

DIGITAL NDIA Awards 8

WINNERS

https://digitalindiaawards.gov.in



https://digitalindiaawards.gov.in

Hwards 0



रविशंकर प्रसाद RAVI SHANKAR PRASAD



मंत्री विधि एवं न्याय एवं इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी भारत सरकार MINISTER OF LAW & JUSTICE and ELECTRONICS & INFORMATION TECHNOLOGY GOVERNMENT OF INDIA



MESSAGE

The Digital India Programme flows from the vision of Prime Minister Shri Narendra Modi to leverage the power of technology to empower the ordinary citizens of India. The Digital India Programme seeks to build this vision by providing transparent, affordable and inclusive digital services to every citizen of India, bringing good governance and improving their lives using technology that is low cost, inclusive and developmental. The Digital India Vision seeks to transform the entire eco-system of public service delivery using transformative technology towards the aim of creating a digitally empowered society and knowledge economy.

Indian IT companies have established a name for themselves all over the world. The worth of Indian IT companies is growing steadily. India today is home to many big companies in the IT sector and is emerging as a big digital market. India has strengthened its position as third largest startup ecosystem across the world.

Today, we have multiple services which are being offered digitally such as BHIM, Open Government, eHospitals, e-panchayat, Kisan Suvidha, e-Scholarships, digital payment of Taxes, eTransport, eCourts and eVisa. Digital Governance in India has steadily transcended into an effective delivery gateway using ICT tools, enabling transparency and accountability in service delivery process necessary for realization of national development goals.

The Indian government has come up with my Gov platform with the idea to bring the government closer to the common man by the use of online platform. This platform provides an interface for healthy exchange of ideas and views between common citizens and experts with the ultimate goal to contribute to the social and economic transformation of India.

National Informatics Centre, Ministry of Electronics and Information Technology is spearheading the digital innovation in the country and is successfully implementing a large number of e-gov projects and playing a key role in accelerating the growth of Digital India at all levels of Government.

Digital India Awards celebrate the success stories in our efforts to provide high quality public services to citizens using the power of technology and have been institutionalized to recognize the exemplary digital initiatives at all levels across the country.

I extend my compliments to all the winners of Digital India Awards and wish them success in their future endeavors.

(Ravi Shankar Prasad)



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मारत





S S AHLUWALIA

Member of Parliament of Darjeeling Union Minister of State for Electronics & Information Technology Government of India



Message

Digital India is an ambitious programme run by the Government of India to create a digitally empowered society. This programme has the potential to bring citizens and government closer than ever before and ensure a digitally integrated government through its three key vision areas: Providing digital infrastructure as a core utility to every citizen, Providing governance and services on demand, and Digital empowerment of citizens.

Digital Technologies are contributing in the growth of economy and empowerment of citizens across the globe. These technologies are being used by everyone in their day-to-day activities and help connecting people with each other. The citizen has all the tools available at their disposal which can help them in accessing services, gathering information and resolving problems.

National Informatics Centre (NIC), Ministry of Electronics and Information Technology has played a key role in this digital revolution. NIC has provided Nationwide common ICT Infrastructure to support e-Governance services to the citizen along with the Products & Solutions designed to address Digital India initiatives, covering the entire spectrum of e governance space in the country Many new promising developments through digital technologies are underway. Together, we are improving and strengthening our capabilities, bringing innovative breakthroughs in ICT development in the country.

Digital India Awards honor the outstanding Digital Governance initiatives at all levels starting from Ministries, Departments, States, District administrations to Local Bodies towards delivery of services to citizen as well as citizen engagement and empowerment. I am happy to learn that the Digital India Awards received an overwhelming and countrywide response. I have been informed that a new category of 'Emerging technologies' has been introduced this time to appreciate the efforts in the latest emerging areas of technology sector.

I compliment NIC for successfully executing the Digital India Awards and playing a principal role in accelerating the cause of Digital India at all levels of governance. I also congratulate the winners of Digital India Awards for their exemplary efforts.



(SS Ahluwalia)

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अजय साहनी, आई.ए.एस. AJAY SAWHNEY, I.A.S.



सचिव इलेक्ट्रॉनिकी और सूबना प्रौद्योगिकी मंत्रालय भारत सरकार Secretary Ministry of Electronics & Information Technology (MeitY) Government of India

Message

Digital India programme is a flagship programme of government aimed at providing barrier free and round the clock services at the doorstep of citizen. It seeks to leverage the universal access to mobile connectivity, public internet access, electronic delivery of services, information for all and IT for benefits of citizens. It would also promote the growth that covers electronic, services, products, devices, manufacturing and job opportunities.

Digital Innovation has been transforming the way we live, work, and run our businesses. Digital technologies have pervaded nearly all aspects of our lives, be it health, transport, shopping, education or work life. IT has now moved far beyond from just automating and having online presence and is now about empowering both the government and the citizen. Technology is one of the major enablers and provides a platform for interaction, collaboration and transparency in the public service domain.

In today's world, emerging technologies like Artificial Intelligence, Blockchain, Internet of Things (IoT) etc. have a potential to overcome the challenges that the traditional technologies were not able to address such as Language translation and access to high quality services. India is also taking positive steps in the adoption of these emerging technologies. We also have a large pool of human resource available and can build competency by upskilling or re-skilling those resources to create big opportunities & large businesses not only within India but for people across the globe.

Digital initiatives in the areas such as smart cities, implementation of land records, estimation of natural resources, monitoring of air quality and many more have transformed India into a truly digital nation. To honour such initiatives, Digital India Awards have been organized by National Informatics Centre (NIC), Ministry of Electronics and Information Technology.

NIC plays a key role in implementation of Digital India initiatives. I would like to congratulate NIC for successfully executing the Digital India Awards and recognize the arduous efforts of various government entities in the realm of digital governance. I would also like to congratulate all the winners of Digital India Awards 2018 who are delivering exemplary services to the citizens of the country through the digital platform.

1AS (Ajay Sawhney)

New Delhi January 3, 2019

इलेक्ट्रॉनिक्स निकेतन, 6, सी.जी.ओ. कॉम्पलेक्स, नई दिल्ली—110003 / Electronics Niketan,6, C.G.O. Complex, New Delhi-110003 Tel. : 011-24364041 • Fax : 24363134 • email : secretary@melty.gov.in



डॉ. नीता वर्मा महानिदेशक Dr. Neeta Verma Director General



मारत सरकार इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय राष्ट्रीय सूचना-विज्ञान केन्द्र Government of India Ministry of Electronics & Information Technology National Informatics Centre



Message

With the increase in adoption of new technologies such as Blockchain, Artificial Intelligence, Internet of Things (IoT), the demand and availability of ICT infrastructure with better capacities has increased manifolds. National Informatics Centre (NIC), Ministry of Electronics and Information Technology through its core ICT infrastructure and application teams at Central, State and District level has been keeping pace with the latest technology and infrastructure needs of the government, implementing the major digital initiatives and projects at all the three tiers of governance of the country.

Through the medium of Digital India Awards, National Informatics Centre (NIC), Ministry of Electronics and Information Technology has been honouring exemplary Digital Governance initiatives under the Digital India Programme of the Government of India. Digital India Awards support and encourage the efforts of different Ministries/ Departments/ District Administrations and Local bodies towards delivery of digital citizen services as well as citizen empowerment and engagement.

The journey of Digital India Awards has been an inspiring one. It started with Web Ratna Awards in 2009, with a vision of acknowledging the exemplary e-Governance initiatives undertaken by Central & State Governments. With the passage of time, the Digital India Awards has made a remarkable presence in the government. Ministries, departments, and state governments now eagerly await for these awards to register their digital initiatives.

This year is the 5th edition of the Digital India Awards, and with each edition the awards categories got aligned with the recent developments in the field of technology. Looking at the importance and usage of Open Data to enhance the transparency in the government, a new category as 'Open Data Champion' was introduced in the Digital India Awards 2014. In the 2016 edition, keeping in pace with the mode of service delivery at the doorstep & mobile first initiatives of the government, two new categories were introduced as 'Outstanding Digital Initiative by Local Body' and 'Best Mobile App'. Similarly, this year looking at the implementation of solutions using the new & emerging technologies such as Artificial Intelligence, BlockChain, Virtual Reality, Internet of Things, or Big Data & Analytics, a new category of 'Emerging Technologies' has been introduced for the Digital India Awards.

I would like to convey my compliments to all who have applied for their exemplary initiatives in different categories of Awards. Heartiest congratulations to all the winners of Digital India Awards.

(Dr. Neeta Verma)

Date: 10.01.2019

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In recent years there has been a fundamental shift in the way governments use IT to manage services and achieve their objectives. India too has kept pace with this paradigm shift. Today, Indian citizens can avail various services & interact with the government using a smartphone at their fingertips.

