

# **Regional Conference on Good Governance and Replication of Best Practices**

**PROCEEDINGS**



सत्यमेव जयते

**GOVERNMENT OF INDIA  
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES**

14-15<sup>th</sup> September, 2017

India International Centre Goa

# PROGRAMME

## Day 1: 14<sup>th</sup> September, 2017

09:00 - 10:00:	<b>Registration</b>
10:00 - 10:40:	Inaugural Session
10:00 – 10:10:	Welcome Address by Shri Mathew Samuel, DG, Goa Institute of Public Administration and Rural Development (GIPARD)
10:10 – 10:30:	Address by Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India
10:30 – 10:40:	Film on Journey of PM Awards
10:40 – 11:00:	<b>Tea</b>
11:00 – 11:30:	<b>Session-I</b> Presentation on exemplary Initiative in the State of Goa by Smt. Nila Mohanan, Collector, North Goa
11:30 – 13: 30:	<b>Session-II [ Presentations on Priority programme chosen for PM Awards, 2018]</b>
11:30 – 11:55:	Pradhan Mantri Fasal Bima Yojana (PMFBY)- Presentation by Shri Rajeev Chaudhary, GM, AIC of India
11:55 – 12:20:	Deen Dayal Upadhyaya Grameen Kaushal Yojana (DDU-GKY) – Presentation by Anil Subramaniam, Director, Ministry of Rural Development
12:20 – 12: 45:	Promoting Digital Payment by Smt. Archana Dureja, Sr. Director, Ministry of Electronics & Information Technology
12:45 – 13:10:	Pradhan Mantri Awas Yojana (Urban) – Presentation by Shri R. S, Singh, Director, Ministry of Housing and Urban Affairs
13:10 – 13:30:	Pradhan Mantri Awas Yojana (Rural) – Presentation by Smt. Anusree Raha, Assistant Director, Ministry of Rural Development
13:30 – 14:30:	<b>Lunch</b>
14:30 – 15:50:	<b>Session – III [Replication of PM Awarded Initiatives]</b>
14:30 – 15:10:	Innovation – Solar Urja Lamp (SoUL) Project in District Dungarpur – Presentation by Shri Surender Kumar Solanki, Special Secretary (Financial & Expenditure), Rajasthan and Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay
15.10- 15.50:	Pradhan Mantri Fasal Bima Yojana – Presentation by Shri Shivaji Jondhale, Collector, Jalna (Maharashtra)

## PROGRAMME

### Day 1: 14<sup>th</sup> September, 2017

15.50-16.20:	Tea
16:20 – 17:40:	Session – IV
16.20 – 17:00 :	Electronic National Agriculture Market (e-NAM) – Presentation by Dr. Yogita Rana, Collector, Hyderabad (Telangana)
	<b>Presentation on Good Governance Index]</b>
17:00 – 17:40:	Good Governance Index – Introduction & Methodology of Preparation, followed by discussion by Shri Shabbeer Shaikh, Director (Governance) Centre for Good Governance, Hyderabad
19:00 – 21:00:	Culture programme followed by Dinner

## PROGRAMME

### Day 2: 15<sup>th</sup> September, 2017

**09:00- 10:00:** Session-V [Replication of PM Awarded Initiatives]

09:00 - 09:30: Startup India – Presentation by Mrs. Champa, GM, KTBT, Government of Karnataka

09:30 – 10:00: Innovation – Comprehensive Education Development as a Tool for Empowering Tribal Communities in LWE Affected Areas – Presentation by Shri Niraj Bansod, DM, Kabirdham

**10:00 – 11:10:** Veledictory Session

10:00 – 10: 15: Address by Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

10:15 – 10:20: Film on Making New India

10:20 – 10:25: Release of Development Manuals for District Level Functionaries

10:25 – 10:45: Address by Dr. Jitendra Singh, Minister of State for Development of North eastern Region (Independent Charge), Mos for PMO, Personnel, P.G. Pensions, Atomic Energy and Space

**10:45 – 11:05:** Address by Shri Manohar Parrikar, Hon’ble Chief Minister, Goa

11:05 – 11:10: Vote of Thanks by Smt. Smita Kumar, Joint Secretary (AR&PG)

## PREAMBLE

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the States in general and grievances pertaining to Central Government agencies in particular. The Department disseminates information on important activities of the Government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. It is highlight worthy in this context that at the initiative of and under the aegis of the DARPG, the Government instituted in the Year 2005, an award titled the “Prime Minister’s Award for Excellence in Public Administration” for rewarding meritorious performance and outstanding contribution of civil servants in conceiving creative ideas and transforming them into sustainable, game-changing practices leading to improved efficiencies and enhanced effectiveness. Further, with a view to promoting excellence in the implementation of e-Governance initiatives borne out of exemplary achievements in government process reengineering, innovative use and exemplary replication of solutions based on Information & Communication Technologies (ICTs) etc. the Department has been recognizing, year after year, outstanding performance in citizen-centric service delivery through a Scheme of National Awards for e-Governance.

## INTRODUCTION

The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation and dissemination of good governance practices of Centre, State/UT Governments with a view to share experiences with each other and replicate elsewhere. Besides, the Division also brings out periodic publications and maintains repository of reference material concerning public administration, management, information technology, human resource development in the shape of rich and well equipped library. Pursuant to the above, the Documentation & Dissemination (D&D) Division of the Department organized a two-day Regional Conference on theme of “Good Governance and Replication of Best Practices” on the 14th and 15th, September 2017 at Goa, in association with Govt. of Goa. The focus of the Conference, in which twelve Eastern and North-Eastern States participated, was to showcase the benefits of computerized administrative processes and government functioning and how the innovations in public administration, novel use of ICTs and Mission Mode Projects (MMPs) are transforming governance, making it more accountable, transparent, streamlined, productive and effective. The D&D Division, DARPG, Gol actively collaborated with the Govt. of Goa and crystallised a judicious mix of topical themes for presentations. The format of the Conference was drawn up with a view to encouraging the sharing of perspectives and experiences on the innovations in governance, in an interactive manner, so that the delegates derive optimal benefits.



Shri Mathew Samuel extended a warm welcome to the distinguished dignitaries on the dais, participants from 24 states of the country and the officers of DARPG. He emphasised the need for the conference, given that central and state governments were initiating vast number of schemes and programmes but there was an absence of a common platform to share information about them. He then acknowledged that the regional conference was being organized jointly by DARPG, Government of Goa and GIPARD.

He expressed hope that participants will carry sweet memories of Goa and the Conference and the knowledge so shared would prove beneficial for all in providing proper delivery of services to all strata of the society across the country.



## LAMP LIGHTING CEREMONY



Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India, lighting the traditional lamp at the Inaugural Session



## INAUGURAL SESSION

Shri C. Viswanath, Secretary,  
Department of Administrative  
Reforms & Public Grievances,  
Government of India

The Inaugural Session of the two-day Regional Conference on “Good Governance and Replication of Best Practices” was graced by the following dignitaries:

- Shri C. Viswanath, Secretary, Dept. of Administrative Reforms and Public Grievances, Govt. of India;
- Shri Dharmendra Sharma, Chief Secretary, Govt. of Goa;
- Shri P. S. Reddy, Secretary, Administrative Reforms, Govt. of Goa;
- Smt. Smita Kumar, Joint Secretary, Dept. of Administrative Reforms and Public Grievances, Govt. of India;
- Smt. Alpana Shukla Rao, Director (Documentation and Dissemination), Dept. of Administrative Reforms and Public Grievances, Govt. of India; and
- Shri Mathew Samuel, Director General, Goa Institute of Public Administration & Rural Development (GIPARD);



- Delegates from 17 States & 3 UTs of North-East, Eastern, Western Region and 5 other States/ UTs, central ministries comprising policy makers, professionals and domain experts associated with path-breaking and high impact innovative initiatives in the domain of citizen-centric service delivery, actively participated in the two-day Regional Conference.

## INAUGURAL SESSION

**Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India**

After lighting of the lamp by the Secretary, Dept. of Administrative Reforms and Public Grievances (DARPG) Shri C. Viswanath and other dignitaries, marking the beginning for the Conference., the Conference, began with the dignitaries on the dais addressing the delegates. He expressed pleasure and privilege to be present in the historic, cultural city of Goa with natural beauty of the beaches. He felt that it was a very good opportunity that the participants came out from their hectic and busy city lives and schedules to Goa where for two days there would be discussions and deliberations and all of them would return more enriched and enlightened and would be able to do their jobs much better. He set the context for the Conference touching upon various aspects of governance and governance reforms, ideas and innovations and awards and rewards. He mentioned that the department has successfully conducted 26 regional conferences and this 27<sup>th</sup> Regional conference marks a period of one decade since inception of regional conferences in 2006.

The Regional Conference has been organised by the Department of Administrative Reforms and Public Grievance at Goa for the second time after a gap of 7 years. The first one was organised in the year 2010.

He expressed hope that the knowledge and information that would be shared during the two day conference would help the participants replicate the best practices in their respective States.

Civil Services Day annually is being celebrated by the Government from 2007 onwards. But the pattern of celebrations has changed in the last two years. He informed about the two films scheduled to be screened. The first film was on Awards process and the second film was on Making New India. The Secretary informed, there was tremendous overwhelming response on CSD, last year. There was a very healthy competition wherein 599 districts participated. 2045 online applications were registered online for Priority programmes (1515) and Innovations (830). He expressed hope that this year we would exceed the previous years numbers.

## INAUGURAL SESSION

**Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India**

The Prime Minister was very particular that there has to be a very healthy competition among districts. The idea is (i) We work hard towards the implementation of the Priority programmes and also on various innovations that we require out of box thinking in good governance. So we concentrate on that, we work hard and then those who perform well are awarded by the Hon'ble Prime Minister on CSD. It is a great opportunity to all Civil Servants to excel, showcase their performance and get recognised so that the programmes are implemented well in the States for the benefit of the people. If in the process, you get recognized for this, it becomes an incentive for the Civil Servants. This is the basic purpose of these awards. The Secretary requested that this time all 710 districts should participate. Four Priority programmes have been chosen for PM Awards this time viz., PM Fasal Bima Yojana, Pradhan Mantri Awas Yojana (both Urban and Rural), Digital Payments and Din Dayal Upadhyaya Gramin Kaushal Yojana.

He said, the Hon'ble PM was also very particular that this year not only the quantity but the quality of the competition should also improve. The portal has already been put up and 601 districts have already registered. Participants from the states may see and ensure that all the districts of their state participate. They will be benefited from the presentations to be made by the officers from Line Ministries to share with you their schemes in detail. Further, there will be sharing of the best practices that have been already awarded. The presentations are intended for replication elsewhere. There is a need to modify and adapt best practices on the basis of local requirements. Best practices have been replicated at 250 places in the country and our knowledge partner in this regard is Administrative Staff College of India, Hyderabad.

## INAUGURAL SESSION

The Secretary said, the role of the Department of Administrative Reforms is to publish and disseminate good practices in the entire country, which is also the main purpose behind hosting these conferences. Few of our champions would be sharing the schemes and programmes on which they got the Prime Minister's Awards. The replication of Best Practices should be taken very seriously as every year the Prime Minister asks, how many more states, how many districts, organisations have improved and replicated the best practices. Civil Services Day is not a mere formality, there is a purpose behind it. Every issue is taken very seriously and replication of best practices is a very important agenda of the Government of India. Concluding his speech, the Secretary shared that Good Governance Index is another major topic to be shared in the Conference. A Group of Secretaries was formed by the Government of India, which decided that there should be a Good Governance Index for the States. Centre for Good Governance, Hyderabad is the knowledge partner for the Index. They had several rounds of discussions with various State Governments and several other experts in the field.

## Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

They have made a draft of the Good Governance Index. All participants were requested to go through it seriously because it was going to be a reality very soon. And, if anyone has any comments, suggestions, clarifications, ideas, issues, concerns, remarks, suggestions. (i) you would be clearer with what is coming out to be and we would also be clear that whether it generally fits all the states and the states are generally comfortable with it. There are 10 parameters and more than 50 indicators that the CGG has developed and they would be running through it. At the end of the session e-Mail the draft to all participants, go through these indicators and any further comments, feel free to right to us and we will take you very seriously. The idea is that there is competition amongst states on Governance, In the states you can compare the performance of the previous year with the current year and in future how the state is progressing. In your own interest, take it seriously so that you know where you stand in the Comity of States of the Republic and you will get to know how your state is progressing. Please contribute with your best.

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'Film showing on Journey of PM Awards'

## SESSION – I EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa



Smt. Nila Mohanan, Collector, North Goa, Government of Goa gave her presentation on Exemplary Initiatives in the State. To control the decline of farming as an occupation, the Department of Agriculture formulated many schemes every year to act as a catalyst and help the farmers. Most of these schemes are subsidies to farmers which involved paperwork as they were financial subsidies. The farmer had to submit an application with a set of documents to claim the subsidy. And there was considerable lag from the time the application was submitted to the time subsidy was credited to his account leading to a lot of to farmers and officials of the department,

She said e- Krishi initiative involves One time registration of farmers of Goa and providing them with a smart card i.e. Krishi Card. Unique land coding system to categorizes the ownership of land. Government process re-engineering makes processes simple and standardized across the schemes. Online processing of subsidy applications is made through workflow based software.

## EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa

Before the introduction of e-Krishi, there was lack of data on farmers and land holding. There was too many verification/ inspection layers - workload on officers- hence delay of 90-150 days in releasing subsidies. Also there was duplication of Records, Paper work resulting in time delay.

Narrating the benefits to the stakeholders, the Collector said, Krishi cards has been issued to over 31,000 farmers and all farmers, landless and caretakers are included. The Paperwork has been minimized along with faster and transparent processing. Application status can be checked with SMS/ E-mail/ Helpdesk. 65 services are fully online for Farmers and businesses. There has been a decrease in number of steps and faster disposal of cases. Leakages have been checked with de- duplication and correct Identification of beneficiary across the schemes customized analysis and reporting tool for Decision support system has been introduced.

She said, agricultural input dealers and suppliers now interact and apply via online mode and do online payment. Banks and lending agencies are being provided Krishi card details to ascertain farmer's credit worthiness and duplicate lending.



## EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa

Under, Saligaon Solid Waste Management Facility, a state of the art solid waste treatment plant is operated by Hindustan Waste Treatment Pvt. Ltd. The capacity of the plant is 100-110 MT of garbage treatment per day. Segregation of garbage is done by a conveyor belt along with manual monitoring.. Organic waste: converted as fertilizer and sold.

Goa Excise Management System (GEMS) has been introduced, to process various NOCs from the department, Import/export permits, Works related to labels and Licence renewal of units. The process involves applying online with supporting documents, Online payment and application tracking through SMS , Auto Fee calculators , ‘Anywhere Anytime’ access, and Time for processing of application has come down to 1-2 days from a week.

## EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa

The process involves applying at Registration and Facilitation Center (RFC) with supporting documents, Instant renewal of taxi application on the date of application submission. Auto Fee / Arrear calculation at the time of Verification and Checklist based system generated recommendation on approval/rejection of application. The process has eliminated various levels in existing system to reduce processing period of application.



## EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa

Explaining PRISONS Management System (PRISMS) is the Key Solution to Efficient Prisons Management. Smt. Nila Mohanan said, for easier , effective and efficient administration The system provider Instant generation of vital reports - court diary, schedule of guard postings, pending requests for parole / furlough . Accurate calculation of PDR, considering all related parameters – Remission, Set off, Prison Offences. Efficient and simple mechanism to manage the visitors and track all their details during visit and easy availability of all information pertaining to Prisoners, their visitors and relatives.

A Citizen centric platform for effective service delivery provides for Intergration of e- governance and m- governance, Village level service delivery through Talathi offices. Single window for Partition and Conversion and SMS based mutation facilitation, Service.



## EXEMPLARY INITIATIVES IN THE STATE OF GOA

Smt. Nila Mohanan, Collector, North Goa

Governance at District level is simplified with Well-defined time lines for each and every step involved in processing the applications and streamlining of the workflow. The Village Level Services connect applicant's personal data with their documents. Hence, online reusability of documents is possible while applying for any other certificate. Through the village level delivery, e-governance and m-Governance has been decentralized by ensuring last mile connectivity right up-to the village panchayat. SMS alerts keep the applicant updated on status of the application. The system has an ability to communicate, exchange data, and use the information that has been exchanged, thus creating linkages between the citizens, the District Administration and the Line Departments. The service covers all the 5 Talukas and 107 village panchayats of North Goa Districts, thus benefiting a total population of over 7 lakh.

Speaking about the ,Goa Online ([goaonline.gov.in](http://goaonline.gov.in)), the Collector said it is a single window online portal for the public to avail Government services anytime, anywhere. It has compliance with Time Bound Service Delivery Act and integrated with Aadhaar, e-Sign, Digilocker and e-Taal. Complete process flow has been integrated with departmental application which facilitates online submission of application and documents, tracking of application, online processing by department officials, online issuance of certificate/ NOC/ Approval.

## SESSION – II {PRIORITY programmeS CHOSEN FOR PM AWARD 2018}

### PRADHAN MANTRI FASAL BIMA YOJANA

Shri Rajeev Chaudhary, General Manager,  
Agriculture Insurance Company of India Limited



Shri Rajeev Chaudhary, GM, AIC of India made the first presentation on Pradhan Mantri Fasal Bima Yojana (PMFBY) In the session 2 on priority programmes chosen for Prime Minister Award, he said PMFBY is being implemented from Kharif 2016 season. The scheme launched by the Prime Minister brought about many significant changes in the erstwhile National Agricultural Insurance Scheme (NAIS) and Modified NAIS.

He said the scheme covers all food & oilseeds crops and annual commercial/ horticultural crops for which past yield data is available and for which requisite number of Crop Cutting Experiments (CCEs) are conducted under General Crop Estimation Survey (GCES). The scheme is compulsory for loanee farmer obtaining Crop Loan / KCC account for notified crops. However, it is voluntary for other/non loanee farmers who have insurable interest in the insured crop(s). The maximum premium payable by the farmers will be 2% for all kharif food & oilseed crops, 1.5% for rabi food & oilseeds crops and 5% for annual commercial/horticultural crops.



## PRADHAN MANTRI FASAL BIMA YOJANA

Shri Choudhary said, the difference between premium and the rate of insurance charges payable by farmers shall be shared equally by the Centre and state. The seasonality discipline is same for loanee and non-loanee farmers. The scheme is being implemented by AIC and other empanelled general insurance companies. Selection of Implementing Agency (IA) is done by the concerned State Governments through bidding. The existing State Level Co-ordination Committee on Crop Insurance (SLCCCI), Sub-Committee to SLCCCI, District Level Monitoring Committee (DLMC) are responsible for proper management of the Scheme. The Scheme is implemented on an 'Area Approach basis'. The unit of insurance is Village/ Village Panchayat for major crops and for other crops it may be a unit of size above the level of Village/ Village Panchayat. The loss assessment for crop losses due to non-preventable natural risks is estimated on Area approach. He added, in case the majority of insured crops of a notified area are prevented from sowing/planting the insured crops due to adverse weather conditions they are eligible for indemnity claims up to maximum of 25% of the sum-insured.

Shri Rajeev Chaudhary, General Manager, Agriculture Insurance Company of India Limited



However losses due to localised perils (Hailstorm, landslide and inundation) and Post-Harvest losses due to specified perils, (cyclone/ cyclonic rain and Unseasonal rains) are assessed at the affected insured field of the individual insured farmer. Three levels of Indemnity, viz., 70%, 80% and 90% corresponding to crop risk in the areas are available for all crops. The Threshold Yield (TY) is the benchmark yield level at which Insurance protection is given to all the insured farmers in an Insurance Unit. Threshold yield of the notified crop is the moving average of yield of last seven years, excluding yield upto maximum two notified calamity years multiplied by Indemnity level.

He informed, there is a provision of account claims in case of adverse seasonal conditions during crop season viz. floods, prolonged dry spells, severe drought, and unseasonal rains. On account payment up to 25% of likely claims are provided, if the expected yield during the season is likely to be less than 50% of threshold yield.

The designated / empanelled companies participating in bidding have to bid the premium rates for all the crops notified / to be notified by the State Govt. and non-compliance will lead to rejection of company's bid. Crop Cutting Experiments (CCE) is to be undertaken per unit area /per crop, on a sliding scale, as prescribed under the scheme outline and operational guidelines. Improved Technologies like Remote Sensing, Drone etc. are to be utilised for estimation of yield losses. State governments are required to use Smart phone apps for video/image capturing CCEs process and transmission thereof with CCE data on a real time basis for timely, reliable and transparent estimation of yield data. The claim amount is to be credited electronically to the individual's Insured Bank Account.



## SESSION – II DEEN DAYAL UPADHYAYA GRAMEEN KAUSHALYA YOJANA

Shri Anil Subramaniam, Director,  
Ministry of Rural Development

In his presentation on Deen Dayal Upadhyaya Grameen Kaushal Yojana in session II on Priority programmes chosen for PM Award 2018, the Director, Ministry of Rural of Rural Development Shri Anil Subramaniam said Government of India launched a scheme namely 'Deen Dayal Upadhyaya' Grameen Kaushal Yojana' (DDU-GKY) on 25 September 2014 on the occasion of 98th birth anniversary of Pandit Deen Dayal Upadhyaya . The vision of DDU-GKY is to "Transform rural poor youth into an economically independent and globally relevant workforce". DDU-GKY is a part of the [National Rural Livelihood Mission](#), tasked with the dual objectives of adding diversity to the incomes of rural poor families and cater to the career aspirations of rural youth. DDU-GKY is uniquely focused on rural youth between the ages of 15 and 35 years from poor families. Over 180 million or 69% of the country's youth population between the ages of 18 and 34 years, live in its rural areas. The has identified a skills gap of 109.73 million in 24 key sectors by the National Policy for Skill Development & Entrepreneurship 2015 e year 2022. This number cannot be achieved without addressing the BoP 55 million from rural India.



## DEEN DAYAL UPADHYAYA GRAMEEN KAUSHALYA YOJANA

Shri Anil Subramaniam, Director,  
Ministry of Rural Development

The Director said, under DDU-GKY innovation from partners is encouraged to build scale and capacity, its unique implementation structure involves partners, who are by nature, committed to changing lives and are experts in their areas, they form a part of the Skilling Ecosystem integrated by DDU-GKY. Partners are supported through investment, capacity building, strategies for retention, linkages to international placement and technology support for training purposes.

He said, DDU-GKY is present in 21 States and UTs, across 568 districts, impacting youth from over 6,215 blocks. It currently has over 690 projects being implemented by over 300 partners, in more than 330 trades from 82 industry sectors. Over 2.7 Lakh candidates have been trained and over 1.34 Lakh candidates have been placed in jobs so in the course of the last financial year. From 2012, DDU-GKY has so far committed an investment of more than Rs. 5,600 Crores, impacting rural youths pan-India.



