



19TH NATIONAL CONFERENCE ON e-GOVERNANCE

21- 22 JANUARY 2016

Citations for National e-Governance Award Winners 2016



Department of Administrative Reforms & Public Grievances, Government of India

19th e-Governance Awards

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19th e-Governance Awards

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Excellence in Government Process Re-engineering

This award seeks to recognize the projects that involved analysis and re-design of workflow and which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

**COSMOS-Chhattisgarh Online School
Monitoring System Balrampur**
Collectorate Campus, Balrampur, Chhattisgarh

Silver Award

**SAMAGRA Portal- An initiative to implement
Integrated Social Security Program by creating
a common integrated program to facilitate
paradigm shift from conventional demand-
based model of governance .**
Social Justice Department, Bhopal, Madhya
Pradesh



Gold Award

Excellence in Government Process Re-engineering

COSMOS-Chhattisgarh Online School Monitoring System Balrampur Collectorate Campus, Balrampur, Chhattisgarh

The main objective of the project is to enable real time continuous monitoring and self reporting of various aspects related to school education, to improve the quality of education delivered in government run primary and secondary schools in the district. Bio-metric tablets are used to monitor teachers' and students' daily attendance which in turn can reduce leakages in delivery of schemes like mid day meals, student scholarships etc.

The bio-metric devices have provision for online as well as offline data uploading through use of GSM SIMs with the system specifically designed for use in rural areas lacking network connectivity. The system has also enabled introduction of a unique child tracking system in which each child is provided with a unique 16 digit ID for continuous performance tracking and reporting.

Some of the objectives of introducing COSMOS in school education in district Balrampur–Ramanujanj include automated collection of basic information and progress reports on various academic and non-academic parameters related to school education, streamlining processes to improve efficiency reducing time and effort often wasted by teachers in non-academic administrative work, tracking academic progress of each and every child to provide customized counseling and improvement sessions to weaker children which would in turn reduce the school dropout rates.

The main beneficiaries are parents, students, teachers and the non-teaching staff posted across 2285 school campuses, ashrams, KGBVs and hostels within 1420 educational campuses spread throughout the district.

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Silver Award

Excellence in Government Process Re-engineering

**SAMAGRA Portal- An initiative to implement Integrated Social Security Program by creating a common integrated program to facilitate paradigm shift from conventional demand-based model of governance
Social Justice Department, Bhopal, Madhya Pradesh**

SAMAGRA Portal is an initiative to implement Integrated Social Security Program by creating a common integrated program to facilitate paradigm shift from conventional demand-based model of governance. The project focuses on convergence, rationalization and simplification of various schemes of same nature being run by different departments for overlapping categories of the residents. One of the major objectives of the project is switching to entitlement based model of governance for running welfare schemes in a phased manner.

The initiative provides one time verification of important attributes of families and residents. This decides the eligibility and entitlement and use of these verified attributes by all other offices to decide eligibility for schemes without discretion. The project insulates residents from complexities of schemes, its rules, formats, processes as it minimizes the need to visit various offices for application/follow-up and eliminates the need to repetitively provide documents for scrutiny. Automation of processes and online maintenance of live registers of beneficiaries of various schemes has been done. Their tracking, automatic updating of profile of family and residents on reporting of birth, death and marriage is also a part of the project.

The main beneficiaries are the weaker/underprivileged sections of society but the government is striving for the welfare, social protection and social security of all families and residents of the state.

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Outstanding performance in Citizen-Centric Service Delivery

This award seeks to recognize the projects which resulted in delivering enhanced value (qualitative or quantitative or both) to its beneficiaries through effective use of ICT.

Gold Award

Track Child-Online Tracking System for Missing Children

Department of Women and Child
Development, Kolkata, West Bengal

Silver Award

Paddy Procurement Automation System and Farmer Registration

Food Supplies and Consumer Welfare
Department, Bhubaneswar, Odisha

Gold Award

Outstanding performance in Citizen-Centric Service Delivery

Track Child-Online Tracking System for Missing Children Department of Women and Child Development, Kolkata, West Bengal

The pilot programme of National Tracking System for Missing Children was launched in West Bengal way back in 2007-08. After successful implementation over next few years, the system was rolled out nationally in 2012-13. The DWCD (Department of Women and Child Development), West Bengal with active technical support from NIC-WBSC pioneered this initiative. The system also paves the way to effectively implement Anti Human Trafficking initiatives of Department of WCD and Police by tracking and monitoring women and child trafficking syndicates.

Key objectives of the project are to create a systematic and centralized mechanism for tracking large number of women and children who are missing for various reasons and set up a framework for participating organizations involved in the process. The project then ensures ultimate repatriation and rehabilitation of the missing women and children. The DMs and SPs receive monthly SMS alerts regarding missing/found children. The initiative also focuses to set up a Web-enabled Child Protection Management Information System (MIS) for various ICPS (Integrated Child Protection Scheme) bodies.

Initiative provides online resource directory of child protection service providers like Police, Child Care Institutions, Child Welfare Committees, Juvenile Justice Boards, ICPS Bodies etc. and online data repository of all CCI (Child Care Institutions) children. The project covers almost the entire country which includes around 650 districts. The major beneficiaries of the project are missing children, vulnerable children residing at shelter homes, platforms, bus stands, roads, religious places etc. and agencies involved in child protection. As on August 2015, the portal has registered 2,06,830 missing children cases and 1,06,476 found children cases.

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Silver Award

Outstanding performance in Citizen-Centric Service Delivery

Paddy Procurement Automation System and Farmer Registration Food Supplies and Consumer Welfare Department, Bhubaneswar, Odisha

Paddy Procurement Automation System was conceptualized and initiated with an objective of digitizing all transactions at a procurement centre to overcome problems related to farmers and state procuring agencies on real time basis. The initial study was done along with the department functionaries in the year 2012-13. With inputs from key stakeholders, the Farmer Registration form was designed. A training session for all district officials was conducted prior to the implementation. The form along with instructions was then intimated to all district officials through letter from the department with timeline to start collecting data from all societies across the state. The output of Farmer Registration module is the input for Paddy Procurement Automation System for a society. The quantity entitled for sale by a farmer can be viewed and downloaded which brings transparency.