National Informatics Centre (NIC), Ministry of Electronics and Information Technology is implementing the National Portal, a mission mode project, which provides single window access to information & services offered by different entities of the Indian government at all levels. National Portal of India has a vision to promote engaging digital initiatives.

In order to honor exemplary initiatives taken by government at all levels, the Digital India Awards have been instituted since 2009. These are biennial awards conferred by National informatics Centre (NIC), Ministry of Electronics & Information Technology with a wide coverage right from Ministry, State, Districts to Local bodies.

Through the years, the number of nominations has increased significantly and this trend accurately depicts the progress that the nation has made towards the vision of Digital India. All the nominations underwent multi layer evaluation process through scientific and quantitative methods. Nominations that were shortlisted in the screening process were finally placed before the esteemed Jury chaired by Secretary, Ministry of Electronics and Information Technology (MeitY). The Jury comprised of senior representatives of Government, Academia, as well as Industry. It was a difficult task for the jury to rank the shortlisted nominations as all of them were equally worthy. The credit goes to the esteemed jury in selecting the awardees.

I am grateful to Shri Ajay Sawhney, Secretary (MeitY) and all the other members of the Jury for their precious support and guidance.

I am thankful to our Director General, Dr. Neeta Verma for reposing her confidence and giving me the opportunity to conduct the Digital India Awards.

I would especially like to acknowledge the valuable contribution and unstinting tireless efforts put in by all colleagues in my group, without which it wouldn't be feasible to accomplish the task successfully. I acknowledge the support rendered by all my seniors and colleagues of NIC, MeitY and NICSI for making this event a success.

A special mention of thanks to all the delegates from various Ministry /Departments, States and Local bodies for their august presence and sparing their valuable time to motivate the awardees by participating in the Digital India Awards Ceremony.

I take this opportunity to congratulate all the Awardees for their exemplary efforts and participation. In the forthcoming Digital India Awards, I look forward to the elevation of many of the noteworthy nominations as Awardees.

Alka Misra Project Lead, National Portal of India Deputy Director General National Informatics Centre





Jury

Shri Ajay Sawhney Secretary, MeitY

Shri M.S. Rao President & CEO, NEGD

Dr. Neeta Verma Director General, National Informatics Centre

Shri Umesh Kumar Nandwani Director General, STQC

Ms. Kiran Puri Joint Secretary, DAR&PG

Shri Sanjay Goel Joint Secretary (e-Gov), MeitY

Prof. M.P. Gupta Dept of Management Studies, IIT Delhi

Dr. Sanjeev Singh IIC, University of Delhi

Shri Shrikant Sinha CEO, Nasscom Foundation

Ms. Alka Mishra Scientist-G & Deputy Director General National Informatics Centre





The Government of India has been proactively engaged in the seamless delivery of information/services by adopting best practices in ICT. Almost all Government Departments are now utilizing various means like World Wide Web and Smart phones for making their services integrated and accessible to citizens.

In order to promote more innovative Digital Governance initiatives, Digital India Awards have been instituted under the ambit of the National Portal of India. The awards acknowledge exemplary initiatives/practices of various government entities in the realm of Digital Governance. These awards have been constituted under the following categories:

- 1. Emerging Technology
- 2. Best Mobile App
- 3. Exemplary Online Service
- 4. Open Data Champion
- 5. Web Ratna Ministry/Department
- 6. Web Ratna State/UT
- 7. Web Ratna District
- 8. Outstanding Digital initiative by Local body

Awards are also conferred under the Jury Choice and Special Mention categories on deserving nominations. **Jury Choice** awards are conferred on nominations that are well established and deemed flagship initiatives due to their scale and maturity. **Special Mention** awards are conferred on the deserving entries from NE States in the Web Ratna State and District categories, and noteworthy entries across all categories who have done exemplary work in executing their digital initiatives.



Digital India Awards 2018 The process followed...

Online nominations were invited from government entities and overwhelming response was received for all the eight categories of awards.

An extensive process for evaluation of filed nominations was followed which was conducted in two stages. In the initial stage, entries were screened based on a scientifically formulated Evaluation Matrix which was specifically designed for each category of the Digital India Awards. The entries were screened by IIT Delhi to shortlist the best 5 nominations in each category. The distinguished Jury thereafter reviewed the shortlisted nominations and finalized the awards in each category.



CATEGORY

Jury Choice Awards

Jury choice awards are conferred on those nominations that have made outstanding contributions in their respective fields, and have achieved the scale and maturity to be regarded as well established flagship initiatives.

MCA21 Application (Ministry of Corporate Affairs)

UMANG - Mobile App

INNERS



Jury Choice Awards

MCA21 Application (Ministry of Corporate Affairs)

http://www.mca.gov.in

MCA21 Application is an initiative of Ministry of Corporate Affairs (MCA) which provides MCA services in an easy & secure manner to corporate entities, professionals and citizens of India. It is designed to fully automate enforcement & compliance of legal requirements of Companies Act, 2013 and Limited Liability Partnership Act, 2008 and offers around 100 services. The MCA21 Application enables the business community to register a company and file statutory documents quickly and easily. Along with that, it provides easy access of public documents to the users.

One of the objectives of the MCA21 Application is to assist in faster and effective resolution of public grievances. It also ensures proactive and effective compliance with relevant laws and corporate governance.

MCA21 Application offers various services such as obtaining digital signature certificate, applying for Director Identification Number (DIN), viewing master details of any company/LLP registered with registrar of companies, e-filing for limited liability partnership, LLP services for business users and other business and investor related services.

Individuals and companies now have quick access to records. They can submit their grievances online, and have them promptly redressed. MCA21 Application enables online viewing of information concerning balance sheets, shares, debentures, and other corporate records. From February 2015 till October 2018, MCA21 Application has received close to 15,000 feedbacks/suggestions. Of these, 14793 have already been resolved and closed.



Project Team: Anurag Agarwal Ashish Kushwaha Shashiraj Dara

Jury Choice Awards

UMANG - Mobile App

https://play.google.com/store/apps/details?id=in.gov.umang.negd.g2c

UMANG is a single mobile app, powered by a robust back-end platform providing access to high impact services of various government organizations (Centre & States). UMANG has API based integration with back-end applications of the departments. About 313 services from 69 departments & 17 states, including utility payments are already live & more are in pipeline. There is an option to provide directory listing for other important services so that it becomes a one-stop mobile app to quickly & intuitively search for any government service.

UMANG architecturally mirrors the federal structure of India through Central & State tabs, and any tab can be made the default landing page by users. It addresses some of the major citizen pain points such as installation of hundreds of mobile apps, competing demand on mobile memory, infrequent use of individual government services, difficulty in discovering relevant mobile apps, inconsistent UI/UX/ navigation across different apps and lengthy learning curve.

The app is multilingual (13 languages) and has built-in Analytics & Recommendation Engine. It provides 12x7 Customer Support through phone/chat/email and 24x7 Operations & Maintenance (O&M). The app provides a Self-Care Portal to the departments so that they can manage their services backend. It is an open source, loosely coupled, modular, configurable & highly available app which is cloud hosted, robust, scalable & secured. UMANG is centrally integrated with PayGov, DigiLocker, RAS, Aadhaar, SMS/Email and is available on Android, iOS, Windows & Web.



Project Team: Neeraj Kumar Anil Agarwal Sanjay Varyani Amit Kumar Naveen Raja Pankaj Srivastava





CATEGORY

Emerging Technologies

The Award honours those digital initiatives that have made exemplary use of emerging technologies such as Artificial Intelligence, Machine Learning, Natural Language Processing, Virtual Reality, BlockChain, Internet of Things, Voice User Interface or Big Data & Analytics. The initiatives are successfully running and have reached a substantial level of implementation at the time of filing the nomination.

Platinum Icon

Rajkot Eyeway Project

Gold Icon

Blockchain Implementation in Land Records, Andhra Pradesh

Sliver Icon

Crop Area Estimation and Loss Assessment for the state of Gujarat



Emerging Technologi

PLATINUM : Rajkot Eyeway Project

http://www.rmc.gov.in/rmcwebsite/default.aspx

Rajkot city has established its position as a pioneer in implementing numerous smart initiatives in areas ranging from transit, e-governance, solid waste management to water supply and many more. Rajkot Municipal Corporation has implemented "Rajkot Eyeway Project" under the Smart City initiative with the following modules:

Integrated Command and Control Center (ICCC):

IoT based Digital Platform (Command Control System) that aggregates, processes and stores streaming data from Sensor Networks, data from application subsystem and provides a centralized common data layer to be used by various applications. ICCC is also integrated with existing water Supervisory Control And Data Acquisition (SCADA), drainage SCADA, City Bus Services, Street Lighting etc.

City Surveillance System:

A total of 972 CCTV cameras have been installed across the city at 200 different locations, which includes fixed cameras, PTZ cameras and 360 degree cameras.