## SESSION –II PROMOTING DIGITAL PAYMENT

Smt. Archana Dureja, Sr. Director, M/o Electronics and Information & Sh. V. Chinnasamy, Joint Director Ministry of Electronics & Information Technology



Smt. Archana Dureja, said that several initiatives are being taken by the Government of India to promote a digital payment ecosystem. The Government has announced setting up of a mission with a target of 2,500 crore digital payment transactions during financial year 2017-18. Ministry of Electronics & IT (MeitY) has been entrusted with the promotion of digital payment transactions. A mission was created under the name “DIGIDHAN” with the primary target of promoting the digital payments in the country. MeitY is actively working on various strategies and is operating with multiple stakeholders including Banks, Central Ministries/ Departments and States to create a conducive environment to enable digital payment across India.

She added the Key objectives of Digidhan Mission is to achieve 2500 Cr digital transactions in FY 2017-18 through digital payment modes including UPI, USSD, IMPS, Aadhar Pay and Debit Cards. It also promotes digital payments and oversees the growth of digital payments in the country and supports in development of low cost and easy to use digital payment solutions for each section of population, it ensures highest performance levels and quality of services in digital payments and higher level of security of digital payments ecosystem, leading to increased trust levels in digital payments.



## PROMOTING DIGITAL PAYMENT

Smt. Archana Dureja, Sr. Director, & Sh. V. Chinnasamy,  
Joint Director ,Ministry of Electronics and Information Technology

Sh. V. Chinnasamy explained Digital Payments-Benefits as Convenience of use, Anytime, Anywhere, Any mode, Secure Transactions facilitate financial inclusion, incentive, cash back, offers and promotional schemes on digital payments, No fear of losing cash or getting fake currency, no need to handle cash. Explaining Bharat Interface for Money (BHIM) He said it enables the customers to make simple, easy and quick payment transactions. They can collect money using mobile number or virtual payment address. Customers can also make merchant payments, using BHIM app. They can send money, receive money, scan and pay, approve/reject the collect request, generate static and dynamic QR code, log a complaint, manage profile and bank account.

She said Unified Payment Interface (UPI) is a payment system that powers multiple banks accounts into to single mobile app. Each bank provide its own mobile app. Funds can be transferred between two accounts UPI app. Customers will have to register mobile banking to use UPI app. Customers need to download a UPI app and create a virtual payment address ((VPA) or UPI ID to transact.



## PROMOTING DIGITAL PAYMENT

**Smt. Archana Dureja, Sr. Director, & Sh. V. Chinnasamy, Joint Director Ministry of Electronics and Information Technology**

He said payments are provided by banks to account holder and are the most used digital payment modes till date. Credit cards, debit cards and prepaid cards are the main types of cards. Customers can also use Rupay debit cards for digital payments. The Joint Director said, Aadhar Enabled Payment Service (AEPS) facilitates aadhar number based banking transactions which is simple, secure and user friendly mode of banking solution. Aadhar number, biometric and bank name are the inputs required. Customers do not need to carry mobile phone or card, or remember any password to transact. It uses customers' fingerprint as a password. Financial transactions include cash withdrawal, cash deposit, Aadhar to Aadhar fund transfer. Non-financial transactions include demographic authentication, e-KYC, balance enquiry, mini statement, mobile update. He said BHIM Aadhar allows merchants to accept payments via Aadhar number. Merchants have to download the app on mobile. As benefits, customers do not require mobile device or any other technology to make payments, no debit or credit is required. There is no need to remember PINs, MPINs and passwords. It provides for instant payment and affordable payment solution for merchants as well as customers.

He also explained a mobile banking based digital payment mode USSD banking or \*99#Banking . Customers do not need to have a smart phone or internet connection to use USSD banking. It can be accessed with any normal feature phone. It is accessible through a common code \*99# across all TSPs. It uses customer's` registered mobile number to connect with bank account and act as an additional channel for banking and a key catalyst for financial inclusion.

He said world's first interoperable payment acceptance solution, Bharat QR code makes use of QR codes system for payments in the country. It is a quick response code jointly developed by National Payments Corporation of India (NPCI) that runs Rupay cards, Visa, Mastercard and American Express, under instructions from the Reserve Bank of India (RBI). With Bharat QR, customers do not need to enter merchant details to transact. They do not need to swipe credit, debit or prepaid cards on swipe machines. The only need to scan the Bharat QR code with their smart phone camera and enter the amount and UPI Pin to make the payment.

## PROMOTING DIGITAL PAYMENT

Smt. Archana Dureja, Sr. Director, & Sh. V. Chinnasamy, Joint Director Ministry of Electronics and Information Technology

Explaining digital payment schemes she said, Referral bonus scheme for individuals is aimed to increase the uptake of BHIM by benefitting customers. Bonus will be paid to any new individual doing first three transactions of aggregated value of atleast rupees 50, even without referrer also.

He said, Cash back scheme for BHIM is aimed to promote usage of BHIM by benefitting merchants on BHIM transactions. Minimum number of 20 transactions from valid UPI unique customers including that of BHIM users. Minimum transaction value is Rs. 25/-. She said BHIM Aadhar scheme is aimed to promote uses of BHIM aadhar by incentivizing biometric transactions. All merchants inquiring banks allowing aadhar based biometric transactions are eligible for support under the scheme. Transactions upto Rs. 2000/ are eligible for support under the scheme.



## PRADHAN MANTRI AWAS YOJANA (URBAN)

Shri R. S. Singh, Director, Ministry of Housing and Urban Affairs



In the second session, comprising of presentations on Priority programmes chosen for PM Awards, 2018 Shri R.S. Singh, Director M/o Housing and Urban Affairs made a presentation on Pradhan Mantri Awas Yojana (Urban). He said pursuance of Government's vision of facilitating housing to all by 2022, the Prime Minister of India launched Pradhan Mantri Awas Yojana (Urban) -PMAY (U), Housing for All Mission on 25<sup>th</sup> June 2015. PMAY (U) addresses urban housing shortage among the EWS & LIG category including the Slum Dwellers by ensuring a pucca house to all eligible urban poor by the year 2022.

Explaining PMAY (U) – Verticals, Shri Singh said, under “In-situ” Slum Redevelopment grant of Rs. 1 lakh per house is admissible for all houses built for eligible slum dwellers using land as resource with participation of private developers. This grant can be utilised by States/UTs for any of the slum redevelopment projects. After Redevelopment, de-notification of slums is done by State/UT Government.



## SESSION – II PRADHAN MANTRI AWAS YOJANA (URBAN)

Shri R. S. Singh, Director, Ministry of Housing and Urban Affairs

He said, under Credit Linked Subsidy Scheme (CLSS), beneficiaries of Economically Weaker section (EWS) and Low Income Group (LIG) seeking housing loans from Banks, Housing Finance Companies and other such institutions, are eligible for an interest subsidy of 6.5 % on loan amount up to Rs. 6 lakh. PM has announced new CLSS for MIG to cover aspirational middle class, taxpaying segment. Interest subsidy of 4% and 3% for income segments of Rs 6-12 lakh and Rs 12-18 Lakh, respectively. Applicable loan amounts of Rs9 Lakh & 12 Lakh.

He said, under Affordable Housing in Partnership with public or private sector (AHP), Central Assistance of Rs. 1.5 Lakh per EWS house is provided by Gol. Project must have at least 35% of the houses for EWS category. Under Beneficiary-led individual house construction/ enhancements (BLC), Central assistance of Rs. 1.5 lakh is available to individual eligible EWS families.



Explaining the salient details of the scheme, he said the scheme presents flexibility to States Housing shortage to be decided based on demand assessment by States and Appraisal and Approval of projects at State level. Elaborating ownership of houses, Shri Singh said, houses shall be in the name of adult female member or joint name. There shall be preference to persons with disabilities, ST/ SC/ OBCs Minorities and Transgenders. All dwelling units should have toilet facility, drinking water and power supply.

Referring to the coverage under the scheme, he said all statutory towns (Census 2011) shall be notified subsequently as Notified Planning Areas and Notified Development Authorities (excluding rural areas). He said Beneficiaries of the scheme shall include Family comprising husband, wife and unmarried children or; Adult earning member irrespective of marital status.

He said modern, innovative and green construction technologies and building materials have been made of for faster and quality construction of houses which are disaster resistant and environment friendly.

IITs, NITs and Architecture/ Planning Institutes have been partnered for Technology Submission under PMAY (U) mission. 16 new emerging construction technologies have been identified for adoption in PMAY (U). Around 2.6 Lakh houses are being built under PMAY (U) using these alternate technologies. 'India Housing Construction Technology Challenge' (IHCTC), a mega global event has been initiated to attract innovative construction technologies which are adaptable, sustainable, low cost and can be used for Creating Large Scale Affordable Housing at rapid pace.

Underlining the Key Achievements of PMAY (U) Shri Singh said all 35 States/ UTs have signed MoA under PMAY (U). 4,027 cities proposed by states/UTs have been included in Mission. He said, Rs.1, 53,493 Crore total investment, include Rs44,164 Crore Central Assistance for 28.52 Lakh houses sanctioned. 11.39 Lakh houses have been grounded and 1.93 Lakh houses completed. Subsidy of Rs. 1,085 Cr on housing loan has been disbursed to 55,629 beneficiaries under CLSS (EWS/ LIG and MIG category).

## SESSION – II PRADHAN MANTRI AWAS YOJANA (RURAL)

Smt. Anusree Raha, Assistant Director, Ministry of Rural Development

In her presentation on Pradhan Mantri Awaas Yojana (PMAY) in the 2nd Session on Priority programmes chosen for PM Awards 2018, the Assistant Director Ministry of Rural Development, Smt. Anusree Raha said Rural Housing programme, as an independent programme, started with Indira Awaas Yojana (IAY) in January, 1996 to address these gaps in the rural housing programme and in view of Government's commitment to provide "Housing for All" by 2022, the scheme of IAY has been re-structured into Pradhan Mantri Awaas Yojana – Gramin (PMAY- G) w.e.f. 1st April, 2016. She said under PMAY (G), select beneficiaries using housing deprivation parameters in the Socio Economic and Caste Census (SECC), 2011 data which is verified by the Gram Sabhas.

She added the unit assistance of Rs. 1,20,000 in plains and Rs. 1,30,000 in hilly areas, difficult areas and Integrated Action Plan districts. Assistance to be provided for construction of one crore houses in rural areas by March 2019.



PMAY-G has been converged with Swachh Bharat Mission-Gramin (SBM-G) for construction of toilets. The beneficiary is entitled to 90/ 95 man days of unskilled labour from MGNREGS. Convergence for piped drinking water, electricity connection, LPG connection etc. under government programmes is also envisaged. She said, the beneficiaries under PMAY-G are selected on the basis of housing deprivation parameters in the SECC 2011 data. Prioritization of beneficiaries for providing assistance under PMAY-G are done category-wise viz., SC/ ST, Minorities and others. The priority lists so prepared are verified by the Gram Sabha to check for ineligible beneficiaries and changes in priority. The Permanent Waitlist (PWL) is finalized and uploaded on Awaas Soft. The beneficiary is assisted by in house construction with a bouquet of house design typologies inclusive of disaster resilience features that are suitable to their local geo climatic conditions. In PMAY-G, programme implementation and monitoring is to be carried out through an end to end e-Governance model – Using Awaas Soft and Awaas App . Awaas App – a mobile application is used to monitor real time, evidence based progress of house construction through date and time stamped and geo referenced photographs of the house.

The two IT applications help identify the slipups in achievement of targets during the course of implementation of the programme. All payments to beneficiaries are to be made through DBT to beneficiary's Bank/ Post office accounts registered in Awaas Soft MIS. She said, the states have to come up with their Annual Action Plan of PMAY-G that will include a plan for convergence with other Government programmms. The mechanism for convergence in PMAY-G is also to be strengthened through a system to system real-time transfer of information between the programme that are to converge with PMAY-G. A willing beneficiary is to be facilitated to avail institutional finance upto Rs.70,000/- which would be monitored through the SLBC, DLBC and BLBC. The programme implementation is to be monitored not only electronically, but also through community participation (Social Audit), Member of Parliament (DISHA Committee), Central and State Government officials, National Level Monitors etc.