The project ensures Minimum Support Prices (MSP) to the farmers for the paddy conforming to Fair Average Quality (FAQ) norms prescribed by Government of India. It also ensures timely delivery of rice by the millers to FCI depots and rice receiving centers and timely availability of rice for PDS across the state through efficient storage and effective movement of stocks. The first registration process for farmers started in 2013-14 across the state in Rabi season. About 500 societies participated in the process. In the very first season, the department was able to collect data of around 2.3 lakh farmers.

The major beneficiaries of this initiative are the farmers of the state who sell their paddy to state agencies through commission agents like Cooperative Societies. There are more than 8 lakh farmers registered in the portal and tagged to around 2500 societies across the state.

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Innovative Use of Technology in e-Governance

This award seeks to recognize the projects demonstrating use of path breaking ICT or innovative use of an existing ICT for enhancement in efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

**Universal Account Number (UAN)
Programme of EPFO**
Ministry of Labour and Employment,
Government of India

Silver Award

Lost Report Application
Delhi Police



Gold Award

Innovative Use of Technology in e-Governance

Universal Account Number (UAN) Programme of EPFO Ministry of Labour and Employment, Government of India

Employees Provident Fund Organisation, under Ministry of Labour and Employment, provides social security benefits in terms of provident fund and old age pension under Employees Provident Funds & Miscellaneous Provisions Act, 1952 which extends to the whole of India except Jammu and Kashmir. The Organisation, headquartered at New Delhi and functioning from 122 field locations, provides service to a large number of workers employed in the establishments spread across the country.

The objective of the project is to improve the service delivery through the introduction of Universal Account Number Programme by allotting single UAN to the EPF member which is applicable across his different employments and through direct identification of EPF member without the intervention of employer for service delivery. The project allows the portability of the member's PF accumulations and service details on transfer from one employment to other and also makes his P.F. accumulations available for different employments at one place through UAN.

The schemes managed by EPFO covers, as on date, 187 different types of specified industries/enterprises having 6.7 lakh of registered establishments (out of which more than 4 lakhs are complying establishments) and around 8.7 crore of enrolled employees (of which over 4 crores are contributing members) spread all over India except the state of Jammu and Kashmir. Thus this initiative caters to the working class spread across various social and economic groups ranging from workers employed in Bidi industry, Building and construction industry to those in Hotels, Information Technology Companies etc.

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Silver Award

Outstanding performance in Citizen-Centric Service Delivery

Lost Report Application Delhi Police

The lost report application is a first of its kind initiative undertaken by any Police force in India. Delhi Police is the pioneer in providing this particular service through the use of online multi channel platforms (web-based, mobile version) for service delivery. It is an excellent example of innovative use of technology for service delivery in an extremely user friendly manner. The mobile app version is an admirable endeavor considering the recent rise in mobile technology and use of smart phone in India.

The Lost Report application is dedicated completely to making life easier for the general public of Delhi by letting them lodge lost article complaints online instead of visiting the police station multiple times. The application removes the geographical and time barriers for accessing this service. Any user, who wants to lodge a complaint for his/her lost article can download the Delhi Police mobile application online free of cost from mobile stores or through the Delhi Police website and lodge his/her complaint after following some simple registration steps. Within a few seconds of lodging the complaint, a digitally signed report is instantaneously sent to the complainant's registered email id and phone number. This report is valid everywhere as a proof of lost article and can be used to apply for a duplicate document.

The beneficiary of the project is the general public, both residents of Delhi as well as visitors, who can use the Lost Report Application from anywhere in the world for anything lost in Delhi. On an average, per year transactions for both the modes (web and mobile) are 7 lakhs per year. For web based version, the average is 6.6 lakhs per year and for mobile version 0.31 lakhs per year.

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Incremental Innovations in existing projects

This award seeks to recognize the exemplary projects that have demonstrated substantial incremental innovations in the last two years and have been awarded with National Award for e-Governance in the past.

Gold Award

eXtended Green Node (XGN)

Gujarat Pollution Control Board, Gujarat

Gold Award

Incremental Innovations in existing projects

eXtended Green Node (XGN) Gujarat Pollution Control Board, Gujarat

This project adopted under e-Governance initiative is a web based application jointly developed by NIC (National Informatics Center - Gujarat) and the Gujarat Pollution Board named as XGN, to provide an IT-solution aiding the GPCB in effective and qualitative implementation of environmental laws for air, water and hazardous waste including rules for management of plastic, bio-medical and municipal waste etc.

G2B service to large and small scale businesses and entrepreneurs helps them with all round facilities including making applications and compliances of regulatory requirements by on line submissions. This project is user friendly, transparent and offering efficient mechanism for grant of Consent(s) and Authorization(s) aimed at serving within the time frame and in turn saving valued time, conserve resources and curtailing undue delays unlike manual system.

It caters services correlating with the needs of businesses, bio medical waste generators including hospitals and other stake holders as well as enabling GPCB officials to deliver the services efficiently and transparently. The core of XGN lies in providing hassle free, 24X7 anywhere e-access to businesses through unique ID to perform GPCB related various activities like making online applications, its tracking, filing returns and statements prescribed under the acts/ rules and to obtain the online permissions and other communications from GPCB as well as to facilitate reuse / recycle of wastes. After having XGN implemented in Gujarat since 2009, XGN is successfully implemented in other states – Andhra Pradesh, Madhya Pradesh, Himachal Pradesh, Goa, Uttarakhand and Karnataka.

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Best District Level Initiative in Citizen-Centric Service Delivery through ICT

This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens through effective use of ICT.

