



# 25th National Conference on **e-Governance**

26th & 27th November 2022



e-Governance- Bringing Citizens,  
Industry and Government Closer

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## **Executive Summary**

Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions, Government of India and Ministry of Electronics and Information Technology (MeitY), Government of India, have been jointly organizing the National Conference on e-Governance every year in partnership with one State/UT Government since 1997. This year, the National Conference was organized jointly with the Government of J&K at Katra, Jammu, on the 26<sup>th</sup> and 27<sup>th</sup> November 2022. The theme of the Conference was ‘e-Governance-Bringing Citizens, Industry and Government Closer’ with the following sub-themes for plenary sessions in two days:

- i. Digital Governance across Whole-of-the-Government
- ii. Digital Economy Strengthening Start-up Ecosystem and Employment Generation
- iii. Modern Laws to Promote National Growth and to Secure Citizen’s Right
- iv. Transparent and Real-Time Grievance Management System
- v. 21<sup>st</sup> Century Digital Infrastructure for Next-Generation Services and Security in Cyber Space
- vi. Shifting the Gear on Emerging Technologies from Exploration to Population Scale Solutions
- vii. Digital Governance for enhancing Ease of Doing Business and Ease of Living (Silver Awardees)
- viii. The role of e-Governance in Bridging the Digital Divide (Gold Awardees)
- ix. Digital Transformation in J&K
- x. e-Governance Initiatives in J&K

The Conference witnessed meaningful deliberations and case studies on implementation of successful e-Governance projects across the country leading to digital empowerment of all stakeholders, including the citizens, symbolizing the strength of the whole-of-Government approach while reflecting the policy of ‘Maximum Governance-Minimum Government’.

To recognize and promote excellence in implementation of e- Governance initiatives, DARPG presents National Awards every year and this year too, the worthy winners were conferred awards in the following categories:

1. Category I: Excellence in Government Process Re-engineering for Digital Transformation
2. Category II: Excellence in Providing Citizen-Centric Delivery
3. Category III: Excellence in District level initiative in e-Governance
4. Category IV: Outstanding Research on Citizen Centric Services by Academic/Research Institutions
5. Category V: Excellence in adopting Emerging Technologies

The awards were given by Dr. Jitendra Singh, Hon’ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, along with Minister of State in the Prime Minister’s Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India. Delegates from Central Ministries/Departments and 28 States and 8 Union Territories participated in the Conference. Over 1000 delegates attended the Conference.

***Day 1***

***26th November 2022***



### Welcome Address: Shri Amar Nath, Additional Secretary, DARPG, Government of India



Shri Amar Nath welcomed Dr. Jitendra Singh, Hon'ble Minister of State, Government of India to the 25th edition of the National Conference on e-Governance. He also welcomed Shri Arun Kumar Mehta, Chief Secretary, UT of J&K; Shri V. Srinivas, Secretary, DARPG, Government of India; Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India; Shri NBS Rajput, Joint Secretary, DARPG, Government of India; Ms. Prerna Puri, Secretary IT, J&K; Vice Chancellor of SMVDU, Shri Ravindra Kumar Sinha and other dignitaries, delegates & participants.

He said that DARPG and MeitY have been jointly organizing the National Conference on e-Governance every year in partnership with one of the State Government since 1997 and that the day marks a milestone in the journey of e-governance in India as the 25th National Conference on e- Governance is celebrated in Jammu.

He stated that e-Governance is based on four major pillars: Processes, People, Technology and Resources and through the digital governance initiative, India has achieved and made SMART Government a reality, which further opens many doors for reforms in governance. This has played a crucial role in realizing the vision of 'Minimum Government, Maximum Governance' given by the Hon'ble Prime Minister. It has helped the Government to enhance the coverage of service, increase transparency, improve response to citizens' needs and lower the costs of service delivery. It has enhanced the citizens to have better access, equity & empowerment.

He further added that the Conference will provide a platform for discussion on some of the latest technologies for promoting e-Governance. The theme of this Conference is "Bringing Citizens, Industry and Government Closer" and 10 Plenary Sessions revolving around sub themes of digital governance, digital economy, digital transformation, grievance management and ease of doing business have been planned. The focus of all the sessions will be on "learning by experience", identifying best practices and sharing effective e- Governance tools for the benefit of citizens.

Shri Amar Nath expressed sincere appreciation for Government of Jammu & Kashmir, MeitY, DARPG and other colleagues who have strived in close cooperation to make the Conference possible.

**Address: Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India**



Shri Alkesh Kumar Sharma congratulated everyone for successfully organizing the 25<sup>th</sup> National Conference on e-Governance. He thanked Dr. Jitendra Singh, Hon'ble Union Minister of State, and the Vice Chancellor of SMVDU, Prof. (Dr.) Ravindra Kumar Sinha for providing his support to accommodate the event at Shri Mata Vaishno Devi University.

He termed the Conference a 'Digital Mahotsav' for the citizens of the country. He underlined that "ease of living for citizens, ease of doing business for the industry, age of innovation for start-ups and entrepreneurs, age of performance for Government employees, age of research for academia and ease of adoption of emerging technologies for new experience, new business and governance models" as the cornerstones and guiding milestones of the Digital India initiative at all levels of the Government, whether it is the Centre, State or Local Government.

Shri Alkesh Kumar Sharma also mentioned that the theme of the Conference brings industry and Government together and aptly reflects the collaborative efforts of team India, which comprises of all the stakeholders to realize the dream of making this decade, a decade of India and a decade which will lead India for a century.

He highlighted that digital India had shown resilience and robustness of digital infrastructure and digital services effectiveness, which could also be seen during the COVID-19 pandemic. "During the pandemic, we have shown to the world that India can deliver, and it can deliver at large scale", he said.

Shri Sharma also talked about witnessing several new developments in e-Governance since the last Conference held at Hyderabad. Examples being, launch of 5D National public digital platforms like myScheme, eligibility-based service Discovery, Meri Pehchaan, the National single sign-on platform, Ayushman Bharat, the digital mission for healthcare, national logistic policy and PM Gati Shakti for multimodal connectivity leading to efficiency in logistics. He emphasized that some of the recent national-level initiatives can be leveraged by the State's utilities and local Governments to improve digital services. He shared that India is number 3 globally with over 100 unicorns and 82,000+ start-ups, of which a third is technology start-ups with 22 centres of excellence.

The mission is universal coverage of services, 100% coverage of digital services at national and State levels, adoption and use of emerging technology, whether it is AIML, block chain, or IoT, with due respect to data privacy, security, and protection in all ongoing and upcoming Digital India initiatives. Giving the example of the recent presidency of G20, he mentioned that it is a historic moment for the country and all of us. During the G20 Presidency, India will host about 200 events in 30 sectors and over 55 locations with a couple of them in J&K. The UT will get an opportunity to showcase its attractions to the global community at G20 events. He emphasized that digital diplomacy is an important strength of India, where it can showcase

digital India initiatives that have been implemented at a great scale. In fact, the Digital India platform is the digital public infrastructure that India has developed with an aim to provide a one-stop solution and connect the global audience to important Government stakeholders. Also, the impact has been phenomenal, whether it is UPI, GST and CoWIN, and many other national public domains.

**Address: Shri V. Srinivas, Secretary, DARPG, Government of India**



Shri V. Srinivas welcomed Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India. He also welcomed Shri Arun Kumar Mehta, Chief Secretary, J&K; Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India;

Ms. Purna Puri, Secretary IT, J&K; Shri Amar Nath, Additional Secretary, DARPG, Government of India and Shri NBS Rajput, Joint Secretary, DARPG, Government of India.

He said that the 25<sup>th</sup> National e-Governance Conference at Katra is a milestone event symbolizing the leadership role played by Hon'ble MoS, Dr. Jitendra Singh in offering e-Governance reforms, and expressed gratitude for the support received from MeitY and the Government of Jammu and Kashmir in organizing the Conference.

Talking about the policy of 'Maximum Governance - Minimum Government', he said that it is represented by a digitally empowered nation, a digitally empowered citizen, and a digitally transformed institution. From 2014 to 2022, the Government has brought about a digital transformation that India's rural population has accepted, through the Aadhaar mobile trinity, the UPI and Bhim applications and the CoWIN & Aarogya Setu apps. In fact, the National e-Services Delivery Assessment 2021 has stated that 69% of all possible e-services are being delivered by States, up from 48% in 2019. The trend for e-Services delivery has shifted from single departmental portals to integrated portals and centralized portals, which drives higher citizen participation in Central Government.

He also mentioned a few examples of secretariat reforms and special campaigns that have significantly improved the quality of governance and service delivery. He said that we have now witnessed an increased debt efficiency in decision-making with virtual private networks and digital signature certificates; laptops have been issued to Under Secretaries and e-office has brought transparency, efficiency and accountability in secretariat functioning. The Central Government has witnessed a digital transformation with the creation of a digital Central Secretariat. The adoption of e-Office, digital central registration units, strong public

grievances and service delivery portals like CPGRAMS, Bhavishya, GeM, e-Nivaran, Rail Madad etc. symbolize the digital transformation.

The movement from manual documents to electronic documents has gained significant momentum with 32 lac e-files in Central Secretariat. The use of heavy-duty scanners in central registration units has been adopted and fresh receipts are replied to in digital form. The digitization of central registration units along with e-office has resulted in reduction of paper consumption. Flatter organizations have enabled faster decision making.

Shri Srinivas also spoke about the Special Campaign 2.0 of DARPG. As nodal department, the Campaign was implemented and monitored on a Pan India basis through a strong digital portal. It has a social media outreach of 4.1 billion in Twitter analytics. The Special Campaign 2.0, which was aimed at institutionalizing *swachata* and reduction of pendency, witnessed the creation of several intra-Ministerial portals across the Government of India. Also, Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has been oriented to bring Citizens and Government closer. Mapping 80,000 last-mile Grievance Officers have reduced public grievance redressal time to less than 27 days. The backlog pendency has been fully redressed, and the disposal is monitored through a feedback call centre.

He further stated that Government has strived to create digitally empowered pensioners through the Digital Life Certificate Campaign. In November 2022, over 26 lac pensioners have used the DLC in 25 days of the campaign and 3 lac have used the face authentication. The digital transformation is being witnessed in the State Secretariats and District Collectorates also. J&K and Manipur are standout performers in use of e-Office. He informed that the Jammu & Kashmir Government's initiative of adoption of e-Office has enabled simultaneous functioning of Jammu and Srinagar Secretariats. Also, he has been closely associated with 'JK-IGRAMS' initiative.

He informed the audience that in this cycle, 432 applications were received in five categories, of which 18 best initiatives (nine gold and nine silver) have been shortlisted for the National e-Governance Awards.

Shri Srinivas stated that the Conference would witness participation from senior Industry representatives. In formulating the Vision India@2047 on Governance, Government has tried to bring together civil servants, industry and academia and the participants look forward to listen to their presentations

In conclusion, he expressed his gratitude for the leadership and guidance given by Hon'ble MoS, Dr. Jitendra Singh ji, who has enabled the creation of the vision of e-Governance in all the Conferences of Shillong, Mumbai, Hyderabad and now in Jammu & Kashmir. He thanked everyone to make this Conference a success with their participation.



**Address: Shri Arun Kumar Mehta, Chief Secretary, Jammu & Kashmir**



Shri Arun Kumar Mehta addressed the dignitaries present on the dais. He thanked Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India to have graced the event with his presence. He also congratulated Shri V. Srinivas, Secretary, DARPG, Government of India and Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India for organizing such an event in Jammu as three years back nobody would have thought that the National e-Governance conference would happen in J&K. He also welcomed everyone present including the distinguished guests, retired secretaries, and the senior officials. He congratulated all the awardees and mentioned that the university students would benefit from the Conference. He thanked the Vice Chancellor of SMVDU, Shri Sinha for providing the divine place as venue for the Conference and Ms. Prerna Puri, Secretary (IT) for her constant support.

Speaking of the power of e-Government which made it possible to conduct such an event at J&K, Shri Mehta applauded the brave move of the Hon'ble Prime Minister on the amendment of Article 370. He further mentioned that all the milestones that J&K has achieved, have been largely possible because of the 3 Ts - Transparency, Teamwork & Technology. He talked about the power of e-Governance that has helped J&K to become a '*Naya Kashmir*' (New Kashmir). He highlighted some of the major milestones of J&K such as;

- Under the mission Amrit Sarovar, J&K has achieved the milestone of being the first to establish at least 75 Amrit Sarovars in each of its district as per the aspirations of Hon'ble Prime Minister and became the first UT to complete the target
- J&K is also number one in 'Azadi ka Amrit Mahotsav'
- Under the Pradhan Mantri Gram Sadak Yojana (PMGSY), Jammu and Kashmir ranks third in the country despite being smaller in comparison to the larger States like Uttar Pradesh or Bihar
- Agricultural income of J&K stands at number three and in Agricultural & allied, J&K is at number five
- Tourist arrivals & Air Traffic is the highest ever
- J&K has ranked ninth in the country for One Nation One Ration Card
- J&K is number one in the National e-Governance Service Delivery Assessment (NeSDA)

e-Governance ranking among the UTs, close to number 4 or 5 in the country overall

- For e-Shram, J&K is number one in UTs
- In Ease of Doing Business, number five
- For '*Nasha Mukht Abhiyan*' J&K is on number two
- The Srinagar District attains distinction of being the first district in Country to achieve 100% saturation under SVAMITVA Yojana
- Renewable Energy, number one UT in the country
- Sustainable Development Goals, incremental performance, number four
- J&K has also topped the District Good Governance Index (DGGI) where the Jammu district has emerged at the top

He also mentioned that he takes pride in the transparent process of J&K. "Everything we do is in the public domain, and every time we get a complaint, we are willing to put everything in public domain", he said. J&K has also distributed 25,00,000 land passbooks eliminating the language barrier for the people. Under 75 elements/schemes, J&K has achieved the level of saturation. He also mentioned Gati Shakti's necessity and how it benefits J&K. 227 services have been made online within one year.