## INNOVATION – SOLAR URJA LAMP (SoUL), PROJECT IN DISTRICT DUNGARPUR

Shri Surender Kumar Solanki, Special Secretary (Finance & Expenditure) & Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay

In Session IV of Day 1 on Replication of PM Awarded Initiatives, Sh. Surender Kumar Solanki, Special Secretary, Finance & Expenditure, Rajasthan made a presentation under Innovation Category on solar Urja Lamp (SOUL) project in District Dungarpur. Explaining the concept of Solar Urja through Localization for Sustainability (SoULS), Shri Kumar said Indian Institute of Technology Bombay (IITB) has developed a model which overcomes the shortcomings of off-grid solar interventions implemented by involving local communities at each stage of its operations. The SoULS model is a localized solution involving local communities and ensuring the transition from a ‘programme-driven model’ to ‘market-driven model’. Such a local ecosystem can help to reach the last mile households in the remote rural areas in a quick, cost-effective and reliable manner. The SoULS model has the potential to strengthen the overall rural economy by generating technology-based livelihood opportunities through local solar manufacturing units, thereby facilitating the transition from rural subsistence to surplus.



**SESSION – IV {REPLICATION OF PM AWARDED INITIATIVES }  
INNOVATION – SOLAR URJA LAMP (SoUL), PROJECT IN  
DISTRICT DUNGARPUR**

**Shri Surender Kumar Solanki, Special Secretary (Finance & Expenditure) & Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay**

He said, It is imperative to understand the pathways that will lead to supplement and sustain solar technology in the areas, where it is required the most. Generally, technologies that have been well adopted by the masses, such as mobile phones, tend to percolate at the bottom of the socio-economic pyramid. However, solar technological solutions such as smokeless stoves or off-grid solar solutions, do not work well in the top-down approach. Seldom do they reach to the population at the bottom of the socio-economic ladder. SoULS is the aggregation of Horizontal Expansion and Vertical Integration, which envisages providing local solar solutions for critical needs of the most underserved communities. The local solar solution includes involving local communities at each level of operation including manufacturing, assembly, distribution and after-sales service. These localized solutions will lead to adoption of solar technology amongst rural communities in their daily lives. Involvement of local communities creates confidence and will ensure availability of a basket of solar products at an affordable cost.



## INNOVATION – SOLAR URJA LAMP (SoUL), PROJECT IN DISTRICT DUNGARPUR

**Shri Surender Kumar Solanki, Special Secretary (Finance & Expenditure) & Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay**

The Special Secretary said, the SoULS model envisages creating a Solar Ecosystem by Local for Local (SELL) that will serve the local customers by ensuring the provision of local financial mechanism, local institutions and local services. Local manufacturing units will also be established under SELL to ensure assimilation of technology.

He said, this programme was initiated with an aim to provide clean study light to students belonging to most deprived and underserved communities. Under the programme, one million solar study lamps, further referred as Solar Urja Lamps, to the students enrolled in classes 5th to 12th in the four Indian states of Madhya Pradesh, Maharashtra, Rajasthan and Odisha. Although per lamp cost was . Rs500, but financial aid provided by Ministry of New & Renewable Energy (MNRE) and philanthropic partners had facilitated in providing solar study lamps to the beneficiaries at a subsidized price of Rs. 120. The unit of intervention was block (sub-district) and Assembly-cum-Distribution (A&D) centres were established at the block level, in the premises of the partnering institutional partners.

Shri Solanki said, locals from intervention blocks were hired and trained to assemble high-quality solar study lamps and to campaign and distribute them. Further, repair centres providing free services for a period of one year were established under the programme to ensure long-term use of the lamp and building the confidence in the technology. The programme covered 23 districts, 97 sub-districts and more than 10,900 villages. There were 54 A&D centres and 350 repair centres in operation under the programme, with training provided to 1,409 local people. Shri Solanki said, Ministry of New and Renewable Energy has sanctioned the 70 lakh (7 Million) solar study lamp scheme to be implemented in the mission mode by December, 2018. The scheme is to be implemented in the five Indian states of Assam, Bihar, Jharkhand, Odisha and Uttar Pradesh, wherein less than 50 percent households lacked access to grid electricity as on December, 2016.



## INNOVATION – SOLAR URJA LAMP (SoUL), PROJECT IN DISTRICT DUNGARPUR

**Shri Surender Kumar Solanki, Special Secretary (Finance & Expenditure) & Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay**

He said, the unit of intervention for this scheme will be blocks, and the selection of the same will be based by placing an equal weightage on the percentage of households dependent on kerosene as main source of lighting and marginalized population residing in the block (as per Census of India, 2011). The lamps in each of the state will be distributed in proportion to its population (as per Census of India, 2011). The scheme will be co-jointly implemented by Indian Institute of Technology Bombay (IITB) and Energy Efficiency Services Limited (EESL). For implementation at the grassroots level, State Rural Livelihood Mission (SRLM) of each intervention state is the zonal partner, while cluster level federations (CLFs) formed under SRLMs are the block level partners. Under this model, women from various Self-Help Groups (SHGs) will be trained to assemble, distribute, repair the lamps, and some of these women will be given advanced training to become solar entrepreneurs. In addition to the 70 lakh solar study lamp scheme, Ministry of New and Renewable Energy (MNRE) had sanctioned 5 lakh solar study lamps to be distributed in the similar manner as the Million Solar Urja Lamp programme.

He added under both schemes, it is expected that 7,500 local people will be trained while at least 750 of them are expected to further become solar entrepreneurs. He said, IITB has undertaken an initiative in Dungarpur block, Rajasthan through forming partnership with cluster level federations (CLFs) of Rajeevika (Rajasthan Grameen Ajeevika Vikas Parishad). This initiative focuses on development of solar enterprise, for which women self-help group (SHG) members from CLFs are trained and mentored to become solar entrepreneurs. In the initial stage, solar study lamps are disseminated to school-going students and their mothers. This was a unique initiative that empowers women, from a tribal and one of the most backward blocks of Rajasthan, to earn their livelihoods by becoming solar entrepreneurs. Dungarpur initiative has dual objective of distributing solar study lamps to school-going children together with their mothers and empowering women SHG members to operate solar enterprises to earn livelihoods thereby facilitating process of adaptation of solar technology.

## INNOVATION – SOLAR URJA LAMP (SoUL), PROJECT IN DISTRICT DUNGARPUR

Shri Surender Kumar Solanki, Special Secretary (Finance & Expenditure) & Dr. Chetan Singh Solanki, Professor, Energy Science & Engineering, IIT, Bombay

The Special Secretary said key activity of knowledge and skill transfer through intensive training was completed in May 2016, which trained 93 women. A 'solar corpus' of Rs. 80 per lamp was created for establishing and operating solar enterprise. Around 40,000 lamps were distributed in the entire block, making a total corpus of Rs. 32 lakh. This solar corpus was utilized to start 5 solar shops in the block thus helping in enterprise development and activating solar market in Dungarpur area. This unique programme received 'Prime Ministers Award for Excellence in Public Administration'.

He said, as a further step to Dungarpur Initiative and deeper localization, a first of its kind solar module manufacturing plant owned and operated by tribal women in the district of Dungarpur, Rajasthan has been established under the name of DURGA (Dungarpur Renewable Energy Technologies Private Limited). The endeavour has been jointly initiated by IITB, RAJEEVIKA.

Four cluster level federations (CLFs) from Dungarpur block jointly own the manufacturing plant and have registered it as a private limited company. This manufacturing plant is expected to have a 2 MWp annual production capacity and will engender deeper localization through operationalizing the SoULS concept of localized manufacturing and women empowerment. This world class facility will be providing direct and indirect jobs to 70-100 local women and will expose them to modern technology. These women, who will be owning and operating the plant, have been selected after undergoing rigorous training in technical and operational aspects of solar technology in different phases. Further, the women are also sent to various exposure visits, including their visit to Waaree factory where they were given training on solar cells. Currently, the machinery installation is under progress at the facility and the plant is set to be operational by mid-October 2017.

## SESSION – IV {REPLICATION OF PM AWARDED INITIATIVES } PRIME MINISTER FASAL BIMA YOJANA IN JALNA DISTRICT

Shri Shivaji Jhondale Collector, Jalna, Maharashtra,

In his presentation on Prime Minister Fasal Bima Yojana in Jalna District of Maharashtra in the session IV on replication of PM Awarded initiatives, Collector Jalna, Maharashtra, Shri Shivaje Jhondale said the scheme launched in the district by Shri Raosaheb Danve, Member of Parliament, Jalna on 4th April 2016 in a Farmer rally organised in KVK Jalna. About 700 farmers participated in this programme . Publications & literature prepared for PMFBY , Kisan Suvidha mobile aap folders were released and distributed to representative farmers by the Member of Parliament.

He said to create awareness about programme, Gramsabha's were organised in all villages during 17th to 20th April 2016 in "Gram Uday se Bharat Uday Abhiyan". During this campaign information about PMFBY was given through Gramsabha's. Leaflets and booklets were also distributed. In presence of District Magistrate workshop of all extension functionaries was organised on 6<sup>th</sup> June 2016 and in- depth knowledge was imparted in all village-level Workshops.



## PRIME MINISTER FASAL BIMA YOJANA IN JALNA DISTRICT

Shri Shivaji Jhondale Collector, Jalna, Maharashtra

Shri Jhondale said, PMFBY District Committee meetings were organised to finalise strategies and its implementation. Bankers District Level Coordination Committee meeting was held to roll- out the PMFBY. It was decided to cover 100 % farmers in the scheme . At Block level Bankers Cosultative Committees Bank wise, Branch wise strategies were chalked out. For each branch of every bank Help Desk Centres were created, for which dedicated extension worker was appointed to help the farmers. Help desk centres were assigned work to issue documents like sowing certificate, to help farmers and bankers to calculate crop-wise premium for specific land holding or area sown under a particular crop. Another “Krishi Jagruti Saptah” was organised during 1st July to 7th July 2016 to increase outreach of PMFBY. During this week streetplays were organised in all blocks and major villages where weekly Haats are organised.

Dedicated “Campaign Rath” was prepared and almost 30% villages of the district were covered. Simultaneously massive media coverage was given through News papers, Whats app Groups, SMS through m- Kisan Portal, etc.

He said, bankers worked overtime and could cover almost 97.14 % Farmers in the district. Out of 5.35 lakh farmers Rs. 4.86 lakh farmers have been covered under PMFBY. As far as the coverege area is concerned out of 5.85 lakh Ha area under kharif, 5.70 lakh Ha area is covered (97.44%).

The district collector said, to make the proper assesment of crop yields, trainings of crop cutting experiments with the help of CCE Agri Mobile app was conducted and crop cutting experiments were conducted.

## SESSION IV - ELECTRONIC-NATIONAL AGRICULTURE MARKET (e-NAM)

Dr. Yogita Rana, Collector Nizamabad District, Telangana



Dr. Yogita Rana, District Collector, Nizamabad, Telangana made a presentation on electronic-National Agriculture Market (e-NAM), the priority programme of the Government of India aimed at linking farmers to the electronic market.

Dr. Rana spoke on the phase-wise break up of e-NAM and also mentioned the challenges that came up in its implementation. The biggest challenge of the programme is to convince the farmer that it is for his progress and development. The challenge of getting the purchaser and the commission agent onboard is secondary and would not serve any purpose, if farmers are not agreeable.

