendra Vadreru and Team, First Award Winner

Shri Jayendra proposed an Artificial Intelligence (AI) driven process that understands the context of the request and routes it to the concerned department intelligently. The model works on mathematical modeling inspired from how a human brain works. It is a special case of artificial neural network, popularly known as Recurrent Neural Network. He said that the solution is developed as a micro service and can be integrated with any compatible Government portal or system.

Highlighting the benefits of the proposed model, Shri Jayendra said that the turnaround time for resolution of a complaint has been considerably reduced. He also said that this user-friendly interface is a first step towards Intelligent Governance Solutions and increases user/citizen satisfaction.

Presentation by Shri Ratnajit V. Desai and Team, Second Award Winner

Shri Ratnajit explained an application developed by his team which can bridge the gap between General Public and the Government with respect to grievances observed by the public. He said that it will also increase the awareness among the people for various issues observed by public all over India. The application allows the user to report a grievance of any category and upload the related images

along with that. It also has news feed and up-vote system that allows other users to view and support all the grievances reported by the users all over India.

Shri Ratnajit also said that the application will bring more transparency to the grievance resolution system and the users will be able to see continuous updates on grievance raised by them.

Presentation by Shri Ajay Kumar and Team, Third Award Winner

Shri Ajay Kumar and his team had developed a conversational Chabot which was explained to the audience in the form of a presentation. He said that the chatbot interacts with an AI model that can identify and recommend the department to which the grievance should be filed and would be a fit solution to improve Citizens grievance submission experience.

The Bot would interact with Citizen to aid in submitting the grievance in the same way as a human interacts with another. It is available 24X7 and always ready to expedite smooth grievance submission.

BREAKOUT SESSION 2: End to End Service Delivery

The session was chaired by Ms. Meena Agarwal, Director, National Institute of Financial Management (NIFM). She briefed the audience on the number of applications received for the National e-Governance Awards and how the final winners have been shortlisted through Screening Committee and Jury. She then invited the representatives from various States to present their projects.

Presentation on Ayushman Bharat Pradhan Mantri Jan Arogya Yojana by Dr. Indu Bhushan, CEO, National Health Authority (NHA)

Dr. Bhushan presented his project Ayushman Bharat Pradhan Mantri Jan Arogya Yojana. The project primarily focusses on upholding the objectives of National Health Policy (NHP) and achieving Universal Health Coverage (UHC). It aims to cover around 40% poor and vulnerable population of the country (50 crore beneficiary). Dr. Bhushan began his presentation by highlighting the key features of the Pradhan Mantri Jan Arogya Yojana and how it has improved access to affordable quality care. He further spoke on how the designing of Ayushman Bharat is helping in re-engineering the healthcare and health insurance in India and implementing world's largest Health Assurance Scheme. He concluded by stating the success of Digital Transformation where 73 Lac treatments of worth 10,000 Crores have been done so far.

Presentation on GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking) by Shri Sanjeev Chopra, Principal Secretary Home and General Administration

Shri Sanjeev presented his project GO SWIFT. This project is the online single window portal developed by Government of Odisha for Investor Facilitation and Tracking and to transform the B2G interface through the entire investment lifecycle.

During his presentation, he spoke about the key objective of the project and journey made so far. He further added that the project has been recognized as the best practice by Government of India for replication by other States towards Ease of Doing Business (EoDB). The portal is also linked with CM's Dashboard where all the information is available in one go. He concluded by highlighting the various services provided by the single window portal.

Presentation on ERONET (Electoral Registration Officers Network) by Dr. Sandeep Saxena, Senior Deputy Election Commissioner

Dr. Sandeep Saxena presented his project ERONET (Electoral Registration Officers Network). ERONET brings in seamless processing of forms, easy handling of the databases, regular and simpler way of monitoring the Electoral Rolls (ERs) activities and maintaining the ERs health.

Dr. Saxena gave a brief understanding on background of the beginning of ERONET. In addition, he also explained how citizens are getting benefitted through it in various ways. He also shared that more than 90 crores electors have complete database in one single unified system. He further added that the ERONET provides right amount of electoral information to the right set of people in the right time, for effective management and timely voter services.

Presentation on Real Time Pollution Monitoring System (RTPMS) by Shri Vivek Yadav, Member Secretary, Andhra Pradesh Pollution Control Board (APPCB)

Shri Vivek Yadav presented his project Real Time Pollution Monitoring System (RTPMS) which helps in monitoring industrial emissions through Continuous Emission Monitoring System (CEMS), quality of effluent through Continuous Effluent Quality Monitoring System (CEQMS) and ambient air quality through Continuous Ambient Air Quality Monitoring System (CAAQMS) so as to provide a healthy environment to the people of Andhra Pradesh.

During his presentation, he shared the key functions and duties of Andhra Pradesh Pollution Control Board as regulator. He also addressed the challenges related to industrial monitoring because of which the need of RTPMS has risen. He also explained the usefulness of the project for protection of environment for the present and future generations. He further added that the project is an effective tool for APPCB to take swift decisions and to safeguard the public health with sustainable development goals for public welfare.

Presentation on Antyodaya Saral Haryana by Dr. Rakesh Gupta, Project Director, CMGGA (Chief Minister's Good Governance Associates)

Dr. Rakesh Gupta presented his project Antyodaya Saral Haryana. The primary objective of the project is to provide all G2C schemes and services to the citizens on one single platform, making it available online across all 115 Antyodaya Saral Kendras and 8000+ registered Atal Seva Kendras. He mentioned that total of 511 services and schemes launched out of a total of 550+ G2C services. These schemes and services spread across 38 Departments, Boards and Corporations. He further stated that the platform has been developed internally without the external vendor with the help of Government owned ServicePlus application developed by National Informatics Centre (NIC).

He further added that CMGGA (Chief Minister's Good Governance Associates) Programme has played a critical role in implementation of this project in coordination with District Administration and consistent rigorous reviews by CM office has helped the entire system move together towards this goal of streamlining service delivery.

Presentation on RailMadad by Shri Vivek Srivastava, Executive Director Public Grievance (EDPG), Railway Board

Shri Vivek Srivastava presented his project RailMadad which has the primary objective to provide ease of accessibility to Railway customer for registering grievance and faster complaint mitigation.

During his presentation, he gave the reasons how RailMadad is helping the citizens in terms of 'Ease of Living'. He also spoke about the Bottom up Approach being followed in the project. He gave a ballpark figure of 2000 complaints that are registered every day, Public complainant users - 39745; Railway Users 3568. App download: 12611 (Android & iOS).

