



honoring exemplary digital governance initiatives





Ministry of Electronics and Information Technology Government of India





Digital India Awards 2020 Compendium

Publisher

National Informatics Centre Ministry of Electronics and Information Technology



honouring exemplary digital governance initiatives

https://digitalindiaawards.gov.in

https://twitter.com/DigitalIndAward https://twitter.com/indiagovin

https://www.facebook.com/ NationalPortalIndia

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Digital India Awards

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 are biennial and the previous editions have been held in 2010, 2012, 2014, 2016 and 2018. The awards acknowledge exemplary initiatives/practices of various government entities in the realm of Digital Governance.

These awards have been instituted under different categories. The categories are reviewed with each edition of the awards to keep them in line with the current digital governance scenario in the country. This year the awards were conferred in the following categories

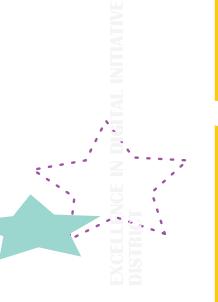
- Innovation in Pandemic
- Excellence in Digital Governance Ministry/Department (Central)
- Excellence in Digital Governance State/UT
- Excellence in Digital Governance District
- Open Data Champion
- Exemplary Product
- Jury Choice

Digital India Awards 2020 has seen the introduction of two new category of awards. Innovation in Pandemic category was introduced to honour initiatives launched this year that have helped the nation move ahead during lockdown. The second category Exemplary Product award is conferred to initiatives that are well established and deemed flagship due to their scale and maturity and have seen a nation-wide implementation.

Awards are also conferred under the **Jury Choice category** to honour excellence in design and implementation of National Public Digital Platform. Three awards Platinum Icon, Gold Icon and Silver Icon are conferred in each category.

This year due to the pandemic the entire process of Digital India awards right from the filing of nominations to the selection of winners and the Awards Event is being held online.

EXEMPLARY PRODUCI



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ELLENCE IN DIGITAL GOVERNANCE

EXCELLENCE IN DIGITAL GOVERNANCE

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DIGI

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The Process Followed

Online nominations were invited from government entities for Digital India Awards 2020 from 22nd October 2020 through the exclusive Digital India Awards website (https:/ /digitalindiaawards.gov.in). An overwhelming response was received for all the six categories of awards from government entities (Centre, State and District) from across the country despite the pandemic.

An extensive process for evaluation of 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 top nominations in each category.

The teams from the shortlisted entries were invited to make online presentation before the jury. The distinguished Jury chaired by Secretary MeitY and comprising of members from government, acedemia and industry thereafter finalized the awards in each category based on the online presentations by the shortlisted teams.

Jury choice awards were decided after deliberation among the jury members.

This year a total of 24 teams have been awarded in the 7 categories of Digital India Awards.



DIGITAL INDIA AWARDS 2020

JURY



Shri Ajay Sawhney Secretary, MeitY (Chairperson)



Dr. Rajendra Kumar Additional Secretary, MeitY



Dr. Neeta Verma Director General, NIC



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



Dr. Jaideep Kumar Mishra Joint Secretary (e-Gov) MeitY



Ms. Rama Vedashree CEO Data Security Council of India



Prof. Anjali Kaushik MDI, Gurgaon



Shri Abhishek Singh President and CEO, NeGD CEO, MyGov, MeitY

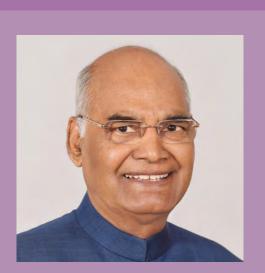


Ms. Alka Mishra Deputy Director General NIC



Shri Arvind Kumar Director General, STQC





Shri Ram Nath Kovind President of India



MESSAGE







MESSAGE

Digital India programme has achieved many key milestones. The programme has strengthened our digital readiness and is transforming India into a digitally empowered society and knowledge economy. It has spurred development of new technologies and citizen-centric digital solutions that are improving the ease of access of healthcare, education, agriculture and other essential services

Our robust ICT infrastructure and services are also helping us combat the current global crisis. Our timely technological interventions played a pivotal role in keeping us safe, informed, productive and educated. Online education, eCommerce, Telemedicine, eOffice, Video Conferencing and IT services supporting remote working have increased exponentially.

As I look back on 2020, I reflect on how we ensured continuity of services and operations in a country as big and diverse as ours. It would not have been possible without sheer dedication, hard work and commitment of our technical teams at various levels. I take this opportunity to express appreciation for their efforts. NIC's contribution in delivering eGovernance Services and ICT solutions across the length and breadth of India is commendable.

I would like to compliment NIC and Ministry of Electronics and Information Technology for Organizing the Digital India Awards to recognize the noteworthy and sustainable digital-governance initiatives by government entities.

My heartiest congratulations to all the winners of Digital India Awards 2020 for their exemplary services and initiatives,

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Ram Nath Kovind)

New Delhi December 23, 2020





Shri Ravi Shankar Prasad

Minister of Law & Justice, Communications and Electronics & Information Technology



MESSAGE



रविशंकर प्रसाद RAVI SHANKAR PRASAD



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

MESSAGE

Digital India programme envisioned by Hon'ble Prime Minister, Shri Narendra Modi has inspired and boosted the digital ambition of the country. The programme has been leveraged to induce economic inclusiveness, social transformation and innovation. India's pioneering use of innovative citizen-centric digital solutions is inspiring and encouraging other developing economies globally.

Our proactive implementation of platforms and Digital Solutions such as Aadhar, BHIM, AarogyaSetu, MyGov, Video Conferencing, eOffice as well as numerous products and platforms together with our robust ICT infrastructure helped us sail through the COVID-19 pandemic with minimal impact. These solutions enabled the citizens and government to stay connected with office as well as citizens and perform their activities remotely with ease.

Technology adoption on such a large scale has brought about several process changes and opportunities for all the citizens of India. Special efforts are also being put to make the ICT ecosystem "sugamya" for persons with disabilities and provide them barrier free access to information and services.

We are, at full throttle, pursuing our \$1 trillion digital economy goal that will be dominated by emerging technologies like Robotics, Artificial Intelligence (AI) Machine Learning (ML) Internet of Things (IOT). Investments from major global tech manufacturing giants have already started pouring into Indian manufacturing and other sectors. We have recently invited proposals for setting up electronic chip plants in India. We also ensure that our policy and regulatory frameworks keep pace with technical advancement. There is a massive focus on Cybersecurity Data Protection and Privacy laws. With all our concerted efforts India is well within reach of becoming a Digital Superpower.

NIC has been playing a pivotal role in achieving our digital transformation goals, starting from technical guidance to infrastructure support, NIC works as a backbone to any digital governance initiative of the government. It also ensured continuity of government services and operations during situations like COVID-19.

I compliment NIC for conducting Digital India Awards 2020 sixth time in row and all the participants from across India for their overwhelming response despite the pandemic.

I congratulate the winners of Digital India Awards 2020 for their exemplary contribution towards Digital India.

(RAVI SHANKAR PRASAD)



Electronics Niketan, 6 C.G.O. Complex, Lodhi Road, New Delhi-110003 Phone: 011-24369191, 24362626 FAX : 011-24366070





Shri Sanjay Dhotre

Minister of State Electronics and Information Technology, Communications and Education



MESSAGE



संजय धोत्रे SANJAY DHOTRE



राज्य मंत्री इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी, संचार एवं शिक्षा मंत्रालय भारत सरकार Minister of State Electronics & Information Technology, Communications and Education Government of India

MESSAGE

Digital India programme is a flagship programme of the government of India, aimed at providing barrier free and round the clock services to citizens. Digital India programme has been promoting the innovative use of technology in developing digital solutions that can streamline and optimize public services provided by the government entities across the country. The programme focuses on transforming lives of people by enabling them with power of modern technologies while ensuring the security and privacy of the individual.

However, transformation is an ongoing process; we continuously need to churn out innovative solutions in ICT that are both robust, secure and leverage on emerging technologies to augment better governance.

Digital India Awards have been institutionalized under the ambit of National Portal of India to honour exemplary digital initiatives of government entities. These awards receive an overwhelming and countrywide participation from government entities. I have been informed that a new category of "Innovation in Pandemic" has been introduced in Digital India Awards 2020 to commend the efforts of our Digital Warriors.

NIC being the premier ICT organization of the government is playing a commendable role in implementing many of the Digital India initiatives across the country.

I congratulate all the winners of Digital India Awards 2020 and I wish to see many more productive and useful initiatives being developed leveraging technology for their delivery in the forthcoming edition of these awards.