Silver Award

Medical Resource Planning
Collectorate Office, Giridih, Jharkhand

Silver Award

Best District Level Initiative in Citizen-Centric Service Delivery through ICT

Medical Resource Planning Collectorate Office, Giridih, Jharkhand

MRP has been adopted with the goal of ensuring standardization of Hospital Management Society. It offers an extensive range of standard features for real-time patient management, accounting and sales management, warehouse management, efficient back-office administration for management operations and providing improved services to citizens.

Through the introduction of web based Hospital ERP, there has been an innovation of single window system. Patients have to register themselves with a unique Registration Id which is life long traceable. Through this Id, one can easily get his medical history in a single click. Patients do not have to wait in a long queue or to move from one window to another window to collect the report. Now he will get all types of Report/Diagnosis/Lab Test report in a single window.

The software has following modules, i.e. OPD registration, IPD registration, system automated appointment scheduling, payment receipt generation, system generated prescription form with patient ID, laboratory and pharma modules where test results and medicines allotted to patient are updated from time to time. It also has inventory module where medicines once dispatched are updated from time to time.

It is a self sustainable project as it is a self revenue generated system. Patient can put their grievances directly to the Hospital Management Society regarding any issue.

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Innovative use of GIS Technology in e-Governance

This award seeks to recognize the exemplary projects that have used GIS Technology in e-Governance in an innovative and effective way which resulted in delivering enhanced value to its beneficiaries.

Gold Award

**MAHA-GEOMIN - Maharashtra Geology,
Minerals & Mining Information System**
Maharashtra Remote Sensing Applications
Centre, Nagpur, Maharashtra

Silver Award

Village Profile and Taluka Planning Atlas
Directorate of Economics & Statistics, GAD
(Planning), Government of Gujarat

Gold Award

Innovative use of GIS Technology in e-Governance

MAHA-GEOMIN - Maharashtra Geology, Minerals & Mining Information System Maharashtra Remote Sensing Applications Centre, Nagpur, Maharashtra

The principal objective of the Maharashtra Geology, Mineral and Mining information System-MAHAGEOMIN is to compile and provide access to geological, mineral location, mine leases and other mines related data at a single location in a GIS environment. The secondary objective of the project is to bring the geospatial technology in forefront for the domain area of Geology, Minerals and Mining.

The project involves innovative use of GIS & Remote Sensing technology for Government Process Re-Engineering using GIS technology for data generation with standard format, mapping, monitoring, evaluation, future planning, and depiction of prospective blocks of the most valuable resources of Geology, Minerals and Mining sector of Maharashtra State. It is a comprehensive effort, wherein all the major mining leases in the Maharashtra state are organized, for their day to day monitoring, using the Eye in the Sky Remote Sensing and GIS technology. There is also a provision of GIS functionalities for the production of geological and other thematic maps in analogue and digital format.

286 major 'mineral mining leases' were processed through MAHA-GEOMIN project. Files are available on mine wise basis and every file depicts complete history archive and prospects of that particular mine. The compilation of all details about individual mine provides the ability before decision makers to get any information. Mobile apps and maps are provided to field staff for checking mines in actual field. As per new norms of GOI, mining blocks which are going for auction shall be available after mandatorily developing through this system only. Mine codes across states have been standardized.

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Silver Award

Innovative use of GIS Technology in e-Governance

Village Profile and Taluka Planning Atlas Directorate of Economics & Statistics, GAD (Planning), Government of Gujarat

The objective of the project is to develop and institutionalize spatial planning process in the state through an acceptable, adoptable and affordable GIS based Decision Support System. The portal is a unique idea adopted by the state to provide updated information about availability status of various services and amenities in all villages and talukas(blocks). It is represented in Map format. It covers 304 items covering 11 categories like demography, education, health, irrigation, land use, etc. It helps the functionaries at taluka and district level in the decision making for adding new facilities, optimizing existing facilities, identifying gaps and improving efficiency in the allocation and use of resources.

The GIS based application provides the following services: Know development in the state, Monitor achievement for performance budget, Monitor development under Taluka Development approach and Plan towards balanced regional development. Application is accessible to all TDOs, DDOs, Collectors, Statistical Officers, Planning Officers and Secretaries and Ministers of the Government. The portal has been developed by integrating the village level data of more than 300 items (demographic/amenities/services/facilities) with spatial data. The portal also provides mapping of this data with Taluka maps showing village boundary. Various reports are also provided apart from maps depicting availability/non availability of amenities and services. Data updating mechanism is on an yearly basis. It is improved to a quarterly basis and a real time basis later on.

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Innovative use of Mobile Technology in e-Governance

This award seeks to recognize the exemplary projects that have used mobile technology in e-Governance in an innovative and effective way which resulted in delivering enhanced value to its beneficiaries.

Gold Award

Delhi Traffic Police Mobile Application
Delhi Police



Gold Award

Innovative use of Mobile Technology in e-Governance

Delhi Traffic Police Mobile Application Delhi Police

The main objective of this mobile application is to provide instant information related to traffic situation to the road users of Delhi. The application aims to reach out to maximum number of road users in Delhi directly through their individual android smart phones and keep them aware of the latest traffic situation in Delhi through timely traffic alerts and traffic advisories, aimed to make commuting in Delhi faster and easier. The App provides single window services of Traffic Advisory, Traffic Alerts, Taxi/Auto rickshaw/cab Fare, Complaints, Signal Faults, Towed Vehicles, Emergency Contact, FAQs, Offences, Lost Report and link to Facebook, Twitter and Delhi Police website.

The app also has a complaint section where users can lodge complaints regarding refusal, overcharging by Taxi/TSR drivers, faulty traffic signals etc. and give their suggestions which will help us to improve the traffic situation in the area. The application has a global reach and removes the geographical and time barriers for assessing these services

Application is available on Android only. Further development for IOS and Windows platform is under progress. It is linked with facebook. Any alert posted on facebook is automatically made available on the App. SMS is used for confirming registration of complaint. Traffic App enables the users/citizens to plan their journey in an informed way and without any hindrances. It facilitates more transparency, responsiveness and accountability on the part of the service provider.

