

75 DIGITAL TRANSFORMATION STORIES



Digital India
Power To Empower

How a nation uses technology is linked to its values and vision. India's extensive experience with use of technology and policy for public good, inclusive development and social empowerment can be of great help to the developing world

Narendra Modi
Hon'ble Prime Minister of India



Digital India is all about inclusive growth. It aims at ensuring a society in which every person, living even in the remotest part, gets the same opportunity.

Ashwini vaishnaw

Hon'ble Minister of Electronics and IT,
Communications and Railways



Digital India will play a crucial role in bringing to effect a more efficient, transparent and accountable government.

Rajeev Chandrasekhar

Union Minister of State for Electronics & Information
Technology and Skill Development
& Entrepreneurship



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17. BultukeBol (Bluetooth based eLearning solution)	
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Dadra and Nagar Haveli and Daman & Diu

- 20. Denotes My Dadra & Nagar Haveli and Daman and Diu (MYDDD) Mobile App
- 21. Saral Seva Kendras (SSK)



Goa

- 22. Goa Online



Gujarat

- 23. VISWAS (Video Integration and State-Wide Advance Security)
- 24. Digital SevaSetu
- 25. Integrated Online Revenue Applications (i-ORA)
- 26. Safe and Secure Ahmedabad (SASA)



Haryana

- 27. e-kharid portal
- 28. Mukhyamantri Antyodaya Parivar Utthaan Yojana (MMAPUY)



Himachal Pradesh

- 29. Himachal Online Seva Portal
- 30. Mukhyamantri Seva Sankalp 1100



Jammu & Kashmir

- 31. Awaam ki Awaaz
- 32. e-Office



Jharkhand

- 33. Tejaswini



Karnataka

- 34. FRUITS (Farmer Registration and Unified beneficiary InformaTion System)
- 35. Kutumba
- 36. Suvidha



Kerala

- 37. GIS Based Spatial Decision Support System
- 38. Quick Pass - Centralized digital pass issue system for Septage Collection, Transportaion, Disposal and payment



Lakshadweep

39. PowerLak

40. WEBSTAR- Web Based Ship Ticket Advance Reservation



Madhya Pradesh

41. Integrated Cooperative Management Information System (ICMIS)

42. Pashudhan Sanjeevani Sewa

43. Pravasi Shramik App and Rojgar Setu Portal



Maharashtra

44. Blockchain based Warehouse Receipt Financing

45. Direct Benefit Transfer(Maha-DBT) Portal



Manipur

46. Public Connectivity in Hill Districts (Wi-Fi Hotspots)



Meghalaya

47. 1917 Integrated Technology Enabled Agri Management System

48. Mother App

49. Meghalaya Tourism Information Management and Engagement (MTIME)



Mizoram

50. mCovid19 Application and Portal



Nagaland

51. Direct Benefit Transfer (DBT)



Odisha

52. Mo Sarkar

53. PARESHRAM



Punjab

54. COVA Punjab

55. State Unified Admission portal



Rajasthan

- 56. News Media Management and Sentiment Analysis
- 57. eBusiness Portal
- 58. Single Sign-On (RajSSO)



Sikkim

- 59. State Services Portal



Tamil Nadu

- 60. Face Recognition Based Attendance System
- 61. e-Paarvai AI based cataract screening solution



Telangana

- 62. FEST (Friendly Electronic Services of Transport Department)
- 63. T-Chits (Administration of registered chit funds using Blockchain)



The Govt. of NCT of Delhi

- 64. PUCC (Pollution Under Control Certificate)
- 65. eDistrict Portal



Tripura

- 66. Tele-Law service through Common Services Center



Uttar Pradesh

- 67. CM Helpline 1076
- 68. DigiShakti Project
- 69. Nivesh Mitra
- 70. One District, One Product Programme



Uttarakhand

- 71. Apuni Sarkar
- 72. Chamoli Disaster Management



West Bengal

- 73. e-Mutation & Auto Mutation with Online Payment Facility
 - 74. Blockchain Birth Certificate Application of NKDA
 - 75. Integrated Traffic Fine Management System (ITFMS)
-

National level

Co-Win

Objective(s)