(SANJAY DHOTRE)

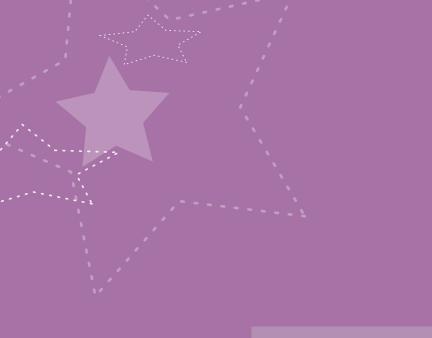




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Shri Ajay Sawhney

Secretary Ministry of Electronics and Information Technology

MESSAGE







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

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

MESSAGE

This year has seen significant challenges for governments globally in the context of their use of ICT infrastructure for citizen-centric governance. From the onset of the pandemic, it was clear that the more a nation invests in designing & implementing robust digital systems, the more prepared it becomes to tackle and to bounce back from any unforeseen situations.

As economic activity got severely impacted in various parts of the world due to the deadly virus, our flagship Digital India programme played a vital role in ensuring the continuity of governance. Key infrastructure and systems built under the Digital India programme, supported by tireless work put in by various stakeholders proved invaluable in dealing with unprecedented situations arising from the outbreak and spread of the pandemic.

Video Conferencing System, eOffice, Digital Payments, MyGov, eCourts, etc. are some vital initiatives that have helped the country move forward both during and post lockdown. A special jury choice award was reserved this year to honour such National level service delivery platforms. Digital initiatives in various sectors like Health, Transport, Fertilizers, Agriculture, Panchayati Raj, Judiciary, etc. that are implemented across the country are helping transform India into a truly digital nation. It's time to acknowledge these exemplary initiatives.

NIC plays a key role in the Digital India programme and during this pandemic, NIC officers have worked as digital warriors with other on-ground stakeholders. I would like to congratulate NIC for organizing the Digital India Awards to recognize the exemplary efforts of various government entities in the realm of digital governance.

I congratulate all the winners of Digital India Awards 2020 for their commendable work and all the participants for their overwhelming response during this pandemic year.

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(Ajay Sawhney)

Place: New Delhi Dated: 23.12.2020

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Dr. Neeta Verma Director General National Informatics Centre







डॉ. नीता वर्मा महानिदेशक Dr. Neeta Verma Director General



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

Message

The Digital Revolution, often called as the Fourth Industrial Revolution is driving the socio-economic and technological development for countries around the world. This transformational journey is driven by various factors such as the availability of high-speed internet, affordability of smartphones, development of innovative solutions and services, to name a few. All of this is focused on addressing the ubiquitous requirements of the user, eventually creating a digitally transformed ecosystem for the citizens. With this objective, at NIC, our focus has always been towards creating digital solutions and ensuring last mile delivery of services which would create a true digital experience throughout the country.

NIC has always been at the forefront of embracing latest technologies and this has allowed us to envision and execute projects that facilitate citizens at every life-stage. Amidst the current ongoing COVID-19 pandemic, all of us are experiencing challenges and situations never seen before. Throughout this journey, we could witness that technology solutions have helped in addressing many such challenges. This year has also witnessed an increased adoption of ICT solutions in almost every sector and these solutions could help in ensuring continuity of government services.

National Portal of India, a mission mode project implemented by NIC, is an inclusive digital platform that provides single window access to information & services offered by different entities of the Indian Government. With the intent to honor exemplary digital initiatives undertaken by government entities at all levels, the Digital India Awards were instituted under the aegis of National Portal.

Digital India Awards are biennial and have evolved with each instance in the past five editions. As we unveil the sixth edition of Digital India Awards this year, we have also witnessed the introduction of two new award categories. Innovation in Pandemic category is introduced to honor the initiatives that have ensured continuity of government services and helped the nation move ahead even during lockdown whereas the Exemplary Product award is conferred to initiatives that are well established and deemed flagship due to their scale & maturity and have been implemented nationwide.

I am inspired by the amount of creativity and innovation that is demonstrated through the various initiatives and solutions irrespective of the challenges posed by the pandemic. I congratulate all the winners of the Digital India Awards 2020, and wish they keep inspiring everyone with their exemplary efforts.

dierma

(Dr. Neeta Verma)

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Foreword



This year has been an inflection point for governments globally, nudging them to intensify focus on Information & Communications Technology (ICT) infrastructure for ensuring citizen-centric governance in the face of unforeseen situations such as the pandemic. National Informatics Centre (NIC), Ministry of Electronics and Information Technology (MeitY), with its noteworthy history of being a reliable partner for all digital efforts of the Government of India, has effectively played the role of an enabler during the pandemic, thanks to the dedicated investment since its inception, on solving citizen-centric problems by empowering efficient, effective and transparent governance with the help of ICT.

NIC implements the National Portal, an inclusive digital platform that provides single window access to information & services offered by different entities of the Indian government at all levels. The Digital India Awards were instituted in 2009 as biennial awards under India Portal to honor exemplary digital initiatives taken by government at all levels, right from Ministry, State, Districts to Local bodies.

Digital India Awards have grown with each of the past five editions to reflect contemporary developments in ICT. Two new award categories "Innovation in pandemic" and "Exemplary Product" have been introduced in the sixth edition, which also witnessed an overwhelming response to the call for nominations. A scientific & quantitative evaluation process was used to evaluate nominations in all categories. Teams whose nominations were shortlisted interacted online in hours-long marathon sessions with the esteemed Jury, chaired by the Secretary, MeitY. The Jury was constituted with senior representatives from Government, Academia, as well as Industry. After interacting with several teams representing many worthy nominations, the Jury concluded the daunting task of selecting the awardees.

I am thankful to Shri Ajay Sawhney, Secretary, MeitY and all the other members of the Jury for their wisdom and guidance.

I am grateful to our Director General, Dr.Neeta Verma for continuing to repose her confidence and giving me yet another opportunity to conduct the Digital India Awards.

I commend the valuable contribution from all colleagues in my group who put in tireless efforts, without which the task may not have achieved its goals successfully. I acknowledge the support from the members of the Digital India Awards execution committee, all my seniors and colleagues of NIC, MeitY and NICSI in making this event a success. The contribution of the NIC Video Conferencing and NIC media cell in execution of the event is commendable.

I consider it a privilege to congratulate all the Awardees for their commendable efforts. I am confident that all the nominations will continue to raise the stellar benchmarks being set with each successive edition of the Digital India Awards.

Alka Mishra

Project Lead,National Portal of India, Deputy Director General, NIC





CATEGORY

Innovation in Pandemic

This category felicitates a Government Entity which has developed an outstanding and innovative digital solution to enable the citizens undertake various activities with ease during the time of pandemic in areas like communication, health, education, travel etc. or to ensure continuity of government services.





Platinum

* eSanjeevani - National Telemedicine
Service

Gold

 Covid-19 Sample Collection Management System

Silver

- Aapda Sampoorti Portal
- Pravasi Shramik and Rojgar Setu Portal





Project Team

Shri Lav Agarwal Dr. Sanjay Prakash Sood Dr. P.K. Khosla Shri Vikas Sheel Dr. N. Yuvaraj

Innovation in Pandemic

🔶 Platinum Icon



eSanjeevani- National Telemedicine Service

https://esanjeevaniopd.in/

Soon after the first lockdown was announced, the Telemedicine Practice Guidelines were released by the Medical Council of India. Ministry of Health and Family Welfare (MOHFW), swiftly conceptualised the delivery of health services (Non-COVID related outpatient services) to Indians directly in their homes. This was a pioneering digital transformation in health services at national scale by a developing country.

C-DAC Mohali's Health Informatics group developed a citizen-centric, cloud-based national telemedicine service that acts as an onlineOPD. On 13th April, 2020 MoHFW launched eSanjeevaniOPD in 4 States: Uttar Pradesh, Andhra Pradesh, Maharashtra and Assam. It was initially rolled out as one onlineOPD per State and in 3 weeks, over a dozen states began outpatient services through eSanjeevaniOPD. Currently, eSanjeevaniOPD is adopted in **25 states** and around a dozen premier medical institutions including AIIMS Rishikesh (UK), AIIMS Bathinda (PB), AIIMS Bibinagar (TS), Lady Hardinge MC (ND) & CGHS.

eSanjeevaniOPD enables contactless & risk-free consultations, & is adopted by over 25000 doctors and Health Workers. On an average, around **1500 doctors** practice telemedicine daily through 6000+ Health and welness centres and around **230 onlineOPDs** (190 speciality OPDs and 30 general OPDs). eSanjeevaniOPD serves over **15,000 patients** daily.