Presentation on An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System (eKshana) by Shri Munish Moudgil, Director, Atalji Janasnehi Directorate, Karnataka

Shri Munish Moudgil presented his project, 'An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System' (eKshana) which is an initiative created a ready repository of caste income & residence certificates of the population of Karnataka, which enables instantaneous and over the counter issuance of these certificates at the citizen requests.

He further spoke on eKshana which is a Suo Moto Service & an Ecosystem for Suo Moto Service Delivery. He also Stated that 99,63,702 families covered, and 96,10,213 Caste, Income and Residence Certificates have been issued through e-Kshana. He further spoke on the technologies and IT Eco-Systems used in e-Kshana.

Presentation on Statewide ERP by Shri Timothy Dkhar, Deputy Director General & State Information Office, NIC-Meghalaya



Shri Timothy Dkhar presented his project MeghEA: Meghalaya Enterprise Architecture Tool. He started his presentation by providing an overview about MeghEA which is the first IndEA

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(India Enterprise Architecture) pilot project. He also mentioned that Government of Meghalaya has been selected as first State under the IndEA program – State-wide EA and pilot for Finance sector.

He further emphasized on the need of MeghEA tool and how it is helping in meeting the objective of IndEA. He spoke about the four phases of Data Collection. He further added that the MeghEA tool helped efficiently in transformation of various services. He concluded his presentation by stating the challenges faced by the MeghEA tool and lessons learnt.

BREAKOUT SESSION 3: End to End Service Delivery

The session was chaired by Dr. Anjali Kaushik, Professor, MDI, Gurugram. She greeted the audience and briefly talked about the e-Governance awards that are being organized by DARPG every year. She mentioned about some of the innovative interventions that have improved the quality of nominations submitted for the awards. She then invited the representatives from various States to present their projects.

Presentation on “District Adhoc Wireless Surveillance Communication System using Drone Technology” by Shri Mangesh Ghildiyal, District Magistrate - Rudraprayag, Uttarakhand

Shri Ghildiyal presented the project which uses drone technology in some of the critical activities like remotely monitoring the progress and quality of large-scale construction works in and around Kedarnath Dham, providing live feed of any disaster location of the district to authorities for better planning and decision making and monitoring Shri Kedarnath Yatra so that timely and necessary measures can be taken for the safety of pilgrims.

The project has covered all 3 blocks of Rudraprayag, establishing 38 delivery centres across the District, State and Prime Minister’s Office. Presently, students of 12 schools are also getting benefited through this project where remote classes are being organized using this communication network. Around 10 Lakh pilgrims visiting Kedarnath are also getting benefited as trek route and facilities are continuously being monitored through this project.

Presentation on “LouchaPathap- Online Land Record Computerization and National Generic Document Registration System (NGDRS)” by Dr. Rangitabali Waikhom, Deputy Commissioner, Imphal East, Manipur

Ms. Waikhom presented her project on digitization of land records and dissemination of related information through web and mobile App in East Imphal District of Manipur. She said that the project is also being integrated with National Generic Document Registration System (NGDRS) for property registration.

Till date, 157 villages with 1,33,238 Return on Revenues (RoR) and 82,951.051 acre of land are digitized under the district since the launch of this system. On an average 2000 monthly transactions are being done through the portal. The current system is hosted on cloud so that it is accessible anytime from anywhere. Through the portal, citizens are able to access the information on RoR and revenue tax which is payable on the portal.

Presentation on “eForestFire- Himalayan Forest Fire Prediction” by Dr. Abdul Qayum, Deputy Conservator of Forests (DCF) & Deputy Chief Wildlife Warden, Department of Environment & Forests, Arunachal Pradesh

Mr. Qayum presented his project which uses the geospatial technology for forest fire characterization and evaluation of correlation between meteorological thematic layers, geographical features and socio-economy of the local area. He said that the objective of the project was to develop a predictive model by integrating socio-economic, climatic, environmental, and geographical factors along with Forest Survey of India (FSI) data to extract hotspots at village level.

The project has covered the entire State through 31 centres, one at every district, division or circle level. The Communication is mainly done through freely available android mobile app (eForestFire), email and web portal.

Presentation on “SAKOON” by Dr. Piyush Singla, Deputy Commissioner - Udhampur, Jammu & Kashmir

Dr. Singla presented the project SAKOON which is a technology platform that enables quick processing of relief cases and subsequently release of funds to the victims of a disaster/calamity, as per the guidelines of State Disaster Response Fund (SDRF). People who have suffered damages to their life and property because of various natural calamities are the beneficiaries of the project. The beneficiaries target group gives humanistic approach to this project and made speedy implementation of project even more vital.

Presentation on “WeDeserve - Right assistance to the Right person at the Right Time” by Dr. D. Sajith Babu, District Collector, Kasaragod, Kerala

Dr. Sajith presented his project called ‘WeDeserve’ which is for People with Disability (PWD). WeDeserve provides right assistance to differently abled persons at the right time, ensuring constitutional obligation of equal rights to the disabled and bridging the temporal and spatial gap between limited resources and real needy. All services and assistance are provided to the differently abled at the right time as per the correct need assessment using a central data repository. It creates individual profile of each PWD which includes personal, socio-economic, health (physical & mental) and education details and prepares a comprehensive rehabilitation plan for each individual which makes Government authorities a better negotiator especially while planning programmes like Direct Benefit Transfer [DBT] for the disabled. Also, Government can decide on programmes and sub programmes based on the number and types of disability with respect to its spatial distribution.

Presentation on “Public Services from Block to Panchayat Sarkar Bhawan through e-Governance” by Dr. Shailaza Sharma, Collector-cum-District Magistrate - Saharsa, Bihar

Dr. Shailaza Sharma stated that providing public services to the marginalized sections of the population has always been a challenge and her project aims at making governance more transparent, accountable and inclusive. District

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Administration adopted e-Governance for the delivery of public services. With the extensive use of Information and Communication Technology (ICT) Tools, human intervention has been reduced in public service delivery which resulted in reduction of corruption and time taken for service delivery. The administrative processes are modernized, and manual work is minimized to ensure enhanced transparency.

Day 2

8th February 2020

PLENARY SESSION 4: Digital Payments and Fintech

Introduction by Chair, Shri Anup Bagchi Executive Director, ICICI Bank

Shri Anup Bagchi opened the session by welcoming all the participants. As a moderator, he started the discussion by mentioning few pointers related to the issues and real benefits of Fintech and Digitization and their role in novel society and business. He also pointed out the criticality of the risk new world is bringing in because it is coming from unknown sources. He discussed the real problems that need to be solved using Digitization and Digital payments and what kind of efficiency is required. He asked one of the panelists to highlight the top 3 policy initiatives that can be recommended to make Fintech more useful.