Video analytics based Anti-hawking and Encroachment system:

An algorithm has been developed to use the feed from City Surveillance System for detecting instances of hawking and encroachments, which will generate alerts to notify concerned authorities.

ANPR/RLVD system for Traffic monitoring: Automatic Number-Plate Recognition (ANPR)/ Red Light Violation Detection (RLVD) system has been installed at major junctions and entry-exit points to monitor and regulate the traffic.

IoT (Environment sensors):

20 environment sensors have been installed in the city which measure various parameters and provide Air Quality Index and other environment related data and analysis reports.



Banchhanidhi Pani Sanjay M Gohil Bhavesh K Shah Durgesh Sharma

Emerging Technologi

GOLD:

Blockchain Implementation in Land Records Andhra Pradesh

https://crda.ap.gov.in/APCRDA/UserInterface/Loginform.aspx

The main objective to implement blockchain in land records is to store Andhra Pradesh Capital Region Development Authority (APCRDA) region land records and make them tamper-proof. Details of the land including spatial data like latitude, longitude are stored on blockchain. Data of ownership, allocation, registration is also stored in Blockchain. Across the world this is one of the first Blockchain implementations for land records to reach the production stage.

APCRDA automated the Land Registration services for farmers by using latest robust technologies like Blockchain, SQL service, ESRI ArcGIS etc., to address and resolve citizen needs in time. The ultimate goal of APCRDA is to make the land allocation, land registration and building plan approvals an online process, which eliminates and reduces manual interaction.

Blockchain maintains the land records information by using the node technology where a single land record is scattered at different address locations in the database. This avoids data tampering by hackers, and makes it difficult for hackers to break the system as the data is scattered in various address locations within a single node and even in case of any data tampering at one node, the data in other nodes would still be available for the property registration.

With increased trust, the buying and selling of real estate is expected to increase. Even outsiders would prefer to make real-estate investments in APCRDA which can further improve the economy of the state and increase the State's GDP.



Project Team: Sreedhar Cherukuri N.S.S.Saibaba P.V.Suresh Kumar A.V.A Prasad V.V.K.N.Murty

Emerging Technologi

SILVER:

Crop Area Estimation and Loss Assessment for State of Gujarat

https://dag.infinium.management/GIS_GUJ/app/login.jsp

It is a centralised portal developed on Hitachi GeoMation platform for the decision makers to visualise and analyse the current/historical agriculture scenario, seasonal crop acreage, crop health, spatial crop map, recent incidences etc. This portal also manages the Crop Cutting Experiment (CCE) database, where the hierarchical administrators can supervise and monitor the field database and access it live. This allows the administrators to take timely decisions, verify and monitor different crop performance seasonally.

The geo-enabled web-based crop portal has been designed for sharing crop information with all stakeholders. The main objective for the web portal is to collect and track high volumes of data from various sources.

This portal provides access for analysing crop map by selecting crop type, administrative boundary, crop season, year etc. Maps, field data, crop forecast, estimated crop yields, crop health, smart sampling CCE sites and Soil Health Card data (for selected areas of Banaskantha district) are integrated with cadastral maps. The user can filter the statistics based on the customized requirement, and download a report in various formats.

This portal is a one-stop solution for managing field surveyors for conducting CCE survey and verification. Different hierarchical administrators have a set of functions based on the assigned and pre-described duty through this portal.



Project Team: Prakash Rabari Mukesh Sanjay Patel Mahesh M Prajapati



CATEGORY

Best Mobile App

India is going mobile. More people are accessing the internet on their phone today than ever before. The Award aims to honour the Best Mobile Apps launched by government entities. Awarded apps have well designed and intuitive mobile interface. They also display ease of use and personalisation features. Usability, content organisation, security and availability on multiple platforms were assessed. Backend dashboards and analytics functionality were considered desirable.

WINNERS

Platinum Icon eCourts Services

ePathshala

Gold Icon

Silver Icon Mobile MeeSeva App - Andhra Pradesh

Silver Icon T App Folio



Best Mobile App

PLATINUM : eCourts Services

https://play.google.com/store/apps/details?id=in.gov.ecourts.eCourtsServices

eCourts Services app provides information related to cases filed in the subordinate courts and most of the High Courts in the country. The app provides information that is useful to citizens, litigants, lawyers, Police, Government Agencies and other institutional litigants.

The app accesses data from 621 Districts, 3034 Court complexes and 6467 court establishments. As per the latest information, the app holds data for 106124038 (10 crore +) judgements/orders. Case Number Record (CNR) is a unique number assigned through case information system to each case filed in District and Taluka Courts in the country. In the eCourts Services app, simply by entering the CNR number, one can get the recent status and details of a case. Also, Case Status can be searched by various options like Case Number, Party Name, Filing Number, FIR Number, Advocate Name, Relevant Act of the Case and Case Type. Details of any case can be saved with the help of Add Case button. Litigant or Lawyer can save all cases of interest, which will be shown under the My Cases tab. This helps them to create and manage a Portfolio of their cases or Personal Case Diary for further use. Information can also be searched by name of Advocate or by their Bar Code. Once Bar Code of any advocate registered with the system is entered, it generates a list of all cases wherein their name is tagged with the case.

The eCourts Services app has a well designed and intuitive mobile interface which makes the app easy to use for the end users. Also, the app is available on both Android and iOS platforms. The app has over 1 Million+ downloads, 11,000+ reviews and 4.4 rating on Google Play Store.



Project Team: Yashwant Anand Goswami Ashish Shiradhonkar

Best Mobile App

GOLD : ePathshala

https://play.google.com/store/apps/details?id=in.gov.epathshala

The ePathshala mobile app was launched with the concept of 'learning on the go'. ePathshala is a technology-enabled educational product which changes the way students learn anywhere and anytime. It provides educational e-resources including textbooks, audio, video, periodicals, and a variety of other digital resources. The app has been designed to cater the needs of students, teachers, educators and parents. This is a joint initiative by the Ministry of Human Resource Development (MHRD), Govt. of India and National Council of Educational Research and Training (NCERT).

Students, teachers, educators and parents can access eBooks through mobile phones and tablets. ePathshala also allows users to carry as many books as their device supports. The resources include 698 ebooks, 3422 audios and videos. Digital textbooks of 7 States/UTs are also available along with NCERT textbooks. Features of these books allow users to pinch, select, zoom, bookmark, highlight, navigate, share, listen to text using text to speech (TTS) apps and make notes digitally. Through ePathshala, parents can now keep a constant check on the learning outcomes of the students.

The app interface is available in three languages i.e., English, Hindi and Urdu. ePathshala also provides day and night mode for better reading experience, and it works on Offline mode as well. It is available on Android, iOS and Windows platform. Also, it has a logically sequenced flow with well organised content leading to ease of navigation. ePathshala has over 1 Million+ downloads, 21,000+ reviews and 4.4 rating on Google Play Store.



Project Team:

Prof. Amarendra P Behera Dr. Indu Kumar Dr. Mohd. Mamur Ali Sharda Gupta Devashish Kumar Jaiswal Vivek Kumar Gupta
Best Mobile App

SILVER : Mobile MeeSeva App - Andhra Pradesh

https://play.google.com/store/apps/details?id=com.meeseva.main

The objective of MeeSeva app was to create a framework that would enable people to access all G2C, B2C services anywhere anytime. MeeSeva provides easy access for multiple services along with payment and transaction services.

MeeSeva provides services in multiple sectors such as Municipal, Banking, Agriculture, Tickets, Utilities, Education, Passport, Employment, Taxation, Legal, Police, Healthcare and Information. MeeSeva provides access to about 440 G2C and 200 B2C services.

MeeSeva has been designed in Telugu, English, and Hindi. There are two functional flows in the application, the first pertaining to government services, and the other pertaining to B2C and utilities services. Both flows are separately organized for ease of navigation, and are served by the common wallet payment protocol that seamlessly inter-operates with the payment gateway. MeeSeva has a tie up with a courier firm to deliver the app-generated government certificates to the citizen's address. Transaction history and details help citizens track their requests, with a provison for feedback. It has a trusted and progressive payment platform with minimal iterations or clicks. All transactions are secure and bill payments are accepted immediately.

MeeSeva has Facebook, Twitter, YouTube, and Pinterest accounts. Feedback and opinions received on these social media accounts are regularly monitored. Interface of the app is user-friendly considering all platforms and screen sizes. MeeSeva has over 1 Million+ downloads, 9000+ reviews and 3.9 rating on Google Play Store.



Project Team: Sundar Balakrishna Muthu Ramaswamy Chaitanya R.K Srinath Reddy

Best Mobile App

SILVER : T App Folio

https://play.google.com/store/apps/details?id=com.tfolio.telangana.gov

T App Folio is the official digital app of Telangana state. Before T App Folio was launched, the citizens of Telangana had to physically visit different government offices to obtain any of the services, and different government departments had to invest and build their own service delivery infrastructure. T App Folio is a one-stop solution to serve citizens' needs for government services. It is a comprehensive m-Governance solution to enable any mode, anytime, anywhere delivery of citizen services. T App Folio provides access to 150+ services in G2C, B2C & Value-Added Services (VAS) (in first phase) through one access point.