Considering the social impact, States have designed innovative applications around eSanjeevaniOPD. It has enabled launching a range of speciality and superspeciality OPDs including alternative medical systems such as AYUSH and naturopathy. In Himachal Pradesh, it is being rolled out in old age homes. In Kerala, it helps provide health services to the inmates of Palakkad District Jail and Children under Rashtriya Bal Swasthya Karyakram (District Early Intervention Centree) with **14 onlineOPDs** each having a team of psychologist, special educator, speech therapist and physiotherapist. End-to-end technical services like development, implementation, operations of eSanjeevaniOPD besides training of clinicians are provided.





Project Team

Shri Shailendra Singh Ms. Rachna Srivastava Shri Ajay Singh Chahal Shri Sandeep Sood Shri Sanjay Kumar

Innovation in Pandemic

🛧 Gold Icon



Covid-19 Sample Collection Management System

https://covid19cc.nic.in

At the Covid19 pandemic's onset, the challenge was how to standardize the format of sample data from various Tests across India. ICMR designed the Specimen Referral Form (SRF) for use with every Covid19 sample; NIC developed the RT-PCR and RATI mobile apps on Android, iOS and Windows mobiles for ICMR along with the web-portal to whitelist phlebotomists (sample collectors) for using the mobile apps and web-portal.

Highlights

- Robust, reliable Cloud infra, with redundancy, zero down-time and region-wise Databases with responsive portal and apps, tested for 50,000 concurrent users
- Single sign-on using Government official email Ids and Mobile number based access for Labs (including Private), Collection Centres and Sample Collectors
- Extensive training material, videos, FAQs
- SRF data accessible on real-time basis by ICMR Labs. Data analytics, Auto Alert SMS/ EMails and GIS integrated
- Option to enter offline data after generation of SRF-ID
- Configurable- Skip Patient OTP for verification and warning on multiple use of same patient mobile
- RT-PCR, Rapid Antigen and Rapid Antibody tests covered

35 States/UTs have adopted the portal, and 31 States/UTs use RT-PCR, RATI apps to collect Covid19 samples data. Over 7 Crore samples collected in 8 months. 7,200+ ICMR labs using the sample data to enter results. Correct patient mobile, Geo-tagging & sharing with Arogya Setu mobile app is helping in contact-tracing and identifying containment zones. Download facility enables Health officials, Laboratories and Collections centres to use the SRF data in their own applications, saving data entry effort. State-level applications are using the output for verification and genuineness of RT-PCR SRF reports. High user rating of 4.0 for RT-PCR App with 1.02+ lakh downloads.





Project Team

Shri Pratyaya Amrit

Shri Chanchal Kumar

Shri M. Ramachandrudu

Shri Shailesh Kumar Shrivastava

Shri Niraj Kumar Tiwary



🛧 Silver Icon



Aapda Sampoorti Portal

https://aapda.bih.nic.in

The objective of this initiative is to manage critical activities related to disaster management in Bihar during Flood, Drought and Covid19 Pandemic.

Chief Minister's Office conceptualized a unique solution for migrant workers who were suddenly jobless due to the pandemic lockdown so that at least some instant monetary help can be extended. The e-governance solution was developed under active supervision of CM Office, Bihar and Disaster Management Department with technical help of NIC, Bihar. Registration of Migrant Workers arriving from different parts, placing at quarantine centers, & providing post-arrival financial aid and train fare reimbursement to such Migrant Workers and later skill mapping was done so that work can be assigned at local level. The complete ecosystem was created for ensuring proper service to Migrant Workers.

Aapda Sampoorti Portal covers the activities related to identification, registration and providing financial aid to the victims of disaster like floods, drought and Pandemic. The activities covered are:

- Mukhyamantri Vishesh Sahayata Mobile App: Applicants were facilitated to demo-auth themselves using Aadhaar and provide bank account, mobile no. and geo-tagged selfie. The financial aid was provided upon bank account verification and validation through PFMS.
- **Bihar Migrant Labourer Evacuation Aid:** The workers arriving from across India and being quarantined were given a minimum Rs.1000 and also reimbursed the rail fare.
- Shram Saadhan: Skill-mapping of the quarantined workers was done and shared with concerned departments to find a suitable job match at local level.
- **Aapda Sahyog:** 1.8 Cr PDS beneficiaries of the State were provided an assistance of Rs.1000 using APB and PFMS. The families without ration card were also surveyed and given financial aid.





Project Team

Shri Umakant Umaro Shri Ashutosh Awasthi Shri Chhotay Singh Shri Prabhat Dubey Shri Sunil Jain

Innovation in Pandemic

🛧 Silver Icon



Pravasi Shramik and Rojgar Setu Portal

http://PravasiShramik.mp.gov.in

Sudden lockdown severely affected movement of people. Migrant workers suffered income loss, food shortages and uncertainty about their future. Identification & contacting of migrant workers held-up in other States, planning for their sustenance during lockdown, and repatriation to hometowns were challenging tasks. Additional responsibilities were rehabilitation and sustainability by providing food, healthcare, skilling, employment and education

Pravasi Shramik portal, **Shramik Seva mobile app** and **Rojgar Setu portal** were launched for facilitating identification & registration of migrant and other labour. Planning and execution of initiatives for travel, skilling, employment and welfare were also initiated.

GPS-enabled Shramik Sewa mobile app was downloaded by the migrant labour to report their Samagra ID, held-up member details, place of stay, Geo-tagged photo of stay in other States as evidence, geo-tagged photo of ID proof, Mobile number, & bank account number. Relatives and public representatives were also enabled to report details of the held-up migrant labour to the local panchayat/ ward office.

Panchayat/ ward offices used the Pravasi Shramik portal to verify requests registered by migrant labour using mobile app. Portal was integrated with State Food Security Portal to offer benefits. **13,10,186 persons** were registered (7,30,311 migrant workers & 5,79,875 family members). **51%** were from unorganized sectors, **30%** in **construction** works and **19%** were employed in factories/industries. To check the practice of painful migration for livelihood, attempts were made to provide employment as per their skill set / experience, near their native place.

Rojgar Setu portal helped in offering skilling & employment to workers. Field offices of Employment Dept, MSME, LSE, PHE, PwD, Road Development, Skilling were onboarded to facilitate registration of industries & employment providers. They were offered access to the portal for publishing vacancies, searching workers database, selecting workers as per their requirements and offering employment. Rojgar Setu offered a win-win solution to employers and workers.





CATEGORY

Excellence in Digital Governance Ministry/Department (Central)

This category felicitates a Ministry or Department of the Government of India which has a comprehensive digital presence and displays a high level of Intra/Inter Department Integration in its digital initiatives. Integration with electronic authentication, digital payments, & use of emerging technologies such as Blockchain, Artificial Intelligence, Machine Learning, Internet of Things, Natural Language Processing, Voice User Interface, Big Data & Analytics, Virtual Reality etc are also assessed.





Platinum

 Committee Supreme Court of India, Department of Justice

Gold

Department of Posts

Silver

- Department of Fertilizers
- Department of Land Resources





Project Team

Shri Atul Kurhekar

Shri Pravash Prashun Pandey

Shri Ashish Shiradhonkar

Ms. Arulmozhiselvi



Excellence in Digital Governance Ministry/Department (Central)

Platinum Icon

eCommittee Supreme Court of India, Department of Justice

https://ecourts.gov.in/ecourts_home/

The eCourts project provides for ICT enablement of the Judiciary in India to make the justice delivery system efficient and time bound, litigant centric, affordable, accessible, cost effective, transparent and accountable. The services under the project cater to all key stakeholders including the Judiciary, the High Courts, the District and Subordinate Courts and the Citizens / Litigants / Lawyers / Advocates. The automation of Case Management has increased the visibility and helps courts in speedier disposal of cases. The centralized portals for Districts and Subordinate courts and High Courts are providing case, orders and judgments information to citizens.

National Judicial Data Grid NJDG (District and Taluka Courts of India) contains data of 13.23 Cr cases (pending and disposed) ensuring statistical inputs to higher authorities for making policy decisions to reduce delay and arrears. Case Information System (CIS) has automated processes like filing, scrutiny, registration, listing, court proceedings, disposal and notice generation.

ePayment service streamlined payment of court fees, fine, penalty and judicial deposits. ePayment portal is integrated with state specific treasury portals like GRAS, eGRAS, JeGRAS, Himkosh, Rajkosh, SBI ePay etc.