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Sectoral Award (Financial Inclusion)

This award seeks to recognize achievements in the focus sector for the year for innovative use of ICT for customer benefit. (Focus Sector for 2015-16: Financial Inclusion)

Gold Award

Bhamashah Yojana
Department of Planning, Government of
Rajasthan

Silver Award

**An Initiative ASHASoft (The Online
Payment and Monitoring System)**
Rajasthan State
Ministry of Family Welfare, Jaipur, Rajasthan



Gold Award

Sectoral Award (Financial Inclusion)

Bhamashah Yojana **Department of Planning, Government of Rajasthan**

The project aims at providing cash as well as non-cash benefits of the Public Welfare Schemes of the Government using biometrically secured process to all ordinary residents of the State. It provides a unique family ID and also empowers women by opening the family account in their name and designating them as the Head of family for all the benefits being transferred. The services are provided through a network of e-mitra, Atal Seva Kendras and Government Centres throughout the State. The Bhamashah Resident Data Hub(BRDH) is linked with respective service delivery departments to capture all the services of various departments into BRDH.

Some of the e-enabled services are- Enrollment/Applications including submission of the necessary supporting documents, verification of eligibility, verification of the resident through biometric authentication, financial inclusion through opening of at least one bank account for each family of the state, seeding of the departmental data with the Bhamashah data and Aadhaar data and creation of a single delivery platform for different departments to stop duplicity of effort.

The project covers 33 districts of the state of Rajasthan. More than 90 lakh families or 3 crore individuals have been enrolled. More than 1.1 crore bank accounts have been opened. 70% of the total number of families have already been covered and the target is to cover all the families. 187 Urban Local bodies have been covered and there are more than 1500 delivery centers. The Bhamashah Database has been created in both Hindi as well as English. More schemes such as PDS, Social Security Pension, Scholarship scheme etc. are being included under the ambit of Bhamashah for DBT facilitation. Training and change management were incorporated very early in the programme to ensure its success.

The main beneficiaries of the project are individual, family, woman, students, pensioners, BPL, state BPL, Antyodaya families and Annapurna beneficiaries.

CONTACT DETAILS

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Silver Award

Sectoral Award (Financial Inclusion)

An Initiative ASHASoft (The Online Payment and Monitoring System) Rajasthan State Ministry of Family Welfare, Jaipur, Rajasthan

The ASHASoft software is aimed at providing transparent payment based on the performance of frontline health workers called ASHA (Accredited Social Health Activist). It is a unique initiative by the NHM, Rajasthan. The overall project is based on the notion of financial inclusion of ASHAs by re-engineering the existing process and its main objective is to ease the transactions which are there between department and ASHAs to facilitate direct transfer of benefits into their bank accounts. So this project has initiated financial strengthening and transparent benefit transfer to motivate these health workers to work with more dedication. Delayed and non-transparent payments are no more there.

To reduce the MMR and IMR, to ensure better health services and to prevent other diseases, at present, approximately 47000 ASHA Sahyogini are functional in the state. To ensure their timely and seamless online payment, ASHASoft has been conceptualized. The software has been developed in a very short time span because of the keen interest shown by the authority to solve the major problem of ASHAs' delayed and partial payment, which were being faced at grass root level. The software also captures beneficiary wise details of services given by ASHA to the community and generates various kinds of reports to monitor the progress of the programme. The software is available at all the PHCs, CHCs, SDHs and DH in the state. ASHAs have to submit their claim form at these centres and payments are deposited in their bank accounts.

The project covers 33 districts of Rajasthan which includes around 249 blocks. Teams from Maharashtra, Punjab and Karnataka have already visited Rajasthan to understand the software so that they can replicate the same in their respective states. The main beneficiaries of the project are the 47000 ASHA workers and indirectly the community also.

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Innovative Use of ICT by Central Government PSUs

This award seeks to recognize projects implemented by Central Government PSUs that demonstrate effective and innovative use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

IRCTC New Next Generation e-Ticketing System (NGET)
IT Center, IRCTC, Ministry of Railways

Gold Award

Innovative Use of ICT by Central Government PSUs

IRCTC New Next Generation e-Ticketing System (NGET) **IT Center, IRCTC, Ministry of Railways**

IRCTC is a subsidiary and Public Sector Enterprise under Ministry of Railways. This project has been launched in order to cater to the increased traffic over the IRCTC portal and improve the experience of people booking tickets over the internet. The new NGET can handle a peak load of minimum of 1,20,000 concurrent users to book 7 lakh tickets per day. IRCTC has also launched Mobile Apps for e-Tickets across all major platforms along with SMS based booking to make the booking experience comfortable for the users who do not have internet facilities. Some of the services offered by NGET are online ticketing (e-ticket and i-ticket), e-catering, tourism, air ticketing, tatkal booking, FTR (Full Tariff Rate for Coach and Train booking), shopping site-online marketplace, payment gateways, e-wallet, IRCTC Rupay Prepaid card, Loyalty Programme etc.

The booking capacity has been enhanced to 7200 tickets per minute and 1000 enquiries per second making it faster and easier. The capacity is under further enhancement to 1500 tickets /minute, 3500 enquires per sec & 3,00,000 concurrent user connections. The revenue generated by ticket booking has increased from INR 82.61 crores during 2008-09 to INR 284.45 crores in 2013-14. The project has helped to reduce cost in terms of PRS counters and manpower to sell tickets. IRCTC commands about 55% share of total reserved tickets booked.

The project covers all the 29 states and 7 union territories which includes 675 districts. The e-ticketing portal of IRCTC would now be available in Hindi which would make it easier for those who were facing problems because of its availability in English language only.

The main beneficiaries of the project are the common people as the project has empowered them through technology. The project has also increased the revenue of Railways and Banks which are managing large volume of money transactions done at IRCTC.