There are multiple services available in T App Folio including Government Certificates (Birth, Death, Income etc), RTA Applications (Driving Licence, Duplicate License), Government Fee Payments (Property Tax, etc), Land Related services, Internet Bill, Mobile recharge and Traffic Police Challan Payment. User can pay for these services on the app through T-Wallet, UPI, Credit/Debit Cards and Net Banking.

T App Folio is a bilingual app which supports English and Telugu. It provides the facility of Single Sign-in i.e., T App Folio credentials can be used as a single login for various government applications. The app is available with an easy to use interface on Android as well as iOS. The reviews and feedback on the app are regularly monitored, and are actively handled by the team. T App Folio has over 100,000+ downloads, 3000+ reviews and 3.8 rating on Play Store.



Project Team: G T Venkateshwar Rao Raja Rao T V Raghavender M Gaurav Jain Soumya Goondla





CATEGORY

Exemplary Online Service

The Award felicitates those ICT based services by government departments (Central/State) which have displayed exemplary citizen focus, reach, scope and innovation in approach. The services have effectively contributed to enhancement in efficiency, productivity as well as in improving transparency and accountability in the governance process. The winners display extent of service maturity, and the convenience provided to the citizen in availing the services. Extent of integration with secure electronic authentication, digital payments and digi locker was evaluated. Citizen participation for decision making was considered desirable.

Platinum Icon

Government e-Marketplace

Gold Icon

Central Board of Secondary Education

Silver Icon Goods and Services Tax



Exemplary Online Service

PLATINUM :

Government e-Marketplace

https://gem.gov.in

Government e-Marketplace (GeM) is to facilitate online procurement of common use Goods & Services required by various Government Departments/Organizations/PSUs.

The objective of GeM is to enhance transparency, efficiency and speed in public procurement. It offers three modes of procurement: Direct Purchase, e-bid, reverse e-auction to facilitate the government users to achieve the best value for public funds.

Through GeM, a user can avail multiple products in different categories like dental laboratory and sterilization equipment, exterior lighting fixtures and accessories, land surveying instruments, furniture, batteries cell and accessories, sports accessories, restroom supplies, and many more. Apart from products, GeM also offers multiple services like Pest Control Services, call center services, catering services, product maintenance services etc.

GeM is integrated with other government databases through open APIs. Every verification occurs online, thus making it a paperless, contactless and cashless system. GeM uses technologies such as Ruby on Rails, PHP, JAVA, DOCKER, Swarm, Kibana, Elastic Search, Logstash etc. It uses AES 256 algorithm for encrypting Personal Identifier Information.

GeM has 29097 Buyer organizations, 51150 Sellers & Service Providers, and 570758 products, and the number is increasing continuously.

GeM provides the facility to report incidents online on its website. Almost 90% incidents are addressed within 2 days of reporting and L1 issues (basic issues related to user registration) are addressed immediately in about 30 minutes.



Project Team: Radha S Chauhan Dr. Rajesh Narang

Exemplary Online Service

GOLD :

Central Board of Secondary Education

http://cbse.nic.in/newsite/reg2018.html

Parinam Manjusha

'Parinam Manjusha' was launched in Dec 2016. At present, result data of Class X & XII examinees (more than 6.25 crores) of fifteen years i.e., 2004 to 2018 is available online for verification by employers and higher education institutions. Students can download their academic awards such as Marks sheets, Migration Certificates and Pass Certificates through this repository which is also linked to digital lockers of the students. Payment gateway has been provided for verifying authorities to make online payment for verifications.

e-Pareeksha

e-Pareeksha collects data of nearly 70 Lac students and examinees every year which has resulted in effective pre & post exam processing and smooth declaration of results. Exams related ICT Innovations & Implementations by the CBSE have resulted in annual savings of nearly Rs.100 Crores, millions of reams of paper, millions of Trees, gallons of water, huge manpower and large scale carbon emissions. The entire examination system has now been transformed into an online system including payment of fees.

Online School Affiliation & Monitoring system

Online School Affiliation & Monitoring System is an inhouse developed end-to-end online system for affiliation of schools. This system has resulted in accuracy, speedy disposal and highly transparent process of affiliation. Entire system from submission of application to final disposal has been automated. Allotment of affiliation applications is done on random basis. Inspection committee allotment has also been automated along with rule based random selection of inspection committee.



Project Team: Dr. Antriksh Johri Navin Maini Kamal Khandelwal

Exemplary Online Service

SILVER : Goods and Services Tax

https://www.gst.gov.in

Goods and Services Tax (GST) was successfully rolled out on 1st July 2017. The GST portal can handle 60k concurrent taxpayer requests for different indirect tax related services. GST is the single interface for taxpayers to fulfil all GST (Indirect Tax) compliances & statutory activities like registration, tax payment, return filing, refunds, audit, assessment etc., which were earlier being done through 36 different applications. GST manages the backend statutory system for 27 States/UTs for statutory functions like assessments, appeals etc.

From July 2017 till date, the average of monthly grievances received is around 12,350. This includes tickets received via calls, emails and Grievance portal. Grievance Closure percentage is around 99%.

The GST Portal offers non-financial transactions like Registration for Regular Taxpayer, Tax Deductor, Tax Collector, Non Resident Taxable Person, United Nations Body etc. The taxpayers enter their details like Business Details, Principal/Additional Place of Business, Authorized Signatory, Promoters/Partners details etc. on the GST portal. After registration approval by Tax Officer, the digitally signed GST Registration Certificate is generated and is available to the taxpayer for view and download.

The GST portal does electronic authentication of the citizen's identity to successfully complete the exchange.

Total count of feedback received is around 10.85 lakhs for the past 12 months. This includes feedback received over calls and ticket closure. Satisfaction percentage of the feedback is around 92.5%.



Project Team: Prakash Kumar Nitin Mishra Nirmal Kumar Kajal Singh Vashishtha Chaudhary Anand Pande Jagmal Singh Shashi Bhushan Singh Pankaj Dikshit



CATEGORY

Open Data Champion

The Open Data Champion Award honours the Ministries/Departments/Organizations/States for proactive, timely and regular release of datasets/resources through Web Services/APIs on the Open Government Data (OGD) Platform (https://data.gov.in) in compliance with the National Data Sharing and Accessibility Policy (NDSAP). The selection criteria primarily focused on overall release of datasets/resources through Web Services/APIs and consumption by public at large apart from views, downloads, usability, etc. Potential usage of such datasets/resources for innovations would be an added advantage.

Platinum Icon

Marketing Research and Information Network (AGMARKNET)

Gold Icon

Department of Agriculture, Cooperation & Farmers Welfare

Gold Icon

Ministry of Drinking water and Sanitation

Sliver Icon

Department of Industrial Policy and Promotion

Sliver Icon

Surat Municipal Corporation



PLATINUM :

Marketing Research and Information Network (AGMARKNET)

https://data.gov.in/catalogs/ministry_department/directorate-marketing-and-inspection-dmi

Market information is vital for the farmers in planning production and taking appropriate marketing decisions in transaction of their agricultural produce at competitive prices. It is equally important for other stakeholders for trading, distribution of agricultural produce in the marketing value chain at the right place and at the right time. To empower farmers and to facilitate easy access to global markets, the Directorate of Marketing & Inspection (DMI), an attached office of the Department of Agriculture, Cooperation and Farmers Welfare has launched an ICT based e-governance portal AGMARKNET. It helps in connecting the farmers to the markets and minimizing the information asymmetry.

AGMARKNET aims at improving the decision-making capability of the farmers and strengthening their bargaining power. To begin with, 810 market nodes were linked with the portal during IX Plan. Presently, the coverage has been extended to 3355 markets spread across the country and most of the functional mandis are reporting data in timely manner at the AGMARKNET portal from important APMCs spread across the country. State Agricultural Marketing Boards, Directorates and APMC Markets are linked to the AGMARKNET portal for effective and live mandi information collection, collation and dissemination.

Total datasets published by Directorate of Marketing and Inspection (DMI), Ministry of Agriculture & Farmers Welfare is 3312. All these datasets are published through web-service and none of them is published manually. These datasets are published daily. Additionally, 25 datasets published were requested by citizens.