He spoke about the power of e-Governance and the digital J&K signaling that the changes have begun, and J&K stands ahead of other UTs, which was beyond imagination a few years back. Sri Mehta credited the Hon'ble Prime Minister, Hon'ble Home Minister, Hon'ble Minister of State and his colleagues for making it possible. The continued efforts of the J&K Government made it possible to establish different projects without any extra cost. The villages are connected by roads, Srinagar will be connected with Railways soon. He elaborated on the 'Rapid Adaptive System (RAS)' launched by J&K with an in-built digital feedback mechanism giving a huge push to the end-to-end digitalization of services. RAS is a platform for submitting online applications to seek issuance of domicile certificates, benefits under the MUMKIN scheme, commercial water connections, license for selling fertilizers, license for pesticides, license for opening nurseries, etc. to be granted by respective departments. It also has a user-friendly digital feedback mechanism that enables citizens to provide effective feedback on the services provided to them; through SMS and web link, thereby enhancing transparency and accountability.

Shri Mehta applauded the efforts of the IT Department and highlighted the role of technology in missions like these. Similarly, he gave the example of '*Darbar Move*' depicting the power of technology.

He sincerely appreciated the efforts of Shri V. Srinivas, Secretary, DARPG for being a helping hand. He praised the hard work of his team for conducting such a wonderful event. He once again thanked everyone for being a part of the Conference and hoped that everyone would learn something from the sessions, which are all related to e-Governance.

**Address: 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; Ministry of Personnel, Public Grievances & Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India**



Dr. Jitendra Singh forwarded his heartfelt congratulations to everyone involved in organizing the Conference. He addressed the eminent participants and welcomed everyone in the holy town of Maa Vaishno Devi, his Lok Sabha constituency.

The Hon'ble MoS commended the miraculous transformation that has happened in this small town over the last 8-9 years, ever since the Hon'ble Prime Minister took over on the 26<sup>th</sup> of May 2014. Many firsts have happened in the previous eight to nine years. He shared some of the significant achievements of his constituency and informed the audience about the importance of e-Governance which helped in the development of J&K. Recalling the 23<sup>rd</sup> NCEG, Hon'ble MoS said, "We had focused on how the Hon'ble Prime Minister envisions India@75 to be driven by e-governance and achieve 'Minimum Government-Maximum Governance.' Today, standing here in 2022, I can say that we have achieved this vision substantially."

Now, as the NCEG comes to Jammu and Kashmir, he expressed his tremendous hope and expectation that the discussions here will set a benchmark for the country to learn from. "This Conference comes at a crucial time when the G20 presidency comes to India. We are to gear up for achieving the vision of a developed India by 2047 with the speed and scale facilitated by digital transformations in e-Governance," he said.

He mentioned that a new, different kind of model of governance has been introduced with a different approach towards the work culture, defining a different kind of role for civil servants as well. He also emphasized that 'e-Governance' is not merely electronic governance but as once the Hon'ble Prime Minister very appropriately put it, this also stands for ease in governance, for effectiveness, for economic governance and also for environment-friendly governance, and all that this is driven by technology. He said the ultimate objective of good governance is to bring ease of living to the life of a common man. Dr. Singh also mentioned that the National Conference on e-Governance serves as an important platform for industry and Government to transfer knowledge and practices that can be mutually beneficial. Under the leadership of Hon'ble Prime Minister, the Government is taking several strides in the field of IT and new age technologies for better delivery of governance to citizens. The Government of India has preempted the need for Information Technology, inculcated the same in every aspect of governance, and has committed to augmenting inclusive growth across different sectors.

Talking about India's digital innovations which have been its driving force, Hon'ble MoS said that India has been a major disruptor in this space & taking giant strides in implementing unique, large-scale projects powered by public digital infrastructure. He further detailed the audience about these projects including; ONDC (Open Network for Digital Commerce), Unified Payments Interface (UPI), Aadhaar, CoWIN, National Digital Health Mission Stack, Jan Dhan Yojana, E-Shram, eNational Agriculture Market, Direct Benefit Transfer (DBT),

and API Setu. The praiseworthy point here is that all such large public digital solutions are built with an open architecture, and are modular with plug and play that essentially seek to democratize and decentralize technology usage. India has been building 'open digital platforms', which are tremendous force multipliers. This is critical and unique in being affordable, interoperable, API-driven (and hence scalable), mobile-first in vernacular languages, and allows India's entrepreneurs to build on the rails of these platforms to innovate and solve problems at scale and for trust. These are not only digital transformations, but also innovations in the design philosophy of citizen-centric solutions.

Hon'ble MoS also spoke at length about the various initiatives taken by different Departments of Govt. of India in the field of space and technology, in the field of face authentication and digital life certificate, repealing of redundant laws, self-attestation, redressal of public grievances, promoting start-ups and introduction of new work culture.

He expressed his pleasure that there will be deliberations on digital transformations in Jammu & Kashmir. It is a crucial aspect of the region's development and we must contemplate how an innovative e-Governance can foster economic and human development here. Further, he stated, "We have had the opportunity to see how the importance of e-Governance is changing the face of this country through this Conference. With the quality of nominations being filed for this year's awards, we see that the country is going in the right direction. I would like to take the opportunity to congratulate all the participants for their continued hard-work and excellence."

He also cited that the basic mantra of the Government is "Minimum Government - Maximum Governance", and the "Whole-of-Government, Whole of Nation and Whole of Society" approach has become the new norm to achieve the desired results in the shortest span of time. "The present Government has pre-empted the need for IT and inculcated the same in each and every aspect of governance and has committed to augmenting inclusive growth across all sectors," he said.

The idea of an e-Governance Conference started as a good experiment which has had a fruitful outcome. The involvement of the civil servants and the officials and administrators of the region is much higher than ever before. This e-Governance Conference initiative has travelled from South to West to North-East and now in Jammu. The authorities felt happy with the fruitful results of such conferences.

Hon'ble Minister of State concluded by saying that along with pursuing progress, the Government is stressing not to forego the necessary fundamentals. Technological advancements have been abundant in recent times, be it in the form of novel approaches to common problems or enterprise-level innovation meant to enhance people centric governance. In the backdrop of all of this, the current Government has been cautious and circumspect regarding the operative caveat that persistently manifests itself - that of data privacy and data security. He said that "Digital India may mean different things to different people - however, what it does mean for the world is that India with its technology is here to lead! Things that once had been distant dreams have transformed into present realities, the time now is to aspire for even greater dreams and collectively commit ourselves. Jai Hind."

This was followed by the distribution of the National Awards for e-Governance 2022. Gold and Silver awards were presented to the 18 best initiatives (nine gold and nine silver awards). The award-winning teams were felicitated with a trophy and a certificate. The Gold awardees were given a cash award of Rs.5 lakh each and the silver awardees were given a cash award of Rs.3 lakh each. Film citations were played in the background, which briefly introduced the project. The following is the list of award winning projects for 2022:

S.No.	Category	Project Name	Dept./Orgn./State/ District	Award
<b>Category I - Excellence in Government Process Re-engineering for Digital Transformation</b>				
(i) Central level initiatives; (ii) State/UT level initiatives				
1.	(i) Central level initiatives	e-Panchayat Mission Mode Project (eGramSwaraj & Audit Online)	Ministry of Panchayati Raj, Government of India	<b>GOLD</b>
2.		PM Street Vendors AtmaNirbhar Nidhi (PM SVANidhi)	Ministry of Housing and Urban Affairs, Government of India	<b>SILVER</b>
3.	(ii) State/ UT level initiatives	MINE MITRA	Directorate of Geology & Mining, Government of Uttar Pradesh	<b>GOLD</b>
4.		Kutumba - An Entitlement Management System	DPAR (e-Governance), Government of Karnataka	<b>SILVER</b>
<b>Category II - Excellence in Providing Citizen Centric Delivery</b>				
(i) Central level initiatives; (ii) State/UT level initiatives				
5.	(i) Central level initiatives	Judgement & Orders search Portal (High Courts of India)	eCommittee, Supreme Court of India, Ministry of Law and Justice, Government of India	<b>GOLD</b>
6.		Bharat Skills	Directorate General of Training, Ministry of Skill Development and Entrepreneurship, Government of India	<b>SILVER</b>
7.	(ii) State UT level initiatives	eRegistration (Self Help Portal) for document registration	Department of Registration & Stamps, Government of Maharashtra	<b>GOLD</b>
8.		Chikitsa Setu	Medical Education Department, Government of Uttar Pradesh	<b>SILVER</b>
<b>Category III - Excellence in District level initiative in e-Governance</b>				
(i) North-East States + Hill States; (ii) UTs (including Delhi); (iii) Other States				
9.	(i) North-East States + Hill States	Parvarish (A step Towards Kuposhan Mukta Bharat)	District Cachar, Government of Assam	<b>GOLD</b>
10.		Infrastructure Snapshot Kokrajhar	District Kokrajhar, Government of Assam	<b>SILVER</b>
11.	(ii) UTs (including Delhi)	GAASH	District Srinagar, Government of Jammu and Kashmir	<b>GOLD</b>
12.		e-Suvidha	District Ramban, Government of Jammu and Kashmir	<b>SILVER</b>
13.	(iii) Other States	Gang Canal Regulation Computerization Project	District Sri Ganganagar, Government of Rajasthan	<b>GOLD</b>
14.		OTP and Feedback Based Public Grievance Redressal System	District Rajkot, Government of Gujarat	<b>SILVER</b>
<b>Category IV-Outstanding research on Citizen Centric Services by Academic/Research Institutions</b>				
15.	Category IV	Video Analytics for Safety and Compliance Applications	Indian Institute of Technology, Bombay	<b>GOLD</b>
16.	Category IV	Analysing Public Grievances using Artificial Intelligence	Indian Institute of Technology, Kanpur	<b>SILVER</b>
<b>Category V - Excellence in Adopting Emerging Technologies</b>				
17.	Category V	Trinetra: Integrated Command and Control Center (i3C)	Police Department, Government of Gujarat	<b>GOLD</b>
18.	Category V	North Eastern Spatial Data Repository (NeSDR)	North Eastern Space Applications Centre, Department of Space, Government of India	<b>SILVER</b>



### Vote of Thanks: Shri NBS Rajput, Joint Secretary, DARPG, Government of India



Shri NBS Rajput addressed the participants and appreciated the efforts of everyone involved in the Conference. Digital governance is the future of governance and stands to bring about remarkable transformations in improving efficiency, accountability and the quality-of-service delivery to citizens, as encapsulated in the theme of this Conference, he said.

He thanked Dr. Jitendra Singh, Hon'ble Minister of State, under whose able guidance the vision of this Conference was realised. He appreciated Dr. Singh's innovative zeal & dedication which has been instrumental in guiding as we adopt modern technologies and digital infrastructure with a focus on service orientation, citizen centricity and transparency on the path to becoming an Atmanirbhar \$5 trillion economy.

He also forwarded his regards to Shri Arun Kumar Mehta, Chief Secretary, J&K; Shri V. Srinivas, Secretary, DARPG, Government of India, Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India, Ms. Purna Puri, Secretary IT, J&K, Prof. (Dr.) Ravindra Kumar Sinha, Vice Chancellor, SMVDU and Shri Amar Nath, Addl. Secretary, DARPG, Government of India, for making the Conference a success.

## **Plenary Session I: Digital Governance Across Whole-of-the-Government**

**Chair:** Shri J. Rama Krishna Rao, CEO, NISG



Shri J. Rama Krishna Rao appreciated the presence of esteemed dignitaries at the Conference. He started his session by explaining the definition of e-Governance. He quoted David Hume, who said, "Governance should always be with the consent of the governed". In the world of e-Governance, consent is required, he said. Talking about Lisa Welchman and her book called 'Managing Chaos, Digital Governance by Design', he talked about the three tenets

of governance, digital strategy, digital policy, and digital standards. Shri Rao explained these three tenets of e-Governance and Stated that these should be the guidelines under which digital governance should take place. He requested the dignitaries to talk about District Governance as well as these are less talked about but is very important for local bodies as they form the third tier of governance.

He also appreciated the work of Rajasthan among the North-Indian States, which has marched forward in the recent years in the field of e-Governance. "Apart from the traditional four States of Maharashtra, Karnataka, Andhra, and now, Tamil Nadu and Telangana, Rajasthan has gone forward. Their e-Mitra has been an outstanding success. They created great institutions at the State level", he mentioned. Before going ahead with the session, Shri Rao offered his recognition to Shri J. Satyanarayana for his contribution towards the success of e-Governance and claimed him as the father of e-Governance.

**Speaker:** Shri Ajay Prakash Sawhney, Former Secretary, MeitY, Government of India



Shri Ajay Prakash Sawhney welcomed all the notable guests at the 25<sup>th</sup> National Conference on e-Governance. Shri Sawhney, counting the milestones of this journey of e-Governance, spoke about various projects such as the GUARD project, the e-Seva project and the e-Procurement project. He also mentioned the Railways computerization project, the MCA 21, computerization in income tax and customs and in various streams as prime examples of e-Governance bridging the gap between the

Government and the citizens.

“The State Governments also experimented tremendously and were able to come up with extraordinary projects, and later NIC also stepped in and created phenomenal projects like e-Office”, he stated.

From the citizen’s point of view, it is seamless that makes all the difference in bringing them to make full use of the services that become available. Hence, any project by the Government should be service and citizen-centric. He also mentioned the emerging success of ‘UPI’, which is another gift of e-Governance for the citizens.

Further, he mentioned the benefits of digitalization in the field of healthcare, agriculture, education, etc. He also shared that these digital platforms are no longer confined to serve the Government but also provides the Government services to citizens. A large number of services on national platforms are provided by private entities that have become part of the ecosystem, which means they handle data and services responsibly. They handle their interactions with the rest of the platform very responsibly. It is the private entities that come in a competitive affair to provide better services, just like UPI where at least five to six of the providers like BharatPay, PhonePe, Paytm etc., have become huge, and they provide their services competing with each other, so there is always an incentive to keep improving.

Shri Sawhney touched upon the healthcare and education sector as well emphasizing that the Central, State and Local Government should work hand in hand with the private sector. “The power of a billion people joining a particular platform where their inputs are able to improve these services on a constant basis, I think that is when we truly come into the next generation of governance”, he said. In conclusion, he hoped for all the stakeholders to work together and discuss future possibilities on this occasion.