Shri Saurabh Mishra, Joint Secretary to the Government of India, Department of Financial Services, Ministry of Finance

In his address, Shri Saurabh Mishra said that India has nearly completed a decade in the ecosystem of Fintech in some form or the other and provided solutions to a subset of problems during this evolution. He further added that in last 3-4 years, Fintech has started connecting to the areas related to core of payments; the core of distribution; the core of banking; core of insurance and financial services to certain extent. He said it's time that Fintech possibly moves to the next level of what can be delivered. He concluded by raising the question that can the Fintech be a real game changer in terms of taking the mass public distribution services to the last level and to getting into some core areas of finding where we have a right sanitized credit system, payment system and merchant system.



He also spoke about the timelines when things having been moving from cash to digital and demonetization which is because of the innovation and sudden change of cards at the country level.

Shri Ashish Aggarwal, Head - Public Policy, NASSCOM

Shri Ashish Aggarwal gave a brief presentation on Fintech and Digital Payments beginning with the push for financial inclusion which Government has initiated. He said that this push has arisen from the basic need of access to services around credit, contingency planning and wealth creation. Highlighting the challenge of FinTech, he said that savings by citizens need to be encouraged to increase the demand for financial products resulting in their financial security.



He also emphasized on the need of having a data protection related regulatory framework in the country in 2020. He Stated that the biggest challenge for the regulators is to manage risks and the innovations together. He also discussed the key takeaways from Government Report on Digital Payments (2016-19) which, in his view, can help Government in formulating a policy of Fintech. He also highlighted the key initiatives taken up by Government, RBI and NPCI in 2018-19 in the field of Digital Payment and Fintech and suggested ways to further improve the Fintech industry. He then concluded by stating the need of a continuous focus on consumer's trust, which is being reflected in the recent initiatives of RBI of proposing an SRO (Self-Regulatory Organization), building the fraud registry and also payment Ombudsman.

Ms. Soma Roy Burman, Controller General of Accounts, Department of Expenditure, Ministry of Finance, Government of India

Ms. Burman started her session by thanking all dignitaries, delegates and DARPG. In her presentation on PFMS (Public Financial Management System) and while discussing about the Digital Payments & Fintech, she elaborated the resource constraint Government is facing both in terms of payment and receipts. She also explained further that in order to maintain seamless payments and receipts, the system needs to be very efficient and processes need to be truncated to the extent possible.



Explaining more aspects of Digital Payments and Fintech, she said that accuracy is the key prerequisite in digital payment and receipts. It becomes very important in Government transactions as there are numerous transactions happening daily in the form of receipts which are B2G, C2G and payments which are G2B, G2C or where there is a volume of transactions between State and Central Government through RBI. Like accuracy, internal controls are also an important factor to be maintained.

Speaking of figures and numbers, she quoted that approximately 40 crores beneficiaries and 390 banks have been integrated, which makes bank validation very easy and till date there have been transactions of about INR 65,00,000 crore on PFMS which is only growing day by day. Recently, Panchayati Raj also added Panchayati Raj entities to PFMS which increased the scalability further. Talking about FinTech, she took up the example of DBT, explaining how the payments are routed from Government to banks and ultimately to beneficiaries' accounts. In the context of PFMS and DBT, last year, payment of INR 45,000 crore was made to about 8 crores farmers under Prime Minister's Kisan Yojana.

She concluded on the note that the Ministry is really looking forward to making banking and financial FinTech more competitive and efficient for citizen and the Government.

Shri Kunal Pande, Partner, KPMG India

Shri Kunal Pande Stated that Fintech is a finance and technology product, payment being an important part of it. The technology part in FinTech is dynamic and changing rapidly. With these changes, few key points need to be considered like how the technology is connecting with the physical world and getting inputs, amount of capacity required to process data, Artificial Intelligence wherein technology is taking decisions on its own, etc. He also added that India is a market of different vernacular language and bringing them together on the same platform is a technological challenge.



He further said that if payment is to be seen from end to end, which, in a way, is connecting people, it must be efficient, scalable, secure, highly transparent and of high speed. He further elaborated on how payment platforms need to be more integrated and quoted the example of FASTag being used on single integrated platform across India. He also emphasized on incentivizing participants to encourage them to innovate in the field of digital payments and FinTech.

He concluded with 3 points which are significant for FinTech innovators to come and spent, viz., talent building, highly interoperable platform so that smaller players can really participate seamlessly and making the economics of entire element true.

Shri Vishal Anand Kanvaty, Chief Market Innovation, National Payments Corporation of India (NPCI)

Shri Vishal Anand Kanvaty contributed to the discussion by providing insights on how digital payment helped in achieving social cause, how cash has been

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substituted and also the negative side of UPI. In his speech, he mostly addressed the questions raised by Shri Anup Bagchi.

He also highlighted that the value of transactions has grown from INR 700crore when UPI started in December 2016 to INR 2,00,000 crore. This shows that UPI has helped tremendously in replacing the cash. He also highlighted that for RuPay, NPCI has the required infrastructure in place and it just needs to maximize the spread and outreach of the initiative.

PLENARY SESSION 5 : NeSDA, DSS and Procurement Reforms

Introduction by Chair, Shri V. Srinivas, Additional Secretary to the Government of India, Department of Administrative Reforms & Public Grievances

Shri V. Srinivas started the session by welcoming all panelists for the session on National e-Governance Service Delivery Assessment (NeSDA). He explained that NeSDA is the first of its kind of framework to assess the efficiency and effectiveness of e-Governance services in the country. He further stated that being a part of NeSDA for year and a half now, made him attended about 55 meetings on the subject with State Governments and Central Ministries. He expressed his satisfaction on the compilation of NeSDA 2019 Report which was to be released by the Hon'ble Minister of State for Personnel, Public Grievances and Pensions during Valedictory Session. He also stated that NeSDA would help in highlighting not only the standalone success stories which are of exceptional nature but also some of the areas in policy making where gaps still need to be filled up. He also briefed on several objectives of NeSDA like promoting participation of various Departments and Ministries at Central and State level; encouraging e-participation of citizen which can help in achieving India's commitment towards Sustainable Development Goals (SDG); promoting efficient public service delivery; driving innovation and capacity creation to improve public service delivery across the nation; development of simple and single-entry points for all e-services.