Project Team: Bijaya Kumar Prusty Prasanta Kumar Swain Madian Thangaraj Mala Mittal Rajesh Srivastava Ankur Agrawal Saurabh Kumar B.K.Pandey

GOLD:

Department of Agriculture, Cooperation & Farmers Welfare

https://data.gov.in/catalogs/ministry_department/departmentagriculture-cooperation-and-farmers-welfare

Kisan Call Centre (KCC) is the only source of interpersonal communication with farmers where farmers can raise gueries and get answers. Department of Agriculture Cooperation & Farmers Welfare has published datasets of Kisan Call Centre on Open Data platform so that these resources can be used by general public. Based on the dataset of type of queries received in Kisan Call Centre, strategy can be formulated to take corrective actions. It also helps in planning and monitoring of schemes as it gives a fair idea of how effectively schemes are running in specific areas. Areas of concern can be straight away picked up for monitoring and better strategies can be formulated. Based on this data, alert mechanisms can be developed and better outcomes can be achieved.

Many researchers are using this data for research purposes and are drawing with valid inferences which not only helps Government in better planning and monitoring but also helps the private players in strategy formulation in terms of input availability, market access, plant protection etc. Authenticity of this data is assured as it is coming straight from the farmer's mouth and is recorded by agriculture professionals in existing Management Information System.

Total datasets published is 46991. All these datasets are published through web-service and none of them is published manually. These datasets are updated on a monthly basis. Out of the published datasets, 23 were requested by citizens.



Project Team: Atish Chandra Shilpa Mehta Bhanu Prakash Joshi

GOLD: Ministry of Drinking Water and Sanitation

https://data.gov.in/catalogs/ministry_department/ministry-drinking-water-and-sanitation-mdws

The objectives of Swachh Bharat Mission (SBM) are to create awareness about sanitation among the rural population of India and to make the villages/Panchayats Open Defecation Free (ODF). To fulfill the objectives of SBM, individual household toilets are a necessity among the rural population of India. Ministry of Drinking Water ጲ Sanitation provides toilets (individual/community) to rural beneficiaries, and tracks progress and completion upto block/GP/village/habitation level. The datasets which are provided in data.gov.in platform are being used by different stakeholders like individuals, research fellows, developers, survey agencies on sanitation and drinking water etc.

Real time daily datasets of Swachh Bharat Mission - Gramin related to demand v/s achievement of Individual Household Latrine (IHHL), Household sanitation and toilet coverage under different levels viz., State, District, Block and Gram Panchayat, which are coming through web-service can be downloaded. These datasets are very valuable in terms of analysis and visualization through different perspectives. Applications can be created to track targets and achievement of Swachh Bharat Mission (SBM) (for monitoring and evaluating the achievement) by using the above-mentioned datasets.

Total datasets published are 721. Out of these 14 are published manually and 707 are published through web-service. The datasets published through web-service (707) are updated on a daily basis and the datasets updated manually (14) are updated on an yearly basis. These datasets have also been used to develop SwachhApp which is available on Android, Windows and Apple app stores.



Project Team: Hiranya Borah Arun Baroka Seemantinee Sengupta Om Prakash Rajeev Goel Pramod Kumar Anu Talwar Shiv Kumar Surya Mohan Srivastava Pradeep Kumar Saxena

SILVER :

Department of Industrial Policy and Promotion

https://data.gov.in/catalogs/ministry_department/departmentindustrial-policy-and-promotion

DIPP monitors the performance of industrial sector through collating information on Industrial Entrepreneurs Memorandum (IEM), Industrial License, Foreign Investment data and Industrial Production returns. The department also compiles and publishes index of production of 8 core industries and Wholesale Price Index (WPI) on a monthly basis. All the relevant information is uploaded on the website of the department and is available on data.gov.in.

Datasets from DIPP released on OGD Platform Foreign Direct Investment (FDI)

A factsheet on FDI specifying cumulative FDI flow into India i.e., total FDI flows starting from April 2000 to the end of the current quarter, FDI inflows during the current quarter and FDI equity inflows (month-wise) during the current financial year is uploaded.

Industrial Entrepreneurs Memorandum (IEM)

Every month the status of industrial investment intentions in both licensable and delicensed sectors is uploaded under Secretariat of Industrial Assistance (SIA) Statistics on DIPP's website.

Wholesale Price Index (WPI)

Detailed item level WPI is also put on official website for public use. Time series data on WPI since April 1953 is also available on the website of the Office of Economic Adviser.

Index of Eight Core Industries (ICI)

The monthly, cumulative and annual data including actual production, index and growth rate for all 8 core industries since 2011-12 is also uploaded every month.

Total datasets published are 199. Out of these, 194 datasets are published manually and rest 5 are published through web-service.



Sanjay Kumar Panda Anupam Mitra Purushottam Verma Shahid Rasool Neeraj Kumar Sh<u>arma</u>

SILVER :

Surat Municipal Corporation

https://data.gov.in/catalogs/state_department/surat-municipal-corporation-106821, https://surat.data.gov.in/catalogs

Open Government Data Portal of Surat City https://surat.data.gov.in - is a platform for supporting Open Data initiative of Surat Municipal Corporation (SMC). Open Data Portal of Surat City is designed and developed in collaboration with National Informatics Centre (NIC). The main objectives of this initiative are to publish datasets, documents, services, tools and applications collected by SMC for public use, to increase transparency in the functioning of the city administration, open avenues for many more innovative uses of city government data to give different perspectives, adopt and implement the National Data Sharing and Accessibility Policy (NDSAP) - 2012, encourage the use of open data by the academia, developers and citizens at large and encourage the development of city level mobile apps and web applications through this portal.

SMC has published various datasets which includes static datasets as well as data through APIs. Datasets pertaining to property tax, professional tax, birth registration, death registration, census, transaction details, budget, weather, transport, etc. are accessible to the citizens. The API based datasets are useful for mobile app developers for developing mobile apps whereas static datasets are useful to researchers and developers.

Total datasets published are 135. Out of these, 16 are published through web-service and 119 are published manually. The datasets published through web-service (16) are updated on a daily basis. The datasets published manually are updated as follows:

Yearly: 6, 5-yearly: 4, and Decadal: 1.



Project Team: Chaitanya Y Bhatt M Thennarasan Devang D Patel Jigar H Patel



CATEGORY

Web Ratna Ministry / Department

The Award felicitate Ministries or Departments of the Government of India which have comprehensive web presence and display a high level of accountability in terms of quantity, quality, spectrum of coverage, security, integration with electronic authentication and digital payments. Level of convenience provided to the citizen for availing the services, usability, accessibility and citizen engagement for decision making were also assessed.

Platinum Icon Ministry of Micro, Small & Medium Enterprises

Gold Icon
Department of Financial Services

Silver Icon Ministry of Youth Affairs and Sports



Web Ratna Ministry / Department

PLATINUM:

Ministry of Micro, Small & Medium Enterprises

https://msme.gov.in

The comprehensive site of Ministry of Micro, Small & Medium Enterprises, offers a single window to MSMEs to access information on all schemes implemented by the Ministry. Citizens can apply for these schemes on the website itself. In addition, the website provides information related to different events, annual reports, organization setup and functions. The site lets users know about the latest news & events on the home page. The links to all sub departments, statutory bodies and training institutes can be accessed easily via the main ministry website.

Udyog Aadhaar Memorandum (UAM) web portal facilitates entrepreneurs to register as MSME units by authenticating through Aadhaar. It is a responsive website and is being used by GeM portal, E-procurement portal, MSME databank and many other organizations/ websites. MSME Sambandh web portal helps to monitor the procurement by Central Government Ministries/Departments and Central Public Sector Enterprises (CPSEs).

It has a clear cut & structured navigation with apt visuals & suitable colour scheme. It is informative with valuable & relevant content. Users can easily locate information about any initiative, vacancy, etc. specific to the ministry and also about all the institutions under this ministry on a single platform.

The site is visually appealing with a professional look and the layout of the site is consistent with minimal scroll. It connects with social media and is kept updated. The portal complies with Guidelines for Indian Government Websites (GIGW).



Project ream: Dr. Arun Kumar Panda Ram Mohan Mishra Alka Nangia Arora Bandla Srinivas Piyush Srivastava Shubhendu Kumar Surendra Kumar Gupta

Web Ratna Ministry / Department

GOLD:

Department of Financial Services

https://financialservices.gov.in

Website for Department of Financial Services (DFS) provides information about the activities of the Department of Financial Services and its other sub-departments. The comprehensive website offers a variety of information/services such as nominations, acts & rules, financial inclusion, progress of the schemes, guidelines, statistics related to beneficiaries, inviting and processing applications for appointment as non-official directors on Board of PSBs/RRBs and mapping of financial infrastructure across the country to facilitate financial inclusion of rural masses so that Direct Benefit Transfer can reach the unreached.

This site lets users know about the latest initiatives, developments/changes, press releases and news/activities. The website also shows the latest activity on social media by Secretary Department of Financial Services. Users can know about appointments, notifications and vacancies related to banking and insurance on a single platform.