**Speaker:** Shri Kapil Sharma, Sr. Technical Director (Scientist-F), NIC



Shri Kapil Sharma spoke about e-office, a digital workplace solution’. This project is being implemented by the Department of Administrative Reform and Public Grievances of India (DARPG) to improve efficiency in the Government process and service delivery mechanisms. Shri Sharma briefed the audience in the context of the need for e-office, its components, the latest versions of the e-office, and the transformation journey. Talking about challenges of the manual system, which was

in practice, he pointed out that the searching, tracking, and retrieving of the files called out the need of this project. He also talked about the ‘File Management System’ (e-File), its process and its benefits. He also shared about the latest version of e-File V7.x, its UX Redesign & Standardization processes, and the latest technology stack with examples.

Shri Kapil Sharma also briefed about the Knowledge Management System (KMS) which is any kind of IT system that stores and retrieves knowledge to improve understanding, collaboration, and process alignment. Knowledge management systems can exist within organizations or

teams, but they can also be used to centre knowledge base for users or customers. He shared about some of the features of KM, namely, Authentication with Single Sign-on, Document Workflow and Roles, Content-Based OCR Search along with Metadata, Tagging of Document Based on Category, Organisation, Type, Collection, Customized Content and Metadata fields, Subscription and Alerts, Sharing among users. He also spoke about the Ease of working in e-Sign, which is only one-time registration in the application along with the generation of a one-time pin.

Shri Singh also mentioned the Audit Management System (AMS), yet another application by NIC, which is a role-based application aimed at facilitating of audit of files created in the eOffice-eFiles application and Records Management System (RMS), which deals with the files that are closed and sent for recording to the designated record room of the Department. He also gave an overview of the implementation and nationwide rollout of e-office applications. He further discussed the outcomes and current status of e-office practices in the Government sector. “E-office saves papers and time, enhances productivity, assures data security, has accessibility and transparency and faster processing”, he concluded.

**Speaker:** Shri Shailesh Pathak, Director, Indian School of Public Policy



Shri Shailesh Pathak spoke about digital governance in the Whole of Government, Shanghai 2016, four learnings, four ideas, InGovGuru, G20 Hangzhou 2016 in his session. He also mentioned the various levels of e-Governance - executive, legislature and judiciary.

The four learnings come with the four storeys of the use of the digital e-platforms such as the ‘Global travel card (PAN, Aadhaar, Passport), e-

Shram, and Digilocker. He also spoke about the four specific initiatives with public digital infrastructure and discussed that the Central and State Governments need to work together for the success of this digital infrastructure. The MoSt outstanding example of a successful digital infrastructure is Aadhaar Card. Shri Pathak also informed the participants about the ‘GovGuru’ program, which connects the Government with the Youth, where the panel of experts includes Government officials (in-service or retired), they interact with the students and resolve their queries. He concluded by sharing about his Institution and its different conveniences.

## **Plenary Session II: Digital Economy Strengthening Start-up Ecosystem & Employment Generation**

**Chair:** Prof. Ganesh Ramakrishnan, IIT Bombay



Shri (Prof.) Ganesh Ramakrishnan welcomed all the dignitaries and audience to session II of the Conference. He gave a brief introduction of all the panelists with an overview of the session theme.

**Speaker:** Shri Amit Shukla, Founder and Managing Director, EasyGov



The founder and MD of EasyGov, a digital start-up, spoke about strengthening digital companies in today's era. Shri Amit Shukla introduced different kinds of 'digital companies including data companies like Google, Meta, Netflix, WhatsApp, Apple etc., Platform companies such as Microsoft, Oracle, IBM, Adobe etc., Service companies like TCS, Infosys, HCL, Wipro etc., and Electronics companies like Samsung, LG, Intel, Cisco etc.

Quoting Shri Rajeev Chandrasekhar, Minister of State for Electronics & Information Technology, he said, "India is poised to be a trillion-dollar digital economy and could support 60 to 65 million digitally enabled jobs by '2025-26". He also discussed the 'Data4Development' model of the different developed nations. Talking about the digital society of India, Shri Shukla talked about the essential demand of start-ups & businesses, GovtTech, and electronic fabrication. He also spoke about digital transformation in the Government citing the example of GovtTech which is a Whole of Government approach to Public Sector modernization for simple, efficient, and transparent Government systems. Concluding his talk, Shri Shukla explained the work of EasyGov and its social protection challenges.



**Speaker:** Shri Rushabh Mehta, Founder, CEO, ERP Next



Shri Rushabh Mehta spoke about Free and Open-Source Software (FOSS) for Governments. It is a term used to refer to groups of software consisting of both free software and software where anyone is freely licensed to use, copy, study, and change the software in any way and the source code is openly shared so that people are encouraged to improve the design of the software voluntarily. After introducing the audience to it, he talked about how FOSS gets created and how it gets

consumed. Talking further about FOSS, FOSS in the age of cloud + platforms. He also mentioned that FOSS was behind MoSt of the assets the Government was building and shared a few tips about designing software projects. As more and more of the software we use today comes in the form of services, he presented some thoughts on open standards and open networks being the way forward for them. Shri Mehta also talked about ERP Next and its whole framework.

**Speaker:** Shri Ankush Sabharwal, Founder, CoRover



Shri Sabharwal started by introducing his organization to the audience. CoRover is the world's first and the highest ROI-delivering human-centric conversational AI platform. He spoke about how digital technology helped during COVID-19. The different platforms utilized digitalization to its MoSt, whether it was healthcare services, communication, delivery, e-learning, or even entertainment. Many companies used the 4G, UPI and e-commerce efficiently to

fight against the pandemic. He also mentioned that the Indian digital stacks accelerated the growth of core digital sectors such as Aadhaar, CoWIN, UPI, Digilocker, etc. These IT services gained popularity among the citizens and made it easy for the Government to streamline the processes. He also appreciated the new emerging start-ups in India, which are creating around 65 million jobs for the youth. He also suggested that mass skilling is today's demand because the talent shortage is the major challenge for the start-up ecosystem.

**Speaker:** Shri Umakant Soni, Co-founder & CEO, ARTPARK



Shri Umakant Soni spoke on 'Deep tech unicorns: A vision for 2047', where he discussed rising India and where we could be in the next 25 years. He stated that India has become home to 130+ unicorn start-ups valued at 535 billion dollars. These start-ups simultaneously enable more jobs than large companies or enterprises in the same industry. He also gave prime examples of unicorns, which helped in the contribution to the Indian economy. He also mentioned the four

critical levers for transformation towards 2047 to retain value chains in India: Decentralized funding, Engaging talent, Public Procurement of Innovation, and Institutional framework for innovation. Shri Soni shared his views on creating the right structure for ideas to impact the innovation engine in India. He also presented a few videos and showcased how ARTPARK is helping with vision 2047.

The session also witnessed a panel discussion and a Q&A session.

### **Plenary Session III: Modern laws to promote national growth and to secure citizen's rights**

**Chair:** Shri Saurabh Garg, CEO, UIDAI



Shri Saurabh Garg moderated the session by welcoming all the participants and introducing the panelists to everyone. He applauded this initiative by DARPG, MeitY and Government of J&K to bring the industry together.

**Speaker:** Shri T. C Gupta, Chief Commissioner, Right to Service Commission, Government of Haryana



Shri T.C Gupta deliberated about various aspects like Modern laws promoting national growth, Right to Service Legislation, Implementation status of Right to Service Legislation in India, Haryana Right to Service Act, 2014, Functions of Haryana Right to Service Commission, Auto Appeal System, Replication of Auto Appeal System. He also discussed some of the recent laws that have been instrumental in promoting national growth. Talking about the Right to Service Legislation, he termed it as a key administrative reform initiative built on the idea of Citizen Charter. While citizen charters define the quality of public services, the Act takes it a step further by making a citizen's right to public service within the stipulated time legally binding, failing which the concerned officials can be penalized. He also briefed the history and implementation of it.

Shri Gupta took the audience through the functions and process of 'The Haryana Right to Service Commission'. He shared that the Haryana Right to Service Commission conceived the idea of an Auto Appeal System to deliver services in a time bound manner, redress grievances, create a corruption-free environment and fix the responsibility of erring officials, he said. For the Auto Appeal System (AAS) implementation, certain changes were made in the processes through legislative intervention by Amendment in Rule 3 of the Haryana

Right to Service Rules, 2015. He also briefed about the benefits of and Implementation of AAS. ‘It’s our firm belief that if every State implements its Right to Service Act, India will become a much better State for its citizens.’ he concluded.

**Speaker:** Dr. Gaurav Gupta, Scientist - E, MeitY, Government of India



Dr. Gaurav Gupta focused his talk on modern laws and technology terming them the two sides of the same coin.

He discussed technology-related issues such as legal and human rights issues of AI: gaps, challenges and vulnerabilities. He also talked about some of the existing laws and frameworks in this regard, like; Information Technology Act 2000, The Information Technology. (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, Grievance Appellate Committees (GACs), Right to Information Act, 2005. Shri Gupta also informed about cybercrime and its prevention. Apprising the participants regarding the frameworks of cyber security law, he discussed some of the major laws for prevention against cybercrime. “Prevention is better than cure which is also applicable in the digital world”, he concluded.

**Speaker:** Shri Mojeebuddin Khan, VP-Consulting North Region, National Institute of Smart Government



Shri Mojeebuddin Khan covered digital governance as a whole, including the impact of COVID-19 and the shift from doing digital to being digital. He mentioned that digitalization has been a vital part of our daily life; information, transaction and transformation have become easy because of digital evolution. He also discussed the challenges regarding the privacy of personal and financial data and the ways to prevent it. He further elaborated on the IT Act 2000 and 2008 (*regulating the use of IT and managing cybercrime and enabling e-Commerce*), Right to Information Act 2005 (*bringing transparency in public affairs*), Payment and Settlement Systems Act 2007 and RBI guidelines (*regulating the fintech sector*) and also regarding Right to Public Service. He also spoke about UIDAI: Aadhaar Act 2016 (*providing unique identifier and enabling many services*), FSSAI: Food Safety and Standards Act 2006 (*ensuring availability of safe food*), Consumer Rights Protection Act 2009 (*safeguarding interests of consumers*), RERA Act 2016 (*regulating real eState and protecting buyers*), GSTIN: GST Acts 2017 (*bringing a simplified and integrated tax regime*) and Social Welfare Laws and Policies (*protecting interests of less privileged or deprived sections*). He also highlighted other potential areas like Privacy (*Digital*

*Personal Data Protection Bill (a revised version is open for public comments)), Health: NHA/ NDHM/ ABDM (securing people's health data), Education: NEP 2020 (enabling Digital Education and wider participation), Emerging Tech: AI, Blockchain– providing legal grounding and safeguards. He concluded his talk by briefly sharing about the National Institute for Smart Government (NISG), a not-for-profit company set up in 2002, by the Government of India.*



## **Plenary Session IV: Transparent And Real-time Grievance Management System**

**Chair:** Shri Amar Nath, Additional Secretary, DARPG, Government of India



Shri Amar Nath moderated the session on the Transparent and Real-Time Grievance Management System. He briefly introduced the theme and the session sub-theme to the audience. In his presentation, Shri Amar Nath shared about the Centralized Public Grievance Redress and Monitoring System (CPGRAMS). The CPGRAMS is one of the flagship initiatives for the reforms in governance started by the Central Government. It was created in June 2007 by the Department of Administrative Reforms & Public Grievances (DARPG).

The Additional Secretary, DARPG, highlighted CPGRAM 7.0, a technologically advanced version with the last mile mapping feature introduced in all the 90 Ministries/Departments. He shared that the timeline to redress grievances has been reduced from 45 to 30 days. He further shared that a feedback Call Centre has been established to collect feedback directly from the citizens and that 84 Nodal Appellate Authorities have been appointed. He mentioned that the time taken to redress grievances is decreasing and an improvement in the Quality of Disposal of grievances has been seen. He also introduced the 10-step reforms of CPGRAMS and the key features of CPGRAMS 7.0 which are categorisation, auto-forwarding, time-saving, tracking status, reminders and appeal. He also shared with the audience, the grievance redressal process and the outcome of the new upgraded grievance management system, the CPGRAMS 7.0.

**Speaker:** Prof. Shalabh, IIT Kanpur



Prof. Shalabh spoke about the AI-enabled analysis tool for CPGRAMS. This is the first AI, data science, and machine learning-based system developed to improve grievance redressal in the Government. The AI tool, developed as part of the initiative, has the capability to understand the content of the complaint based on the contents therein. As a result, it can identify repeat complaints or

spams, automatically. He described the idea, process and need for this tool in the grievance management system. This tool categorized the complaints based on the meaning of the complaints, even if the keywords normally used are not present. Given that lakh of complaints is received on the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal of DARPG, this application will have great use in understanding the nature of complaints, geographies from where they emanate, and policy changes that can be introduced to create systemic improvements to address these grievances.

Shri Shalabh also mentioned about the spam filter which is yet another benefit of the tool. About 10% of all grievances received are frivolous or unintelligible, and another 10% are repeated instances of the same grievance from the same individual or as part of a bulk campaign; we use machine learning to detect such grievances automatically. He said that they can be responded to automatically, reducing GRO (Grievance Redressal Officer) effort by 20-25% “. He also discussed a few of the case studies to help the audience understand the tool better.

**Speaker:** Shri S. Balachandra Iyer, DDG(C&A), Department of Telecommunications, Government of India



Shri Balachandra Iyer opened his talk with an overview of CPGRAMS and its process flow. The recent improvements in the CPGRAMS were also shared. He also showcased the Ministry-wise status of the appeal. Shri Iyer also mentioned the illustrative list of District-level digital Grievance Redressal Initiatives; these initiatives included Spanda of West Godavari District, Andra Pradesh, Janahita of Siricilla District, CM's Grievance

redressal window of Kasaragod District, door step delivery of grievance redressal in Tawang District, E-Janaspandana of Bangalore rural District, Aple Sarkar of Parbhani District, JK-IGRAMS of Jammu District, Jan Sampark of Sirohi District.