National Service and Tracking of Electronic Process (NSTEP) provides electronic mechanism to bailiff by providing PDAs for speedy, transparent and timely delivery of process.

Virtual courts reduce footfalls in the courts by eliminating the physical presence of violator or advocate in the court thereby saving the precious judicial time. A virtual court can be managed by a judge whose jurisdiction can be extended to the entire state and working hours may be 24X7. **eChallans** submitted in the court are automatically filed to the virtual court for adjudication. 30 Lakhs challans have been received in Virtual Court and action has been taken on 29.4 lakhs challans. 125 Cr fine has been collected.

eFiling provides a platform to advocates and litigants to file their cases online before High Courts and District Courts.





Project Team

Ms. Smita Kumar Shri K. K. Sharma Shri R. Anand Shri A. Saravanan Ms. Arkaja Das Excellence in Digital Governance Ministry/Department (Central)

Gold Icon

Department of Posts

https://www.indiapost.gov.in/

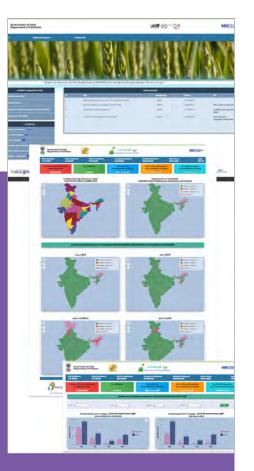
The IT Project provides computerization and connectivity to approx.1,55,000 urban/rural post offices and administrative offices across the country. The digitalization of counter and back-office operations through central-server based applications has been done. Under this Project, customers have been provided access to products and services of Post offices through multiple channels like counters, webportal, mobile app and call centre. Customers are provided near-real time updates on track and trace by capturing delivery information by postmen on mobile app. Monthly **2.8 crore** Speed Post and **1.5 crore** registered articles are handled.

Core banking services (CBS), inter-operable ATMs, online banking and mobile banking facilities have been provided to all Post Office Savings Bank (POSB) customers, CBS monthly transactions have reached more than Rs. 90,000 Crore. Life insurance coverage has been provided to urban and rural population through central-server based application. Online premium payment facility has been provided to Postal Life Insurance (PLI) customers.

Under this project one of the largest ERP (Enterprise resource planning) systems in the country has been rolled out, to enhance efficiency, transparency and accountability in the counter and back office operations. The project has brought rural Branch post offices on a digital platform, using the handheld devices supplied to about **1.3 lakh** rural branch post offices. Doorstep digital life certificate service provided to the old age pensioners

Facility for providing feedback and grievance redressal through India Post website, Twitter seva and Call-Centre are available. More than **1.27 Lakh** grievances are redressed monthly. The first response time to grievance is around 4 hours on Twitter seva. More than **97 lakh** calls are received in Call Centre which operates in regional languages also. More than 15000 feedbacks received during 2020 till now. **20 lakh** man-hours of user-champion training done for skill development of employees. India Post website has more than **3 million** hits/day.The mobile app facilitated service request by public for doorstep delivery of financial and other postal services during pandemic.





Project Team

Ms. Ranjna Nagpal Shri Niranjan Lal Shri Aseem Gupta



Excellence in Digital Governance Ministry/Department (Central)

🛧 Silver Icon

Department of Fertilizers

http://ifms.dbtfert.nic.in/

Implementation of Direct Benefit Transfer (DBT) in fertilizer has been under discussion almost for the last 20 years. However, due to complexities involved in its implementation, not much could be achieved, primarily because fertilizer subsidy management is one of the most complex. This poses considerable challenge in designing an IT based system for trouble free implementation of DBT in fertilizer. Subsidized fertilizers are sold under 'No denial policy'. This means neither beneficiary, nor their entitlements are categorically defined. Once these two parameters remain undefined it's virtually impossible to design and implement any kind of DBT system in the fertilizer sector. Also, the fertilizer system penetrates rural heartland of India and non availability of reliable internet connectivity poses a major challenge even today.

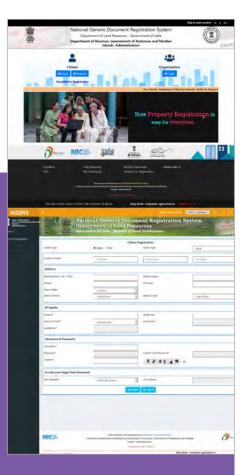
Nevertheless, by following persistent and innovative approaches, an IT based DBT system was designed, developed and implemented successfully in March 2018. overcoming all the challenges.

Pan India rollout of Direct Benefit Transfer (DBT) was finally achieved. The system has been performing exceptionally well since then and the subsidy bill of 2018-19, 2019-20 was fully disbursed through the system.

Dashboards (for various stakeholders) are available for better insight into transaction patterns and improved decision making. Integrated Soil Health Card data of farmers which is likely to play a key role in ensuring balanced use of fertilizers in the country.

DBT Dashboards have received appreciation from PMO, Cabinet Secretariat and NitiAayog and other stakeholders.





Project Team

Shri Hukum Singh Meena Shri Phool Chand Prasad Shri Deepak Chandra Misra Shri Ajay Madhukar Joshi Shri Rajiv Goel



🛧 Silver Icon

Department of Land Resources

https://onlineregistrationani.gov.in

Registration of documents and deeds is carried out in different languages with different terminology in different States/UTs. Under such situation it was very difficult to compile and analyze the information on property transactions and other transactions in registry offices received at national level and on the other hand, it was difficult to share the information on property transaction for policy decisions/regulations. Similarly, the buyers / sellers / executants had to make several visits to multiple offices to get their documents registered or complete property transactions.

One software for one nation – a Common Generic Software for registration of documents that can be customized as per needs of the States. The software ensures **interoperability** and reduces human interfaces, cost, time and processes required for transactions of the properties in registry office to the benefit of buyers and sellers and ultimately leading to ease of doing business and ease of living of citizens.

Registration related Documents can be submitted / uploaded online and executants are required to visit the Sub-Registrar office only once. Online appointments for property registration ensures better crowd management, and hassle free transactions. Time for document registration and number of processes have been reduced from **3-4 hours to 15-20 minutes** and **9 processes to now 6 processes**. Interoperability and data sharing is enabled through APIs with other departments /sectors.

Reduction of land disputes, check on fraudulent transactions have been acheived. SMS and email enabled alerts related to transactions and dashboard for senior authorities for monitoring the outcomes and analysing the performance or challenges faced by SROs are available.

Interoperability is enabled through APIs. Data is used by important government authorities and system integration can be provided as required (i.e eSign, eKYC, Payment Gateways, PAN Verification, ROR to fetch party names for data standardization).



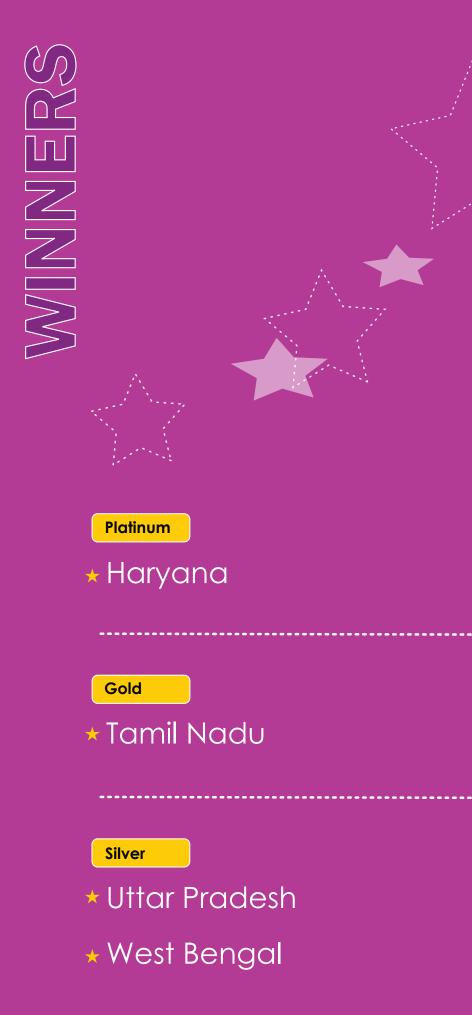


CATEGORY

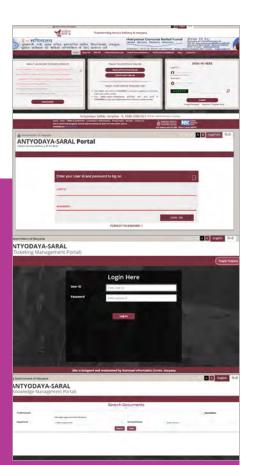
Excellence in Digital Governance State/UT

The Award acknowledges the State/UT of India that displays exemplary initiative in establishing comprehensive digital presence in sectors like health, labour, finance, social justice and environment leading to the accomplishment of sustainable development goals. Use of emerging technologies such as Blockchain, Artificial Intelligence, Machine Learning, Internet of Things, Natural Language Processing, Voice User Interface, Big Data & Analytics, Virtual Reality etc are also assessed.