CoWin platform was unveiled by the union government as it launched the vaccination drive in the country. The website was created to give users a chance to book vaccine slots, keep a track of the overall vaccination drive in the country and download the Covid-19 vaccine certificate. Users have to register on the CoWin platform with their phone number. Post-registration, they have to enter an OTP and then go ahead to book the vaccination slot. One can also download the vaccination certificate

Service delivery channel(s)

Web portal and mobile app

Outreach

Total Vaccination Doses 1,20,30,62,386

Dose 1 - 77,80,80,668

Dose 2 - 42,49,81,718

Sites Conducting Vaccination - 73,441

Government - 71,713

Private - 1,728

Total Registrations - 84,27,66,423

Age 18-44: 51,72,62,506

Age 45+: 32,55,03,917

URL

<https://www.cowin.gov.in/>

Impact

People are able to book appointments from the comfort of their homes, without the need of going out which in turn reduced the chances of getting infected from Covid. CO-WIN app has been made operational to support vaccination drive across the country. CoWin is acting as the backbone of the biggest vaccination drive ever. The platform showcased at the CoWIN Global Conclave in July and 142 countries reportedly shown an interest in acquiring it. The platform not only tracks vaccinations in real time, it also tracks any wastage of the vaccines.



SUCCESS STORY

My name is Pooja Puri. I am a resident of District Mohali and i am a software developer. I have a family with two kids under age 4 years. After the removal of lock down, i got an official call to join office physically. However, i was worried as the cases of corona was increasing rapidly. I was afraid of getting infected. So i decided to get ,myself vaccinated. I registered via Cowin Portal and got my vaccination within 2 days and downloading certificate was quite easy. Cowin portal is great platform to get the vaccination. I highly recommend all the people who has left for their vaccination to get registered on Cowin and get their vaccination hassle free.

Pooja Puri
Punjab



National level

AarogyaSetu

Objective(s)

Government of India has launched a mobile app AarogyaSetu on 2nd April 2020, which is developed in public-private partnership to bring the people of India together in a resolute fight against COVID-19. The App, called 'AarogyaSetu' joins Digital India for the health and well-being of every Indian. It enables people to assess themselves the risk of their catching the Corona Virus infection. It calculates the risk based on their interaction with others, using cutting edge Bluetooth technology, algorithms and artificial intelligence.

Service delivery channel(s)

Mobile app

Outreach

The app with its scalable architecture is available in 12 languages and is used across pan India with record 207 Million users and 63,47,74,225 total samples tested up to Nov 23, 2021.

URL

<https://www.aarogyaasetu.gov.in/>

Impact

Once the application is installed in a mobile which is an easy and user-friendly process, the app detects other devices with AarogyaSetu installed that come in the proximity of that phone. The app can then calculate the risk of infection based on sophisticated parameters if any of these contacts has tested positive. The personal data collected by the App is encrypted using state-of-the-art technology and stays secure on the phone till it is needed for facilitating medical intervention.



SUCCESS STORY

AarogyaSetu app in a way was reassuring for me while stepping outside home and visiting places, as it gave real time status and alerts, if I came across COVID infected persons and action to take. AarogyaSetu app helped me in finding the vaccination centre locations nearest to my place and helped me in completing my 2 doses of vaccination process, from booking an appointment, till downloading the certificate after vaccination, without any hassle. As an individual, it gives me great satisfaction by providing near real time data of infection spread, to central agencies, through my mobile voluntarily, for controlling the spread of the disease and to take part in our nations Covid Pandemic control endeavour.

Mr. Aiswary Kumar Soni
Chhattisgarh

National level

Digital Identity Aadhaar

Objective(s)

Aadhaar is the world's largest digital identity programme that provides biometric and demographic based unique digital identity; which can be authenticated anytime, from anywhere and also eliminates duplicate and fake identities. It provides an identity infrastructure for the delivery of various social welfare programmes. The potential of Aadhaar can be realised, through its use of the infrastructure as a digital identifier and as a unique parameter by various Central Ministries, State Departments, PSUs and private sector entities to provide service delivery to residents in an integrated fashion.