Shri Iyer further discussed these initiatives briefly with the audience. He also spoke about the CPWDSewa which is a web-based application initially developed as per the requirements of the Central Public Works Department (CPWD) in 2002 for residential units only. Now, it maintains the work of residential and non-residential Central Government buildings, including monumental and other important buildings and infrastructure projects. The objective of this system is to facilitate occupants for lodging complaints from their home or office with its status also made known to them at any time on a 24x7 basis through CPWD Call Centre or website (<http://cpwdsewa.gov.in>). He also discussed the status of pending grievances category-wise.

Further, he deliberated on the 'Twitter Seva' and 'DoT handles' and illustrated the process. He also highlighted the QCI analysis of Department of Consumer Affairs (DoCA) grievances with its concluding recommendations. Shri Iyer also focused on the current challenges of the Grievance Management System and shared his views.

**Speaker:** Ms. Rehana Batul, Commissioner / Secretary, Government of J&K



Ms. Batul focused her presentation on the JK IGRAMS, i.e., Jammu & Kashmir – Integrated Grievance Redress and Monitoring System, the J&K Grievance Portal, which has been developed to enable citizens to register their grievances and seek redress/ answers from the concerned departments. She explained that the Portal has a wide network of connectivity with 240+ users at the Secretariat & HoD levels and 20 Districts with 2000+ subordinate offices at the Sub-District level. She also highlighted the key features of the portal and informed the participants on how citizens can reach the Government with their grievances. There are different ways of registering grievances; 1) directly through the grievance portal, 2) through CPGRAMS, 3) through hard copy correspondence, and 4) through call centres.

Further, she discussed the ‘Mulakat Initiative’, one of the administrative initiatives of the UT of J&K to bring people or the public closer to the administration. This has been the start of the Public Outreach Program called the LG Mulaqaat. “So far, 17 Mulaqaat programs have been conducted where 346 randomly selected complainants have been heard by the Hon’ble LG. Out of these, 242 grievances have been redressed while the rest are under process.”, she mentioned. Ms. Batul also shared the data showing the positive outcome of the initiative. She concluded by discussing the studies on the Quality of Disposal of Grievances and gauging public satisfaction. She also pointed out the importance of training the Nodal officers for grievance redressal. It was recommended that the J&K Governor's Grievance Cell (JKGGC) conduct several training sessions in collaboration with the J&K Institute of Management Public Administration & Rural Development (JKIMPARD) both in Kashmir and Jammu Divisions, she said. She concluded by talking about the organizational goals with regard to achieving a Real-Time Grievance Management System.

### **Plenary Session V: 21st Century Digital Infrastructure for next-generation services and security in cyberspace**

**Chair:** Shri Alkesh Kumar Sharma, Secretary, Electronics and IT Government of India, MeitY



Shri Alkesh Kumar Sharma welcomed all the panellists of the session and introduced the session's topic while briefly highlighting about the digital infrastructure and why it is important in today's world. He broadly spoke about digital initiatives like 5G, Gati Shakti, Cashless transactions etc. He mentioned about the mass benefit of the digital initiatives while highlighting the various challenges that come along with these initiatives, such as data security. He emphasized that cyber security is one of the biggest challenges of digital infrastructure in the 21<sup>st</sup> century and requested the panelists to talk about the challenges of the digital infrastructure.

**Speaker:** Dr. Surabhi Pandey, Assistant Professor, Indian Institute of Public Administration



Dr. Pandey started her session with a small video on the Indian Institute of Public Administration focusing on the digital infrastructure adopted by the Institute. She spoke about the journey of digital infrastructure to digital transformation.

Starting with the digitalization journey, she highlighted the digital transformation journey over the last 75 years. She also highlighted the three trends which initiated India's digital way forward, namely the desire to replace manpower with "smart" power, the mission of becoming a "paperless, faceless, cashless" economy, and the vision of selling an "experience" not just a product or service.

Talking about 'Digital 2.0', she mentioned the four key trends driving this change— Social, Mobile, Analytics and Cloud (SMAC). Digital 2.0 is about apps anywhere, anytime, on any interface, and with any method of interaction, focusing on citizen demand. She also mentioned a few of the technologies that have the potential to take the country into a higher orbit by 2047, such as Artificial Intelligence (AI). The use of AI and machine learning use were also discussed. She ended her talk by emphasizing the need to learn more about cyber security.



**Speaker:** Shri Sanjay Bahl, Director Gen, Cert-In



Shri Bahl introduced his organization Indian Computer Emergency Response Team (Cert-In), which was established in January 2004 by the IT Department. Section 70B, IT Act 2000 (Amended 2008), designated Cert-In to serve as the national agency to perform certain functions in the area of cybersecurity. Shri Sanjay Bahl briefed the audience on the topics like cyber-attack, cyber threats, Cert-In services etc. He also spoke about Cyber Crisis Management Plan (CCMP), which is basically a framework to counter cyber security incidents and crises. The CCMP implementation by the States and UT Governments is also assured by Cert-In as it conducts workshops regularly. He also mentioned the cyber security exercises & drills conducted by Cert-In to help the entities practice, asses & improve their preparedness to withstand cyber-attacks.

He concluded his session with some suggestions/expectations from the States and UTs, which included acting on Cert-In advisories and alerts, participating in training programs conducted by Cert-In and implementing & preparing State-level CCMP in line with the Central level.

**Speaker:** Shri Vivek Roy, Head Cybersecurity, Siemens Ltd.



Shri Vivek Roy spoke on 'Driving security in an insecure world'. In his talk, he focused on cyber security and why it is the need of the hour. The increased invasion in the cyber world is increasing the risk to businesses and citizens. Hence, there is a need for stronger action against cyber-attacks. To prevent these cyber threats, Siemens has signed the 'Charter of Trust' with strong partners such as IBM, Atos, NTT, BOSCH, DELL, etc. The three important objectives of the charter of trust are: Protect the data of individuals and companies; prevent damage to people, companies and infrastructures; and create a reliable foundation on which confidence in a networked digital world can take root and grow. He showcased how this collaboration has been working through the years and shared its outcomes and also briefed the ten

principles of the charter of trust to the audience.



**Speaker:** Dr Pallab Saha, GM, The Open Group



Dr Pallab Saha spoke about the Public ‘Digital Infrastructure and Cyber security Paradigms: The Emergence of Digital Governance Ecosystems’, where he covered the topics around the need for digital governance and digital driving platforms. He also spoke about the ‘APIs’, which are used extensively across open digital ecosystems as an enabler to digital Government and businesses. He discussed the different aspects of digitalization, and why cyber security is a necessity while speaking about cyber resilience framework. Talking about the ‘Zero Trust Architecture’, he said that it is implementing a Zero Trust security strategy by providing standards, technical patterns, and guidance for enterprises.

He also spoke on the ZT Adoption and Maturity and expanded Zero Trust Maturity Model. The journey of the public digital infrastructure was also discussed. He completed his talk with a discussion on takeaways from the 2022 report architects must note.

**Speaker:** Shri Vinayak Godse, CEO, Data Security Council of India (DSCI)



Talking about the digital infrastructure and cyber security, Shri Vinayak Godse explained digital infrastructure in relation to security in cyberspace. The challenges and areas of work privacy agenda were discussed in relation to the National Centre of Excellence (NCoE), a joint initiative between MeitY and DSCI. Shri Godse concluded by briefing about the future and further opportunities for NCoE.

## **Plenary Session VI: Shifting the gear on emerging technologies from exploration to population scale solutions**

**Chair:** Dr. Rajendra Kumar, Director General, Employee's State Insurance Corporation



Dr. Rajendra Kumar gave a brief introduction of the session theme sharing the relevance of emerging technologies that have accelerated more since the pandemic. AI is now an integral part of almost all domains, Block chains are used to ensure security and trust, additive manufacturing is used to manufacture consumer products, and IoT is being used to create trusted end-to-end supply chains in Industry 4.0, he explained. These technologies also have major applications in governance, such as AI/ML already being used in education, health, logistics, agriculture etc.

He also stated that emerging technologies are converging in transformative ways to create greater impacts. He also discussed key issues like cyber security, governance data, and personal data protection. The formulation and implementation of national strategies in key emerging technology domains, massive augmentation of data centre capacity – both hyper-scale and edge, formulation and implementation of a national data governance policy for ensuring access to curated data for start-ups, researchers etc., were some of the ideas discussed. Some of the emerging tech initiatives by the Government (MeitY, DST, PSA & NITI Aayog) were also shared by Shri Rajendra Kumar.

**Speaker:** Shri Anil Agrawal, Additional Secretary, Department for Promotion of Industry and Internal Trade DPIIT, Government of India



Shri Anil Agrawal spoke about one of the important fundamental pillars of population-scale initiatives, i.e. Open Data Infrastructure. He spoke about various DPIIT initiatives with regard to the population scale initiatives such as Ayushman Bharat Digital Mission, UPI, and Aadhaar. DPIIT has initiated yet another project- Open Network for Digital Commerce (ONDC) which is an initiative aiming to promote open networks for all aspects of exchanging goods and services over digital or

electronic networks. ONDC is based on open-sourced methodology, using open specifications and open network protocols independent of any specific platform.

ONDC protocols would standardize operations like cataloguing, inventory management, order management and order fulfilment. He shared that the small businesses would be able to use any ONDC-compatible application instead of being governed by specific platform-centric policies. He also mentioned that ONDC is expected to make e-Commerce more inclusive and

accessible for consumers. Consumers can potentially discover any seller, product or service by using any compatible application or platform, thus increasing freedom of choice for consumers. It will enable the consumers to match demand with the nearest available supply. This would also give consumers the liberty to choose their preferred local businesses. Thus, ONDC would standardize operations, promote inclusion of local suppliers, drive logistics efficiencies and enhance value for consumers.

**Speaker:** Shri Prakash Kumar, Chief Executive Officer at Wadhvani Institute for Technology and Policy (WITP)



Shri Prakash Kumar spoke on emerging technologies- Data Science or Analytics, Machine Learning (ML) and AI, Computer Vision (CV), Natural Language Processing (NLP), Blockchain, Internet of Things (IoT), Drones, Augmented Reality and Virtual Reality (AR and VR), and Robotic Process Automation (RPA). He also highlighted the journey from digitalization to digital transformation. Explaining the difference between 'digitization', 'digitalization', and 'digital transformation'. Shri Prakash Kumar also explained the major areas of application of emerging technologies. He also shared some interesting examples of the use of ML and AI. Shri Kumar also spoke about Computer vision with various examples of the same as well as of emerging technologies and their key takeaways.

**Speaker:** Ms. Alka Mishra, DDG, NIC



Ms. Alka Mishra spoke about ‘Data Identity’ in the context of emerging technologies. A digital identity is information computer systems use to represent an external agent – a person, organization, application, or device. Digital identities allow access to services provided with computers to be automated and make it possible for computers to mediate relationships.

She further discussed financial inclusion in digital transformation, such as PM Jan Dhan Yojana, Rupay Card and Unified Payments Interface (UPI). She also spoke on various areas like health, agriculture, and service delivery which benefited from emerging technologies. Talking about National Infrastructure, Ms. Mishra discussed the PM Gati Shakti, Smart Cities Mission, which was essential in connecting the pillars of new India.

**Speaker:** Dr. Sriram Bridavolu, CEO, Cyber Security Centre for Excellence



Dr. Sriram Bridavolu first discussed the meaning of emerging technologies. He said that these are technologies whose development, practical applications, or both are still largely unrealized, such that they are figuratively emerging into prominence from a background of nonexistence or obscurity. He also highlighted some top emerging technologies like AI technology, Quantum computing, 5G, Blockchain technology, Metaverse, cloud computing, drones etc.

Shri Bridavolu also mentioned the attributes of emerging technologies while speaking in detail about the different aspects of the assessment & implementation framework. He further spoke about cyber security and its challenges in the era of emerging technologies while highlighting Telangana’s approach toward emerging technologies in relation to State initiatives along with some pilot projects implemented as well as others that are in the pipeline.

**Speaker:** Shri Chand Raina, Head Sales & Relationships – Government Business, TCS



Shri Chand Raina covered the four important aspects of emerging technologies in the digital world. He started with the problem Statement, identifying if population growth is a problem. He also shared the technologies addressing challenges supported by a few case studies.

He also spoke about the next decade-art of possible, where he addressed the challenges, enablers and where the digital world is leading to.

He concluded by stating that the world we were living in yesterday is different from the world of today, and the world of today may be completely different from tomorrow; hence, let us strive to leave a better world for tomorrow.



***Day 2***

***27th November 2022***

## **Plenary Session VII: Gold Awardees: The role of e-Governance in Bridging the Digital Divide**

**Chair:** Shri S.N. Tripathi, Director General, IIPA



Shri S.N. Tripathi moderated the session on the role of e-Governance in Bridging the Digital Divide and also gave a brief on the theme of the sessions. Shri S.N. Tripathi also spoke about the importance of digital and financial literacy and how the lack of it affects the country's citizens every day.

**Speaker:** Shri Shravan Hardikar (IGR), Dept. of Registration & Stamps, Government of Maharashtra



Shri Shravan Hardikar presented e-registration (Self Help Portal) for document registration and how obsolete property registration used to be time and money-consuming. He introduced e-Registration and explained how it brought convenience to the users for property-related services. He also spoke about the evolution of whole registration system and explained how budget and infrastructure friendly is the e-

Registration. Shri Shravan Hardikar concluded the presentation by talking about the future and impacts of e-Registration.

**Speaker:** Ms. Keerthi Jalli, Deputy Commissioner, District Cachar, Government of Assam



Ms. Keerthi Jalli started with some interesting information about Cachar District and how the project 'Parvarish' was introduced in the district. Parvarish is an initiative taken by District Administration and Social Welfare Department, Cachar, to make a small and sustainable impact in the society against malnutrition. She shared insights on Parvarish regarding the aim of the project, objective and target group. She discussed the implementation and the methodology for the smooth execution of the project. She overviewed successfully conducting growth monitoring training across the district. She further discussed the strategies and the challenges during the implementation while also speaking about the impact the project made in the

District. She highlighted that 1579 out of a total of 1667 children successfully recovered from

the Severely Acute Malnourished (SAM) stage under Mission Parvarish. She closed her talk by sharing success stories, future collaboration, and awards & recognition of the Mission Parvarish.