Project Team

Shri V. Umashankar Dr. Rakesh Gupta Shri Deepak Bansal Shri Alok Srivastava Shri Ramandeep Kaushal



Excellence in Digital Governance State/UT

🛧 Platinum Icon

Haryana

http://saralharyana.gov.in

Aligning with Digital India's vision of faceless, paperless and cashless service/scheme delivery model, Antyodaya-SARAL aims to transform citizen-centric service delivery in Haryana through complete digitization of over 500+ services provided by different State departments. The vision for Antyodaya-SARAL is a unified platform to deliver and track Government-to-Citizen (G2C) services/schemes across the State.

Antyodaya-SARAL Portal: 549 Government Schemes and Services cutting across 40 departments have been brought online on Antyodaya Saral Portal.

Physical touchpoints: 117 Government-run Kendras at District Headquarter, Subdivision and Tehsil levels and 10,000+ CSCs across the state are delivering services at a single window.

Antyodaya-SARAL Dashboard:A tech-enabled system that allows department officials to monitor the status of services and ensure compliance with Right to Service timelines at State as well as District level.

Helplines and Ticketing Systems have been built to record and resolve queries and grievances. A crowd and queue management tool has been developed to run at 117 Government Kendras. The platform is processing around 5 lakh applications per month for different services provided by various departments.

Overall 31% reduction in processing time has been achieved.





Project Team

Shri Hans Raj Verma Ms. Mary Vinitha Dr. M. Balasubramaniam Shri D. Eswaran



🛧 Gold Icon

Tamil Nadu

https://www.tn.gov.in

In Tamil Nadu various eGovernance applications have been implemented in various critical sectors including Health, Finance, Social Justice and Environment. Through PICME (Pregnancy and Infant Cohort Monitoring and Evaluation) details about the health of pregnant women and child immunization are monitored online. A **Works Monitoring System** is implemented for the Health Department to monitor the physical progress (using photo upload) and financial progress at each stage.

ePayment system for **Excise Department** and Online Donation to **Chief Minister's Public Relief Fund** is implemented. A single window clearance Portal for all businesses has been implemented.

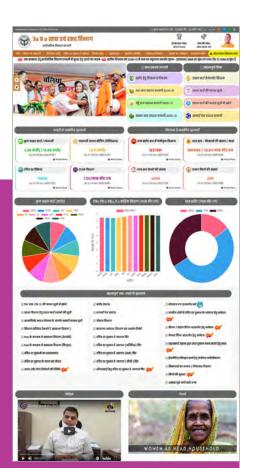
Online Grievances Portal is implemented across the state to redress the grievances of the Public. 100% police stations have been computerized and networked. Online complaint registration, vehicle verification services, police verification request, FIR download and lost document report online services are provided to the citizens.

Admission and Online Pre & Post Examination System implemented for around 940 affiliated institutions under 4 universities covering 10 lakhs students. Digital system provided for land records and registration services. Integrated Temple Management System – ITMS provides all the required information to devotees. **Gallantry Awards** nomination and processing is being done online for the first time in the country.

Tamil Nadu Government Portal facilitates Government Information and Services to the Public. Portal covers details like Government Orders, Press Releases, Acts and Rules, Job Opportunities and Government Schemes across 35 departments. Online ePayment Gateway is integrated in all portals that involve payment. Email and SMS notification Integration in all applications has been done.

Grievance handling during Covid-19 is Video Conferencing enabled. Covid Tracking through GIS enabled systems and mobile apps. Most of the Citizen services are enabled through Common Service Centres.





Project Team

Ms. Veena Kumari Mina Shri Maneesh Chauhan Shri Sunil Verma Shri Sunil Sharma Shri Sanjay Chatterjee

Excellence in Digital Governance State/UT

🛧 Silver Icon

Uttar Pradesh

https://fcs.up.gov.in/

Uttar Pradesh is the most populous state in the country with roughly 22 crore inhabitants equivalent to that of the fourth most populous country in the world. The public distribution system comprises 55 lakh MT of annual procurement of foodgrains from ~10 lakh registered farmers at 5,000 purchase centres and monthly distribution of **7.7 Lakh** MT of foodgrains through ~ 80,000 Fair Price Shops to **3.59 crore** ration card holders comprising **14.73 crore** beneficiaries.

The old system of procurement and distribution had the possibility of malpractices, pilferages, financial losses and poor accountability. To address above challenges, Food & Civil Supplies Department of UP came up with a plan to achieve end to end digitization of processes from foodgrain procurement to distribution. In this regard, several digital interventions and innovative solutions were implemented at every step.

In earlier system, manual registration of farmers and payment through cheques had the possibility of middlemen involvement and delayed payment to farmers. Department has now digitised the entire registration process with three level verification and PFMS based payment through the **ePROC website**. Complete computerization of process has also been done after procurement through various modules like **Miller Module**, **Gunny bags Module**, **Online Billing Module**, **PFMS based Payment Module** etc. This entire bucket of processes has resulted in timely payment to farmers, weeding out of middlemen, improved financial accountability and profitability of agencies.

A robust online billing module is developed in which payment of bills (~20,000 crores annually) is claimed from FCI. This process has led to over 200 crore savings, timely payment to procurement agencies and significantly reduced financial losses (Over 480 crore rupees).

In earlier system of transportation from FCI godowns to FPS, effective vehicle monitoring was missing. Around 3,000 transport vehicles are now GPS enabled and tracked which helped the department in leakage reduction and approx. 30% transportation cost reduction.





NINNERS

Project Team

Dr. Manoj Pant

Dr. S. Umashankar

Shri Gautam Ghosh

Shri Mainak Mukhopadhyay

Shri Subhamoy Goswami



🛧 Silver Icon

West Bengal

https://excise.wb.gov.in/

eAbgari project is an end-to-end supply chain management system of Beverage Alcohol, Medicinal Alcohol, Industrial Alcohol & Life Saving Narcotic Drugs in West Bengal state excise sector. Presently, 62 e-Services are being rendered in workflow based manner for Grant & Renewal of Licenses, Packaged Liquor Brand Registration, Issuance of NOC/Permit/Passes for Import/Export/ Transport, Real-time management of Spirit/Packaged Liquor Inventory and Excise Revenue, e-Chemical Examination Laboratory and management of Excise Offender Cases, Enforcement Activity.

All Distilleries, Manufactories, Distributors, Retail Shops and also Hospitals, Educational Institutes & Industrial Units connect eAbgari for Production / Procurement / Sale of alcohol. Seamlessly integrating wide array of ICT technologies – Web, Mobile Apps, SMS & Email based Notifications/Alerts, Chatbots, QR codes, HHT based Track & Trace, GPS mapping, Data Analytics, Blockchain (PoC done) - eAbgari has significantly reduced service-delivery time and enhanced government's regulatory capabilities.

With eAbgari, it has been possible to **(a)** Arrest revenue leakage points through reconciliation of every drop of spirit imported or manufactured and curbing sale of non-duty paid, illicit and spurious liquor **(b)** Render efficient EoDB services **(c)** Timely Supply of life-saving medicines and **(d)** Generate Actionable Information through 360 degree view of Licensees & Issued Permits/Passes to execute better Enforcement Management.

Minimum Consumption Maximum Revenue ensured - while consumption of intoxicants in WB have risen by only about 5-6% annually, collection of Excise revenue has gone up from Rs. 3581 Crores (2014-15) to **Rs. 11236 Crores** (2019-20) registering a CAGR of over 35%. Till date, **543 Crore+** Transactions, **33 Lakh+** Permits/Pass Issuance and **1.96 Crore+** Portal Hits are recorded in the project.

eAbgari project is adopted by Odisha, Punjab, Tripura, Sikkim, Arunachal Pradesh, Uttarakhand & Madhya Pradesh. Other States/UTs like J&K, Haryana, Chandigarh UT, Jharkhand, Goa, Puducherry are in pipeline.