Service delivery channel(s)

Web portal, physical assisted counters

Outreach

- **Aadhaar Generated** 1,315,343,741
- **Aadhaar Updated** 549,603,035
- **Authentication Done** 62,953,350,258
- **eKYC Done** 10,366,030,743

URL

<https://uidai.gov.in/>

Impact

Aadhaar is not just a proof or identification of citizenship, but also an important digital identity used by citizens for various purposes, such as, availing benefits of Government services or schemes; access to Government based apps for Indian citizen; proof for getting other important Government documents and for other important aspects, such as, school scholarships, Digilocker for archiving documents, bank accounts under Pradhan Mantri Jan Dhan Yojana (PMJDY), provident funds account, pensions, driving license, insurance policies and loan waivers amongst other services.



SUCCESS STORY

My name is Shubham Shukla, I am from Faizabad, Uttar Pradesh. I work with an IT firm in Gurugram but I've been working from home because of the entire COVID situation. Aadhaar has made significant changes to everyone's life. Earlier I used to remember there was no way to verify your identity without several documents. With adhar we can prove so many things with only our Aadhaar Card number. One can also verify the address and it is also linked with so many other platforms, so we just need our Aadhaar number for authenticating so many things. Aadhaar is the right and the basic step towards a digital future and I'm veeey happy about this initiative.

Shubham Shukla
Uttar Pradesh



National level

DigiLocker

Objective(s)

DigiLocker is a key initiative under Digital India Program, the Indian Government's flagship program aimed at transforming India into a digitally empowered society and knowledge economy. DigiLocker has ushered in a paradigm shift towards paperless governance i.e. it has helped citizens and public & private agencies to shift from paper-based processes to a paperless process providing greater transparency, authentic documents, ease of doing business as well bringing in further efficiency in service delivery.

Service delivery channel(s)

Web portal and mobile application.

Outreach

More than 87.25 million registered user are there on the platform and more than 4.57 billion documents have been issued. Over 1441 issuers been issuing documents to the citizens via DigiLocker and 221 registered requestors are accepting documents via DigiLocker.

URL

<https://www.digilocker.gov.in/>

Impact

- Secure and Private: Accessed by user consent, no unverified usage of records, secure platform
- Anytime, anywhere usage: Shareable and accessible on the move using desktop or mobile
- Environment friendly: Paperless process reducing cost to the environment Value Proposition for Agencies
- Eliminates counters: A citizen need not visit a counter to apply for service or avail a document
- Authenticity: Digital Locker makes it easier to validate the authenticity of documents as they are issued directly by the registered issuers.
- Reduced cost and time: Less turnaround in service delivery with reduced costs



SUCCESS STORY

My Name is Chandan Kumar and I am an IT professional, I own 4-wheeler that I have purchased in Gurgaon in 2016, subsequently I moved to my Home State Bihar. In year 2020 my car loan was completed and I have applied for removal of hypothetical through Gurgaon RTO office. Hypothecation has been removed and smart card has been sent to address of my Gurgaon residence which was a rented property. In the same time lock down has been imposed due to spread of Covid-19 and I couldn't track my smart card. Thereafter I have , downloaded copy of RC on my digital locker and used it to show the proof of RC in the issued document section of Digital locker as state of Bihar has adopted the digital locker. In the year 2021 my car got met with an accident and I was not sure how I will claim for the car insurance. I used my digilocker RC copy and the car insurer accepted the RC from my digilocker and the insurance claim was processed

Chandan Kumar
Bihar

National level

Common Services Centres (CSCs)

Objective(s)

CSCs are the front-end access points for delivery of various electronic services to the citizens close to the place of residence, thereby contributing to a digitally and financially inclusive society, and has been generating employment opportunities for rural youth. CSCs provide services like Financial Inclusion (Banking, DigiPay, Insurance and Pension), Healthcare services, Skill Development, BBPS, IRCTC, Utility Bill Payment, e-Commerce and e-Recharge etc.

Service delivery channel(s)

Digital Sewa Platform (DSP)

Outreach

Around 4.18 lakh Common Services Centres, spread all over the country, are ensuring digital delivery of services at the doorstep of the citizens, especially in the remote/rural areas of the country in an affordable manner, creating digital empowerment by providing more than 400 services ranging from education, health, agriculture etc.