CONTACT DETAILS

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Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

This award seeks to recognize projects implemented by State Government PSUs/Cooperatives/Federations/Societies that demonstrate effective and innovative use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

Gold Award

Integrated Online Hotels Reservation System

Tourism Department, Shimla, Government of Himachal Pradesh

Silver Award

Odisha State Seed & Organic Product Certification Agency

Odisha State Seed & Organic Products, Bhubaneswar, Odisha

Gold Award

Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

Integrated Online Hotels Reservation System Tourism Department, Shimla, Government of Himachal Pradesh

The Himachal Pradesh Tourism Development Corporation (HPTDC) is a premier organization in the Tourism & Hospitality Industry Sector. HPTDC has 57 hotels spread throughout the state besides having several restaurants. Online reservation of accommodations and cancellations of already done reservations in hotels could be done using internet. The software system is integrated with online payment gateways of Yes-Bank, ICICI Bank and CC-Avenue and online channel manager Axis Room, Mobile-App, e-mail and SMS Gateways. Integration with the Axis Room channel manager enables the presence of all HPTDC Hotels at all popular online travel portals like Yatra, Goibibo, MakeMyTrip etc.

Payments and refunds are being done using online payment gateways. Immediate dissemination of details of any transaction is carried out through SMS messages and automated e-mails. The HPTDC website and software system is supplemented and integrated with Mobile App, which also integrates Google maps and acts as a guide to guests to reach the destinations comfortably. Guests have all the information available with them online such as tariff, promotional offers, facilities and amenities etc. therefore, guests do not have to interact or ask for related information from various hotels. HPTDC management can monitor and analyze revenue generated and occupancy trends of accommodations instantly, thereby increasing revenue and profit. The project has increased the business of HPTDC by 30% over last year.

The system is hosted at MeghRaj cloud of NIC, therefore, latest hardware and software support is always available. English language is used as an interface. Android Mobile app has already been developed whereas windows and iOS Apps are under development. The system has been developed as a customizable product model and can be replicated very easily in a user friendly manner at any other organization working in tourism industry. The project covers all the states of India and abroad (foreign nationals also book online as they visit Himachal in large numbers). The main beneficiaries of the project are the guests or tourists and HPTDC.

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Silver Award

Innovative Use of ICT by State Government PSUs / Cooperatives / Federations / Societies

Odisha State Seed & Organic Product Certification Agency Odisha State Seed & Organic Products, Bhubaneswar, Odisha

The seed certification process of Odisha State Seed & Organic Product Certification Agency involves online submission of applications, verification, inspection, threshing certificate issue, sampling, testing and tag issue modules. This project is the pioneer in implementing the automation of the complete workflow of the seed certification process. Citizen services can be consumed from any public internet access as well as through Common Service Centres established across the state. The project also offers real time MIS report generation and monitoring of the seed production. This is a cloud ready application and is under process to be deployed in the MeghRaj national cloud.

The submission of application is done by the seed grower. No application fees is collected and the applicant has to fill single application for multiple crops. In order to decentralize the responsibility of verification and speeding up the process, SCO (Seed Certification Officer) has been e-enabled to forward applications to any concerned ASCO (Assistant Seed Certification Officer). ASCO does the inspection of the field assigned to him and he is equipped with two modes of data acquisition modules. ASCO can enter the inspection report in offline mode and then later synchronize with the central database or an online mode has also been provided to support direct submission of inspection report. Threshing Certificate is issued from the concerned authority and further procedures like sample slip generation and TAG certificate issue is done by the same authority except the seed testing.

A complaint monitoring system has also been provided to render backend technical support for any unintentional mistake committed by officials which is expected to provide trustworthy comfort zone to the users. The project covers all the districts of Odisha and around 15000 registrations are currently processed from across Odisha. The main beneficiaries of the project are Seed growers, Odisha State Seed & Organic Product Certification Agency, Seed Testing Lab and Odisha State Seed Corporation Ltd.

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Outstanding e-Governance initiative by Academic and Research Institutions

This award seeks to recognize the exemplary e-Governance projects by academic and research institutions for the benefit of the citizen.

Silver Award

e-Laboratory Management System
Gujarat Environment Management Institute,
Gujarat



Silver Award

Outstanding e-Governance initiative by Academic and Research Institutions

e-Laboratory Management System Gujarat Environment Management Institute, Gujarat

The project is an outstanding e-based Laboratory Management System for the entire processes, preparation and working in GEMI's Lab. It is an in-house indigenous software developed by GEMI which helps in reducing manual paper work and other time consuming activities. The system secures sampling source data by hiding the information from those carrying out the analysis so as to provide unbiased results of client samples and government projects. The purpose of the application is to increase productivity, lower the cost for laboratory and allow more creative time for individual. Periodic and regular training is conducted for the scientists working in this field.

The laboratory gets water samples from the entire Gujarat state. e-LMS online application is exclusively developed for the GEMI's laboratory. An average of 32 tests can be done in a day and approx. 500 tests in a month. The system carries out analysis of- water and waste water, air, soil and microbiology. Some other features of e-LMS are- Storage of Data and Report Generator, Audit Management and Compliance (Standards Compliance), Document Management, Instrument Calibration and Management, Inventory and equipment Management, Personnel and Workload Management, Quality Assurance and Control. Further plan in the project is to integrate Big Data and Analytics as well as GIS with the application to monitor river and their behavior over several parameters.

The software is developed on Java based platform which is a secured language making the system absolutely safe and secure. The Desktop application uses MySQL Tools 5.0 to store data electronically. The main beneficiaries of the project are Public Industries and the Government.

CONTACT DETAILS

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Use of ICT for Development by Non-Government Institutions

This award seeks to recognize the exemplary use of ICT by Non-Government Institutions for social or economic growth/development.

Gold Award

Collaboration with India Post
Western Union, Mumbai, Maharashtra



Gold Award

Use of ICT for Development by Non-Government Institutions

Collaboration with India Post Western Union, Mumbai, Maharashtra

The project enables customers to receive international remittances from over 200 plus countries in the remotest parts of India, through the strong postal location network of India Post. Currently, Western Union is located at over 1,12,000 locations and 9942 Post Offices are working with them. The details of all WU transactions are maintained with complete logs according to Indian regulatory and global requirements. WU-India Post relationship has been one of the pioneers of the PPP models in India. In the last 14 years relationship- 24 million plus transactions have been processed and \$9.5 billion of principal paid out.