Shri Kamal Kant Nath, Secretary (Information Technology), Government of Assam

In his session, Shri Kamal Kant Nath spoke about the initiatives taken up by Assam Government in the area of service delivery like e-Kuber and Integrated Land

Record Management System. He also talked about the two flagship projects of Assam Government, e-District Program and Integration of e-District and CCTNS (Crime and Criminal Tracking Network and Systems) which helped in driving the achievement of National e-Governance Plan. He also mentioned the Passport Verification service which is one of the huge services implemented by Assam Government.

Shri Sanjay Kumar Das, Joint Secretary (DoIT), Government of West Bengal

Shri Sanjay Kumar Das started his address by stating NCeG as a platform and what West Bengal has been doing over the years. He mentioned that the State Government has put down 42 services online and is looking out for assessment. As the results are now disclosed, West Bengal has been ranked 4th in State portal and 3rd in service portal. He also ensured that over the coming years, these services will continue to move up and become better. He spoke on Shri Prasad Unnikrishnan's point about Language and Accessibility. Regarding accessibility to 900+ portals, Government of West Bengal has made nearly 150 portals accessible as per orders of Supreme Court and they are seamlessly transforming into the local language. Adding to the achievements made by the State Government, he said that 145 services have been launched under e-District program, no single cash transaction has happened in past few years and the launch of Digital Ration Card has helped the non-subsidized citizen to get discounts from large retailers.

Ms. Rama Hariharan, General Manager, National Informatics Centre Services Incorporated (NICSI)

Ms. Rama Hariharan began her session with a detailed presentation on Digital Service Standard (DSS). She stated that DSS has been prepared by MeitY which is ensuring that the services being provided by the Government are fulfilling the basic minimum requirements and are based on certain assessment of lifecycle of a service. Speaking



about the basic need of the DSS, she said that many States are launching services, but they have not digitized the whole process because of which the citizen are forced to visit offices, and this is not acceptable. She then talked about the objectives to be achieved by DSS. She also gave a brief comparison between e-Service and Digital Service based on few attributes and how digital life cycle of a digital service helps in achieving the objectives of DSS. She further highlighted on standards, principles, guidelines and designing of a Digital Service which all States must adhere to.

Shri Gaurav Hazra, Senior Director& Head – India Markets at NASSCOM

Shri Gaurav Hazra explained how key learning of NeSDA is a participatory process where the Government of India interacts with multiple States and helps them in augmenting their capacity and ability to deliver digital services. The NeSDA report should be a benchmark to continue to work on that aspect. Later during the session, Shri Gaurav Hazra spoke about the importance of Procurement Reforms quoting that procurement was the first thing that came into action when the World Bank started funding the Developing Nations and no World Bank project in the world happens without the terms or reference of procurement. He also briefed about the impact analysis of Model RFP. He further stated that Maharashtra became the first State that mandated the model RFP via Cabinet Order for all the agencies of the Government of Maharashtra. He concluded by requesting all the States to adopt a framework that can drive the projects at pace and ensure the participation of the industries as partners.



Shri Prasad Unnikrishnan, Partner, KPMG India

Shri Prasad Unnikrishnan started by thanking DARPG and NASSCOM to provide him with this opportunity. He gave a



brief presentation on NeSDA 2019 in which he emphasized on the understanding of a citizen's perception of e-Governance service delivery. He touched upon NeSDA Framework components which comprises of 6 focus sectors across 13 State/UT Departments, 8 Central Ministries, 53 mandatory G2B and G2C services which are aligned to United Nations Survey Assessment and 7 assessment parameters on which every entity is evaluated. The presentation also highlighted the good practices followed by different States, UTs and Ministries. He also gave a glimpse of the NeSDA journey from conducting the multiple workshops to the release of NeSDA2019 Report. He also pointed out the key findings of State/UTs/Ministries Services Portal Assessment and areas which would help Government to transform its approach to be simpler, innovative and intuitive in order to deliver the e-Governance services. He concluded his session by providing the insights on good practices followed by State, UTs and Central Ministries.

Later during the session, Shri Prasad also gave a brief presentation on NeSDA 2020 framework which would be aligned to United Nations E-Government Survey 2020 and would focus on National e-Government strategy, State e-Government strategy and Local e-Government assessment for the achievement of the Sustainable Development Goals (SDGs).

Shri Parminder Singh, Head – Public Policy, WIPRO Ltd.

Contributing to the discussion on Procurement Reforms, initiated by Shri Gaurav Hazra, he stated that there is a key distinction between the ease of costing and the speed at which the procurement is done and both are reflected differently in the kind of services delivered. He further added that in IT industry the discussion on Procurements Reforms was started in 2010 and the need of RFP was felt focusing on 3 main concerns - financial risk, cost overrun and legal risk. He also highlighted unlimited liability as another important risk which most of the procurement agencies and the private sectors are facing. He further added that there is a need to have some obligation on part of the procurement agencies after the contact agreement is signed, mainly in the projects related to adoption of

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emerging technologies by the Government. He concluded by stating that if a synergy can be established between the speed and ease of procurement, the ecosystem can be made better and more accessible for both the SI (System Integrator) and procurement agencies.

PLENARY SESSION 6: Skilling and Capacity Building

Introduction by Chair, Shri Pallab Saha, Chief Architect, The Open Group

Shri Pallab Saha, in his address, shared the insights of Skilling and Capacity Building by narrating how the Government staff, both at Central and State level, need to improve their internal capacities on digital service standards. He mentioned that a lot has been happening in the context of capacity building and like National e-Governance Division (NeGD) is running lots of workshops on Digital Service Standard and more than 10 to 15 States have already been covered. He also added that agile as a philosophy is an important element that the Government people need to be trained on.



He further said that given our ambition to enter top 50 of UN e-Governance survey, it is extremely important to ensure that capacity building must happen at senior level and at the policy making level. To strengthen the idea further, on January 6, 2020, Indian Institute of Management, Vishakhapatnam has launched an MBA program in Digital Governance and Management. This is an 18 months program, currently running and 26 students sponsored by MeitY are currently going through the program.

In his closing remarks, he also addressed the problem where IT professionals and vendors are keen to work outside India. He said that when we have adequate capacity and adequate skilled people from industries, they should be deployed on some of the advanced technology platform and technology engagement within India. He closed his address by inviting Shri Vinay Thakur, COO, NeGD to speak further on the topic.

Shri Vinay Thakur, Chief Operating Officer (handling Learning Management System), NeGD

Shri Vinay Thakur started his speech by explaining the important pillars of e-Governance, viz, Creation of Infrastructure, Mission Mode Projects, Common Service Center (CSC) and Policy & Standard.