URL

www.csc.gov.in

Impact

Common Service Centres (CSCs) under Digital India programme have become an effective instrument for promoting a digitally inclusive society and empowering the citizens, including women, especially those living in the rural India. It is promoting Entrepreneurship through its self-sustainable model specially for women Village Level Entrepreneurs (VLEs). CSCs are digitally delivering various services to citizens close to the place of residence, such as, Ayushman Bharat enrolment, PAN card, banking and insurance. Now, railway ticketing services are made available through all the CSCs. Also, CSCs are playing a vital role in creating digital infrastructure in the villages including connectivity to convert the villages into Digital Villages. These Digital Villages have been transforming rural life, encouraging hopes and aspirations, promoting skills and is facilitating every citizen to actively participate in nation building



SUCCESS STORY

My name is Gurdeep Singh, I am a CSC VLE from district Shahjahanpur. My journey with CSC started back when I had no source of income, but with the guidance of CSC team, I decided to start something with CSC to earn money and decided to aware people about different services of CSC's and make them use the different services for their benefits.

I moved forward with my vision and helped people from different villages with basic services like Education, health, Financial services, Aadhaar, electivity bill, voter i-Card, e-Kyc.

I provide different services of CSC to elderly and less effluent people without any fee and I feel proud being a CSC VLE. The most prestigious moment of my life was when Shir Ravi Shankar prasad Ji awarded me for my services to the society. I've employed 20 people in my centre. Now people know me because of CSC and CSC is my identity now.

Gurdeep Singh
Uttar Pradesh

National level

Jeevan Pramaan

Objective(s)

Jeevan Pramaan is a biometric enabled digital service for pensioners. The Pensioners of the Central Government, the State Governments or any other Government organisation can avail the benefit of this facility. One of the major requisites for the pensioners, post their retirement from service, is to provide life certificates to authorised pension disbursing agencies, such as, Banks and Post offices etc. Following which, their pension is credited to their respective bank accounts. Digital Life Certificate (DLC) for Pensioners Scheme of the Government, known as Jeevan Pramaan, seeks to address this problem by digitising the whole process of securing a life certificate.

Service delivery channel(s)

Android Application, Physical assisted counters

Outreach

525.54 Lakh Jeevanpramaan already submitted Digital Life Certificates

URL

<https://jeevanpramaan.gov.in/>

Impact

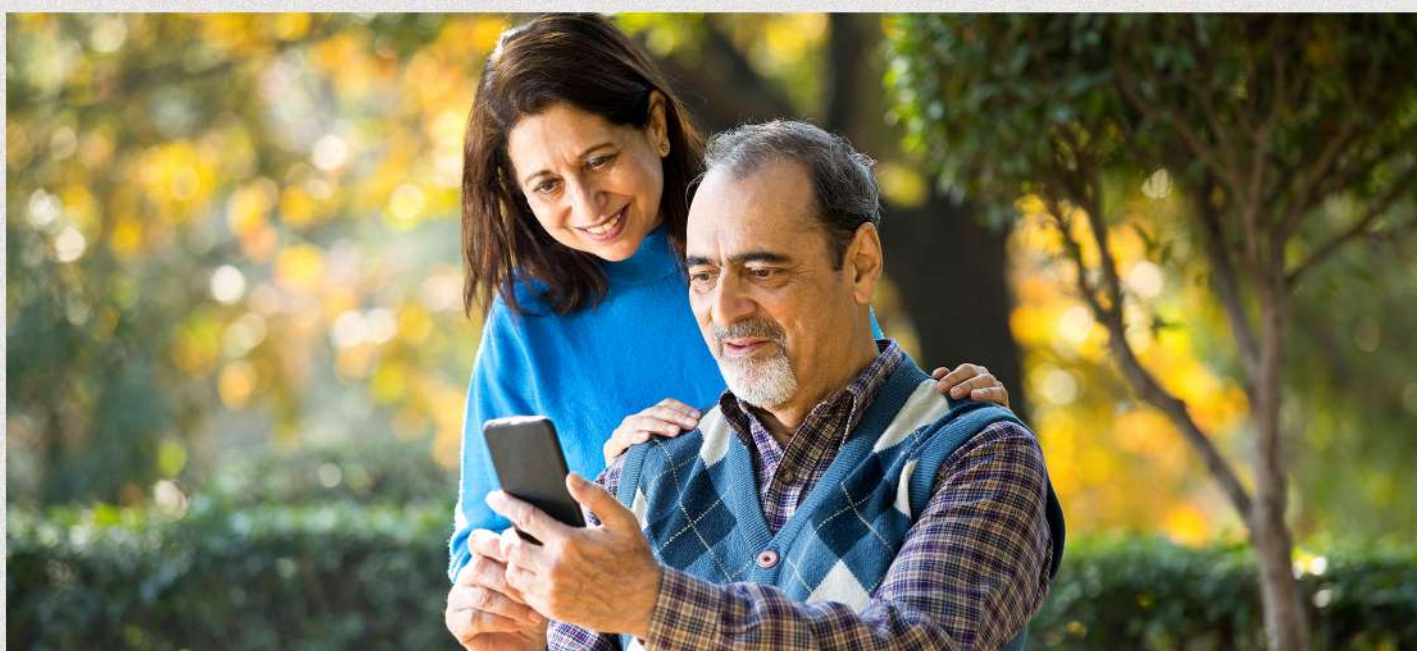
Jeevan Pramaan has provided relief to old aged persons by eliminating the need of physical visit to Pension Disbursing Agencies. It provides an opportunity for anytime, anywhere submission of Digital Life Certificate (DLC) by the pensioners. This has streamlined the pensioners' verification process at Pension Disbursing Agency. Cloud and Mobile enablement has enhanced the scalability and accessibility, and digitisation has cut down unnecessary logistic hurdles.