**Speaker:** Shri Mohammad Aijaz, Deputy Commissioner, District Srinagar, Government of Jammu & Kashmir



Shri Mohammad Aijaz spoke about the importance of e-Governance within the Government. He further spoke about the project 'GAASH' Online Educational Portal which directly targets the psychology of the students, helping them to understand and grab the fundamental concepts and enhance their learning curve. He focused on the importance of GAASH across the District along with its benefits to students, teachers, parents and the implementation hierarchy. Shri Mohammad Aijaz concluded by sharing the impact of Project GAASH which leads to an increase in Average Score subject-wise(19.53%)

**Speaker:** Ms. Rukmani Riar Sihag, District Collector, District Sri Ganganagar, Government of Rajasthan



Ms. Rukmani Riar Sihag spoke about the project 'Gang Canal Regulation Computerization System', which provides farmers with up-to-date information on the canal regulation system through a web portal/mobile app, which is updated by the Irrigation Department every 3 hours (24/7) and benefits 1.50 lakh farmers in the gang canal area of the District. The digital Portal/Mobile app provides real-time data and status of the canal and the quantity of water flowing in the canal. She also shared about the convergence features like basic knowledge of crops (cotton, wheat, mustard) and knowledge of different types of diseases in crops.

Ms. Rukmani Riar Sihag also glanced at the effects of the Gang Canal Regulation Computerization System on various missions like the Rajasthan Micro Irrigation Mission and Pradhan Mantri Kisan Samman Nidhi Yojana in the State.

**Speaker:** Prof. Ganesh Ramakrishnan, IIT Bombay



Prof. Ganesh Ramakrishnan presented the project 'Video Analytics for Security & Compliance Applications', briefly explaining the working of the whole system using three initiatives SurakshaVyuha for real-time alerts, Drishti for compliance & quality monitoring and Jigyasa for video search. He further discussed the capabilities of Face Recognition, Human Intrusion Detection, Motion / Inactivity Detection, and Camera Tampering detection, along with some important features like searching, summarising, and analysing videos. He further spoke about Ministry of Rural Development's Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) and how the system helps the program, and the key considerations of the contactless surveillance system. Prof. Ganesh

Ramakrishnan concluded the presentation by discussing the achievements and impact of the project.

**Plenary Session VIII: Silver Awardees: Digital Governance for Enhancing Ease of Doing Business and Ease of Living**

**Chair:** Dr. Ashish Kumar Goel, Additional Secretary, Ministry of Rural Development, Government of India



Dr. Ashish Kumar Goel moderated the session on Digital Governance for Enhancing Ease of Doing Business and Ease of Living and also gave a brief on the theme of the session.

**Speaker:** Dr. Jayaprakasan, Director (IT), Ministry of Skill Development and Entrepreneurship, Government of India



Dr. Jayaprakasan started with the introduction of Directorate General of Training (DGT), an apex organization implementing Skill Training schemes across the country. He further introduced the project Bharat Skills, a DGT Initiative for learning content improvement. He spoke about the origin and purpose of the Bharat Skills and also discussed the issues faced in the initial period of the projects. He further shared the features and uniqueness in terms of in-house development & maintenance (no third party), no separate budget, that it works on a 2G network, no login required, simple user interface (3 click solution), mobile responsive, anytime-

anywhere. He also spoke about accessibility and technology used for the project. Dr. Jayaprakasan concluded the presentation by discussing the reachability and future goals of Bharat Skills.



**Speaker:** Shri Mussrat Islam, Deputy Commissioner, District Ramban, Government of Jammu & Kashmir



Shri Mussrat Islam spoke on the project 'e-Suvidha', a service delivery application. He discussed the purpose of e-Suvidha and the challenges faced in the initial period. He further discussed the features and the services provided by the application. He also deliberated on the response received by the application in the whole District and how it eases the life of local vendors and the future aim of making a single window for ease of doing business. Lastly, Shri Mussrat Islam discussed future goals and reachability of e-Suvidha.

**Speaker:** Ms. Varnali Deka, Deputy Commissioner, District Kokrajhar, Government of Assam



Ms. Varnali Deka shared insights about Kokrajhar District and the issues faced by the people of the District. Further, she spoke about the project 'Infrastructure Snapshot Kokrajhar', a Free 24x7 Grievance Reporting & Redressal Mobile App with both offline & online status update facilities which enable effective supervision & monitoring of public institutions, Government offices & schemes by Administration, Government & Departmental Officials, Third parties and Stakeholders. She also discussed various features of the application along with impact analysis and outcome of the application.

Ms. Varnali Deka also shared some user testimonials and the benefits of the application.

**Speaker:** Dr. S.P. Agarwal, Director, North Eastern Space Applications Centre, Department of Space, Government of India



Dr. S.P. Agarwal spoke about the North Eastern Space Applications Centre, established to promote maximum utilization of Space Science & Technology for developmental planning activities and research in the NE region. He introduced the North Eastern Spatial Data Repository (NeSDR), a Unified Geo-Analytics Platform for effective geospatial data sharing & analysis for Governance. He further discussed the project's objective, its role in e-Governance and how emerging technologies are used in the NeSDR. Later, Dr. Agarwal discussed about the working of NeSDR and concluded the

presentation by sharing the impact of the project and use of NeSDR services by various North Eastern Departments.

**Speaker:** Shri Chetan Nandani, District Commissioner, Rajkot, Government of Gujarat



Shri Chetan Nandani spoke about the project 'OTP and Feedback-based Public Grievance Redressal System' and explained the concept and goals of the system. He further discussed the working of the integrated system. In the new system, a person will be able to register his complaints by dialling the toll-free number. Once the complaint is registered, the complainant will get a confirmation of the same and, subsequently, an OTP. He explained that the person's complaint will be marked as resolved only when the complainant gives feedback by punching in the OTP.

He also discussed features like multiple modes of registration, auto-escalation, feedback mechanisms and random verification by officials along with aspects like data analysis of the system, and feedback mechanism. Shri Nandani concluded the presentation with his insights on future path of the whole system.

**Speaker:** Shri Sanjay Kumar, Additional Secretary, Ministry of Housing and Urban Affairs (MoHUA), Government of India



Shri Sanjay Kumar spoke about the PM Street Vendor's AtmaNirbharNidhi (PM SVANidhi), explaining the features like Loans up to ₹10,000; ₹20,000 & ₹50,000, Interest subsidies to encourage timely repayment, a Safety net for Street Vendors and Families through access to 8 Central welfare schemes and open the doors of formal banking channels & holistic socio-economic upliftment. Further, he spoke about the stakeholders and implementation partner of the project. He also highlighted the situation before and after SVANidhi along with the discussion on

changes after the Government Process of Reengineering (GPR) and the benefits of SVANidhi to Citizens, local businesses and Government. Shri Sanjay Kumar concluded his talk by sharing the outcome and future plans of SVANidhi.

### **Plenary Session IX: J&K State: Digital Transformation in J&K**

**Chair:** Shri J. Satyanarayana, Former Secretary, Ministry of Electronics and Information Technology, Government of India.



Shri J. Satyanarayana moderated the session and spoke on the potential solutions for the whole Government. He suggested the adoption of the established work and policies of the Government which are already evolved at the national level. He emphasized capacity building more and suggested, "Think Big, Start Small and Scale Fast". He concluded by talking about the J&K vision document which will promote a common approach to use the innovative platforms and wishes good luck to J&K for a future project.

**Speaker:** Shri Dheeraj Gupta, Principal Secretary, Housing and Urban Development, Government of Jammu and Kashmir.



Shri Dheeraj Gupta spoke on transforming urban J&K with Digital Governance and achieving new public service delivery benchmarks. He also discussed goals and approaches for transforming Urban J&K. He further discussed the Smart city initiatives of Jammu and Kashmir, i.e. Command and Control Centre, Digital Door numbering, Early warning system, SCADA system etc.

Shri Kumar also spoke about online Municipal Services, which ease the lives of people living in Jammu and Kashmir. He also glanced at the process flow of online services which are delivered to the public in Jammu and Kashmir. He concluded his talk by sharing the key features of the services.



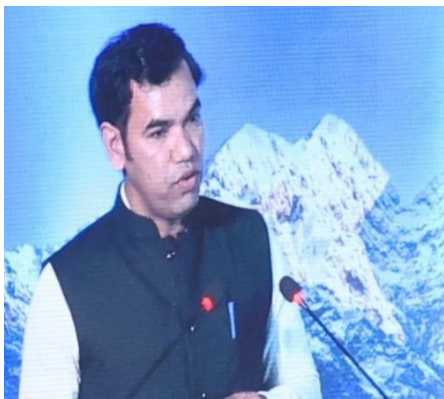
**Speaker:** Shri Rohit Kansal, Principal Secretary, Higher Education, Government of Jammu & Kashmir



Shri Rohit Kansal presented the Digital initiatives of the Higher Education Department. He spoke about the initiatives like Samarth, Feedback system, Transfer portal and various other Department initiatives. Further, he deliberated in detail on the Samarth project, an e-Gov suite ERP (Enterprise Resource Planning) for entire Higher Education, implemented in Central Universities and other higher education institutions. He concluded his talk by sharing his thoughts on implementation and future projects of a digital initiative

by the Higher Education Department, Jammu & Kashmir.

**Speaker:** Shri Vijay Kumar Bidhuri, Commissioner Secretary, Revenue Department, Government of Jammu & Kashmir



Shri Vijay Kumar Bidhuri spoke on the vision and mission of the Revenue Department of Government of Jammu and Kashmir. He listed and discussed the initiatives of the Revenue Department while speaking in detail on the scheme 'Land Passbook', a document which records any changes in Land records, a legal sanctity under Jammu and Kashmir Land Passbook Rules with the security features like Unique Land Parcel Identification Number (ULPIN) and QR code. He further spoke about the property card, a legal document with detailed information

on ownership of property issues.

**Speaker:** Shri Sanjay Gaden, Principal Consultant (Head-SeMT)-NISG, Government of Jammu & Kashmir



Shri Sanjay Gaden presented the Transitional Ecosystem of Digital J&K. He termed an Eco-system as Easy citizen-centric digital interference, consensus for reforms (all departments) with systematic, everlasting and irreversible changes. He also spoke on the digital services which have reached the quality benchmark, and shared that there will be a pilot program in future while mentioning the establishment of soft infrastructure and physical infrastructure for digital services. He ended the session by speaking on the future endeavours of digital initiatives.



### **Plenary Session X: e-Governance Initiative in J&K**

**Chair:** Shri Satish Chandra, Hon'ble Chairperson, Public Service Commission, Government of Jammu & Kashmir



Shri Satish Chandra moderated the session and gave an introduction to each speaker.

**Speaker:** Dr. Ambreen Hamadani, Animal Genesis, Specialize in AI in Animal Science, Jammu and Kashmir.



Dr. Ambreen Hamadani deliberated on the comparison of New Zealand and Jammu & Kashmir based on favourable agro-climatic conditions, rich Alpine pasture, and sheep population. She focused on the gap in the demand and supply of Meat by 2050 as the human population will increase, which will lead to a rise in demand and since the supply is less, there will be high import expenditure on Meat. She listed key issues of the gap in the absence of selection of sheep, availability of superior animals, health care and link between farmers and experts.

She further spoke on Smart Sheep Breeder, AI and IOT based on a decision support system for Sheep Production. She ended her presentation by speaking on the impact of innovation along with her thoughts on the training of officials related to innovation.

**Speaker:** Shri Onkar Singh, Founder of Paradox Sonic Space Solution, Jammu & Kashmir



Shri Onkar Singh spoke about the Paradox Sonic Space Solution (PSSR-India). He discussed InQube, India's first open-source satellite which measures and analyses the weather parameters, inertia, and magnetic field and performs the In-orbit in a community process. He further spoke about demonstrative testing and analysing mission, which will perform the first IOT in space experiment. He also discussed the working of the mission and concluded the presentation by talking about the organisation's current offerings and the company's future vision.

**Speaker:** Shri Sarfaraz, Founder of DataYog Analytics Private Ltd., Jammu & Kashmir



Shri Sarfaraz started with an introduction to DataYog and gave some insights into the organisation. He spoke about the Telco Registration challenges in Quality of Service (QoS) monitoring through DataYog analytics. He also shared about the QoS monitoring system along with architecture of the system and the salient features of the DataYog Analysis Tool. He concluded his talk with success stories of the system and how it will be expanded in future.

**Speaker:** Dr. Basharat Bhatt, Director and Founder of IAPS Agritech, Jammu & Kashmir



Dr. Basharat Bhatt spoke on Apple farming, stating that 75% of Apple production happens in Jammu & Kashmir. He highlighted the problems in the apple production industry and also the opportunity to be the 2<sup>nd</sup> largest apple producer in the world in the next five years. He further shared the features of Apple Doc, like satellite Imaging measures, AI-based disease detection and management, soil health card, and real-time support. He further shared the journey of Apple Doc journey and discussed about the farmer trainings. He concluded his talk by discussing the goals and mission of Apple Doc.

### Valedictory Session

**Welcome Address:** Ms. Purna Puri, Commissioner/Secretary (IT), Government of Jammu & Kashmir



Ms. Purna Puri welcomed the Hon'ble Chief Minister of Haryana, Shri Manohar Lal; Lieutenant Governor of Jammu & Kashmir, Shri Manoj Sinha; Shri Sanjeev Kaushal, Chief Secretary, Government of Haryana to the 25th edition of the National Conference on e-Governance (NCeG). She also welcomed Shri Arun Kumar Mehta, Chief Secretary, J&K; Prof. (Dr.) Ravindra Kumar Sinha, Vice Chancellor, SMVDU; Shri V. Srinivas, Secretary,

DARPG, Government of India; Shri Amar Nath, Additional Secretary, DARPG, Government of India; Shri NBS Rajput, Joint Secretary, DARPG, Government of India and everyone present.