She said, e-NAM was implemented in three stages Stage I: Creation and integration of market yards in the state on the electronic platform; Stage II: Inter linking all state market yards on the e-platform and Stage III: Integration and linkage of all the e-markets in the country so that even a person sitting in Jammu and Kashmir can bid for commodities in a Kerala market.



## ELECTRONIC-NATIONAL AGRICULTURE MARKET (e-NAM)

**Dr. Yogita Rana, Collector Nizamabad  
District, Telangana**

Dr. Rana explained that as part of Stage I, all market yards have to be brought on the e-platform. All commodity listing movements, quantity, quality needs to be transparently displayed on this platform. The entire framework has to be developed by the State, and this requires the resolution of a lot of legislative issues and many Acts need to change. To bring about a change of this scale, a lot of interaction needs to be done with farmers, the primary stakeholders.

She admitted that at the outset the farmers were not interested in the programme. They had two basic issues that needed to be resolved before they agreed to allow their commodities to be linked on the platform. Their demands were: A good remunerative price for their produce and Soft loans from the Government, as the purchaser also provided him with loans .

To address these and other issues, the Government took many steps to increase awareness and bring about convergence to ensure that the farmers were benefitted. Lots of meetings with farmers from District to Village levels were held. Widespread publicity of these meetings through pamphlets, radio, etc. Concerted effort was undertaken to bring about convergence of all allied departments like Agriculture, Horticulture, Marketing, Animal Husbandry, etc. All these were brought on the same platform and asked to provide solutions to farmers. Additional facilities to farmers like soil testing, loans, expert advice, etc Communication to farmers that loans, as well as input subsidies, would be provided if they join e-NAM, presently the purchasers.



## ELECTRONIC-NATIONAL AGRICULTURE MARKET (e-NAM)

Dr. Yogita Rana, Collector Nizamabad District,  
Telangana

- Farmer demanded spot payment to get on to the platform. The existing system has the farmers waiting up to 30 days for their payment. This was resolved by ensuring a 24-hour payment cycle
- Proper price discovery: Before implementation of e-NAM, the farmer was at the mercy of the commission agent and the purchaser as far as the price of his commodity was concerned. The system was opaque, and he had to depend on the words of these two operators who often worked as a cartel to bring down the prices. By transparently putting all parameters like exact quantity and quality in an electronic format, this information asymmetry was solved.
- She said The Government brought in lots of quality assessment equipment to standardise and transparently communicate all the quality parameters like moisture content in turmeric etc.
- Commission agents stood to lose most by the implementation of e-NAM and so prevented any direct interaction between farmers and purchasers. To address this, Direct Purchase Centres (DPC) were created. The power of the DPC came out clearly during the Turmeric season when the Sangli Market (largest purchaser of turmeric) shifted to Nizamabad under the domain of e-NAM.
- Loans to farmers: Commission agents were providing loans to the farmers at exorbitant rates thereby indebting them for generations. They were also providing business loans to the purchasers to ensure support from all sides. The local administration ensured access to institutional finance for purchasers and interest-free loans for farmers (under Rythu Bandhu Scheme) to wean them off this cycle of debt.

## ELECTRONIC-NATIONAL AGRICULTURE MARKET (e-NAM)

Dr. Yogita Rana, Collector Nizamabad  
District, Telangana

Dr. Rana explained in detail how the e-NAM worked right from the time the farmer brings his produce to the market. When the farmer's vehicle reaches the market gate, he is given an e-slot which gives the details of time of entry, exact weight and the slot where he is supposed to deposit his produce. This allows a 'first come first serve' system to operate, eliminating corruption and favouritism.

The lot of commodities is electronically generated and is visible to the purchaser. He physically checks the lot and examines the quality and quantity and goes back to the bidding platform. Electronic bidding ensures elimination of cartels. On successful bidding, *e-takpatti* is generated which shows the highest bidder for a lot.

This information is communicated via SMS to the farmer, and he has the option to accept or reject the bid. In the case of acceptance, an e-sale bill is generated, and the purchaser has to pay 10% of the amount immediately through RTGS/bank transfer and the balance within 24 hours.

She said, As part of Phase II, a lot of steps are being taken to create an eco-system near the market place. These include Agri based and food processing industries opening near the market, Upgrading quality evaluation technology, Micro ATMs in the market yard, Widespread communication using local FM stations at the market and Installation of CCTV, to ensure security to farmers and the others in the yard.

## ELECTRONIC-NATIONAL AGRICULTURE MARKET (e-NAM)

The collector explained Middleman lobby is very strong, and all steps must be taken to ensure that they do not make cartels with the purchaser as that one step ensures a huge loss for the farmer. DPC should be made a corner stone for all e-NAM initiative. Convergence of all government schemes for farmers under e-NAM. Loans are the most critical aspect through which the farmers are kept under the control of the commission agents. Support through tertiary activities like the supply of gunny bags, help in transportation to farmers, bank linkage for instant payments, farmer entitlement cards, etc. The support of the government should be visible through home visits by the Agriculture Officers (AO). Most often, the AO never gets out of office and relies on the information provided by others without verifying it himself. Ensuring regular field visits by AO instils a sense of service in the villagers and shows the commitment of the Government to citizen centricity.

Dr. Yogita Rana, Collector Nizamabad  
District, Telangana

Dr. Rana stressed on the need to establish and lay down Standard Operating Procedures (SOP) to ensure sustainability and replicability of the programme and to free it from being dependent on the drive of individual officers. These include laid down procedures for transaction practices, generation of *e-takpattis* to save on hidden charges for farmers, same day payment, etc. to ensure wider acceptance of the programme, involvement of bulk purchasers from the corporate world like TATA and ITC should be encouraged.

Dr. Rana ended her presentation by stating that we need a farmer every day, and so we should do everything possible to support him.

## SESSION I - GOOD GOVERNANCE INDEX - INTRODUCTION & METHODOLOGY OF PREPARATION, KEY GOVERNANCE SECTORS & AREAS, INDICATORS AND DATA AVAILABILITY

Shri Shabbeer Shaikh, Director (Governance), Centre For Good Governance, Hyderabad



In another presentation of the day, Shri Shabbeer Shaikh, Director Governance, Centre for Good Governance (CGG), Hyderabad, explained 'Good Governance Index (GGI): Introduction & Methodology of Preparation of Key Governance Sectors, Area Indicators and Data Availability'.

Shri Shaikh explained the critical aspects of GGI and the need for developing it. India is changing rapidly, and all states are competing and trying to outperform in the area of citizen centric initiatives. It is well realized that good governance is critical for achieving equality, convergence, productive use of resources and efficient public service delivery. In light of the above-mentioned facts, there was an urgent need to compare each state on its performance and an overall assessment of where they stood in the delivery of citizen services. The index, being made at the recommendation of the Group of Secretaries (GoS) is attempting to standardize the best practices of Good Governance for India. Shri Shaikh further elaborated the methodology and approach towards making of the 'Good Governance Index'.

## SESSION – IV

### GOOD GOVERNANCE INDEX – INTRODUCTION & METHODOLOGY OF PREPARATION KEY GOVERNANCE SECTORS & AREAS, INDICATORS AND DATA AVAILABILITY

**Shri Shabbeer Shaikh,**  
**Director (Governance), Centre For Good Governance,**  
**Hyderabad**

To make any policy document, it is critical to do appropriate research. In the case of GGI, a whole host of national and international literature in the field of governance needed to be studied to identify relevant sections. Learning from the work done earlier, like the State of Governance Reports (SOGR) were noted. Private reports like Public Affairs Index, done by Public Affairs Centre, Bangalore and Worldwide governance studies like the Kaufman Indicators were used as a benchmark and guide to frame the GGI.

Shri Shaikh also discussed the approach for GGI and listed the following key points that are being considered for drafting the index:-

- Sustainable Development Goals (SDGs) need to be covered.

- The finalised indicators needed to be citizen centric.
- Cross checking with existing approach
- 360-degree approach to ensure that the indicators look at aspects like environment, industry, welfare, etc.
- The indicators should be tracked from generic to specific.
- Consultative and participatory process to take feedback from all stakeholders across the country.

Shri Shaikh explained the enormity of the project by stressing on the principles of selection of indicators to ensure the best results. Some of the considerations are:

- Simple and Scalable: Lot of the analysis of the index is based on data and complicating the process of sourcing primary data would put the entire validity of the index at risk.

## GOOD GOVERNANCE INDEX – INTRODUCTION & METHODOLOGY OF PREPARATION KEY GOVERNANCE SECTORS & AREAS, INDICATORS AND DATA AVAILABILITY

**Shri Shabbeer Shaikh,**  
**Director (Governance), Centre For Good Governance,**  
**Hyderabad**

- Output and outcome oriented: Indicators, which are process based and input based were not considered.
- Applicability across States and Union Territories: It was essential to have common parameters to ensure normalization of the data points.
- Time series and authentic state wise database: The GGI is based on analysing measurable data and so any data, which is a one off, was not considered as an indicator.

Post a series of consultations with stakeholders in the States, Government of India and various experts, ten governance sectors were identified as the key priority areas for measuring the Good Governance Index. These are:

- Public Health
- Human Resources Development
- Public Infrastructure and Utilities

- Judicial and Public Security
- Economic Governance
- Agriculture and Allied sectors
- Social Welfare and Development
- Commerce and Industries
- Environment
- Citizen Centric Governance

Each of these sectors has multiple indicators for which data is available and can be used to track the efficacy of service. Each indicator has a different weight for the purpose of ranking and the states and districts are evaluated based on the total score they get. The index is a total of the scores that a State gets across all the ten sectors.

Concluding his presentation, Shri Shaikh defined Good Governance Index as a comprehensive, implementable and measurable



## GOOD GOVERNANCE INDEX – INTRODUCTION & METHODOLOGY OF PREPARATION KEY GOVERNANCE SECTORS & AREAS, INDICATORS AND DATA AVAILABILITY

Shri Shabbeer Shaikh,  
Director (Governance), Centre For Good Governance, Hyderabad

framework, which can be used to assess the governance in the states and can be compared and ranked to foster a sense of healthy competition.

This presentation was followed by question-answer session. On the issue of data sanctity, the Secretary, DARPG clarified that only latest data which is provided by the Central Government would be used for the index.

In one of the questions raised by a delegate from Punjab, Shri Shaikh highlighted the holistic set of parameters for choosing the best example of good governance. He emphasized the importance of multi-layered performance indicators. He informed that Good Governance Index is based on a comprehensive set of indicators, which ultimately cover almost every aspect of Governance.



## STARTUP INDIA

In her presentation on “Startup India” initiative in Karnataka State, Mrs. E. Champa, explained the schemes of the Karnataka State Startup Policy 2015-20. She said, Karnataka has a very efficient and effective Innovation Ecosystem. With more than 4000 Start-ups in Bengaluru, the State Capital has been ranked among world’s top 20 Startup ecosystems. With \$ 3.3. Million average valuation of Startups in the State, Karnataka is the first State to announce multi-sector Startup Policy and 2<sup>nd</sup> fastest growing Startup Ecosystem. The journey began with Government of Karnataka – NASSCOM Startup Warehouse in the year 2013. New Age Incubation Network was put in place in 2014, Bangalore Bio Innovation Centre in February 2015 and Karnataka’s Multi-sector Startup Policy in November, 2015. The Startup Policy of the Government of India was launched in 2016 and the state is performing very well in the field.

Mrs. Champa, General Manager, Karnataka Information Technology & Bio Technology Services



She said, for ease of doing business and easy access for all the startups in the State, Karnataka has a dedicated Startup Cell with Relationship Managers hired from open market with business and management background, who handhold and accelerate the start ups. There is a dedicated hotline to address the queries of Startups and take their feedback. There is a dedicated portal set up for online registration of Startups. We receive applications for administering the incentives and concessions and also a special programme for Startups called 'Booster Kit', where services are offered at a special rate to the Startups. We have a unique programme under this, called Startup Open-House conducted under the chairmanship of our Minister. The Minister conducts this throughout the year. We invite the Startups, he interacts with the Startups, takes their feedback and grievances. If they need any connect with the Government Department and mentorship, or legal help or anything, we assist them.