In his presentation, Shri Thakur explained how e-Governance plan was rolled out and 31 Mission Mode Projects were implemented, mainly by the States. He further elaborated on how States e-Mission Teams (SeMT) were formed with people having different technical skills and how States build their internal capacities. After States, e-Governance plan was rolled out for Central Government Ministries and several projects and missions were undertaken by them as well.

He highlighted that NeGD also needed a training program for which Learning Management System (LMS) was rolled out with a blended approach of both e-learning and classroom training. Along with LMS, Knowledge Management System was also launched through which the Division started training various States and their officials.

He further stated that the Division also started a digital program in e-Governance in Indian Institute of Management Vishakhapatnam, starting online diploma through LMS on cyber forensic and building few Center of Excellence trying to build the capacity of start-ups.

Quoting the figures, he said that till date the Division has trained more than 7000 Government officials from Central and State Government, 15 lakh people on GSTIN and 1000 police officers in cyber law, crime investigation and digital forensic (in the form of PG diploma).

He concluded his speech saying that there is a need to move from capacity building to capability building for which we need to have a platform where we can provide the blended type of learning to the people so that they can update their skills and contribute towards the implementation of e-Governance in the country.

Shri Sudhir Garg, Joint Secretary to the Government of India, Ministry of Micro, Small & Medium Enterprises (MSME)

Shri Sudhir Garg started the speech by explaining that skilling is a very wide term and skilling should support growth of business. He talked about how the business and technology is facing changes, challenges and disruptions because of which skilling should be build and promoted. He said that skilling should always be youth centric and while developing the approach toward skilling, youth must be targeted.

He further emphasized that businessmen and industrialists understand the importance of integrity and whatever they produce, is also of high quality and customer centric. Similarly, when they skill people, it should also be customer centric and of high quality. If the quality of skilling is compromised, our country will eventually fail to stand in national and international market. He also highlighted various other features which should be part of skilling approach, cost centric approach, design centric approach, building partnership.

Furthermore, he enlightened everyone with the introduction of Technology Centers in India. India is investing heavily in Technology Centers and 150 Technology Centers are expected to grow in coming 3-5 years, out of which 53 centers shall be created on a large scale with investment of around INR 150-200 Crore. He said that presently 18 centers have been created out of which 10 are already running in a self-financing, autonomous mode. Last year, they made earnings of around INR 320 Crore through skilling programs only which are highly sought after as people get easily placed; 60% people get jobs immediately and

rest 40% people have their own businesses. He mentioned that these centers are emphasizing on Artificial Intelligence, Augmented and Virtual Reality and are serving the high-end machining, designing, and capacity building. He concluded his speech requesting everyone to conduct skilling with a growth-oriented mindset.

BREAKOUT SESSION 4: End to End Service Delivery

The session was chaired by Shri N. K. Meena, Director, DARPG. He greeted the audience and briefly talked about the agenda of the session. He then invited the representatives from various States to present their projects.

Presentation on “Satellite Based Agriculture Information System: An Efficient Application of ICT” by Dr. Dharmendra Singh, Professor, Indian Institute of Technology, Roorkee Uttarakhand

Dr. Dharmendra presented the project and said that Satellite Based Agriculture Information System (SBAIS) is an online information system, based on satellite data, for agriculture/crop monitoring at district and tehsil level in the State of Uttarakhand. The system is based on the analysis of multi-temporal satellite data and composed mainly of two modules namely classification and crop monitoring. In classification module, the location of greenness/ vegetation could be identified, while crop monitoring module is based on the Normalized Difference Vegetation Index (NDVI) which is a measure of plant/ crop greenness based on the photosynthetic process or chlorophyll content and hence identifies the crop health.

SBAIS is a cost-effective system to observe the health of the crop at district/ village level. It compares last five years’ crop health data to help in assessing the damage, yield and may be quite helpful for Fasal Bima Yojana.

Presentation on “ICT based e-Agricultural Extension for Enhanced Technology and Information Delivery” by Dr. Srinivasaraghavan A, Assistant Professor, Agricultural University, Sabour, Bihar

Dr. Srinivasaraghavan explained that this initiative has rolled out several ICT enabled innovative agriculture extension approaches to reach out to the farming community on real time basis. The university team has developed sustainable and friendly audio-video content for faster dissemination of technology and enabled accelerated growth for agriculture through enhanced technology delivery to the farmers of Bihar.

The ICT enabled technical modules in the current initiative enabled the university to connect with farmers of 21 out of 38 districts in the State of Bihar. The scientists of specific discipline are connected to farmers on daily basis and receive feedback directly from them. Similarly, in another initiative called “Bihar Agricultural University Crop Doctor”, the dedicated group of scientists is attending specific issues of farmers through dedicated WhatsApp number (7004528893) where farmers’ issues are resolved based on crop pest/ disease images sent by the farmers.

Presentation on “Providing farm scale data from multi-satellite” by Shri Sat Kumar Tomer, CEO, Satyukt Analytics Private Limited, Karnataka

Shri Sat Kumar mentioned that in India, around 70% farmers are marginal farmers who cannot afford the sensors for their farms due to higher cost. Satyukt has developed algorithms by combining multiple satellites’ data, which resulted in improved spatiotemporal resolution of space-based products such as soil moisture, evapotranspiration, crop health, and rainfall analysis at farm scale. This can help the farmers to do precision farming and to continuously monitor crop health, soil moisture and increase the crop yield by taking timely decisions to increase their income and meet the supply and demand equation.

Soil moisture and evapotranspiration products can provide insights to farmers to make sustainable utilization of groundwater by planning the irrigation with optimum water usage. It can also help crop insurance companies to assess prevented sowing and crop damage and estimate the loss to pay the bills as early as possible. Crop health data can provide insights to fertilizer/ pesticide companies to supply their products in pest/ disease-affected areas.

Presentation on “A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report” by Shri AVS Suresh, CSO, Cognitive Care India Lab LLP, Telangana

Shri Suresh stated that in existing healthcare laboratory reports, there are a few explanations in digital and graphic format with no specific reference points for a particular screening test. Such systems and method focus on only one aspect of patient’s health status at a given time and reduces the overall value of the medical advice. Therefore, there is a need for a system for generating real-time, cumulative and personalized health screening report which has to be interactive. The invention by Cognitive Care India Lab relates to a system which generates a personalized and interactive laboratory report using the real-time results of patient’s health and maps it with previous results.