At the outset, Ms. Puri expressed her gratitude towards the Secretary DARPG and Secretary MeitY for extending their support for organizing the conference. She informed the audience about the MoU to be signed between the Information Technology Department, Government of J&K & Department of Information Technology Electronics & Communication (DITECH), Government of Haryana. The MoU is expected to strengthen and deepen the collaboration on knowledge sharing, IT initiatives & best practices in e-Governance. She also Stated that this day will be more glorious as the 'Cyber Security Policy' will be inaugurated. A new team of cyber experts will coordinate not just with other security agencies to pass on the intel but will also help in incidents of cyber terrorism and cyber-attacks emanating from the other side of the border.

Ms. Puri highlighted the importance of the Conference, which fulfilled its theme 'e-Governance- Bringing Citizens, Industry and Government Closer'. Jammu & Kashmir is continuously working towards the growth of digitalization with the guidance of Lieutenant Governor of Jammu & Kashmir, Shri Manoj Sinha. She expressed her joy at the success of the event and once again thanked everyone for being a part of it.

**Address:** Shri V. Srinivas, Secretary, Department of Administrative Reform and Public Grievances (DARPG), Government of India



Shri V. Srinivas welcomed the Hon'ble Chief Minister of Haryana, Shri Manohar Lal Khattar; Lieutenant Governor of Jammu & Kashmir, Shri Manoj Sinha; Shri Sanjeev Kaushal, Chief Secretary, Government of Haryana; Ms. Prerna Puri, Commissioner/Secretary (IT), Government of J&K; all the esteemed panelists and other dignitaries.

Shri Srinivas said, "The 25th National e-Governance Conference at Katra draws close with the valedictory session. The warmth, hospitality, and cordiality extended by the Government of Jammu & Kashmir in

the conduct of the 25th National e-Governance Conference have been exemplary. The reverberations from the holy city of Katra have been felt by each Delegate attending the Conference to rededicate themselves to the cause of the Nation." He presented the key takeaways from the 25<sup>th</sup> NCeG, which helped in drawing the roadmap for the e-Governance of India for the next year.

- **November 26, is Constitution Day** and the reading of the preamble in the inaugural session marked the commencement of the event. We drew inspiration from the words of Prime Minister who stressed on the role of technology in making governance and justice delivery systems reach the poorest of the poor, the marginalized and women living in the hinterland. The vision of Prime Minister of India's techade can be realized through a vigorous and all pervasive digital governance push.
- **Closer synergy amongst researchers, academia, industry and start-ups in the field of e-Governance is the way forward for India** to be an Atma Nirbhar Nation. The Vision India@2047 on Governance is truly e-Vision India@2047 marked by saturation and benchmarking of high quality e-services reaching out to the last man in the queue for service delivery in the true spirit of Antyodaya, focus on young policy makers and creating interactive fora between academia and start-ups.
- **The policy maxim of Maximum Governance -Minimum Government is best reflected in a Digitally Empowered Nation – Digitally Empowered Citizen – Digitally Transformed Institution.** Open Digital Platforms are tremendous force multipliers, and critical for providing affordable, inter-operable technology to India's citizens. Digital Governance can enable massive reach and benefits in the conduct of Special Campaigns aimed at reducing pendency and institutionalization of Swachhata with the objective of providing good governance.
- **Citizen Centricity is an important area of focus – the CPGRAMS** has grown in size and quality, integration with multiple grievance redressal platforms functioning in India can provide timely and quality grievance redressal to citizens. The use of AI/ML, data analytics can enable significant improvements in quality of grievance redressal.
- **Digital Transformation of Institutions** is enabled by adoption of office automation - e-Office, delayering, delegation of financial powers, digital central registration units and

adoption of desk officer system. Fully Digital Central Secretariat, Digital State Secretariats, Digital District Collectorates represent the Digital Transformation of Institutions. There is a need to constantly upgrade e-Office versions and equip the m with data analytics to ensure increased efficiency in decision making.

- The 25th National e-Governance Conference held 10 Plenary Sessions with 55 Speakers including 18 Awards Winners presenting their experiences.

Shri Srinivas stated that the 25<sup>th</sup> National e-Governance Conference is expected to have significant spillover effects into the e-Governance model of Government of J&K. He has witnessed the expansion of e-Services in J&K from 15 to 227 over the past 2 years which is a remarkable achievement. In a year's time from now, it is expected that the number of e-Services will cross 400 and over a 3 year time reach the saturation level of 800 e-Services. He has been part of a number of successful collaborations with Government of J&K - 5 Regional Conferences, 6 Capacity Building Programs for J&K Administrative Service Officers at NCGG in collaboration with IMPARD, DGGI formulation, NeSDA formulation, e-Office implementation, JK-IGRAMS integration upto District level. A new area of collaboration could be in the area of Pensions for easing the life of pensioners by creation of Digitally Empowered Pensioners. This can be achieved by extensive adoption of Digital Life Certificate and Face Authentication. An Integrated Pensioner Portal on the lines of Bhavishya for end to end service delivery to Pensioners is highly beneficial.

Shri Srinivas mentioned that the success of the 25<sup>th</sup> NCeG is a symbol of strength of the Whole of Government approach. He thanked MeitY for partnering with DARPG for this event and congratulated all the officials of DARPG and the IT department of J&K for successfully conducting the Conference. He also expressed his gratitude to Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India; Hon'ble Chief Minister of Haryana, Shri Manohar Lal Khattar; and Lieutenant Governor of Jammu & Kashmir for gracing the event with their presence.



**Address:** Shri Sanjeev Kaushal, Chief Secretary, Government of Haryana



Shri Sanjeev Kaushal welcomed all the esteemed guests on the dais, Hon'ble Chief Minister of Haryana, Shri Manohar Lal Khattar; Lieutenant Governor of Jammu & Kashmir, Shri Manoj Sinha; Shri Arun Kumar Mehta; Chief Secretary, Government of J&K. Ms. Prerna Puri; Secretary (IT), Government of J&K. Shri V. Srinivas, Secretary, DARPG, Government of India. Marking this Conference as an event of many historical moments, Shri Kaushal spoke about the MoU to be signed between the Government of J&K and Government of Haryana.

“Paperless, cashless and faceless Government is one of the aims of the Haryana Government, which is being achieved by different policies in the State”, he mentioned. He also discussed different IT schemes of the Government of Haryana, which has helped the State to grow in the IT sector. He praised the work of the IT department of the Haryana Government, working seamlessly towards the development of technology in the State. He mentioned the Start-up policies of Haryana, Cyber-Security policies, and IT & ESDM policy which aim to develop IT and ESDM sectors as key growth drivers for achieving the State's Vision. Digital governance with the objective of improving transparency became the motto of the Haryana Government. He also talked about the ‘Right to Service’ policy which has empowered people to seek maximum advantage of services in a hassle-free, transparent and time-bound manner through an effective service delivery mechanism.

Talking about the MoU to be signed with J&K, he extended their help to the UT whenever required. He said that the State will always be ready to provide consultancy, training or any other support required by J&K. He also appreciated the warm welcome by the J&K Government, and hoped that this relationship would grow stronger.

**Address:** Dr. Arun Kumar Mehta, Chief Secretary, Government of Jammu & Kashmir



Dr. Arun Kumar Mehta addressed all the respected members on the dais. He welcomed Shri Manohar Lal Khattar, Hon'ble Chief Minister of Haryana; Lieutenant Governor of Jammu & Kashmir, Shri Manoj Sinha and other dignitaries to the 25<sup>th</sup> National Conference on e-Governance. He highlighted the changes in Jammu & Kashmir under the vision of Shri Manoj Sinha, who made possible the changes in J&K. Further, he enlisted the schemes introduced by J&K for the development of UT and

emphasized that J&K has proven to be exceeding in different areas, and e-Governance has played an important role in these changes. Today, J&K stands at the top for the Azadi ka Amrit Mahotsav, NeSDA ranking on e-Governance, DGGI etc.

He also discussed some of the statistics with everyone present, showcasing the tremendous work of the Government of J&K. He discussed a few of the schemes of the Government of

J&K, which were made possible due to e-Governance. The '*Darbar Move*' was the name given to the bi-annual shift of the secretariat and all other government offices of Jammu and Kashmir from one Capital city to another, it came to end with the launch of e-services. J&K is the only State with Employee Performance Monitoring Portal (EPM). The aim is to provide a mechanism for self-appraisal to the government employees on one hand and on the other hand, to provide readily available means to the higher authorities for monitoring and better human resources management.

The corruption-free, terror-free, addiction-free J&K is one of the biggest visions of J&K, and the changes have been evidently visible. He concluded by stating that if it is not digital, it is not the 21<sup>st</sup> century, and J&K is moving from the dark society towards the light as it is a new J&K.

**Address:** Shri Manoj Sinha, Lieutenant Governor, Government of Jammu & Kashmir



Shri Manoj Sinha welcomed Shri Manohar Lal Khattar, Chief Minister of Haryana, in the holy land of Katra, J&K. He expressed that the event witnessed 'launch of J&K Vision Document and J&K Cyber Security Policy and a historic MoU between the IT Department, Government of J&K and DITECH, Government of Haryana'. The MoU between the J&K Government and Haryana Government is expected to strengthen and deepen the collaboration on knowledge sharing, IT initiatives & best practices

in e-Governance. In his address, Shri Sinha expressed his gratitude to the Hon'ble Chief Minister of Haryana, Ministry of Electronics and Information Technology, Department of Administrative Reforms and Public Grievances, and all the Departments of the Central and State/UT Governments.

He said that the 25<sup>th</sup> National e-Governance Conference in the Union Territory of Jammu and Kashmir would prove to be a milestone in the direction of fulfilling the resolve of a Digital Society. He emphasized that "e-Governance means inclusiveness, people first, strengthening trust with citizens, establishing real-time grievance redressal mechanism, bridging the digital divide, enhancing the ease of doing business & ease of living and enabling the citizens to transparently provide feedback on their experience of public services. We are committed to bring the benefits of digital transformation to the people and society. I am confident the two-day National e-Governance conference shall go a long way in deliberating new e-participation tools and better collaboration with people for efficient service delivery".

"Under the guidance of Hon'ble Prime Minister, J&K UT is an emerging Digital Government Model with a focus on transparent governance and a citizen-centric approach to delivering public services", he said. Talking about efficient, effective and accountable governance, Shri Sinha stated that in 2013, the total number of e-transactions was merely 20 Lakh while this year, till 25th November, the number of e-transactions has been 38.50 crores. On an average, J&K is recording 550 e-transactions every minute. Despite being a late entrant in digital transformation, J&K has achieved several milestones with a solid technical architecture at the service of citizens. Speedy development is the new identity of J&K, he said.

Talking about the development of IT infrastructure, he shared with the audience, various

schemes that the J&K Government is working on, such as technology-led market linkages, encouraging emerging concepts like the use of AI in Agriculture for the welfare of farmers, layered Public Grievances and use of Metaverse (for Global Tourism). He also spoke about other initiatives like e-Office, Budget, Estimation, Allocation & Monitoring System (BEAMS)-Empowerment, Aapki Zameen-Aapki Nigrani, Aap Ka Mobile Hamara Daftar, e-Unnat, Digi Locker and Meri Pehchaan which have established accountability and transparency in governance. "Delivering efficient, effective, and accountable governance is our top priority. IT Department coordinating across the departments to ensure citizens interact and access information and services & provide feedback to improve service delivery", he added. The Lt. Governor underlined that despite being a late entrant in digital transformation, J&K has achieved several milestones with solid technical architecture at the service of citizens. He commended the efforts of everyone involved in making these changes in J&K and said that speedy development is the new identity of J&K.

"We have prepared a roadmap and action plan for the next one, three & five years. More than 500 services will be made online in the next 3 years for a better digital delivery ecosystem," said the Lt. Governor. The "line to online" is our prime objective and instead of travelling to Government offices, people just need to walk to the web, he added. He further observed that the launch of the Digital J&K Vision Document and the launch of J&K Cyber Security Policy will promote a common approach to use the power of innovation and secure IT assets in the rapidly changing technology landscape. Speaking on the digital transformational journey of J&K, he shared the vision of the J&K Government to expand e-Governance to the next level.

He further highlighted various digital initiatives of the Rural Development Department that have empowered grassroots democracy. In the recently concluded Back to Village program, 3 lakh villagers accessed various Government Services online, reflecting the citizens' increased trust.

The Lt. Governor also invited suggestions from all stakeholders to build a better digital ecosystem in the UT of J&K. "My priority in J&K is to engage the public for good cause and life. Instilling a sense of hope that everything is back on track, I intend to provide fertile ground to see J&K as a house of emerging technology pilots and governance factories for national platforms in agriculture, social schemes, public safety and technology- led policing office automation," Lt. Governor concluded.

**Address:** Shri Manohar Lal Khattar, Hon'ble Chief Minister, Haryana



Shri Manohar Lal Khattar expressed his happiness to attend the 25th National Conference on e-Governance at the holy land Katra, Jammu. He mentioned that the abrogation of Article 370 by the Central Government in August 2019 has eliminated the terrorism phase of this beautiful place. "I am witnessing a new, 'badalta' Jammu & Kashmir. We are looking forward to the new J&K-Haryana collaboration and are committed to supporting the J&K Government in meeting the goals" said Hon'ble Chief Minister.

Sh. Manohar Lal Khattar said that for balanced development, a State needs to adopt the best practices of other States. In this direction, the Haryana Government will extend full cooperation to the Jammu and Kashmir Government in meeting their requirements.

Addressing the participants, Shri Khattar said that the day is not far when the traditional voting practice will be replaced by e-voting in the country. "Linking voting rights to e-governance, where one can cast his vote at his home rather than visiting the polling station, is a possibility, and there is nothing like that. In many countries, the practice of e-voting has already started," he said.

He said that technology is the best tool to provide the schemes of the government to the general public. "The Haryana Government has brought transparency in the system by using technology. We have promoted IT interventions to streamline the public service delivery system in the State and today, Haryana has carved a niche for itself in terms of digital initiatives," said the Chief Minister.