The General manager informed, the Department has tied up with NASSCOM, IAMAI and other private organizations like 91Spring Board etc., for setting up incubation facilities and for providing mentorship and networking and other resources. There is a high level of involvement of Industry Experts in reviewing and selection of various initiatives Under Startup Policy and evaluation.

The Government has supported some of the world class incubators in Bengaluru. In association with the NASSCOM, it has set up the NASSCOM Warehouse, which is a 350 seat incubator facility. 55 Startups have been incubated in the 36,000 Square feet of built up area. With IAMAI, for mobile apps, there is a programme called Mobile 10X Accelerator. With a built up area of 10,000 Sq. Ft., this 100 seat facility has incubated 23 Startups. In association with a private partner namely, '91SpringBoard Incubator', selected by the Government of Karnataka through RFP (Request for Proposal), the State has set up 150 seat incubation facility in 15,0000 Sq. Ft. built up area.

It has incubated 35 startups. In association with the Government of India and NASSCOM, we have set up a Centre of Excellence for IoT (Internet of things). It has 8,000 Sq. Ft built up area with 60 seat capacity and has incubated 22 Startups. She said, for world class incubation facilities the State not only provides infrastructure facilities but host of other services like business advise, vehicle advice, accounting. A programme called NAIN is an incubation network in which incubators are set up in Engineering Colleges, especially in Tier-II cities and remote places. No money is being given under this programme to engineering Colleges in Bengaluru. We have seen 74 working prototypes, Seven incorporations registered and two Patents awarded. We are planning to expand it to 9 more districts this year. In partnership with Research & Development (R&D) Institutions and higher education Institutions we are setting up the Technology Business Incubators to commercialize the technologies developed in these R&D Institutions.

Nine such educational institutions have been identified especially in Tier II cities to promote technologies, innovative ideas in IoT, 3-D printing, Biotechnology, Artificial Intelligence, Nanotechnology etc. Two are already operational namely Agri Bio Incubator at UAS, Dharwad and N2P2 Incubator in CFTRI, Mysuru and seven are under process of getting operational this year. She added, the State provides early stage funding of upto Rs. 50 Lakh Rupees to encourage them to translate ideas into Prototypes or Proof of Concept (PoC). So far 46 ideas have been funded across different sectors and committed expenditure is Rs. 15.70 Crores. In this programme, applications are invited twice a year in January and July and we have recently onboarded a implementation partner, who will be looking into the profiles of the companies of all the Startups, who would be applying for the PoC competition. The company would be identifying its strengths, goals and constraints if any, providing them mentorship support and they will try to accelerate and ensure that they succeed.

At the end of two years, there is a separate Committee to review the progress of the milestones of the Startups. Karnataka has been very successful in setting up Venture Capital Funds, earlier for the IT Sector and now we have Semi-Conductor Venture Fund with a fund size of 92.95 Crores out of which 23.5 Crores have been disbursed and disbursement of 12 Crores is under consideration. The Bio Venture Fund size is Rs. 50 Crores. It has been registered with SEBI and disbursement will start shortly. For Animation, Visual Effects, Gaming and Comics we have AVGC Venture Fund and Rs. 20 Crores have been earmarked for this Fund. The process of Registration with SEBI is under progress. If a Startup has incurred cost in filing patents, we reimburse the cost, if they have attended any international events, we reimburse the marketing expenses and we reimburse the VAT and CST for Startups and Incubators and also the Service Tax.

Smt. Champa said, for funding through Grand Challenges, channelizing innovation for social impact, the Government identifies the problem areas plaguing the Government. We drop this challenge to the Startups and invite the solutions from the Startups. The selected applicants are asked to come out with a solution in a matter of six months and after that whosoever is successful, one Startup would be selected and funded upto Rs. 50 Lakhs.

The State has already floated Six Calls and for four Calls we have selected the winner. Applications are invited from all through the India and the applicants could be faculty from Educational Institutions or Not for Profit Organisations and Startups can apply. The six Challenges floated till now are given below. Out of them first four have already been funded and they have started working.



Government is the customer for all the Startups. The remaining two challenges are still open:-

- Real-time Monitoring of Quality of Treated Water from Sewage Treatment Plants (STPs)
- Early Detection of Plant Diseases & Pest Infestation in Crops
- Engaging Communities in Effective Delivery of Primary Health Services
- Tackling Under nutrition & Calorie-Protein-Micronutrient Deficiencies in children and adults
- To reduce the Traffic Congestion in Bengaluru City
- Innovative interventions aimed at Water Conservation in Karnataka, making each drop last

She said, for promotional and awareness activities, we organise three flagship events every year, which are sector specific, are organized viz., BengaluruITE.biz, Bengaluru India Bio and Bengaluru India Nano. In each of these programmes, we have a dedicated session on Startups, competitions

and Hackathons and special focus for encouraging Startups. The Government of Karnataka has also sponsored events organized by other organizations like TiE, Deshpande Foundation for proactively encouraging Startups. Startup Cell has been proactively participating and setting up Stalls and interacting with the Startups during the major events like Makers Fair, UK India Summit, IoT Summit, Hack for India, Pravasi Bhartiya Divas. We regularly sponsor Startups to attend international events in Germany, Japan, Dubai, US and Korea. In so far as international collaborations are concerned, the State has signed Memorandum of Understandings with Netherlands and Finland. A hackathon was held in Hague last year October and 5 Hackers from Karnataka were selected and sent to participate. The Finland MoU has been recently signed. The General Manager said, we are planning to provide soft landing pads i.e., some temporary space for the Startups from either side to come and explore the Market opportunities in counterpart countries. Matchmaking events will be organized where startups and large corporations from Karnataka and Finland will get a chance to interact and work with each other.

She said that recently, the state organised a unique competition called 'Elevate', which was a mass 'Idea to Proof of Concept' programme, wherein top 100 innovative Startups were selected out of the pool of 1,700 applicants. Industry vertical thought leaders were part of the grand jury, who selected these 100 best promising Startups. And, the winners get Government funding or support as grants or in terms of Mentorship, Market Access, Access to Government Venture Capitals, Acceleration Support etc. As part of the programme, we have launched Booster Kit, which is a collection of Software Tools and Services like Cloud Services, Internet & Virtual Telephony, Testing Services , Payment Gateway , Banking, Legal & IP Services offered to startups as a special package. MOUs have been signed with Corporate's, Banking & Financial Institutions, Legal and IP Firms etc like Amazon, Google and others to facilitate the services to startups, registered with the Government, at Special rates.

## SESSION – V INNOVATION – COMPREHENSIVE EDUCATION DEVELOPMENT AS A TOOL FOR EMPOWERING TRIBAL COMMUNITIES IN LWE AFFECTED AREAS

Shri Niraj Bansod, DM, Kabirdham, Chhattisgarh

Shri Niraj Bansod in his presentation, refer to Post Salwa Judum movement in 2005 (a suo moto people's initiative against naxals) and the resultant backlash by the Maoist. He said resulted in the following challenges and poor indicators as key missing links in the LWE ( Left Wing Extremism ) Affected zone include Communication gap between administration and community regular presence of teachers no alternative to government education system ensuring quality beyond infrastructure community engagement with teachers and children exposure to quality institution children exposure to outside world integrations with nation and mainstream society.

He said district administration tried to address the above gaps with a comprehensive two-fold strategy where the goal was to normalize the education service delivery and make excellent education facilities accessible to every child and family in the district.



He said, It help in creating of Education City as an integrated education setup catering to multi-disciplinary educational streams in the district headquarter. And also, setting up of 'Education Hubs' in remote clusters of the district and along National Highway which become nodal centers with education facilities in selected regions as an extension of the best practices in the Education City.

The decision to set up Education City and Education Hubs was taken based on inputs from multiple stakeholders. The major educational hubs- included Tongpal, Chindgarh, Dornapal, Konta, Maraiguda, Gadiras and Kerlapal whereas Mini Educational hubs- included Polampalli, Injaram, Pushal, Taalnar, Pakela and Rokel. He said the initiative aimed at setting up centres of excellence from early childhood learning to higher education.

The Education City thus set up is creating ripple effect among other institutions and equipping the education system to deliver qualitatively and effectively leading to long term impact in the area. Spread over 100 acres the Education City can host 6000 children as part of various educational centers of excellence from early childhood ( pre primary /primary ) learning to higher education and professional development. Education city currently offers educational facilities to more than 2500 children.

Set up as Learning Enhancement and Remedial Education Model Gyanodaya;; Back-to- School programme for out of school children from LWE affected villages in first of its kind with specially designed in-house curriculum and pedagogy. Excellent higher education facilities are provided through High Schools (CBSE and state board). Apart from Pahal- Coaching facility for schools like Jawahar Navodaya Vidyalaya and Sainik Schools.

District Library the district administration is implemented a multi-lingual education and contextual pedagogy based subject lab Project Shiksharth. He mentioned Technological Innovation: includes digital language lab, mobile computer, training van and smart classes. He said Quality Science Education Model has the provision of Science Park, Science Center and Planetarium – Chhattisgarh's first science park with 35 play equipments based on various scientific concepts, hands on science centre. It also has a provision for Science Van: Taking Kabaad Se Jugaad science concept to remote corners of the district and Aarohan - Coaching Centre for engineering and medical courses entrance examinations. He said as part of Co-curricular Education to ensure holistic development of children bring out their hidden talent, the district administration proposed setting up of Ullas Summer Camp; 1 month residential summer camp for 3000 children.

Kala Utsav, Dance and Music Festival have organized during winters for children Football and Archery Academy and exposure visits to motivate and inspire children to pursue excellence. As teacher and Classroom Development, it was proposed to set up Vidyalaya Darpan, first of its kind Model Classroom Simulation Lab and teachers training facility and Samvaad Informal dialogue towards a shared vision for district education and platform to share best practices along with Professional Learning Communities. Aimed at Inclusive Education, 'Aakaar' is first of its kind residential setup for Divyang /CWSN Children with special rehabilitation programme along with educational programme and vocational training support. Vocational training and education is imparted through Livelihood college and skill development center, ITI and Polytechnic college. Residential facility for teachers is provided in a phased manner. It is already in place in extremely sensitive areas near security camps in Chintalnaar, Bhejji, Maraiguda, Tongpal, Talnar, Pushpal.



## INNOVATION – COMPREHENSIVE EDUCATION DEVELOPMENT AS A TOOL FOR EMPOWERING TRIBAL COMMUNITIES IN LWE AFFECTED AREAS

Shri Niraj Bansod, DM, Kabirdham, Chhattisgarh

Recounting the impact of the initiative, he said Sukma ranked 12<sup>th</sup> from the previous rankings of 25/26 under SLAS. There has been Improvement in 116 schools impacting 2500 children, 1850 families as SMC Members and 7500 adults and children whereas 20,000 children benefitted through Education Hubs. Bal Sangam ( Naxal outfit comprising children ) non-existent improvement in Net Enrollment from 44,563 in 2015-16 to 46,812 in 2016-17, he said setting the 1000 out of school children from extremely affected villages added in last 1 year and brought into mainstream through Gyanodaya – Back to School programme. 27 students in from ‘Pahal’ got selected for JNV. Roshan Sodi, a student, won the IGNITE Award by President of India. More than 300 children had sent their ideas based on their learning from different science initiatives where more than 12000 children have benefitted as science education under Project Jigyasa. 12,000 children have benefitted under various initiatives for Quality Science Education through Science Park , Center and Mobile Science van.