He further stated that when this platform was applied to educate people for their lab results done under National Health Mission (NHM), the understanding of the lab results improved by 360% in illiterates and 245% in literates and the willingness to seek medical attention increased by almost 138%. This also motivated people to adopt some modifications to avoid future “non communicable medical conditions” for a healthy India.

Presentation on “FotonVR - Virtual Reality in Education” by Mayur Patel, Vice President of Operations, Kachhua Education Services LLP, Gujarat

Shri Patel presented his project which provides Virtual Reality (VR) based science education in 3D and 360°. The project aims at providing a gamified interactive interface for students which enhance the learning and imagination power of students. The course content is available for students of class 5 to class 10. Since it is cloud based, it can be run offline and can be updated as required.

The initiative has features like multi language supported software, real time interaction between teacher and student, enhanced teaching over books and projector which increases its acceptability and adaptability.

Mr. Mayur further explained the impact on e-Governance wherein all classrooms can be reported live to the Government, student's attendance ratio is increased, and teachers' teaching is also enhanced.

Presentation on "T-Chits" by Ms. Rama Devi Lanka, OSD ITE&C Department, Government of Telangana

Ms. Rama Devi presented the project, 'T-Chits', a blockchain solution, which was introduced to regulate the chit fund market and mitigate the problem of financial frauds in chit fund market. T-Chits is operating in Telangana with more than 750 chit fund companies which have more than 1550 offices.

Chits funds are the key financial instruments of financial inclusion in India especially for those with little access to formal inclusion. It helps in reducing the unorganized market of chit funds which often results in financial frauds causing loss to misinformed or low-income investors.

It is India's first blockchain network for chit funds which makes chit funds accessible and credible for investors ensuring financial safety. The use of blockchain has ensured higher regulatory compliances, operational efficiency and belief in financial instruments. Investors can search for the registered chit fund

companies, invest and raise grievances online as it is completely paperless and cashless.

Presentation on “Wildlife Surveillance and Anti-Poaching System (WSAPS)” by Ms. Sonia Chaturvedi, System Analyst (Joint Director), Government of Rajasthan

Ms. Sonia Chaturvedi presented the project, ‘WSAPS’ which is a software-techno machine learning and AI based surveillance project.

The project primarily provides 24X7 surveillance in the forest and anti-poaching system to preserve the wildlife. Under the project, tiger and other wildlife species are monitored and crime against the preserved wildlife is prevented. All the activities of the project are successfully carried out with the help of remote controllable optical and thermal cameras deployed for real time monitoring, point to point secure wireless connection, live feed of the forest area being monitored from the containerized DC and command center.

She further explained that with the introduction of WSAPS, the accuracy in surveillance and anti-poaching has increased with significant reduction in risk of armed poachers. In addition, the project has also helped in keeping a check on infiltration and illegal mining.

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BREAKOUT SESSION 5: AI/Machine Learning and Language

The session was chaired by Dr. Charru Malhotra, Head – Centre of e-Governance & Associate Professor, IIPA.

Other Panelists were:

- Dr. Mahesh Kulkarni, Senior Director – Corporate R&D, CDAC
- Shri Ajay Data, CEO - Data Infosys & Council Member ICAAN, Data Xgen Plus
- Dr. Abhishek Roy, Head SeMT, Government of WB

BREAKOUT SESSION 6: Building Digital Trust- Transparency, Security and Privacy

The session was chaired by Shri Gopalakrishnan S., Additional Secretary, MeitY.

Other Panelists were

- Shri Gulshan Rai, Chief Information Security Officer at PMO
- Shri Nandkumar Sarvade, Chief Executive Officer, Reserve Bank Information Technology Pvt Ltd (ReBIT),
- Ms. Rama Vedashree, Chief Executive Officer, Data Security Council of India,
- Shri Sanjay Kumar Das, Joint Secretary, Government of WB
- Shri Sharat Chandra, President, Government Block Chain Association in India

VALEDICTORY SESSION

Valedictory Address by Shri V. Srinivas, Additional Secretary to the Government of India, DARPG



While delivering the address, Shri V. Srinivas mentioned that Hon'ble Minister of State, Government of India, Dr. Jitendra Singh has been the driving force behind the 23rd NCeG being convened in Mumbai. He also announced that Dr. Jitendra Singh will be releasing the first National e-Services Delivery Assessment (NeSDA) 2019 Report in the valedictory session. He requested all the States and UTs to adopt the recommendations from NeSDA for further developing stronger State/UT portals and improving service delivery. He also requested the Hon'ble Minister to confer the National e-Governance Awards 2020.

Shri V. Srinivas was glad to announce that 23rd NCeG has been an all-round success and has fully achieved the objectives of knowledge and experience sharing. He expressed his gratitude for the support received from Government of Maharashtra and Ministry of Electronics and Information Technology (MeitY), Government of India.

With these remarks, Shri Srinivas read the Mumbai declaration which is annexed.

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**Address by Dr. Kshatrapati Shivaji, Secretary to the Government of India,
Department of Administrative Reforms & Public Grievances**

Dr. Kshatrapati Shivaji congratulated and conveyed his sincere thanks to everyone for making the 23rd National Conference on e-Governance Conference a success and mentioned about the numbers of unique and innovative ideas floated around. He also cited the successful launch of blockchain sandbox and its implementation across the State of Maharashtra.



He further mentioned that NeSDA 2019 report is being launched for the first time which is created for a healthy competition among States and UTs. The NeSDA 2019 Report contains different assessment reports of the e-service delivery across all the State, UTs and with a couple of Ministries of Government of India.

The following three publications were released by Dr. Jitendra Singh, Hon'ble Minister of State (Independent charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Personnel, Public Grievances & Pensions; Department of Atomic Energy & Department of Space, Government of India; Shri Satej D. Patil, Minister of State for Home (Urban), Housing, Transport, Information Technology, Parliamentary Affairs, Government of Maharashtra; Shri Ajay Prakash Sawhney, Secretary to the Government of India, MeitY; Dr. Kshatrapati Shivaji, Secretary to the Government of India, DARPG; Shri V. Srinivas, Additional Secretary to the Government of India, DARPG and Shri S.V.R. Srinivas, Principal Secretary to the Government of Maharashtra, DoIT :

- 1. Compendium of Selected Papers**
- 2. Book on Excellence in e-Governance**
- 3. National e-Services Delivery Assessment (NeSDA) 2019 Report**

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Release of the publications was followed by distribution of Gold Award in all categories along with video clips which briefly introduced about the projects winning the Gold in the six categories and First Prize of Hackathon Award.