This website complies with the Guidelines for Indian Government Websites (GIGW). Search has been facilitated using GOI Search as Service (SAS). The website has a clean layout, with efficient navigation. One can easily find information about the department, ministry, who's who & public grievance redressal mechanism under the About Us section. The site is visually appealing with a professional look. The site offers accessibility options to control screen display allowing a user to increase the text size and change the contrast scheme for clear visibility and better readability. The website also supports screen readers to help the visually impaired users to access the content of the portal.



Anjana Dube Ashok Singh Jitender Kumar Uday Kumar Amit Bhargava P.K.Garg K.R.Sadanandan Meenakshi Tripathi Sanjeev Katara

Web Ratna Ministry / Department

SILVER:

Ministry of Youth Affairs and Sports

https://yas.nic.in

The website for Ministry of Youth Affairs and Sports is built on an open source Content Management System (CMS) platform and is a STQC Certified Quality Website (CQW), assuring full compliance with the Guidelines for Indian Government Websites (GIGW).

Many sub departments of the ministry like NSS, NYKS, RGNNIYD, Bharat Scouts and Guides, Sports Authority of India, National Anti-Doping Agency have their individual websites and are linked with the main ministry website.

Content has been grouped systematically under drop down menus that results in easy navigation. The website has sections for providing information about upcoming events, Job opportunities, Schemes, Tenders and notices, Circulars etc. The website provides information about national and international events taking place on a real-time basis like Olympic Games, Asian Games, Commonwealth Games etc. It also has sections for latest news and events on the home page.

A well-placed CMS keeps the website regularly updated. Social Media has been integrated with the website and it is bilingual as per directions of Parliamentary Committee of official languages. It is accessible to all and special features have been incorporated for visually challenged users. The website also provides details about recent visitors under the Help section. The website has an uncluttered layout and provides sufficient breathing space between different sections.



Project leam: Rahul Bhatnagar Upma Chawdhry Thanglemlian IPS Sethi Harsh Khattar Harpreet Kaur Anjoo Dhar Dheeraj Mishra



CATEGORY

Web Ratna -State / UT

The Award acknowledges those States/UTs of India that display exemplary initiatives in establishing comprehensive web presence and exhibit high level of accountability in terms of quantity, quality, spectrum of coverage, security, integration with electronic authentication and digital payments. Level of convenience provided to the citizen for availing the services, usability, accessibility and citizen engagement for decision making is also assessed.

WINNERS

Platinum Icon Tripura

Gold Icon Himachal Pradesh

Silver Icon Kerala



- State/UT

Web Ratna

PLATINUM : Tripura

https://tripura.gov.in/

Tripura has been spearheading the Digital India movement with considerable web presence in North East India and pan India.

Tripura state portal and all other departmental portals are developed in accordance with Guidelines for Indian Government Websites (GIGW) and Open Source technology, resulting in significant lowering of the total cost of ownership and ensuring responsive access to the citizenry. The portal has many novel features like responsive design, Cloud-based multi-tenant application (e-GPF & m-GPF), dashboard & drill down reports, SMS notification for Fair Price Shops (FPSs) & citizens, Aadhaar based Beneficiary authentication (FEAST & AePDS), Digital Payment (Debit/Credit Card, Net-Banking, IMPS & Cash/Cheque at bank) for (Non-) Tax Chat-Bot Revenue, for self-assessment Open (e-GRAS), source Multi-tenant end-to-end EHR solution for Hospital management (e-Hospital).

The state portal is integrated with social media & has sections like what's new, press releases, & upcoming events. The portal provides a list of department wise online services. A user can easily navigate to different departments, government organizations or district websites from the main site. Information about the state, demographic features, historical background, and travel & tourism is also available on the portal. Besides, the portal provides a link to Public Grievance portal.

The portal supports the use of screen readers and magnifiers to assist users with visual disability. The portal is maintained using a Content Management System (CMS).



Project Team: Salil Das Chayan Kanti Dhar Achintya Kumar De Nilkamal Dey Purkayastha Dipankar Bachhar Kundan Kumar Hrishikesh Banik Tanmoy Deb

Web Ratna - State/UT

GOLD : Himachal Pradesh

http://himachal.nic.in/en-IN/

Himachal Pradesh State Web Portal is a one point source of information about the state for citizens & all stakeholders, providing links to information from diverse sources. The portal is responsive and easily adjusts to all devices' screen sizes such as mobile phones, tabs, desktop computers etc.

It adheres to Guidelines for Indian Government Websites (GIGW) and Web Content Accessibility Guidelines (WCAG). Information on the web portal has been hyperlinked to various websites of State Government & organizations which cover Government of Himachal Pradesh, State Departments, Corporations, Commissions, Autonomous organizations, Districts Administrations, Raj Bhawan, Vidhan Sabha, High Court, subordinate courts etc.

It is integrated with portals like Manav Sampada, HP Press Release, HP Tenders, Weather, NIC Mobile Apps, eSamadhan-Grievance redressal for providing transaction based information to users from the portal itself. All 101 G2C, G2B and G2E services are accessible from Home page. The portal has links to Departmental websites, Himachal Forms and Citizen Services sections to facilitate users. Information about eServices, Tourism, Government & Judiciary can be easily accessed through the portal. The New Features/Updates section informs citizens about new content and features. The portal also has a chatbot which can help in answering a user's queries.

The portal is bilingual in English & Hindi. The portal contains organized information in menus. Information on the web portal has been organized in a citizen centric, user friendly, easy to browse manner.



Project Team: J.C. Sharma Ajay Singh Chahal Sanjay Sharma Sarvjeet Kumar Sandeep Sood Sanjay Kumar Lalit Kapoor Vijay Kumar Gupta

SILVER : Kerala

- State/UT

https://kerala.gov.in

Web Ratna

Kerala State Government Portal provides "One Government" view to its citizens. This is an integrated, interactive, personalization and transaction enabled Single Touch Point for all its stakeholders. Citizens can engage and participate in governance process, utilizing the 9 set of tools provided in the portal.

The portal has sections for Open Data, and provides various services (informational and transactional) such as Certificates, Utility payment, Licenses, Registration/Renewal etc. The portal also provides information about various welfare schemes offered by all the departments and has 24/7 Support mechanism. The portal has a clean layout and efficient navigation with well structured content. The portal offers information about the state, different districts, history, economy, social setup and culture. The portal also offers information about different government departments and institutions. A host of benefits are offered such as personalization, audit trails, transaction and "Certificate-less history governance" wherein people can be issued the digitally signed document through digilocker.

The portal is accessible in Malayalam & English and has sections for Citizen engagement, Grievance redressal, Schemes & Programmes, media and events. This portal is designed based on the Web Content Accessibility Guidelines (WCAG) 2.0 and has a number of features to make it easy to use especially for users with disabilities. The portal has responsive design so can be viewed from a variety of devices such as Desktop/Laptop computers, web-enabled mobile devices, PDAs etc.



Project Team: Dr. Sabarish Karunakaran Sivasankar IAS Seeram Sambasiva Rao IAS Krishna Pillai



CATEGORY

Web Ratna - District

The Award recognizes the accomplishments of the District administrations which have displayed exemplary focus on providing comprehensive information to the citizens. Winning entries display the level of convenience provided to citizens for availing the information in terms of accessibility, security, quality and spectrum of coverage highlighting the important facets of the districts in terms of tourism, art, culture, handicraft and access to utilities.

Platinum Icon

Kurukshetra, Haryana

Gold Icon Mahabubnagar, Telangana

Gold Icon Vellore, Tamil Nadu

Silver Icon Koraput, Odisha

Silver Icon East Champaran, Bihar



PLATINUM : Kurukshetra, Haryana

https://kurukshetra.gov.in/

The information rich site of Kurukshetra district shares details about several aspects such as History from ancient to current; maps of roads, schools etc; sectoral details of economy, functions of administrative officials etc.

The website provides details about various departments, including Agriculture, Education, Health, Statistical with details about the departmental activities, inventories, and links to useful sources such as Farmers portal etc. It also features tourist attractions with testimonials from visiting dignitaries and provides specific details about where to stay for each of the many tourist places. The website has visual galleries of places of interest, religious places, and links to 360 degree views.

The site has been conceptualized and designed to serve as a citizen-friendly portal through which the district administration can reach out and extend its services to the citizen. The salient features include visually appealing layout, downloadable application forms, information about events, recruitments, tenders and events. The site also has a unique feature of providing latest news by including the links to the websites of local newspapers.

The interface is user-friendly and the website offers a wealth of information to the citizens. The citizens can also avail services such as applying for birth and death certificates and online payment of bills throught the services section of the website.



Project Team: Dr. Satyavir Singh Phulia Vinod Kumar Manoj Kumar Rajiv Mohit

s. g ie

GOLD:

Mahabubnagar, Telangana

https://mahabubnagar.nic.in/

The website of Mahabubnagar district has detailed information about the district, such as mandal level maps, and also provides granular details of Mahabubnagar including area under cultivation, forest area, agriculture yield & horticulture, industrial status, banks, schools, students, beneficiaries of various welfare schemes etc.