1232 Teachers from 936 schools have been trained and implemented Model School Concept through ‘Vidyalaya Darpan’. There has been 100% result in 10th CBSE Board Model School result. Destroyed schools in 36 locations were reconstructed, 17 schools restarted.

The District Magistrate said, livelihood and rehabilitation of naxal, affected through multiple courses like stitching, bamboo art, rural entrepreneurship. Naxal affected rehabilitated in Tamarind Processing by Livelihood College Canteen Facility in District Collectorate operational by naxal affected youth 1300 youth were trained with a significant number coming from the extremely affected villages of Sukma district. Recruitment of Bastar Battalion was done through a special programme where more than 200 were selected in police and CRPF.

## INNOVATION – COMPREHENSIVE EDUCATION DEVELOPMENT AS A TOOL FOR EMPOWERING TRIBAL COMMUNITIES IN LWE AFFECTED AREAS

Shri Niraj Bansod, DM, Kabirdham, Chhattisgarh

The initiative helped in the prevention of vector borne diseases like malaria, Japanese encephalitis residential schools and communities which is a resultant of improved awareness level of community and better access and acceptance because of the educational initiatives. As against 100+ deaths in neighboring district Malkangiri, Sukma administration could save lives of all children except one because of JE epidemic, despite 35 positive cases detected. 100 bed hospital in the vicinity of education city lead to increase in number of specialist doctors inspired by the educational initiatives, many illiterate villagers joining the initiative of becoming literate through 132 'Lok Shiksha Kendra' reaching out to approximately 5000 people.

The initiative is unique in many ways with Cost of infrastructure development is high, contractors quote much above ( > 100% ) SoR whereas it is cheaper to develop with Hub and Spoke Model.

It provided forward linkage through vocational education, competitive examination coaching and Backward linkage through health, nutrition, and wage employment schemes through schemes like ECCE-ICDS, MGNREGA, Nai Disha, Livelihood college .The initiative can be replicated at various locations with similar difficult conditions, locations with accessibility issues. As against Conventional Approach with expenditure of more than 200 crores , 1000 children, 10 locations with security and quality human resource concern. The Innovative Approach involve expenditure of only Rs.15 crores, with 1000 children, at a location with greater accessibility, resource utilization and security.

## VALEDICTORY SESSION

Shri Dharmendra Sharma, Chief Secretary,  
Government of Goa

In his address in the Valedictory Session, Shri Dharmendra Sharma, Chief Secretary, Government of Goa said that the area of Administrative Reforms and public grievances is one of the most challenging, both conceptually and in a physical sense. In a physical sense, the need to aggregate Public grievance across a vast multitude of sectors and people is an evident challenge. But to use the feedback and flow it back to is conceptually daunting. As we move away from anecdotal appreciation of success to a verifiable matrix, even the definition of what is or is not a best practice needs painstaking building of parameters and benchmarks.

Referring to the DAR&PG film on Journey of PM Awards screened before the participants, he said, it adequately demonstrated the magnitude and the complexity of the process of choosing of winners of winners of best practices.



## VALEDICTORY SESSION

Shri Dharmendra Sharma, Chief Secretary,  
Government of Goa

Workshops and Interactions, such as this one, deliver two vital outcomes;

- It allows us to create networks of understanding and cooperation; and
- It allows us to contextualize our respective successes in a different context.

He added that for the host state, especially a small one like Goa, it offers a unique opportunity to showcase its services for a wider peer review and resultant critical analysis. Department of Administrative Reforms is a vital Department as it is a fusion ground for both the critical assessment of the baseline of what is and an incubation of what ought to be or could be. He said, the task has grown in complexity because of two developments as per his assessment. The monopoly of defining what constitutes a public interest and public good moved away from the political and executives since 1980s with the apex court intervention which widened the scope of Article 32 of the Constitution.

Shri Sharma said, today we are daily challenged on what we seek to define as public interest and secondly, the disclosure revolution, of which the RTI is one and the Delivery of Service Act is the other, whereby adequate information is always available in public domain to critically evaluate. He said, in fact in Goa, the evaluation comes fast and furious not just on a daily basis but sometimes on a minute to minute basis.

Concluding his remarks he said, led by the Government of India initiatives and our own home-grown initiatives we are tasked to create a forward looking and accommodative framework for service delivery. The previous day, Smt. Nila Mohanan, Collector, North Goa had made a presentation on Exemplary Initiatives in the State of Goa. I once again offer all of you a very warm welcome to this beautiful part of India. I sincerely hope you all have a comfortable stay and a meaningful dialogue and direction. Government of Goa looks forward to utilize outcomes of this Conference in an earnest manner.

## VALEDICTORY SESSION

Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

In his address in the Valedictory Session, Mr. C. Viswanath, Secretary, D/o DAR&PG said, this was the 27<sup>th</sup> Regional Conference that the Government of India, Department of Administrative Reforms & Public Grievances organizes in participation with Government of Goa. A similar conference was organized in Goa 7 years back in the year 2010.

Explaining Good Governance, he said, it is basically focusing on public service delivery and citizen centricity in administration, putting the citizen at the forefront of development and also ensure that citizens get seamless services without any hassles. Hassel-free service delivery is the essence of Good Governance. And, Government of India, especially the Department of Administrative Reforms & Public Grievances is mandated to ensure that several reforms be introduced in Governance so that people have real good governance and we move from 'Swaraj' to 'Suraj'.



The States also have been doing their part; like the Right to Services Act has been implemented in more than 20 States. 21 States have Right to Services Act. Those services that are very important for a common man are listed out, service-standards are listed, time bound delivery is ensured as per these Right to Services Act.



## VALEDICTORY SESSION

### Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

States, which have not yet enacted Right to Services Act, immediately do so in the interest of their own citizens so that the delivery of public services becomes more and more efficient. We, in the Central Government have introduced several reforms like simplification of forms, simplification of rules and procedures as well as abolition of affidavits, wherever it is not mandated by law and self-attestation and self-certification has been introduced in Government of India and many states also have taken up self-certification so that one need not run to a Notary or a Gazetted Officer to get the forms attested.

The Secretary recounted the Pensions reforms introduced by the Department of Pensions, under the Hon'ble Minister Dr. Jitendra Singh. First one called 'Bhavishya', is a Pension Sanction and Online Tracking System.

One year before retirement of a person, the Bhavishya programme starts for him and the entire process is such that the person keeps on getting regular SMS alerts to whether his Service Book has been verified, whether Directorate of Estates clearances have been obtained, clearances from other concerned Departments have been arranged, all other clearances have been obtained or not so that at the end of his service, when he superannuates, he gets the pension on the last date of his service.

He elaborated another scheme started by the Government i.e., 'Anubhav'. Six months before the Government Servants retire they start writing their experiences and these have proved very useful, in fact for the Department of Personnel, the experiences of 'Anubhav' provide a very important input for changing and reforming their policies whether it is transfer policy or posting policy. On 20<sup>th</sup> September, 2017 the Hon'ble Minister of State for Personnel & PMO would be giving away the awards for the 17 best 'Anubhav' write-ups.

## VALEDICTORY SESSION

Shri C. Viswanath, Secretary, Department of Administrative Reforms  
& Public Grievances, Government of India

He said, another programme started by the Department of Pensions is 'Sankalp'. Mostly, Government Officers, after retirement, need allocation. It has been noted that most of the Officers, even after retirement, go to the Offices, not that everybody needs money they need allocation also. 'Sankalp' provides an opportunity for an individual to get a useful allocation. Like in Tamil Nadu, quite a few people and pensioners' associations are involved with 'Aravind Eyecare Centre', where they are helping thousands of patients in cataract operations. The Staff Service Selection Commission, whenever it requires Invigilators, avails the services of pensioners. In Delhi, in MCD Schools, the Pensioners are going and helping them. So, Sankalp is another initiative of the Government, where we are able to help the Pensioners to find an allocation for themselves as well as being useful and meaningful for the Society.

He said, 'Jeewan Praman' is a very good initiative, whereby every individual having a Pension Account seeded with Aadhar Number, sitting from his house, or even if he is abroad, can give his annual digital life certificate.

He need not go physically to the Bank to give the digital life certificate. Sitting in their homes, from the comforts of their homes, the Pensioners can give the digital life certificate. These are some of the reforms, which the Department of Pensions & Pensioners Welfare has introduced.

He said, we have also tried to see that reforms are taken up in every sphere, especially wherever maximum number of grievances is received. In fact, the CPGRAMS portal is a very-very important portal and it is so well developed and perfected now that we get maximum response. The number of grievances has gone up by 4 times. I keep mentioning and the Hon'ble Minister is also aware that the number of grievances has gone up not because people are having more problems but confidence in government has gone up. Because, the confidence that their grievances will be resolved within a very specific time period.

## VALEDICTORY SESSION

**Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India**

Shri Viswanath said the grievances are going up, the disposal is going up and the feedback from the citizens, which is also being obtained on the CPGRAMS Portal, has been very positive. The Department got an analysis done of the grievances, the top 20 Ministries first and then next 20 highest Grievance receiving Ministries were taken up. The grievances have been analyzed and based on that reforms have been suggested and the Department has been taking up those with the line Ministries. So, systematically, we have been addressing the grievance part of the citizens so that ultimately, they are able to benefit. , it has been observed. Number of grievances, especially those where reforms have been carried out have been reduced.

Speaking on the concept of Good Governance, he said, to ensure that Governance is really improved, yesterday we had a presentation and very good discussion on the Good Governance Index.

The Centre for Good Governance, Hyderabad is our Knowledge Partner in formulating the Good Governance Index. The Session yesterday was very meaningful. We got extremely good feedback and inputs as far as the Good Governance Indicators are concerned. Ten Sectors have been identified, 51 indicators have been listed out, a draft Good Governance Index has already been prepared, which we are going for national consultation with the States. And, the suggestions given by the 17 States, present here, will be certainly taken into consideration, while finalizing the Good Governance Index.

He said, last but the most important thing that we have been doing in this Department is to ensure that there is good governance, the officers, the Civil Servants are able to perform at their best. Their services are recognized and awarded by the Hon'ble Prime Minister on the Civil Services Day. Quite a few States have also begin to do so. Telangana has also started giving the Civil Services Awards on Civil Services Day.

## VALEDICTORY SESSION

**Shri C. Viswanath, Secretary, Department of Administrative Reforms  
& Public Grievances, Government of India**

The Secretary said as far as participation of States is concerned, last year in Civil Services Day, 599 districts participated. This time already 601 Districts have registered on the PM Awards Portal for participating in the Civil Services Day for Prime Minister's Award. This year the four programmes that have been listed are Pradhan Mantri Awas Yojana (Housing for All), Pradhan Mantri Fasal Bima Yojana, Promoting Digital Payments and Deen Dayal Upadhyaya Gramin Kaushalya Vikas Yojana. In all the four programmes the Officers from the line ministries came here and explained these programmes before all the participants, clarified their doubts so that we are able to further hasten the implementation of all these priority programmes. Three Awards are also being given for innovation category. The Secretary said, the third part of the Sessions was that the Champions of various schemes, those who received Prime Minister's Awards in the past, they made presentations because the Hon'ble Prime Minister was very particular that it is not only that we give awards to the awardees but also, the best practices across the country are replicated in the largest number.

Already, in 250 locations, we have replicated the initiatives conferred awards and we hope that by next year we are able to replicate more awards and find that by next year, in 500 locations across the Country, the best practices have been successfully replicated. The Secretary acknowledged the keen interest and patience of all the participants who also interacted with the presenters in the conference, the day before, and thanked them for the same. He also thanked the Hon'ble Chief Minister of Goa for agreeing to add value to the Conference through his valedictory address. Under his leadership, the Chief Secretary and other Officers had provided excellent hospitality to all the participants, made the conference successful, very meaningful and by the time we go back, I am sure that we all will be very enriched as Officers and we will really work hard towards the vision of the Hon'ble Prime Minister for making a new India.