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The projects that won Gold Award in the 6 categories of National Awards for e-Governance 2019-20 and First Prize in Hackathon are as under:

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering for Digital Transformation	
Gold	Ayushman Bharat Pradhan Mantri Jan Arogya Yojana National Health Authority, Ministry of Health and Family Welfare
Category II – Excellence in providing Citizen-Centric Delivery	
Gold	Antyodaya Saral Haryana Department of IT, E&C, Haryana
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 District Disaster Management Authority, Rudraprayag, Uttarakhand
GOLD (Sub Cat ii)	SAKOON Deputy Commissioner, Udhampur, Jammu & Kashmir
GOLD (Sub Cat iii)	WeDeserve–Right assistance to the Right Person at the Right Time District e-Governance Society, Kasaragod, Kerala
Category IV – Outstanding research on Citizen Centric Services by Academic/Research Institutions	
GOLD	Satellite Based Agriculture Information System: An Efficient Application of ICT IIT, Roorkee, Uttarakhand
Category V – Innovative Use of ICT in e-Governance solutions by Startups	
GOLD	Providing farm scale data from multi-satellite Satyukt Analytics Private Limited, Karnataka
Category VI – Excellence in Adopting Emerging Technologies	
GOLD	T-Chits Registration & Stamps Department, Telangana
Hackathon Award	
First Prize	Predictive model solution for routing complaints to Departments

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Address by Hon'ble Minister, Shri Satej D. Patil, Minister of State for Home (Urban), Housing, Transport, Information Technology, Parliamentary Affairs, Government of Maharashtra



Hon'ble Minister expressed his pleasure to be a part of 23rdNceG and the Conference being held in the State of Maharashtra. He also expressed that it is a privilege for Government of Maharashtra to host the 23rdNceG as Maharashtra is a favored IT destination State. He also informed that Maharashtra has implemented 37 out of 53 services which were to be mandatorily delivered online and assured that it will be his priority to implement the remaining services also.

Hon'ble Minister said that Maharashtra has done a considerable progress in BharatNet 2 program by completing 18,990 kilometers of trenching and ducting and laying of optical fiber of 12,400 kilometers. He stated that the program is certainly empowering the rural economy as well as governance initiatives at the village level which will control the migration of rural population to the cities.

Hon'ble Minister was delighted to share that Maharashtra is the first State to create a FinTech Policy and that the State Government would like to develop

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Mumbai as a FinTech Capital of the developing world to promote industries and employment. He also requested Central Government to extend support to Maharashtra in this endeavor. He declared that Maharashtra is hosting FinTech festival on 4th and 5th March 2020 for showcasing India's achievement in digital financial inclusion and its GDP impact on country's economy. He informed that more than 5,000 delegates and FinTech start-ups, 25 countries, 100 speakers and 2200 exhibitors would be given opportunity in the festival to participate and explore this area.

He also announced that Maharashtra has performed well in the Status and Tracking Management as per the National e-Governance Service Delivery Assessment 2019 Report but at the same time more improvement is needed in the field of data and information security as well as privacy.

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



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Hon'ble Minister welcomed and congratulated the award recipients and announced to extend the required support from Government of India for the FinTech festival to be held in March in Maharashtra. He also expressed that he was glad to know the presence of almost all States in the Conference. He also said that the kind of enthusiasm and curiosity these events are creating, is supporting in keeping up with Prime Minister's mantra of 'Minimum Government – Maximum Governance' which means more transparency, citizen partnership and citizen participation and less of regulation.

He further said that the practice of having Conferences in different States gives an opportunity to meet with local administration of the State and encourage wider participation. He said that the Conference also emphasizes on utilizing maximum technologies and as a result, Government of India has decided on creation of portals, introduction of DBT, e-service books, digital governance. Hon'ble MoS also mentioned that the Government is trying to change the work culture through reform, perform and transform, as a result of which, out of 700 districts in India, most of them are now making their entries online.

He concluded his valedictory address by stating that in a country like India where 70% population is below the age of 40, the ultimate objective would be to address the aspirations of the youth which cannot be catered without being digital, without going into e-Governance. e-Governance is the key to India's vision and to fulfill its dream.

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Distribution of Silver Awards and Jury Awards in all the six categories along with video clips that briefly introduced all the projects in Silver category and Special Jury Awards along with two Hackathon Awards.

Award	Awarded Project
Category I – Excellence in Government Process Re-engineering for Digital Transformation	
SILVER	GO SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking) Industrial Promotion and Investment Corporation of Odisha Limited
SILVER	ERONET (Electoral Registration Officers Network) Election Commission of India
JURY	Real Time Pollution Monitoring System (RTPMS) Andhra Pradesh Pollution Control Board
Category II – Excellence in providing Citizen-Centric Delivery	
SILVER	RailMadad Railway Board, Ministry of Railways
JURY	An Instantaneous Over the Counter Caste, Income & Residence Certificate Issuance System Revenue Department, Karnataka
Category III – Excellence in District level initiative in e-Governance	
<ul style="list-style-type: none"> i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States 	
SILVER (Sub Cat i)	LouchaPathap- Online Land Record Computerization and National Generic Document Registration System (NGDRS) District Administration Imphal East, Manipur
JURY (Sub Cat i)	eForestFire- Himalayan Forest Fire Prediction Department of Environment & Forests, Arunachal Pradesh
SILVER (Sub Cat iii)	Public Services from Block to Panchayat Sarkar Bhawan through e-Governance District Administration, Saharsa, Bihar
Category IV – Outstanding research on Citizen Centric Services by Academic/Research Institutions	
SILVER	ICT based e-Agricultural Extension for Enhanced Technology and

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	Information Delivery Agricultural University, Sabour, Bihar
Category V – Innovative Use of ICT in e-Governance solutions by Startups	
SILVER	A Tool and System for Generation and Use of Personalized, Interactive Laboratory Reports Using Real-Time Report Cognitive Care India Lab LLP, Telangana
SILVER	FotonVR – Virtual Reality in Education Kachhua Education Services LLP, Gujarat
Category VI – Excellence in Adopting Emerging Technologies	
SILVER	Wildlife Surveillance and Anti-Poaching System (WSAPS) Department of IT&C, Government of Rajasthan
Hackathon Awards	
Second Prize	CGS Mobile app
Third Prize	Chatbot

VOTE OF THANKS

Vote of Thanks by Shri S.V.R. Srinivas, Principal Secretary, DoIT, Government of Maharashtra

Shri S.V.R. Srinivas expressed his gratitude to all the esteemed dignitaries for their support and presence. He also thanked all the participants, organizers, staffs for all their efforts to make the 23rd National Conference on e-Governance a success.