The portal has maximum coverage of Departments (50+), with details of activities, schemes, projects, initiatives along with contact details. The website also contains a detailed list of citizen services, including 80 Revenue Services, 30+ Agriculture, 12+ Civil Supplies along with links and address details to avail these online and offline.

The website is bilingual and the home page covers useful information about latest events, number of revenue divisions, number of revenue mandals, number of revenue villages and number of municipalities. The website has a unique feature of highlighting key locations of the district on the map.

The site lists details of Tourist places, places of interest, dams, temples and an Eco park. It publishes exhaustive records of hundreds of utilities, lists comprehensive Directories with contact details of Police & administrative officials at Mandal level.

The content of the website is well structured and has quick links and helpline numbers to guide the citizens.



Project Team: D Ronald Rose M Satyanarayana Murty Ravi Bandi

GOLD : Vellore, Tamil Nadu

https://vellore.nic.in/

Vellore district website provides detailed information ranging from History - role in independence movement, to changes at social, economic & educational level in 20th century. It provides the lists of administrative blocks right down to villages, in Tamil and English.

There is elaborate information about departments such as Agriculture, laboratories, monitoring agencies, production units, schemes and training centres. Visitors can find tourist hotspots with detailed information about various protected monuments & artefacts, places of interest of several types - historical, scientific, natural beauty, hill stations, religious et al.

The website provides information about several Public utilities such as hospitals, blood banks, colleges/universities. Citizens can also find information about various services with lists of specific deliverables that they may expect from each service & links to avail them. Schemes for rural citizens along with benefits are also listed.

The website lists contact information of District officials and Disaster Management First Respondents, organized by vulnerable areas in each Taluk and Village. The website includes exhaustive information, important contact information, regular important updates and the administrative setup. The banner of the website highlights the key places tourists can visit in the district. The website also has a comprehensive search facility and ensures that it is accessible to all users including people with disabilities. A user with visual disability can access this site using assistive technologies, such as screen readers.



Project Team: S.A. Raman I.A.S E. Sagadevan Hariharan A

SILVER : Koraput, Odisha

https://koraput.nic.in

The website of Koraput district has exhaustive information about the district with contact details of officials at all levels from district to sub-division, Municipal, Engineering etc. One can find the demographic outline of workers & non-workers on the website, given that the district has a significant tribal presence (7 different tribes), and is reliant upon agriculture for sustenance.

There are comprehensive details of over a dozen departments and allied organizations, along with their projects, schemes and initiatives. Elaborate citizen-centric lists of mutations, documents, Orissa Land Reforms (OLR) lists u/s 8a, forms, services etc can be accessed easily through the website.

The website shows an impressive list of tourist places, identified/non-identified places of interest, festivals & fairs, approved tourist packages, and a booklet titled "Koraput Odyssey - A journey into the Tribal Heartland". The website also displays details such as block profile that includes demography & infrastructure, action plans, schemes and contact lists.

Koraput website is bilingual (English & Odia). It is a secure and accessible website. Citizens can avail services such as bill payment, apply for birth & death certificates, information about land records through the website. The website also has integration with social media. The website gives a snapshot about the administrative, historical and geographical background of the district.



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Project Team: K. Sudarshan Chakravarthy Sailabala Prusty N Sasi Kumar
Web Ratna - District

SILVER : East Champaran, Bihar

https://eastchamparan.nic.in

The East Champaran district website is a vibrant site with detailed and updated information about district, with eGovernance plans, ongoing events, projects, links to GIS maps, 25 citizen services, FAQs etc.

Details about various departments, including Agriculture, Education, Health, Revenue, Industry with links to useful sources such as block wise Cold Storage, NABARD etc can be found on the website. There are nearly 200 documents available in Hindi and English, sharing useful information about the district.

A user can easily access tourist information about how to reach and move around along with detailed information about the significance of each tourist site. There are up to date contacts of administrative officials, people's representatives and Directory of Helpline numbers. 400+ Pin Codes for each Branch Post Office in entire district along with phone numbers of Sub Post Offices are also available.

The website is bilingual. It enhances user-friendly functionalities and interfaces, and complies with standard web site norms and robust security standards.

This website is seamlessly compatible and responsive on all the devices. The website can also be accessed by visually impaired persons using assistive tools like screen readers (text-to-speech software) and has special features such as Change Contrast for low vision users.



Project Team: Raman Kumar Sanjib Kumar Mishra Satish Kumar



CATEGORY

Outstanding Digital Initiative by - Local Body

The Award aims to felicitate outstanding digital initiatives by local bodies with a focus on providing exemplary information quality, service provisioning, service maturity, transparency, cost effectiveness and efficiency enhancement. The nominations were assessed on the level of citizen engagement and convenience provided to the citizen through the digital initiative. Integration with electronic authentication and digital payments features with underpinning emphasis on security were also assessed.

WINNERS

Platinum Icon Greater Hyderabad Municipal Corporation

Gold Icon Municipal Corporation, Gurugram

Silver Icon Municipal Corporation of Greater Mumbai



Outstanding Digital Initiative by - Local Body

PLATINUM:

Greater Hyderabad Municipal Corporation

https://www.ghmc.gov.in

Greater Hyderabad Municipal Corporation (GHMC) with an objective to deliver enhanced value to its citizens, and provide easily accessible and time-saving urban services undertook a technology intervention and implemented a series of Citizen Centric Integrated Services comprising of 26 applications (including three mobile apps). This allows GHMC to administer the ULB effectively and helps citizens to use the applications at their convenience. It provides transparent processes for availing various services of Municipal Corporation to citizens of Greater Hyderabad.

The website includes online services for citizens such as self-assessment of Property Tax, application for new trade, trade license, NOC certificates; online booking facility for 12 Sports complexes, 7 Swimming pools and 521 Playgrounds etc. Online payment facility for availing these service is also available on the GHMC website. The website provides details about the city's master plans, engineering works, disaster management etc. There are separate sections to view the weather reports and latest announcements.

The GHMC website contains a grievance redressal system wherein citizens can register their grievances and check status of their complaints. The website also provides comprehensive description of Hyderabad's industries and markets. Other information entails GHMC's press releases, information on Events etc.

The website has an attractive and responsive User Interface (UI).



Project Team: Md Musharraf Ali Faruqui IAS Rajendra Narendra Nimje Maadhavi Sriram Lokesh Jella Srinivas Kodali Afroz Mohammed Chaitanya Sravanthi N Anusha Loka Ravi Kumar Kammari Chetan Panhale Rasheed Ahmed Sheik Mohammed Aslam Ali K. S. Abhishakth Kumar

Outstanding Digital Initiative by - Local Body

GOLD :

Municipal Corporation, Gurugram

https://www.mcg.gov.in

The Municipal Corporation Gurugram (MCG) website provides multiple services to the citizens of Gurugram with the intent of bringing transparency.

Services available on the website include calculation and payment of property tax, change or correction of ownership in House tax records, building plan approval, Fire NOC/Renewal. The website also provides facility for marriage registration and booking of community centre online.

The MCG website contains a plethora of reference documents to provide information to the citizens. The documents are available as PDF files which can be easily downloaded and read offline as well. A list of active and archived tenders is also available on the website. There are separate sections for Newsletters, RTI Applications, Traffic orders etc. It also contains sections for Grievance registration wherein citizens can submit new entries and view all entries submitted by people. As of now, a total of 43437 grievances have been received, out of which 39915 are addressed and 3522 are in pending status. Citizens can also complain about garbage collection on the website.

MCG's website is responsive and is easy to navigate and access. The site is visually appealing with a professional look and the layout of the site is consistent with minimal scroll.



Project Team: Yashpal Yadav Y. S. Gupta Vinod Verma

Outstanding Digital Initiative by - Local Body

SILVER:

Municipal Corporation of Greater Mumbai

https://portal.mcgm.gov.in

Municipal Corporation of Greater Mumbai (MCGM) has developed one window concept to reduce hassle for applicants applying for permission/registration to various departments at ward level for multiple services.

The website provides numerous online services to the citizens of Greater Mumbai. One of the leading services is application for starting a new business. It provides an integrated application platform which can manage all aspects of permissions required to start a new business. This introduces transparency into the whole process. Applicants get status of their applications at every stage of processing.

MCGM also provides various other online services like Birth/Death registration, Marriage registration, Factory permit, Online Payments to MCGM, Trade License, Duplicate License, Renewal of Water tanker, etc. The MCGM website is comprehensive and provides details about history, tourism, culture etc. The website has separate sections for complaints, careers and citizen forum. It provides contact details of grievance redressal officer, and important department functionaries. As of now, a total of 398 feedback/grievances has been received. The MCGM site publishes the information on public policies along with laws and regulations.