He also highlighted the IT interventions and several digital initiatives of the Haryana Government to bring transparency to the system and streamline the public service delivery system. With the vision of 'Digital India', the Haryana Government has various key verticals of the IT department. The IT Initiative Fund for e-Governance, Haryana State Electronics Development Corporation Limited (HARTRON), State e-Governance Mission Team (SeMT) and National Informatics Center (NIC) have been playing a pivotal role in realizing this vision of Digital India and its pillars in Haryana. A specialized cadre of IT professionals has been created and put in place in the State to facilitate planning, designing, implementing and managing a wide range of IT initiatives at department/ organization levels. Haryana Government has introduced several e-Governance projects such as: Chief Minister Window, e-land, e-registration, e-payment, e-filing, e-tendering, e-refund, e-direction, e-printing, e-ticketing etc. These services helped the citizens to avoid the time-consuming processes which were practiced earlier.

Hon'ble Chief Minister highlighted that Governance essentially means providing services for people to interact and make decisions between processes and systems. It should protect the legal rights of all citizens. The use of public services should be ensured that the benefits of

economic development reach the real person. More importantly, the administration should be transparent and all schemes should be implemented rapidly. He also said that e-Governance could be termed as 'efficient Governance' in which the needy should be benefited from Government Schemes, which is the true meaning of a Welfare State. He also added that digitalization in the administrative system has ensured that the benefits of welfare schemes reach eligible beneficiaries. He said that technology is the best tool to provide Government Schemes to the general public. "The Haryana Government has brought transparency in the system by using technology. We have promoted IT interventions to streamline the public service delivery system in the State, and today, Haryana has carved a niche for itself in terms of digital initiatives," said the Chief Minister.

Shri Khattar also mentioned that with the way technology is changing in today's world, brainstorming is necessary to tackle the challenges arising every day. Hon'ble Chief Minister concluded his remark by advising that 'Good Governance' or 'Effective Governance' will come with the medium of e-Governance, and it is possible when the Government and the citizens are truthful towards their duties. He motivated the audience to walk together with the e-Governance with necessary precautions.

**Vote of Thanks:** Shri Abhishek Sharma, CEO, Jammu and Kashmir e-Governance Agency (JaKeGA) IT, Government of Jammu & Kashmir



Shri Abhishek Sharma was delighted to host the silver jubilee edition of the National e-Governance conference in Jammu. On behalf of the Government of J&K, he expressed his gratitude and profusely thanked the Hon'ble Chief Minister of Haryana, Shri Manohar Lal, for gracing the valedictory session. He also thanked Lieutenant Governor, Shri Manoj Sinha for his leadership and constant guidance for the digital transformation of J&K and the hosting of this Conference in Katra which is a testimony to the recognition of the transformation which has happened in the digital J&K. He also thanked the Chief Secretary, Haryana for the collaborative engagement with the UT of J&K. He also expressed his sincere thanks to Dr. Arun Kumar Mehta, Chief Secretary, Government of J&K for his constant support and the vision of digital J&K and Ms. Purna Puri, Secretary (IT), Government of J&K for working day and night for this Conference. He also acknowledged and thanked Secretary DARPG, Shri V. Srinivas and his team for their constant support. He also expressed his high regards to the Vice Chancellor of SMVDU, Prof. Ravindra Kumar and his entire team from the University for their continuous support and resolute efforts, without whom organizing the Conference would have been very difficult. He thanked the esteemed dignitaries for gracing the event, the media for the wide coverage, the IT Department for helping and the students of Shri Mata Vaishno Devi University for working together for the success of the conference.



## Annexure I

### Award Categories and Awardees

#### Category I: Excellence in Government Process Re-engineering for Digital Transformation

##### Central level initiative-

i. **Gold Awardee: e-Panchayat Mission Mode Project (eGramSwaraj & Audit Online), Ministry of Panchayati Raj, Government of India:** eGramSwaraj, developed by Ministry of Panchayati Raj encompasses various modules pertaining to Panchayat functioning such as planning, accounting, monitoring, asset management etc. The accounting module provides the Panchayats with digitized account books wherein all the information related to receipts and payments is captured.

ii. **Silver Awardee: PM Street Vendors AtmaNirbhar Nidhi (PM SVANidhi), Ministry of Housing and Urban Affairs, Government of India:** Ministry of Housing & Urban Affairs launched a scheme PM Street Vendor's Atma Nirbhar Nidhi (PM SVANidhi) to empower Street Vendors by not only extending loans to them but also for their holistic development and economic upliftment.

##### State/UT level initiative-

i. **Gold Awardee: MINE MITRA, Department of Geology and Mining, Government of Uttar Pradesh:** MINE MITRA is a unified & responsive platform to provide all citizen-centric e- services for common man, farmers, stockist, lessee, transporters & key stakeholders. The applications are scrutinized digitally of LICENSE, PERMISSIONS, PERMIT & LEASE issued by the department namely Krishi Bhumi, Niji Bhumi, Stock License, Mineral Retailer Registration, Building/Development Project, Mining Plan, Vehicle Registration & Deed Execution thereafter accepts, rejects, or marks them to the respective authority.

ii. **Silver Awardee: Kutumba – An Entitlement Management System, Department of Personnel and Administrative Reforms, Government of Karnataka:** Centre for e-Governance under Department of Personnel and Administrative Reforms (e-governance) of Government of Karnataka (GoK) led the ideation of the framework for Kutumba.

## Category II: Excellence in Providing Citizen-Centric Delivery

### Central level initiative-

i. **Gold Awardee: Judgement & Orders search Portal eCommittee, Supreme Court of India, Ministry of Law and Justice, Government of India:** Judgement & Orders search Portal

(High Courts of India) for judgments search is set to provide repository for Judgments and Final Orders of the High Courts. National Judicial DataGrid (NJDG), is serving as a warehouse of judicial data.

ii. **Silver Awardee: Bharat Skills, Directorate General of Training, Ministry of Skill Development and Entrepreneurship, Government of India:** Bharat Skills, a unified and lightweight Central Repository for skills that provide NSQF curriculum, course material, videos, question banks and mock tests, etc. for students and trainers in Industrial Training Institutes (ITIs) and National Skill Training Institutes (NSTIs). This helps trainers and trainees to have easy access to books in six Indian languages (Hindi, Odiya, Tamil, Marathi, English, and Gujarati), practice papers, and learning videos which enable them to easily learn their topics outside class.

### State/UT level initiative-

i. **Gold Awardee: eRegistration (Self Help Portal) for document registration, Department of Registration & Stamps, Maharashtra:** eRegistration (Self Help Portal) application allows the Developer to create register himself, register his project and scheme, prepare template of agreement, data entry form, etc. Also, it allows Joint District Registrars to verify and approve the projects and schemes online.

ii. **Silver Awardee: Chikitsa Setu, Medical Education Department, Government of Uttar Pradesh:** Department of Medical Education, Government of Uttar Pradesh has launched a mobile application named as “Chikitsa Setu” for the training of doctors, paramedical staff and other Corona Warriors to safeguard them from Covid-19.

## Category III: Excellence in District level initiative in e-Governance

### North-East States + Hilly States-

i. **Gold Awardee: Parvarish (A step Towards Kuposhan Mukta Bharat), Office of District Collector, Cachar District, Government of Assam:** Parvarish was started with the idea to target malnutrition in the Cachar District by providing support in terms of voluntary donations of food to a Severely Acute Malnourished (SAM) child. The project aims to address malnutrition by targeting SAM children who are suffering from poverty.

ii. **Silver Awardee: Infrastructure Snapshot Kokrajhar, Office of Deputy Commissioner, Kokrajhar, Government of Assam:** Infrastructure Snapshot Kokrajhar App is an application for effective monitoring of public institutions like Government offices, schools, hospitals etc. with both offline and online status update facility. App serves the

purposes of grievance reporting by the public, supervision, and monitoring by Government & Departmental Officials, third parties etc.

#### UTs (Including Delhi)-

i. **Gold Awardee: GAASH, Office of Deputy Commissioner, Srinagar, Government of Jammu and Kashmir:** National Achievement Survey of previous years showed poor performance in various subjects at the elementary level in District Srinagar. On an average in all subjects, 31% students have secured 75% and above while as National Achievement Survey (NAS) of Class 8th shows that mere 10% students have secured 75% and above.

ii. **Silver Awardee: e-Suvidha, Office of Deputy Commissioner, Ramban, Government of Jammu and Kashmir:** e-Suvidha mobile app facilitates the people of the district in accessing public services through digital platforms. The initiative has been taken after directions were received from the Lieutenant Governor's Secretariat to design and develop digital platforms which shall launch many public services to facilitate the people in online mode.

#### Other States-

i. **Gold Awardee: Gang Canal Regulation Computerization System Project, Office of District Collector, Sri Ganganagar District, Government of Rajasthan:** Gang Canal Regulation Computerization System Project has been deployed to facilitate farmers from every nook and corner of Sri Ganganagar District to access real time information about the status of the entire network of canals of the Gang Canal Irrigation System. The project is designed and developed in order to connect every farmer of the irrigated land area of 3.14 lakh hectares that is spread across 1222 villages (which fall under 1222 chaks) of 7 blocks of District Sri Ganganagar.

ii. **Silver Awardee: OTP and Feedback Based Public Grievance Redressal System Rajkot Municipal Corporation, Government of Gujarat:** The public grievance redressal system project has created a major impact on the way citizens interact with Rajkot Municipal Corporation (RMC) authorities in responding/addressing to their concerns related to Rajkot city. RMC has been registering citizen grievances through their 24\*7 call center and through mobile application for a longer duration of time.

#### Category IV: Outstanding Research on Citizen Centric Services by Academic/Research Institutions

i. **Gold Awardee: Video Analytics for Safety and Compliance Applications, Indian Institute of Technology Bombay:** Video Analytics software for security applications includes real-time analysis such as intrusion, loitering, tracking (codenamed Suraksha Vyuha, now being productized by SrivisifAI and post-mortem analysis - video search (Jigyasa). It provides an interactive central monitoring dashboard where compliance status is automatically reported periodically.

ii. **Silver Awardee: Analysing Public Grievances using Artificial Intelligence, Indian Institute of Technology Kanpur:** 'Analysing Public Grievances using Artificial Intelligence' has been developed on the initiative of Ministry of Defence to have a root cause analysis of

the public grievances. Use of Artificial Intelligence like the development of a search engine to sort out public grievances according to the sphere of work of a department reduces the time taken in disposal of grievances as well as to prioritize grievances requiring attention.

#### **Category V: Excellence in adopting Emerging Technologies**

i. **Gold Awardee: Trinetra: Integrated Command and Control Centre (i3C), Police Department, Government of Gujarat:** 'Trinetra' is the 'Integrated Command and Control Centre' (i3C) for 7000+ CCTV Cameras, 10,000 Body Worn Cameras and 15 Drone Cameras in the State. The cameras from poles, cameras worn on the uniform of Police Officers and Drone Cameras from the Skyserve as 'third eye' of Police giving force multiplier effect.

ii. **Silver Awardee: North Eastern Spatial Data Repository (NeSDR), North Eastern Space Applications Centre, Department of Space, Government of India:** Geo-Analytics of NeSDR is a hub for geospatial big analytics that brings the centre's massive computational capabilities to address a variety of high-impact societal issues including deforestation, disaster, disease, food security, water management, climate monitoring and environmental protection. It is unique in the field as an integrated platform designed to empower not only traditional remote sensing scientists, but also a much wider audience that lacks the technical capacity needed to utilize high end cloud computing resources.

## Annexure II

### Photographs of the Ceremony



*From Left to Right: Dr. Jitendra Singh, Hon'ble Minister of State, Government of India; Shri Alkesh Kumar Sharma, Secretary, MeitY, Govt. of India; Shri Arun Kumar Mehta, Chief Secretary, Govt. of J&K; Shri V. Srinivas, Secretary, DARPG, Govt. of India and Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India*

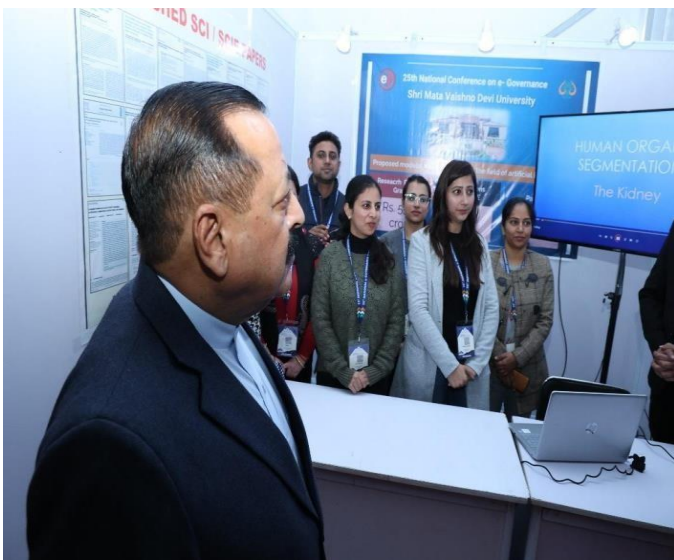


*Reading of the Preamble by Dr. Jitendra Singh, Hon'ble Minister of State, Government of India to commemorate adoption of the Constitution of India on "Constitution Day", the 26<sup>th</sup> November*





*Dr. Jitendra Singh, Hon'ble Minister of State, Government of India Inaugurating the Exhibition*



*Dr. Jitendra Singh, Hon'ble Minister of State, Government of India visited Exhibition Stall*





*Exhibition Stall of Department of Administrative Reforms and Public Grievances (DARPG), Government of India*



*From left to right: Ms. Perna Puri, Secretary IT, J&K; Prof. (Dr.) Ravindra Kumar Sinha, Vice Chancellor, SMVDU; Shri Alkesh Kumar Sharma, Secretary MeitY, Govt. of India; Shri Arun Kumar Mehta, Chief Secretary, J&K; Dr. Jitendra Singh, MoS (PP); Shri V. Srinivas, Secretary, DARPG, Govt. of India, Shri Amar Nath, Additional Secretary, DARPG, Govt. of India, & Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India releasing the booklets: Conference papers/Excellence in e-Governance Booklet/Compendium of e-Governance initiatives/Citation - 2022 Booklet*