Western Union provides Cash to Cash International remittances which enables cash payout over the counter to a customer. WU provided computers to post offices to enable them to process remittances. WU trained India Post staff to service WU customers. The Front Line Associates or Operators underwent a rigorous training regime both directly as well through an online portal. The Account based International remittances service which enables a customer to choose whether he wants to carry the cash with him or get it deposited directly in his India Post savings bank account instead of visiting a physical location to take cash will also be available shortly.

Western Union in collaboration with India Post covers almost the entire country which includes around 6000 blocks. It is connected with around 11 million plus consumers/dependents of NRIs in India. The WU core system requires every money transfer to pass three layers of security- Account validation, Terminal validation and Operator validation. WU has a primary site and a secondary site running web application and database servers which are replicated between the sites and with multiple silos that perform load balancing. IT Security operating controls consists of Vulnerability Management, Patch Management, Intrusion Detection, Event Logging and Security Monitoring.

The main beneficiaries of the project are the customers in the rural and urban India whose livelihood depends on remittances sent by their family members working abroad.

CONTACT DETAILS

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18th e-Governance Awards

Award	Awarded Project
Excellence in Government Process Re-engineering	
GOLD	TDS Reconciliation Analysis and Correction Enabling System (TRACES)
SILVER	e-Initiatives in Commercial Taxes
Outstanding performance in Citizen-Centric Service Delivery	
GOLD	Passport Seva Project
SILVER	Kanyashree Online 2.0
Innovative Use of Technology in e-Governance	
GOLD	Suraksha Setu – Safe City Surat
SILVER	Force Deployment Software
Incremental Innovations in existing projects	
GOLD	AGRISNET – Farm Crop Management System
SILVER	e-Procurement
Best District Level Initiative in Citizen-Centric Service Delivery through ICT	
GOLD	Effective Vehicles Database Management
SILVER	e-Panchayat
Innovative use of GIS Technology in e-Governance	
GOLD	Chhattisgarh Geographic Information System
SILVER	Remote Sensing and GIS Technology in Sericulture Development
Innovative use of mobile technology in e-Governance	
GOLD	State Highway Development Projects
SILVER	SMS Based Failed Distribution Transformer Information & Mgmt. Syst.
Sectoral Award (Skill Development and Employability)	
GOLD	SAMVIDA
SILVER	e-Governance Training and Certification
Innovative Use of ICT by Central Government PSUs	
GOLD	SAMPARK
Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies	
GOLD	ANMOL
SILVER	Quarry Management System

18th e-Governance Awards

Award	Awarded Project
Outstanding e-Governance initiative by Academic and Research Institutions	
GOLD	e-Jaalakam
Use of ICT for Development by Non-Government Institutions	
GOLD	TCS Financial Inclusion
SILVER	Kushal Project

17th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Control Office Application (COA)
SILVER	Barcoded Ration Card & Biometric Food Coupon System for Effective & Efficient Service Delivery (Targeted Public Distribution System)
Outstanding Performance In Citizen-Centric Service Delivery	
GOLD	MEE SEVA (At your service)
SILVER	SAKALA
Innovative use of Technology in e-Governance	
GOLD	Automated Building Plan Approval System (ABPAS)
SILVER	ICT for Excellence in Sports
Incremental Innovations In Existing Projects	
GOLD	Electronics Integration of BHOOMI with stakeholders
SILVER	Dynamic Integration of Property Registration, Land Records and Cadastral Maps
Best District-level Initiative In Citizen-centric Service Delivery Through ICT	
GOLD	SAND - System For Attumanal Neutral Distribution
SILVER	COLIS (Collector's Information System)-Web based Management and Information System
Innovative use of GIS Technology in E-governance	
GOLD	Delhi State Spatial Data Infrastructure (DSSDI) Project
SILVER	GIS School mapping-ensuring access to Elementary Education
Specific Sectoral Award (Focus Sector For 2013-14: Health Care)	
GOLD	NIKSHAY – A Web based solution for Monitoring of TB Patients.
SILVER	Domain 1 and 2 of Nutrition Resource Platform
Innovative use of ICT by State PSUs /Co-operatives / Federations / Societies	
GOLD	GPS Mobile based Housing Monitoring and Fund Release System
SILVER	Investors Support System (ISS) Software
Outstanding e-Governance initiatives by Academic and Research Institutions	
GOLD	Effective Seismological Monitoring through e-Governance to save Lives and Damage due to Earthquakes

16th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Computerization of Registration (Panjeeyan) Project in Assam
SILVER	Transformation of Mineral Administration through e-Governance (Geology & Mining)
BRONZE	Online Voting System
Exemplary Re-use Of Ict Based Solution	
GOLD	Extended Licensing & Laboratory Node (XLN)
SILVER	Electronic Benefit Transfer through Business Correspondent (BC) Model Pragya Kendras
BRONZE	IT enabled services in Gurukulam Institutions
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	Students Academic Management System (SAMS), Odisha
SILVER	Mail Network Optimization Project (MNOP)
BRONZE	Use of ICT for Delivering Mechanized Agricultural Implements & Effective Monitoring of Input Delivery system through ICT
Innovative use of ICT in e-Governance	
GOLD	iBhuGoal (Bihar Infrastructure Mapping Geomatics Oriented Application Model)
SILVER	Measuring Physical Accessibility to Healthcare Network and Population Coverage Modeling in J & K State using Geo-informatics
BRONZE	Mineral Administration & Governance through ICT (MAGIC)
Innovative use of ICTs by PSUs for Customer Benefits	
GOLD	Integrated System for Online Generation of Electrical Specifications for Transformers Informatics Centre
SILVER	Eastern Power Information Management and Reporting System (EPIMRS)
BRONZE	IT Intervention for Managing Integrated Networked Enterprise (iMINE)
Best Government Portal	
GOLD	RPSC e-Governance
Specific Sectoral Award (Focus Sector For 2012-13) - Social Sector Programmes	
GOLD	SPARSH – Special Project for Assistance, Rehabilitation & Strengthening Handicapped – A healing touch for disabled, old age and destitute