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## Film showing on 'Making New India'



## RELEASE OF DEVELOPMENT MANUALS TO DISTRICT LEVEL FUNCTIONARIES



Dr. Jitendra Singh, Minister of State, Independent Charge for Development of North Eastern Region, MoS, Personnel, P.G. & Pensions, PMO, Atomic Energy & Space,; Shri Manohar Parrikar, Chief Minister, Goa; Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India; Shri Dharmendra Sharma, Chief Secretary, Goa; Smt. Smita Kumar, Joint Secretary, Department of Administrative Reforms & Public Grievances, Government of India;

## VALEDICTORY SESSION

Dr. Jitendra Singh, Minister of State, Independent Charge for Development of North Eastern Region, MoS, Personnel, P.G. & Pensions, PMO, Atomic Energy & Space

Dr. Jitendra Singh, Minister of State, Independent Charge for Development of North Eastern Region, MoS, Personnel, P.G. & Pensions, Atomic Energy and Space started his address by saying that I am glad that 17 States/ UTs are represented in the Regional Conference today. Soon after the Government came in 2014, one of the earliest remarks made by the Prime Minister was that can we move Government of India out of the Vigyan Bhavan. I am also glad, feel vindicated and satisfied that over the last two years we have actually in practice moved out of Vigyan Bhavan to the different parts of the Country. We are here today in Goa. Sometime back we were in Uttarakhand in Nainital, earlier to that we were in Vizag, Andhra, prior to that we were in Rajasthan, earlier to that we were in Jammu. So, we have virtually rotated this AR&PG across the country, North South East West and also Guhawati in North East.



And therefore one of the earlier dictums that the Prime Minister gave us, which was I think more relevant to the DAR&PG was Minimum Government Maximum Governance and also Citizen Centricity in Governance. The Prime Minister keeps talking of Transforming India and as you also saw in this film repeatedly reminding us देश बदल रहा है.

## VALEDICTORY SESSION

The torchbearer essentially has to be the Department of Administrative Reforms, which has the mandate to innovate, experiment and develop reforms for others to emulate. The Minister said, soon after the formation of the Government, in one of our events, the Prime Minister said that every Government takes pride in bringing in a new Rule, we will be remembered for having done away with the older rules. And I wish to put it on record today that nearly 1500 rules, which had gone obsolete had been done away with by this Government. We have taken a number of revolutionary steps, which were not contemplated for the last 70 years. And one of those was done through AR&PG of course, was doing away with the practice of getting your certificates attested from gazetted officers. Recounting his own experience he said, when we were in Class 10, we had to get our certificates attested from a Gazetted Officer. When I was in Class 11, I had to spend Rs. 5 to get a certificate attested. This is something which could have been done long back 70 years ago. When we actually made this announcement, some media person asked me what if somebody fudges his certificate.

**Dr. Jitendra Singh, Minister of State, Independent Charge for Development of North Eastern Region, MoS, Personnel, P.G. & Pensions, PMO, Atomic Energy & Space**

I said we are sending out a message that this is the Government under Prime Minister Modi which has confidence to trust the youth of this country. He said, another reform which also happened through AR&PG is the introduction of the practice of having the post of Assistant Secretaries for the first time in the Government of India. After passing out of Mussoorie and before going over to their respective State Cadres now we have an arrangement where the IAS Officers spend three months in various departments and ministries of the Government of India. The objective was twofold that they would be able to have a realization, a familiarization with the manner the Government works in various Ministries, various kinds of flagship Schemes and priority programmes of the Government in place and secondly, they would be able to locate some mentors to whom they may look back when needed. The new arrangement has proved very successful with the young Assistant Secretaries.



## VALEDICTORY SESSION

**Dr. Jitendra Singh, Minister of State, Independent Charge for  
Development of North Eastern Region, MoS, Personnel, P.G. &  
Pensions, PMO, Atomic Energy & Space**

He said, I am looking after the North East and we had an event 'Destination North East' at India Gate wherein three Assistant Secretaries, including Ira Sehgal who was the topper of 2015 batch, staged a fashion-show. The Minister said, the Department of AR&PG deals with Prime Minister's Awards for Excellence in Public Services on Civil Services Day every year. Usually, the Awards were individual oriented and were given to some District Collectors. However, in last two years we made the awards on the basis of performance in the implementation of Priority programmes and organization based. He said, if indeed we have to carry the Government of India's programmes, these Reforms have to actually make a huge difference. Just 10 days before the Civil Services day, 2017 Prime Minister asked to seek inputs from youngsters. So, we developed an idea that we will identify three batches, the latest three batches, and ask them to approach the portal. Time was very short but still out of 705 districts, 533 Collectors approached the portal. Visiting it more than 10,000 times and spending 1,000 hours.

Speaking of the reforms in Public Grievance Redressal Mechanism, the Minister said AR&PG has done its best to activate the grievance cell. In few States the Grievance page has not been visited by the government functionaries for months together. When, people register their grievance but don't find a response, they stop visiting it. And, we have now almost 100 percent grievance disposal every week. We monitor the redressal every Friday. We also started a new practice of making individual phone calls personally, at random. The Secretary is doing it; I myself am doing it. He said, this actually has lived upto the citizen centricity concept to bring administration to the door step and to bring it close to the doorstep of the citizen. When we came in 2014, we had an average of about just 2 Lakh Grievances per year. Now, we have nearly 12 Lakh. It is more than 6 times. It happened because we are prompt. People feel encouraged and enthused to lodge their grievance.

## VALEDICTORY SESSION

**Dr. Jitendra Singh, Minister of State, Independent Charge for  
Development of North Eastern Region, MoS, Personnel, P.G. &  
Pensions, PMO, Atomic Energy & Space**

Through you, we are also going to the State Governments, we have requested the Media also, we need to have an awareness programme/campaign, which I said in the AR&PG also because quite often, the person, the citizenry needs to be educated about the definition of grievance. So we are responsible for disposing off, not satisfying the grievance. He said, based on these grievances, we started the practice of having research manuals. We have manuals for 20 Ministries, which would prove useful in future.

Earlier, in the last one year of Government Service, no officer would work as he was collecting NOCs from all over the country causing one year loss of work to Government. We have ensured an arrangement where without going around anywhere, on the portal the person superannuating will get his PPO or Pension Order in his hand. Even I went through this when I took voluntary retirement at the command of my party. I didn't get a pension for one year. And I would ask why so. And, I was told that at the beginning of the year the Department prepares a list of persons retiring that year and it takes one year to finalise the pension papers.

The Minister said, RTI is already online and it has been put on mobile for the last 6 months or so. You can file an RTI, you don't have to go 10 to 5 only during the office hours to any office from anywhere in the world and the fee can be deposited there. Mentioning Anubhav, a programme started by the Government around 2 years back. He said every superannuating Officer in the last six months would write his experience. Some of them are very educated. Some are very experienced, some are very interesting. Like for example, there was a lady officer who worked all through her service in the Department of Tourism and thought that she could add value to it if she did Ph.D. in Tourism. By the time she came back, she was transferred to a different Department. So she spent the rest of her service (last six months) trying to get back to the Department of Tourism till she superannuated. What a colossal loss of human resource and human exchequer. The transfer policy has since been redefined and made flexible in cases where you have to tend to the children etc. To ensure accountability, a bill on Prevention of Corruption Act is pending in the Parliament.



## VALEDICTORY SESSION

Shri Manohar Parrikar, Chief Minister, Goa

Shri Manohar Parrikar, Chief Minister Goa began his address stating that Goa has been practicing good governance, calling people about their level of satisfaction on grievance redressal for the last 15-20 years. As Union Defence Minister, he used to call the Service Pensioners to inform them that their pensions have been released. It gives immense pleasure to call people and inform them about their grievance being resolved. People when contacted are first shocked when called by Chief Minister or Defence Minister but the people's faith in the Government increases. If you keep your system in well documented format, you can get the grievances addressed much better and that is the first part of a good governance. He remembered, when he went for the first election in 2002, Shri Lal Krishna Advani had gone up to flag the election campaign. When he saw in the backdrop big words 'Vote us for Good Governance', which was his slogan in 2002, Shri Advani asked whether people would vote him for good governance.



He got elected with that slogan. Probably, he is the first person who got elected with this as the prime slogan. He said, today, people expect good governance as a part and parcel of original package. If someone says that I am going to give you good governance, people watch you for delivery.

## VALEDICTORY SESSION

Shri Manohar Parrikar, Chief Minister, Goa

They do not believe you for concept, they minutely observe you for the delivery. And, I for one believe that if people come to you with their grievances that means that your system is not working properly. It pains him actually when he realizes that the pension of a retired government servant is not paid in time because it is government machinery which is supposed to take care of the people's grievance. Why does he have to deal with the pension grievance of a government servant? If I can't service myself, how can I serve others?

The Chief Minister said, that when we cannot resolve our grievance how can we resolve the grievance of other people. In Goa Scholarship Scheme, I have never allowed any interference in the process of selection and the only criteria for selection, which was minimum cut off marks. A freedom fighter's widow sent him a grievance that her husband's pension was not being sanctioned to her after his death. When he asked for the facts of the case, he was told that the death certificate of the person was not submitted and to sanction pension in the name of the widow, death certificate is not a must. Death certificate could not be obtained because death had taken place in some remote place in Uttarakhand.



The Accounts Department was not agreeing to accept the condolence message of the Parliament, whereas as per rules, that is a valid document to be taken as death certificate. He was also an ex-MP. The Hon'ble CM directed the Officers to accept that. Such things do happen. Ultimately good governance does not stop at performing certain tasks. He said, sometimes even the most well meaning actions of the Government face flak from the press like it happened when concerned officers were sent on visit to Europe to on-site study of the garbage treatment plants so that on similar lines a Garbage plant could be established in Goa. It was termed as junket. Grievances do not stop at doing a particular given job properly. It also calls for accountability, which is required on both sides government as well as public. He said, accountability takes into account the factor whether you are using money wisely. Many times government offices tend to believe that as long as you follow a transparent method, e-tendering, and select the L-1, you have satisfied with the parameters of good governance. First ask yourself the question whether the Scheme, project, expenditure I am proposing is

required to be spent. If it is required to be spent, whether the impact of that scheme has priority over another scheme. And, only after that transparency adds up the flavor to the good governance, otherwise if you spend the money in the wrong place, you are not doing a service. Many times Governments are not considering this. Whenever, the file comes to him the first question that he puts to him is that whether that scheme is required? Is he spending of that money required? In many cases lakhs of rupees can be saved, if you apply this criteria. The Chief Minister said, if you spend money at the wrong place, it is not good governance. When any file comes to me my first question is whether this scheme is of use to the public or not. And the money spend is required. I have realized that in many cases, money can be saved. Concluding his address, Shri Parrikar said the pearls of a necklace don't hold themselves. It is the string that holds them and it is the strength of the string which will ensure that the necklace remains intact. It is to understand that it is the nationalistic spirit or feeling of nationalism that holds people together. If you can get this into the people they can do anything for the nation.



## VOTE OF THANKS

Smt. Smita Kumar, Joint Secretary,  
Department of Administrative  
Reforms & Public Grievances

Concluding the two day event, Smt. Smita Kumar, Joint Secretary, Department of Administrative Reforms & Public Grievances, Government of India, gave the vote of thanks to the dignitaries and to the speakers for making high impact presentations and laying the foundation of sharing valuable knowledge and experience in the area of Good Governance.