ABBREVIATIONS AND ACRONYMS

AI	Artificial Intelligence
AR/VR	Augmented Reality / Virtual Reality
API	Application Program Interface
APPCB	Andhra Pradesh Pollution Control Board
BMC	Brihanmumbai Municipal Corporation
BPR	Business Process Re-engineering
CSC	Common Service Centers
CEO	Chief Executive Officer
CBDC	Central Bank Digital Currencies
CEMS	Continuous Emission Monitoring System
CEQMS	Continuous Effluent Quality Monitoring System
CAAQMS	Continuous Ambient Air Quality Monitoring System
CMGGA	Chief Minister's Good Governance Associates
CCTNS	Crime and Criminal Tracking Network and Systems
COO	Chief Operating Officer
DARPG	Department of Administrative Reforms & Public Grievances
DBT	Direct Benefit Transfer
DOIT	Department of Information Technology & Communication
DCF	Deputy Conservator of Forests
DSS	Digital Service Standard
eNAM	e-National Agriculture Market

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EoDB	Ease of Doing Business
EDPG	Executive Director Public Grievance
ERONET	Electoral Registration Officers Network
Ers	Electoral Rolls
FSI	Forest Survey of India
IT	Information Technology
ICT	Information and Communication Technology
ICICI	Industrial Credit and Investment Corporation of India
IteS	Information Technology enabled Services
IIPA	Indian Institute of Public Administration
IMD	India Meteorological Department
IndEA	India Enterprise Architecture
GOI	Government of India
GDP	Gross Domestic Product
GT Hospital	Gokuldas Tejpal Hospital
GSTN	Goods and Services Tax Network
GeM	Government e-Marketplace
GOSWIFT	Government of Odisha Single Window for Investor Facilitation and Tracking
G2C	Government to Citizen
HMLR	Her Majesty's Land Registry
LMS	Learning Management System
MeitY	Ministry of Electronic and Information Technology
MeghEA	Meghalaya Enterprise Architecture Tool

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MBA	Master of Business Administration
MDI	Management Development Institute
MoS	Minister of State
MSME	Ministry of Micro, Small & Medium Enterprises
NIC	National Informatics Centre
NPCI	National Payments Corporation of India
NASSCOM	National Association of Software and Service Companies
NIFM	National Institute of Financial Management
NHA	National Health Authority
NCeG	National Conference on e-Governance
NHP	National Health Policy
NI	Nambikkai Inaiyam
NGO	Non-Governmental Organization
NGDRS	National Generic Document Registration System
NeSDA	National e-Governance Service Delivery Assessment
NICSI	National Informatics Centre Services Incorporated
NeGD	National e-Governance Division
NDVI	Normalized Difference Vegetation Index
NHM	National Health Mission
OSD	Officer on Special Duty
PwC	PricewaterhouseCoopers
PFMS	Public Finance Management System
PWD	Persons with Disability

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RTO	Regional Transport Office
RoR	Return on Revenue
RFP	Request for Proposal
RTMS	Real Time Pollution Monitoring System
RBI	Reserve Bank of India
SDRF	State Disaster Response Fund
SRO	Self-Regulatory Organization
SDG	Sustainable Development Goals
SI	System Integrator
SeMTs	States e-Mission Teams
SBAIS	Satellite Based Agriculture Information System
TDS	Tax Deducted at Source
UPI	Unified Payment Interface
UK	United Kingdom
UMANG	Unified Mobile Application for New-age Governance
UHC	Universal Health Coverage
UT	Union Territory
UN	United Nation
WSAPS	Wildlife Surveillance and Anti-Poaching System

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



सत्यमेव जयते

23rd National e-Governance Conference, 2020

— Jointly organised by —

▶ Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions, Government of India

▶ Government of Maharashtra

▶ Ministry of Electronics and Information Technology (MeitY), Government of India

MUMBAI DECLARATION

INDIA 2020: DIGITAL TRANSFORMATION

7th - 8th February, 2020
Mumbai, Maharashtra

Mumbai Declaration

The Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Maharashtra organized the 23rd National Conference on e-Governance on 7th and 8th February 2020 at Mumbai, Maharashtra. The theme of the Conference was **“India 2020: Digital Transformation.”**

The Mumbai Declaration seeks to take forward the roadmap for eGovernance outlined in the Shillong Declaration adopted during the 22nd National Conference on e-Governance (NCeG) held in August 2019.

Mumbai Declaration seeks to achieve the following objectives:

1. Encourage to improve delivery of public services by promoting the use of digital platforms. The priority sectors identified for Public Digital Platforms are Health, Agriculture, Education and Land. Further, propagate successful e-Governance solutions that use emerging technologies like Blockchain, Quantum Computing, Artificial Intelligence, Machine Learning, Analytics, Deep Learning and Internet of Things.
2. Support Departments to benchmark the maturity level of e-Governance projects in States and Union Territories, create healthy competition and ultimately, improve India's rank in United Nation's E-Governance Development Index. Encourage States to adopt the recommendations made in National e-Governance Service Delivery Assessment (NeSDA) 2019 and to improve the quality of delivery of services through annual publication of NeSDA report. Consolidate and connect a plethora of successful State level e-Governance initiatives for service delivery through case studies and knowledge dissemination.
3. Support for building trust on digital services by strengthening transparency, security, privacy, protection of personal data and assuring time bound grievance redressal.
4. Facilitate participatory governance and personalized service delivery to common citizens in rural areas by leveraging MyGov, Digital Village and API Based Architecture.

5. Support to institutionalize the use of e-Office within Central/State ministries, attached offices and departments and move towards a paper-less governance through Digital Secretariat.
6. Promote to develop India into a global cloud hub and facilitate development of Government applications and databases on cloud and digital public infrastructure.
7. Incentivize excellence in e-Governance by recognition of best practices/talents through award/honor and by constant improvements in the scheme for National e-Governance Awards.
8. Encourage to advance skill development and capacity building in e-Governance through skill enhancement training programs for Government officials.
9. Foster reforms in the field of public procurement system to make it more efficient and transparent by infusing contemporary agile practices, leveraging model RFP and by standardizing the process of execution of contracts with private players.
10. Facilitate the adoption of Digital Diplomacy to share the best practices on successful Digital India Products and replicate them in friendly countries.

The Mumbai Declaration is unanimously adopted in the Valedictory Session of the 23rd NCG on February 8, 2020 at National Sports Club of India, Mumbai.



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