15th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	e-Checkpost - Transparent, Objective & Paperless System
BRONZE	e-Awas - Government Accommodation Management System (GAMS)
Exemplary Re Use of ICT based Solution	
GOLD	Health Management Information Systems
GOLD	Crop Pest Surveillance and Advisory Project
Outstanding Performance In Citizen-Centric Service Delivery	
GOLD	Sugarcane Information System (SIS)
SILVER	Pregnancy, Child Tracking & Health Services Management System (PCTS)
SILVER	e-Mamta: Mother and Child Tracking Application
Innovative use of Technology in e-Governance	
GOLD	Cloud Telephony and IVRS based Daily Monitoring System: A Revolutionary Approach for Monitoring Government Programmes
SILVER	OASYS (Online Answering Information System for Legislative Assembly)
BRONZE	Integrated Geo-spatial ICT Solution for Scientific Planning & Monitoring of MGNREGS works in Gujarat
Innovative use of ICT by PSUs for Customer Benefits	
BRONZE	IndSoft CMS - Central Management System for LPG
Best Government Portal	
GOLD	Integrated Odisha Treasury Management System (iOTMS)
SILVER	RTI Central Monitoring Mechanism
Specific Sectoral Award - Focus Sector - Local Government	
GOLD	Property tax and water charges revenue management system, Online Birth and Death Certificate, Building Permission Management, Solid Waste Management with vehicle tracking, Grievance Management System, Online Dashboard for works Management
BRONZE	Janmitra Samadhan Kendra

14th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Processing of Income Tax Returns at Centralised Processing Center, Bangalore
SILVER	e-Stamping for MCA services
BRONZE	Directorate of Municipal Administration
Exemplary Re-use Of ICTBased Solution	
GOLD	Panch Tantra-Gram Panchayatha Online System
SILVER	Geoinformatics in implementation of Forest Rights Act 2006 in Maharashtra
BRONZE	e-Grantz, Centre for Development of Imaging Tech.
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	SWAGAT- State –wide Attention on Grievances
SILVER	Aarogyam, District Health Society
BRONZE	Tele Samadhan-Call centre for citizen facilitation and Grievance Redressal
Innovative use of Technology in e-Governance	
GOLD	BTRAC 2010
SILVER	Integrated Watershed Management Programme
BRONZE	e-Disaster Management Cell
Innovative use of ICTs by PSUs for Customer Benefits	
GOLD	Financial Inclusion, Punjab National Bank
SILVER	Enhanced National Train Enquiry System (ENTES)
BRONZE	Electronic Fund Transferring System
Best Government Portal	
GOLD	Indian Customs EDI Gateway Project (ICEGATE)
SILVER	Portal of GSI
BRONZE	National Data Warehouse of Official Statistics Computer Center
Specific Sectoral Award - Focus Sector - Agriculture	
GOLD	AGRISNET- Agriculture Information Service Network
SILVER	e- Krishi
BRONZE	e-Auction of Tea

13th e-Governance Awards

Award	Awarded Project
Excellence In Government Process Re-engineering	
GOLD	Sulekha
SILVER	Xtended Green Node-XGN
BRONZE	Online Scholarship Management System (OSMS)
Exemplary Horizontal Transfer of ICT – Based Best Practices	
GOLD	ICT in Gujarat Judiciary
SILVER	Integrated Prison Management System
BRONZE	e-Procurement
Outstanding Performance In Citizen-centric Service Delivery	
GOLD	MP Online
SILVER	Ship Ticket Advance Reservation System (STARS)
BRONZE	Sevana-Civil Registration System and Hospital Kiosks
Innovative use of Technology in e-Governance	
GOLD	Forest Dwellers Survey System
SILVER	i-GeoApproach
SILVER	Reservoir Storage Monitoring System
Innovative use of ICTs by PSUs for Customer Benefits	
SILVER	“AWATAR”
Spl Mention	B2B Process of Integration Between ERP 24 Systems of Oil Marketing Companies
Best Government Portal	
SILVER	www.nrega.nic.in
Specific Sectoral Award - Focus Sector - Education	
GOLD	State School Education Portal
SILVER	Higher Secondary Centralized Allotment Processing
BRONZE	School Report Cards Under the Project DISE