CATEGORY

Excellence in Digital Governance District

To reward the accomplishments of the District administration which has displayed exemplary focus on providing comprehensive information to the citizens in the regional language. Entries must display the spectrum of coverage highlighting the important facets of the district in terms of tourism, art, culture, handicraft and access to utilities.









Project Team

Ms. Anugraha P. Shri Rajendra Patidar

Excellence in Digital Governance

🛧 Platinum Icon

Khargone, Madhya Pradesh

https://khargone.nic.in

Khargone District website fulfills the citizen-centric aspirations of being an authentic, reliable, accessible, content-rich single-window information dissemination system. With S3WaaS-based universally accessible design, consistent navigation, standard architecture, the district website ensures a delightful user experience.

Adherence to the standard Information Architecture (IA) enables logical categorization of information enabling users to find required information easily. Availability of bilingual content (Hindi & English) helps serve a wider audience. Framework and component-based design makes the website uniform & responsive.

Updated information about **Govt. schemes** (85+), **online services** (36+), **contact information** (100+) and application forms from several departments are published. This empowers citizens to avail opportunities without visiting govt. offices, & thus enjoy face-less services delivery. Citizens can access all these through any digital device, CSCs, and Online Kiosks. The website publishes rich quality information on **Tourism**, Places to Visit, How to reach, **Festivals, Culinary Delights, Produce** etc.

An up-to-date **Directory** helps citizens find contacts for all sectors such as Agriculture, Health, Education and Election, from district heads to district officers, from SDMs to Tehsildars, from Janpad CEOs to CMOs, along with landline contacts and emails of all core domains and departments is available. This includes sub district and block level functionaries such as Block Medical Officers, Block Education Officers, Police Stations, Block Level Agriculture officers, Block level Women and Child welfare officers, Block veterinary officers etc.

To increase citizen adoption, suggestions and queries are appropriately acknowledged & processed. Grievances are resolved in reasonable time. Moreover, the salient features of the website are regularly published on social media for increased penetration and coverage. Being S3WaaS-powered, website is security-audited and ensures GIGW-compliant accessible content. Khargone Website serves people within & outside the District.





Project Team

Dr. Devansh Yadav Shri Radhe Hinda Shri Keshav Singh Gautam



🛧 Gold Icon

Changlang, Arunachal Pradesh

https://changlang.nic.in

The Changlang District website displays exemplary focus on providing comprehensive information to citizens in English language in the absence of a common State/ Regional language in Arunachal Pradesh. The website publishes updated information highlighting the important facets of the district in terms of tourism, art, culture, handicraft and access to utilities.

The website provides information on various government **schemes** and **citizen services** in detail, especially on COVID-19 & essential services during this pandemic and lockdown, thus serving as an important interface between the government and citizens.

The District website displays detailed information about the **history** of the district, physical and geographical locations, **tourists information** etc. The website publishes details about the District Map, Who's Who, People's Representatives, Notices, Tenders, Events, Announcements, Recruitments, Advertisements, Supply Orders, Press Releases etc, all of which citizens can avail from the comfort of their homes. The website gives citizens more than a glimpse of government initiatives, by listing all government programmes and schemes in the district, thus saving them the bother of travel to government offices, as villages and outposts are located in tough terrains and remote areas.

An added advantage of the digitally available information is that citizens benefit from transparency about various parameters such as the eligibility criteria, details about benefits, process to apply for schemes & any conditions for the delivery of services by the District Administration in particular and for the State & Central government, in general.

Moreover, with the wider dissemination of information about various government initiatives through the District website and with adequate support of ICT services, a natural outcome is speeding up of the government processes and citizen-centric services delivery. The better insight into government schemes has increased participation, transparency and accountability.





Project Team Dr. A. Sharath Shri Ravi Bandi



🗧 Silver Icon

Kamareddy, Telangana

https://kamareddy.telangana.gov.in

The Kamareddy District website is powered by the S3WaaS (Secure, Scalable & Sugamya Website as a Service) Framework, and is replete with comprehensive information about all aspects of the District.

In addition to the **History, Map, Administrative Setup & Demography details**, the website publishes information about the **Public Utilities** like Schools (1248+), Electricity (125+), Banks (108+), Municipalities (3), Police (30+), Hospitals (24+) & Colleges (60+) and Universities etc. The website includes exhaustive **contact details** of all key stakeholders such as the District Officers, Tahsildars, MPDOs, MPOs, MEOs & Who's Who Information which is regularly updated to ensure accuracy.

The website banners offer an inviting treat by highlighting the key places that tourists can visit. Abundant information is published using S3WaaS components to display **Tourist Places & Places of Interest** (17), Where to Stay (5), How to Reach (3), Festivals (5), Culinary Delights (6), Produce (8) etc. The website has a comprehensive search facility and all content is GIGW-compliant to ensure easy access to all users including people with disabilities, using assistive technologies, such as screen readers.

The website is bilingual (English & Telugu). All website content is well structured and exhibits exemplary focus on providing comprehensive information to citizens. This is evident from the pages of several Departments (43) with details of activities, schemes, projects, initiatives along with contact details. It also contains a detailed list of revenue divisions, number of revenue mandals, number of revenue villages and number of municipalities, Covid-19 Information etc. This website is responsive allowing citizens to access it on all devices.

The website also contains a detailed list of citizen services, including Revenue Services, Agriculture, Civil Supplies along with links and address details to avail these online and offline. Events and Press notes are updated on a daily basis thus assuring citizens that this is their "go to" place any time they seek interaction with real-time governance!







CATEGORY

Open Data Champion

Open Data Champion Award is to acknowledge 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).





Department of Health and Family Welfare

Gold

Research Data Management in ICAR

Silver

* Food Corporation of India

 Ministry of Micro, Small and Medium Enterprises





Ms. Nivedita Gupta Ms. Ratna Anjan Jena Shri D.K.Ojha Ms. Anjali Rawat Dr. P.K.Srivastava

Open Data Champion

🖈 Platinum Icon



https://data.gov.in/ministrydepartment/ department-health-and-family-welfare

Department of Health and Family Welfare, MoHFW, Government of India publishes national, state, district, and even sub-district level datasets regularly. These datasets cover information on indicators of national importance on fertility, mortality, maternal health, child health, nutritional status, anemia, morbidity from integrated large-scale sample surveys viz. National Family Health Surveys, District Level Health Surveys etc.

Besides, Health Surveys, data generated from web based Health Management Information System (HMIS) are regularly published in the data.gov.in depicting the past trends and current status of health services provided to the target population and assess the impact of various programmes. At present more than 2.1 lakh health facilities are regularly uploading their health care service delivery data, infrastructure and HR data on monthly basis through APIs. The data items are collected on monthly basis under various service delivery by programmes such as reproductive health services, Child Health including immunization, Adolescent Health, Family Planning, Vector Borne Disease, Tuberculosis; Patient Services, Nutritional Rehabilitation Centre (NRC), Lab Services, Morbidity and Mortality, Rashtriya Bal Swasthaya (RBSK), Janani Shishu Suraksha Karyakram (JSSK) etc. For a large number of indicators, data up to sub-district level is available.

The frequency of data sharing by DoHFW is as below:

- HMIS dataset is provided up to district and sub-district level for more than 700 districts every month.
- NFHS data on more than 400 key Health & Family Welfare parameters up to district level once in 3 years.
- The data published in Rural Health Statistics on manpower, infrastructure, tribal area and Health and Family Welfare Statistics Compiled from Demography & Health Statistics from other sources.

Total Number of Datasets uploaded by the Office of DoHFW is more than 2.65 lakhs, out of which about 2.54 lakh files are static/CSV while more than ten thousand files are through Web APIs.



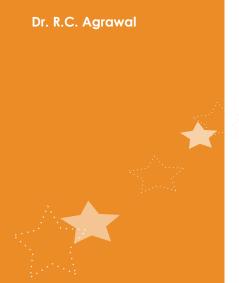


Dr. Rajender Parsad

Dr. Suresh Kumar Chaudhari

VINNER

Dr. K. Alagusundaram



Open Data Champion





Research Data Management in ICAR

https://data.gov.in/ministrydepartment/indiancouncil-agricultural-research-icar

The Indian Council of Agricultural Research (ICAR) is an autonomous organisation under the Department of Agricultural Research and Education (DARE), Ministry of Agriculture and Farmers Welfare.

For Research Data Management in ICAR, the KRISHI Portal (https://krishi.icar.gov.in) is developed as a centralized data repository system of ICAR consisting of Technology, Publications, Data generated through Experiments/ Surveys/ Observational studies, Geo-spatial data, Video, Audio, Mobile Apps, Intellectual Property (Patents, Copyrights, Variety Registration) Assets, Variety Information, Learning Resources etc.