*Display of a short film on e-Governance*





*Ceremonial Photograph of e-Gov Awardees 2022 with Dr. Jitendra Singh, Hon'ble Minister of State, Govt. of India*



*Wall of Fame*

**List of projects awarded with National Awards for e-Governance 2022**



*e-Panchayat Mission Mode Project (eGramSwaraj & AuditOnline), Ministry of Panchayati Raj, Government of India*



*PM Street Vendors AtmaNirbhar Nidhi (PM SVANidhi), Ministry of Housing and Urban Affairs, Government of India*





**MINE MITRA,**  
 Directorate of Geology & Mining, Government of Uttar Pradesh



**Kutumba – An Entitlement Management System,**  
 DPAR (e-Governance), Government of Karnataka



*Judgement & Orders search Portal (High Courts of India), eCommittee, Supreme Court of India, Ministry of Law and Justice, Government of India*



*Bharat Skills, Directorate General of Training, Ministry of Skill Development and Entrepreneurship, Government of India*





*eRegistration (Self Help Portal) for document registration, Department of Registration & Stamps, Government of Maharashtra*



*Chikitsa Setu, Medical Education Department, Government of Uttar Pradesh*



*Parvarish (A step Towards Kuposhan Mukta Bharat),  
District Cachar, Government of Assam*



*Infrastructure Snapshot Kokrajhar,  
District Kokrajhar, Government of Assam*





**GAASH**

*District Srinagar, Government of Jammu and Kashmir*



**e-Suvidha**

*District Ramban, Government of Jammu and Kashmir*





**Gang Canal Regulation Computerization Project,  
District Sri Ganganagar, Government of Rajasthan**



**OTP and Feedback Based Public Grievance Redressal System,  
District Rajkot, Government of Gujarat**



*Video Analytics for Safety and Compliance Applications,  
Indian Institute of Technology, Bombay*



*Analysing Public Grievances using Artificial Intelligence,  
Indian Institute of Technology, Kanpur*





*Trinetra: Integrated Command and Control Center (i3C),  
Police Department, Government of Gujarat*



*North Eastern Spatial Data Repository (NeSDR), North Eastern Space Applications Centre,  
Department of Space, Government of India*

Annexure III



**25<sup>th</sup> National Conference on e-Governance**

Jointly organized by

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

Government of  
Jammu & Kashmir

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

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# Curtain Raiser

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**- Bringing Citizens, Industry and Government closer -**

**26<sup>th</sup> - 27<sup>th</sup> November, 2022 Katra, Jammu**



### Curtain Raiser

The Department of Administrative Reforms & Public Grievances (DARPG) and Ministry of Electronics & Information Technology (MeitY), Government of India, in association with the State Government of Jammu & Kashmir will organize the 25<sup>th</sup> National Conference on e-Governance (NCeG) on 26<sup>th</sup> – 27<sup>th</sup> November, 2022 in Katra, Jammu & Kashmir. The theme of this Conference is “Bringing Citizens, Industry and Government closer”.

The Conference will be inaugurated by the Chief Guest Dr. Jitendra Singh, Hon’ble Minister of State (Independent Charge), Ministry of Science and Technology, Ministry of Earth Sciences, Minister of State in the Prime Minister’s Office, Minister of State of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India.

26<sup>th</sup> November is celebrated as the Constitution Day to commemorate the adoption of the Constitution of India. As part of the celebrations Hon’ble Minister, Dr. Jitendra Singh will administer reading of the Preamble to the Constitution with all participants on 26<sup>th</sup> November, 2022 in the Inaugural Session of the 25<sup>th</sup> NCeG.

The National Awards for e-Governance (NAeG) will be presented under 5 categories of the NAeG Scheme - 2022 to 18 e-Governance initiatives at Central, State and District levels, Academic & Research Institutions and Public Sector Undertaking. This includes 9 Gold and 9 Silver Awards.

The Valedictory Session will be presided over by His Excellency Shri Manoj Sinha, Lieutenant Governor, Jammu & Kashmir on 27<sup>th</sup> November, 2022 in the 25<sup>th</sup> NCeG. Hon’ble Chief Minister of Haryana will be attending the Valedictory Session which will witness Launch of digital J&K initiatives and Signing of MoUs by the J& K Government.

Digital innovation will play an important part in the next decade for governance to transform India into a digitally empowered society and knowledge economy. This will necessitate conversations around topics and technologies which would shape Digital Governance in the future to enhance the delivery of Government services to citizens. This conference will be a platform for discussion on some of these technologies by inviting distinguished speakers to share their knowledge and insights on the subject.

Discussions will be held on ten sub-themes in Plenary sessions during the Conference:

1. Digital Governance Across Whole-of-the-Government;
2. Digital Economy Strengthening Start-up Ecosystem & Employment Generation;
3. Modern laws to promote national growth and to secure citizen’s rights;
4. Transparent and Real-time Grievance Management System;
5. 21st Century Digital Infrastructure for next-generation services and security in cyberspace;
6. Shifting the gear on emerging technologies from exploration to population scale solutions;
7. The role of e-Governance in bridging the digital divide;
8. Digital Governance for Enhancing Ease of Doing Business and Ease of Living;
9. J&K State: Digital Transformation in Jammu & Kashmir; and



#### 10. e-Governance Initiatives in J&K

The Conference would provide considerable momentum to the e-Governance initiatives across the country, providing opportunities for civil servants and industry captains to showcase their successful interventions in e-Governance in improving end-to-end service delivery.

Delegates from Central Ministries/Departments and 28 States and 8 Union Territories have confirmed their participation in the Conference. Over 1000 delegates are expected to attend this Conference in Jammu. An Exhibition will also be organized during the event to showcase India's achievements in the field of e-Governance, along with a Wall of Fame/ photo exhibition on the award winners.

Senior Secretaries from the Government of India including Shri V. Srinivas, Secretary, Department of Administrative Reforms and Public Grievances; Shri Alkesh Kumar Sharma, Secretary, Ministry of Electronics and Information Technology; Shri Arun Kumar Mehta, Chief Secretary, Government of Jammu & Kashmir, Shri Amar Nath, Additional Secretary, DARPG and Ms Prerna Puri, Commissioner/Secretary, IT, Government of Jammu & Kashmir would also address the Conference. Vote of Thanks will be given by Shri NBS Rajput, Joint Secretary, Department of Administrative Reforms and Public Grievances.

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**Annexure IV**

Ministry of Personnel, Public Grievances & Pensions

Union Minister Dr Jitendra Singh says, under PM Modi, giant strides are being taken in the field of IT and new age technologies for better delivery of governance to citizens

The Minister inaugurates the 25th National Conference on e-Governance (NCeG), the silver jubilee edition of the NCeG in Katra, Jammu & Kashmir

Dr Jitendra Singh says, closer synergy among the Research, Academia, Industry and Start-ups is the way forward for India to become Atmanirbhar in true sense of the term

In an era of increasing digitization with Web 3.0, Artificial Intelligence and regular Tech Disruptions, Modi's vision of India's Techade can be realized through vigorous and all pervasive Digital push: Dr Jitendra Singh

The Minister says, "Whole of Government, Whole of Nation and Whole of Society" approach has become the new norm to achieve the desired results in

## shortest span of time

Expressing happiness that NCeG is coinciding with the Constitution Day celebrations, Dr. Jitendra Singh administered reading of the Preamble to the Constitution with all participants in the Inaugural Session

Dr Jitendra Singh presents 9 Gold & 9 Silver National Awards for e-Governance (NAeG) under 5 categories of the NAeG Scheme - 2022 to 18 e-Governance initiatives

Posted On: 26 NOV 2022 6:02PM by PIB Delhi

Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh said, under PM Narendra Modi, a new governance model has sought to be introduced in India based on the Mantra of "Maximum governance, Minimum government" to seek technology driven ease of governance.

Inaugurating the 25th National Conference on e-Governance (NCeG), the silver jubilee edition of the NCeG in Katra, Jammu & Kashmir, Dr Jitendra Singh said, the ultimate objective of good governance is to bring ease of living in the life of common man. He said, Modi Government has preempted the need of Information Technology and inculcated the same in each and every aspect of governance and has committed to augment inclusive growth across all sectors.

The Department of Administrative Reforms & Public Grievances (DARPG) and Ministry of Electronics & Information Technology (MeitY), Government of India, in association with the State Government of Jammu & Kashmir is organizing the 25th National Conference on e-Governance (NCeG) on 26th – 27th November, 2022 in Katra, Jammu & Kashmir. The theme of this Conference is “Bringing Citizens, Industry and Government closer”.

Dwelling on the theme of the conference “Bringing Citizens, Industry and Government closer”, Dr Jitendra Singh said, this has become an absolute necessity in the times we live in, as the days of working in Silos is over. He said, closer synergy among the Research, Academia, Industry and Start-ups is the way forward for India to become self-reliant (Atmanirbhar) in true sense of the term. The Minister added that in an era of increasing digitization with Web 3.0, Artificial Intelligence and regular Tech Disruptions, Prime Minister Modi’s vision of India’s Techade can be realized through vigorous and all pervasive Digital push.



The Minister said, Digital innovation will play an important part in the next decade for governance to transform India into a digitally empowered society and knowledge economy. He said, this will necessitate conversations around topics and technologies which would shape Digital Governance in the future to enhance the delivery of Government services to citizens. He said, Vision India@2047 would be e-Vision India @2047.

Dr Jitendra Singh said, what is worth noting is that all such large public digital solutions are built with an open architecture, and are modular with plug and play that essentially seek to democratize and decentralize technology usage. He said, India has been building ‘open digital platforms’, which are tremendous force multipliers and underlined that this is critical and unique in being affordable, interoperable, API-driven (and hence scalable), mobile-first in vernacular languages, and allows India’s entrepreneurs to build on the rails of these platforms to innovate and solve problems at scale and for trust. These are not only digital transformations, but also innovations in the design philosophy of citizen-centric solutions with huge socio-economic implications, the Minister added.

Dr Jitendra Singh urged all the participants & stalwarts taking part in two-day intense deliberations to focus on questions that will propel India to the next decade of agile growth. He said, while discussing Digital Governance across Whole-of-the-Government, do ponder upon what it will take for making Government more accessible to every citizen of India, how do we build a more Transparent and Real-Time Grievance Management System with state-of-the-art technology and best practices in grievance redress learning from the world and some of our own corporates, how do we leverage technology for strengthening the Start-up Ecosystem, generate more employment and promote the ease of doing business.

Dr Jitendra Singh said, the “Whole of Government, Whole of Nation and Whole of Society” approach has become the new norm to achieve the desired results in the shortest span of time. He gave the examples of success stories of 75-day long “Swacch Sagar, Surakshit Sagar” campaign from 5th July to 17th September, 2022 and the ongoing nationwide campaign of Department of Pension of the Ministry of Personnel, PG and Pensions for creation of Digital Life Certificates. The Minister pointed out that due to this whole and integrated approach, 25 lakh Digital Life Certificates (DLCs) for Central Government pensioners were created in just 20 days from 1st to 19th November, 2022. Apart from officials of DoPPW, SBI & Punjab National

Bank, registered Central Government Pensioner Associations, the representatives of Indian Post & Payment Bank (IPPB), Unique Identification Authority of India (UIDAI), National Informatics Centre (NIC) as well as Controller General of Defence Accounts (CGDA) in every city took part in the campaign.



Dr Jitendra Singh concluded that increased efficiency, increased transparency, robust focus on citizen-centricity and reaching out to the last man in the last queue for service delivery in the true spirit of Antyodaya is the ultimate objective of all governance reforms. He said, in the next 25 years of Amrit Kaal, the officers in their 20s and 30s have to play a stellar role to steer India to become the Unique and Best Model of Governance in 2047, when we celebrate the 100th Year of India's Independence.

Expressing happiness that NCeG is coinciding with the Constitution Day celebrations, Dr. Jitendra Singh administered reading of the Preamble to the Constitution with all participants in the Inaugural Session, as 26th November is celebrated as the Constitution Day to commemorate the adoption of the Constitution of India in 1949.

Dr Jitendra Singh presented the National Awards for e-Governance (NAeG) under 5 categories of the NAeG Scheme - 2022 to 18 e-Governance initiatives at Central, State and District levels, Academic & Research Institutions and Public Sector Undertaking. This includes 9 Gold and 9 Silver Awards in which e-Panchayat Mission Mode Project (eGramSwaraj and AyditOnline) of Ministry of Panchayati Raj was awarded the GOLD AWARD under the category "Excellence in Government Process Reengineering for Digital Transformation" of the National Awards for e-Governance. The prestigious National Award was handed over to Shri Alok Prem Nagar, Joint Secretary, MoPR by Union MoS Dr. Jitendra Singh.

Secretary, DARPG, Shri V. Srinivas in his address said that the policy maxim 'Maximum Governance, Minimum Government' is represented by a digitally empowered nation, a digitally empowered citizen and a digitally transformed institution. In the period from 2014 to 2022, government has brought about digital transformation which has been accepted by India's rural population through Jan Dhan, Aadhaar, BHIM UPI, CoWIN, Arogya Setu App etc., the Secretary added.

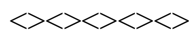




Chief Secretary, J&K Shri Arun Mehta in his address said that it is a proud moment for the UT of J&K for hosting 25<sup>th</sup> National Conference on e-Governance at Katra that shows signs of changes happening in J&K. J&K has achieved milestones in e-Governance with distinctions in implementation of Amrit Sarovar, AKAM, PMGSY, Agriculture Income, ease of doing business, digitization of land records, providing land passbooks that has been possible through transparency, teamwork and technology, Sh. Mehta added.

Secretary MeitY, Sh. Alkesh Kumar said that it's an occasion to recognize and showcase exemplary digital transformations brought out by Central Government, State Governments, Startup community, research and academic institutions.

Additional Secretary, DARPG, Shri Amar Nath, Joint Secretary, DARPG, NBS Rajput and several senior officials of other departments and retired bureaucrats took part in the inaugural session.



SNC/AP/MA

(Release ID: 1879127)



Department of Administrative  
Reforms and Public Grievances