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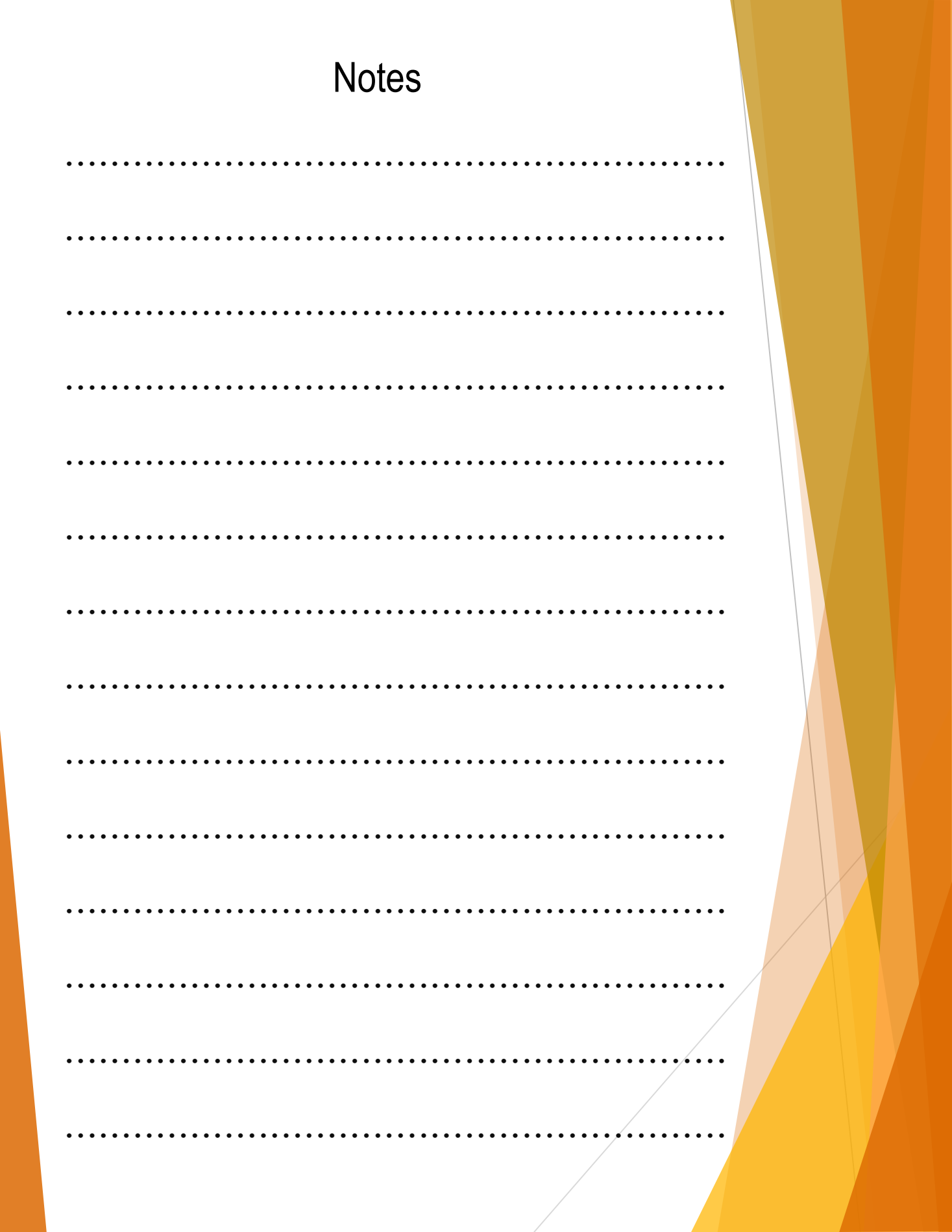
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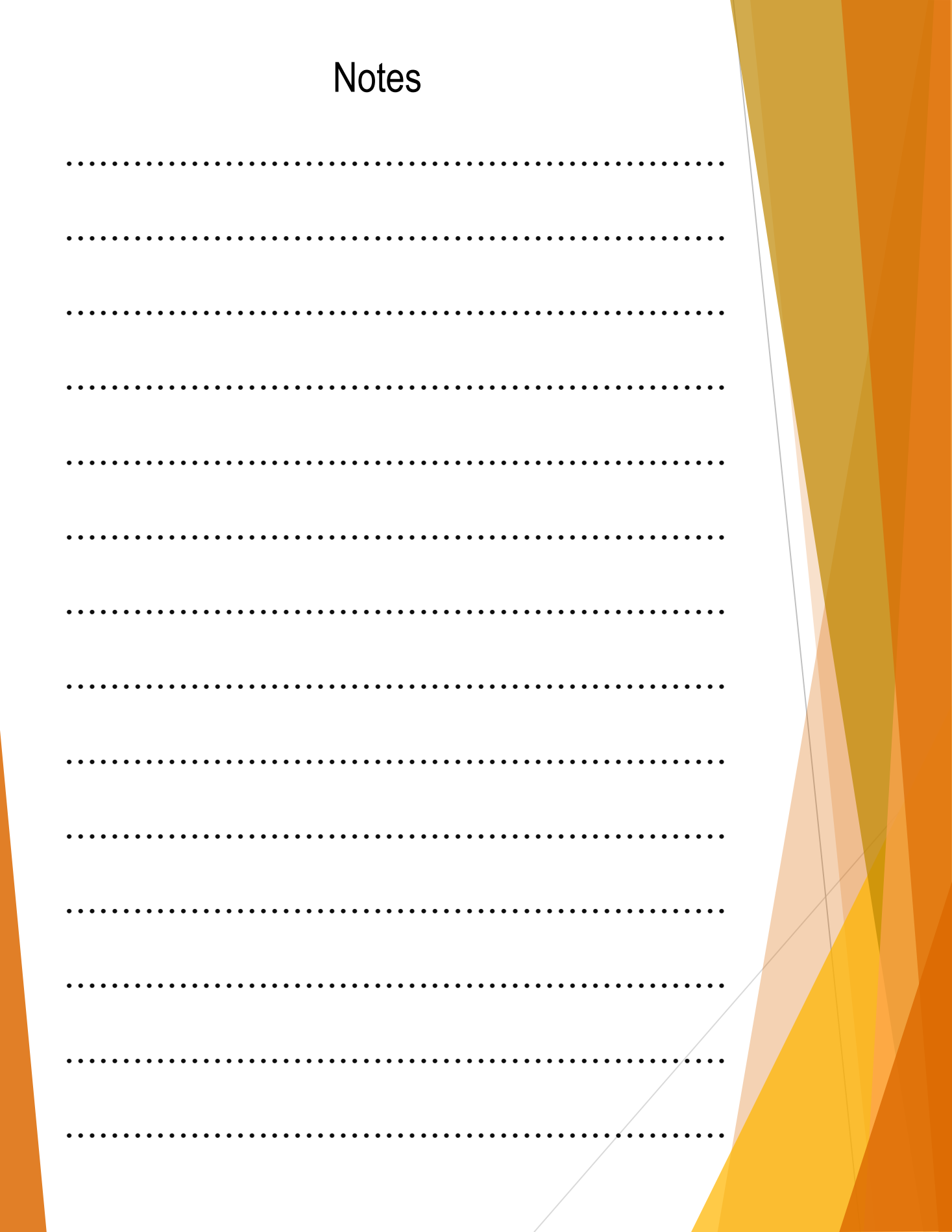
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19TH NATIONAL CONFERENCE ON e-GOVERNANCE



Department of Administrative Reforms & Public Grievances, Government of India