Being implemented in 3 - tier structure with one lead centre, 6 organizations as partners and 102 other organizations and serving as a single gateway to online resources. Other portals for data management are KVK Portal, Agricultural Education Portal, etc.

In OGD Platform ICAR has published 141 datasets through 6 web services/APIs. The datasets include sectors such as seed, crops, agricultural produce, agricultural research, agricultural education, biotechnology, etc.

In the near future ICAR is planning to publish all relevant data sets from KRISHI Portal, KVK Portal and Education Portal, etc. on OGD Platform (https://data.gov.in). ICAR Master Vocab will also be included in OGD for better data driven decisions to meet the future challenges in Indian Agriculture sector.

ICAR is committed to provide high-quality research data to enable developing technology- based solutions to farmers, researchers and policy makers. il this Open Data will play a major role.





Shri Sameer Kumar Verma Shri Vipin Tyagi Shri Praveen Kumar R. Siddharth Shri Amit Kohar



Open Data Champion

🖈 Silver Icon



Food Corporation of India

https://data.gov.in/ministrydepartment/foodcorporation-india-fci

FCI as an organization that ensures food-security to the nation and manages the foodgrains viz. Wheat, Rice etc. on behalf of the Government. IISFM application suite was envisaged by Food Corporation of India (FCI), as part of Government of India initiative to put in place an online MIS of the stock position in any FCI depot. The IISFM application suite facilitates management of individual depots with FCI along-side financial accounting of FCI and computerization of State agencies of major procuring/ distributing States.

In order to further ensure transparency and accountability in governance, FCI as part of Open data initiative took a key initiative to publish information of central pool stocks for the foodgrains on the Open Government Data portal (https://data.gov.in). The daily online information on the Region-wise, Commodity-wise stock position of foodgrains available with FCI brings in an online access of food stocks information for common citizens and the involved stakeholders.

The information available on the Open Government data portal has been published through Authenticated APIs to IISFM. In order to achieve this, an integrated API tool was developed in IISFM application suite which exposes the online information on central pool stock position available with FCI for access. More than 900+ datasets have been published on Open Government Data portal using APIs providing daily online information on region-wise, commodity-wise, food grains with FCI.

The foodgrains available with FCI are meticulously planned with movement from Surplus regions to deficient regions. State governments also requests for foodgrains from FCI for further distribution to end beneficiaries (citizens) as part of various Public Distribution Scheme (PDS) for Government.

The information through these APIs can also be consumed by various State governments for planning their PDS calendar for offtake of the foodgrains from FCI godowns to State government godowns and to Fair Price Shops (FPSs/ Ration Shops) for end beneficiaries (citizens).





Project Team

Shri A. K. Sharma Shri Devendra Kumar Singh Shri D.P. Srivastava Shri Shubhendu Kumar Shri S.K. Gupta



🖈 Silver Icon



Ministry of Micro, Small and Medium Enterprises

https://data.gov.in/ministrydepartment/ministrymicro-small-and-medium-enterprises

Udyog Aadhaar now known as Udyam Registration portal for Micro, Small and Medium Enterprises (MSMEs) (https:// udyamregistrtion.gov.in) is a unified portal which is offering free of cost, paperless and digital registration process. This portal is aimed at reducing transaction time and costs for entrepreneurs and ease of doing business. The portal is integrated with Aadhaar, PAN and CBDT's ITR data.

Data of 1 crores 15 lakhs of Udyog Aadhaar Memorandum (UAM) are shared with data.gov.in through webservices/ APIs. The catalog contains unit name, unit address, enterprise type, investment in plant and machinery, employment, national industrial classification code (NIC Code), type of organisation, location of units, social category, commence date, DIC name, registration date etc. of registered Micro, Small & Medium Enterprises (MSMEs) units. 43 data sets are larger than 1 MB. Datasets are updated daily through web service/API.

Datasets are automatically updated using inbuilt web service/API linked between Udyam server and Open Data server. Currently 2 types of API/web services are in use, one is for the scheduled run on a daily basis for 36 datasets and the second API produces 7 more special datasets like State-wise information on real time basis as and when required. Key datasets/resources planned to be published during the next 2 two quarters are on Udyam registration.

Benefits

- Datasets published in OGD platform can be used by the public. It intends to increase transparency in the functioning of Government and also open avenues for many more innovative uses of Government Data to give different perspectives.
- This data can be downloaded in Excel/CSV/JSON etc format for analytical/research purpose by the Universalities/Institutes and other educational organisations. The process is paperless & there is no need to visit any office.
- Anybody can download any type of report currently available on OGD Platform from office/home .

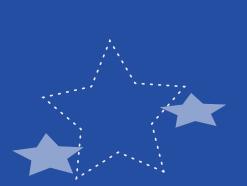




CATEGORY

Exemplary Product

The award honours those products that have made their mark in the field of Digital Governance. The product must have shown high degree of replicability, scalability and must be successfully implemented by government departments / entities. Aspect of Digital security will be a primary criterion of evaluation.







Port Community System PCS1x -National Maritime Single Window

Gold

* ServicePlus

Silver

 Integrated Temple Management System - ITMS





Dr. A Janardhana Rao Dr. Abhijit Singh Shri Rajeev Puri Shri Sudhir Kanvinde



Indian Ports Association (IPA), under the guidance of the Ministry of Shipping implemented the Port Community System '**PCS1x'**— a cloud based new generation technology, with user-friendly interface. Since going live in December 2018, the new PCS1x has tripled the user base and reduced the turnaround time of (Customs) batch mode of EDI exchange from **30 minutes to under 4 minutes**.

Over 27 identified stakeholders have role-based access to the new PCS1x hosted on Cloud, giving them a better user experience as they interact with the ports, terminals, each other and the end user. It has provisions for translating messages of different standards to facilitate meaningful exchange of data with multiple external systems in required formats. The messages are the via media to execute instructions, requests, approvals, status updates, payments etc., for operational services rendered in the logistics process.

PCS1x has become the backbone of the Indian logistics industry. Even during COVID – 19 lockdowns PCS1x was swift in facilitating trade. PCS1x is robust, highly scalable and flexible. It caters to **12 Major Ports** and also other 200 Non-major Ports of India, of which 8 are currently onboarded, with over **16000+** users transacting. Information is passed on a real-time basis by integrating with various stakeholder systems bringing speed, transparency and efficiency leading to reduction in errors, faster TAT for every request and response. For instance, mega container JNPT was able to achieve **38 per cent** improvement in its request to response of VCN messages using PCS1x. PCS1x has tied up with 2 of the 6 service providers worldwide which provide a blockchain platform for surrendering the Bill of Lading electronically.

With the success of PCS1x over the past year and with the constant support of various organizations, the Government of India is now working towards developing a National Logistics Portal (NLP-Marine) encompassing a complete end-to-end logistic solution.

Platinum Icon

Exemplary Product





Shri Alok Prem Nagar Shri Sajjad Abid Shri Ashwin Ayyappan Shri Sreejith N. P. Shri Adesh Chand Gupta



Exemplary Product



ServicePlus

https://serviceonline.gov.in

ServicePlus is an open source based configurable, unified framework for service delivery and grievance redressal. The web based application facilitates rapid rollout of any service, any time, at any level and by any government entity. Developed on LowCode–NoCode (LCNC) architecture, ServicePlus has powerful in-built tools/ interfaces for designing, configuring and executing the delivery of any service. ServicePlus enables use of a single platform across the lifecycle of any service. ServicePlus being a Multi-Tenant Application, the central instance is being used by 19 States and 9 Central Line Ministries. Another 13 instances are used by various States.

Salient Features:

- Form Designer Allows the service owner to design their forms through drag and drop interface.
- **Proces flow designer** Allows the service owner to design the process flow of their service.
- Notification Designer SMS and/or Email notifications can be designed for each event of definers choice.
- **Document Designer** Allows the service owner to design the output as per their choice. Conditional data management allows one document designer to hold multiple formats.
- ExternI System Inegrator Dynamic integration with external systems over web.
- API Mobile Enablement Any service, defined through ServicePlus can be rendered on any device through the device independent rendering engine.
- **Analytics** Supported by a strong Analytics module.
- **SP Reports** Allows to generate Reports on Services configured through ServicePlus.
- **Mobile API** Provision to integrate the services with any external Mobile App.
- Mobile APP: Allows to access Services offered through ServicePlus.