The bilingual website is available in English and Marathi. It has a visually appealing layout with well-structured content wherein users can easily navigate without any hassle.



Project Team: Ajoy Mehta Vijay Singhal Sudhir Naik Shashibala Arun Joglekar Satish Rewatkar



CATEGORY

Special Mention Awards

Special Mention Awards have been given to those nominations from the North East in the Web Ratna State and District categories, and noteworthy entries across all categories who have done exemplary work in executing their digital initiatives.

e-District Project (Meghalaya)

Real Estate Regulatory Authority Andhra Pradesh

Web Ratna - State/UT (North East) Arunachal Pradesh

Web Ratna - District (North East) South Tripura, Tripura



Special Mention Awards

e-District Project (Meghalaya)

http://serviceonline.gov.in

Districts are the de facto front-end of government where most Government to citizen or (G2C) interaction takes place. The e-District project was conceptualized to improve citizen experience and enhance the efficiency of various departments at the district-level to enable seamless service delivery to the citizen.

The e-District Project aims to support the basic administrative unit i.e., "District Administration" to enable content development of G2C services, thus optimally utilizing the three infrastructure pillars: the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, & Public Facilitation Centres (PFCs) at the Office of the Deputy Commissioner/Sub-Divisional Officer (Civil). Common Service Centres (CSCs) will act as the primary front-end to deliver services to citizens.

The e-District Project provides an end-to-end transparent system wherein the citizen would be able to avail the services from the nearest point and also receive a digitally signed certificate by downloading through any of the three modes available i.e., Online, Kiosk or In Person in any of the PFCs.

Services such as Issuance of the Scheduled Tribe Certificate, Scheduled Caste Certificate, Permanent Resident Certificate, Income Certificate, Marriage Certificate, Senior Citizens Certificate, Residential Certificate along with Issuance of the Recruitment to Paramilitary/Armed or Police Forces and Certificate of Registration of Society, have been developed under this project.



Project Team: M. R. Synrem Timothy Dkhar Aiborlang Wanswett Adesh Gupta Suraj Prashad Neupane

Special Mention Awards

Real Estate Regulatory Authority Andhra Pradesh

https://www.rera.ap.gov.in

The Andhra Pradesh Real Estate Regulatory Authority (AP RERA) portal has been developed under section 4.3 of the Real Estate (Regulation & Development) Act, 2016 (RERA). The department of Municipal Administration & Urban Development, Government of Andhra Pradesh is the nodal department for the implementation of RERA in the state of Andhra Pradesh. All sections of RERA came into force with effect from 1st May, 2017.

The AP RERA portal has many salient features. It provides the capability to register new projects for promoters, publish quarterly updates on the projects, file complaints in case of any grievances with the allottees or agents, claim interest on the amount to be paid by the allottees in case of delay on the allottees part (deviation from payment schedule by the allottee), renew registrations, register agents, calculate fees, online payment of fees, MIS and GIS Reports for officials, view registered projects and agents. Also, allottees can access information regarding sanctioned plans, specifications approved by the competent authorities, access to stage-wise time schedule of completion of the project (including amenities) as agreed in the agreement for sale, claim the refund (along with interest) of the amount paid to builder/promoter.

Citizens can also access information regarding all the Real estate projects and agents in the State. Along with that AP RERA also provides facility for filing complaints against any promoter or agent in case of any default.



Project Team: Sridhar Popuri Nayyum Mohmmad N Naveen Bhargav K Rekha Sudheer Reddy J Pratyusha Bezawada Swarna Bhargavi Nune Yamini Durga Anusha Donepudi Kodali Venkata Kiranmayi Abhinandana Penugonda

Web Ratna - State/UT (North East) Arunachal Pradesh

http://www.arunachalpradesh.gov.in/

The State Portal of Arunachal Pradesh has been developed with an objective to enable a single window access to information and services provided by the various Government departments.

The portal provides a comprehensive, accurate, updated, reliable and one stop source of information about Arunachal Pradesh and its various facets. The information in the portal has been classified into distinct modules, which are also interlinked at relevant places to provide the visitor with a holistic view. The key focus of the website is providing information about the entire state. The portal provides information about various departments of Arunachal Pradesh. Also, details of major initiatives are available on the portal. The portal has links to e-Services such as e-Tenders and certificate issuance and verification.

One can track services provided by various departments and get updates on latest project status and services. The portal provides information about Tourism and Tenders/Notices on the home page.

It is a content management based portal so that line departments can update their website on their own instead of depending on technical teams from outside.

The portal is dynamic and responsive. All the websites of line departments are also being standardized as per GIGW guidelines. The portal is visually appealing with efficient navigation and well structured content. The portal provides information about the Governor, Chief Minister, council of ministers and who's who in the State.



Project Team: Sonam Chombay Prince Dhawan NeelamYapin Tana Hano Takka Tumken Amo Sanjiv K Das

Web Ratna - District (North East) South Tripura, Tripura

https://southtripura.nic.in/

The South Tripura district website contains exhaustive details ranging from history, culture, economy, to Key Performance Indicators (KPIs), eGovernance plans, organization charts, contact details of serving officials, administrative structures, list of block-wise gram panchayats, and sub-division wise moujas.

There is information about several departments (12+) with details such as activities, cultural calendar, schemes, contact details and important links. Citizen can find several documents, over a dozen services and schemes (10+) on the website. The website contains a wealth of information about history, culture, demography, and economy. Citizens can avail online services such as payment of bills, income certificate, land value certificate etc. easily through links on the website.

The website has an impressive listing of places of interest, with detailed description of tourist places, how to reach, and accommodation. The banners on the website show some key tourist spots in the district. There are also detailed lists of public utilities such as banks, municipalities, schools, colleges and hospitals in the district.

The website is bilingual and also has search facility. Sitemap is also available on the website which helps making the navigation easier and manageable. South Tripura website has social media handles for Facebook and Twitter. The district administration uploads all the notifications, policies, rules & regulations and annual reports on the website which can be accessed by citizens.



Project Team: Debapriya Bardhan Chandni Chandran Shashi Ranjan Abhijit Datta Rupak Das



About Inola. .gov.in

National Portal Project, **india.gov.in** was conceptualized as a Mission Mode Project under the National e-Governance Plan (NeGP) to provide a single window access to information and services of Indian government over internet. Ever since its launch in November 2005, the portal has been an extremely popular medium for people across the world, to access information on all aspects of India and its Government. It is a gateway to over 8000 Indian Government websites providing a unified interface and it also acts as a logical front-end to the e-Governance initiatives under various Central/State/UT government schemes and programmes.

Infrastructure setup under the National Portal Project also facilitated launch/implementation of various e-Governance initiatives by Indian Government in a cost efficient and hassle free manner. It also optimized on the resources particularly skilled manpower needed in the management of the e-Governance infrastructure.

It defined the standards for publishing of information and electronic delivery of government information and services thus facilitating unified, seamless and universal access for the citizens of India from all walks of life and from varied demography. This enhanced the quality of content in the Government Web Space and ensured compliance with basic standards. Establishing a platform for participation by public in the process of governance is also one of the key deliverables of the project.

Publication of information on the Internet and online delivery of citizen services also leads to enhanced transparency, efficiency in service delivery, less corruption and increased public participation which are the key objectives of good governance.

An attempt has been made through this portal to provide comprehensive, accurate, reliable and up-to-date information about India and its various facets. A variety of citizen services being provided by the government across different sectors can also be accessed through the portal.

Patron

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National Informatics Centre under the Ministry of

Electronics and Information Technology of Government of India, is a premier Science and Technology Organization, at the forefront of the active promotion and implementation of Information and Communication Technology (ICT) solutions in the Government. A number of e-Governance initiatives of different Ministries/Departments as well as State Government /District Administration are supported by ICT systems developed by NIC. NIC is further enhancing these systems with Cloud Enablement, Social Media, Analytics, Mobile Apps and Dashboard for data-driven decision making.

With the increase in adoption of new technologies such as Blockchain, Artificial Intelligence, Internet of Things (IoT), the demand and availability of ICT infrastructure with better capacities has increased manifolds. NIC through its core ICT infrastructure and application teams at Central, State and District level has been keeping pace with the latest technology and infrastructure needs of the government.

Nationwide ICT infrastructure is another important achievement of National Informatics Centre. Local Area Networks, High Speed Internet Access, Data Centres, Videoconference Studios, Messaging & Cloud Computing are the constituents of state-of-the-art secure ICT Infrastructure set-up by NIC.

NIC has spearheaded the e-Governance drive in the country for the last three decades building a strong foundation for better and more transparent governance and assisting the government's endeavor to reach the unreached. India Portal is one of the many projects developed and implemented by NIC. NIC is also at the helm of implementing major Digital India initiatives at all the three tiers of governance of the country.



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