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Integrated Temple Management System - ITMS

https://tnhrce.gov.in

Integrated Temple Management System – ITMS developed on open source tools is a comprehensive bilingual portal to provide all the required information / services to the Devotees, Public and Temple Officials and also for better management of the temples in Tamil Nadu.

The information regarding valuable Metal Icons, Stone Idols and Immovable Properties such as lands and buildings belonging to the ancient and heritage temples, religious institutions in Tamil Nadu have been uploaded on the ITMS. The temple properties have been mapped and documented with Geographic Information System (GIS) and Global Positioning System (GPS) for easy identification and management. Mobile App has been developed for booking rooms, golden cars and to receive online donations.

Major Features

- Dynamic websites for **44,121** temples launched in the State.
- **Rs.3.74 crores** collected through online darshan tickets and more than **Rs.47 lakhs** towards donation have been facilitated through integrated ePayment gateways with 100% reconciliation.
- Records of more than **3 Lakh** properties captured for all temples across the state comprising **4.78 lakh** acres of land.
- More than **3 Lakhs** images (4 sides) of Idols and Icons uploaded on the ITMS. This also helped in stopping fraudulent registration of temple properties.
- Dashboard services ensured an increased visibility into transactions and improved the approval processes.
- More than **30,000** Temples' geolocation captured through Mobile App. The land properties of 5 Pilot temples are captured in GIS through FMB.

ITMS is also being implemented in Puducherry UT for 233 Temples of HRI & Wakf Board.



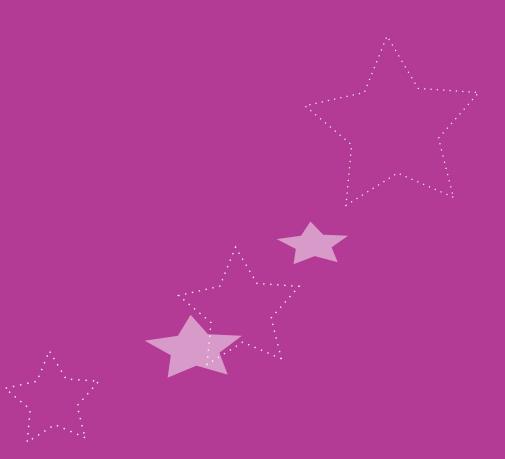




CATEGORY

Jury Choice Award

SNENNIW



⋆ AarogyaSetu

★ eOffice

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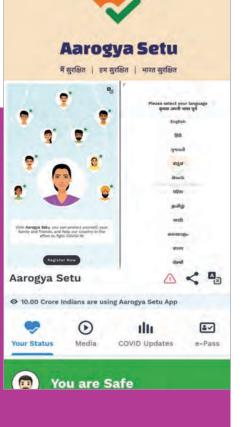
https://aarogyasetu.gov.in

Responding swiftly to the challenges posed by the COVID-19 pandemic the Government of India on 2-April-2020 launched AarogyaSetu mobile application to connect essential health services with the people of India. The integrated app facilitates contact-tracing and rapid containment through the identification and isolation of people with the virus. It also enables early medical treatment and other humanitarian support to patients.

The Aarogya Setu app leverages modern technology to combat COVID-19. The app performs a cross reference and notifies people whether they are at risk of exposure to COVID-19. It also helps in information dissemination. The government can quickly reach out to users and inform about risks, best practices, and send relevant advisories pertaining to the containment of COVID-19 as well as plan necessary medical and administrative interventions accordingly. Users can also find updated information about labs, hospitals, emergency contacts etc. The key features of AarogyaSetu include: Integration with e-Pass, QR Code scan feature to share Risk Status, Support in over 12 Languages, Hotspot Forecasting, Open API based Health Status Check, Self-Assessment test based on ICMR guidelines, Nation-wide COVID-19 statistics.

The AarogyaSetu App has been designed and developed with utmost focus on security and privacy. The App has various in-built security measures which protects the user's data and also prevents any kind of security compromise.

AarogyaSetu empowered the common man to join the nation's fight against COVID-19 and complemented the COVID-19 mitigation efforts undertaken by the Central and State governments. The early identification has indeed helped the Government to plan in advance and deliver necessary medical/administrative interventions to control the disease spread in a proactive manner. The contribution of AarogyaSetu in leading the nation's COVID-19 fight, has been lauded by WHO, World Bank, Bill Gates and many other international agencies and renowned personalities.



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eOffice – A Digital Work Place Solution

https://eoffice.gov.in/

on Government Files.

eOffice is one of the key IT projects of NIC, aimed at improving internal efficiencies in an organization through electronic administration leading to informed and guicker decision making, which in turn results in better public service delivery. It provides a convenient way for officials to access information related to every aspect of their working and knowledge sharing by presenting a single gateway to information and services. It covers the entire gamut of office administration, which is amenable to replication across Governments, at Central, State and District levels. It being increasingly adopted by is Government departments for achieving the objective of Governance with Accountability, Transparency and Innovation (GATI) and to eliminate delays in Government offices. The speed and efficiency of eOffice not only assists departments in informed and guicker decision but also makes them go paperless. It is a product suite comprising of several applications, for transforming the day to day official work of an organisation. The major component of eOffice is eFile

During the period of lockdown due to COVID-19, eOffice emerged as a game-changer, by facilitating unhindered work, unfettered and secured access to the files, to the Government officials. Majority of the Central Government Ministries/Departments, States Secretariats, and Districts in States like West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu, Telangana and Madhya Pradesh, etc. continued to function seamlessly during the complete lockdown undoubtedly aided by eOffice. During this period several new organisations on-boarded on eOffice because paper based files can be host to Corona virus and it was difficult to continue to work with traditional paper-based file systems during a complete lockdown state. Another catalyst in this widespread adoption was the availability of interdepartmental file transfers.

application, which is a workflow-based system for working

Currently eOffice is implemented in 83 Central Ministries/ Departments, 192 Central government organizations, 28 State government Secretariats, 131 State government organizations and 188 District administrations.

india.gov.in

About India Portal

National Portal Project, https://india.gov.in is 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. It is a gateway to Indian Government websites at all levels and over the years, it has integrated with various other platforms to provide citizen engagement, online services, open data and government news/ information seamlessly to the citizen.

The portal has become an extremely popular medium for citizens from all walks of life and from varied demography, and visitors from across the world, to access information on all aspects of India and its Government. Ever since its inception in 2005, the portal has evolved both in technology and content. It has diversified into other sub portals catering to focused content domains.

National Portal has defined the standards for publishing of information and electronic delivery of government information and services. This facilitated the formulation of guidelines to enhance the quality of content in the Government Web Space and ensure compliance with basic standards of usability, user-centricity and universal access.

An attempt has been made through this portal to provide comprehensive, accurate, reliable and up-to-date information about India and its various facets. Know India (https://knowindia.gov.in) is an initiative under India Portal that provides comprehensive information about our great nation in one place. Microsites showcasing the Independence Day and Republic Day celebrations are an integral part of this website.

A variety of citizen services being provided by the government across different sectors can also be accessed through the portal. National Government Services Portal (https://services.india.gov.in) under India Portal is a one stop source of online services provided by the Government entities at all levels and lists over 9000 online services.



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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, that has been thrusting the engine of governance from the Centre to State and to the Local levels by empowering India's e-governance with advanced technologies. As the technology partner of the government, NIC has always been providing technology-driven solutions in various aspects of development. NIC established a nationwide state-of-the-art ICT infrastructure exclusively for the government departments for internal communications, program management and online delivery of government services as well as citizen engagement. This infrastructure comprises High-Speed Secure Network, Data Centres, Government Cloud, Messaging & Video Conferencing services pan India.

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 manifold. Artificial Intelligence Technologies have demonstrated a lot of potential in governance and citizen services. To explore potential use cases of AI technologies in the government, NIC has set up the Centre of Excellence for Artificial Intelligence (CoEAI) which is exploring technologies and tools in different aspects of AI.

Through technology enabled services and platforms for the government, NIC has successfully created a digitally-enabled ecosystem which is helping government departments continue their work during the lockdown. Services such as Video Conferencing are significantly contributing to the functioning of the government departments and organizations. Under the ambit of Digital India, NIC has built various platforms such as Public Distribution System, eOffice, eHospital, eChallan, eVahan, Sarathi, eCounselling, eCourts & eWay Bill to name a few. These platforms and services are helping both the citizens and the government in continuing their activities irrespective of any crisis or challenge. Aadhaar, Direct Benefit Transfer and Digital Payments have helped in transforming many citizen-centric services into a faceless, cashless and paperless modes.

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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