SUCCESS STORY

Every year I used to go to the bank to submit my life certificate. It's two to three kilometres away from my home. A year back my friend told me about Umang app, now I can submit my life certificate from home without any hassle. We all must download the Umang app from the play store and buy approved biometric device mentioned in the Umang app. I really want to thank the Govt of India for such an initiative.

Mr. Jonedro M. Sangma
Ladakh



National level

UMANG

(Unified Mobile App for New-Age Governance)

Objective(s)

For ease of access to Government services and to fast track m-Governance in the country, UMANG has been developed as a unified platform to deliver major Government services through mobile phones. The platform enables the citizens to access primarily G2C services from the Central Government, State/UT Governments and local bodies as well as from their agencies from a single mobile app.

Service delivery channel(s)

Mobile application and web portal

Outreach

UMANG is a single mobile app that currently offers 21,647 services. With more than 386.5 Lakhs registrations till November 2021 and 265 departments, UMANG has more than 202.17 crore transactions.

URL

<https://web.umang.gov.in/landing/>

Impact

Users need to download just one mobile app instead of downloading multiple mobile apps to avail major Government services. The app caters to important segments of the society, viz. farmers, students, pensioners, employees, women, patients and youth etc. All such applications get a basic integration with DigiLocker, Payment Gateways and RAS (feedback). Being a single platform for major Government services, it may reduce the cost of awareness campaigns of various Government services as majority of such services can be promoted via one single app. UMANG supports 13 Indian languages, in addition to English and hence, ensures accessibility. UMANG platform enables Departments to readily and quickly provision (with no expenditure) their services through mobile phones.



SUCCESS STORY

Umang is a one-stop solution for all government services. I can keep all my important documents at one place and fetch them anytime from the Umang application. I can see many government services are coming on Umang app. I recommend Umang app to everyone"

Ms. Shilpi Kumari
Delhi



National level

Government e-Marketplace (GeM)

Objective(s)

The Government has created a one-stop Government e-Marketplace (GeM) to facilitate online procurement of common use goods and services required by the various Government Departments/Organisations/PSUs.

Service delivery channel(s)

Web portal

Outreach

GeM platform more than 31 lakh sellers and service providers are there and more than 63 lakh products have been registered. So far, the total Value of transaction is more than ₹1,58,920 crore.

URL

<https://gem.gov.in/>

Impact

GeM has enhanced transparency, efficiency and speed in public procurement. Entrepreneurs sitting in the remotest parts of the country can sell their commodities to the Government without any intermediaries. This has promoted entrepreneurship in the country. GeM also provides tools of e-bidding and reverse e-auction along with demand aggregation to facilitate Government users achieve the best value for money



SUCCESS STORY

GeM is a government portal through which we can sell our products which we make collectively, we can also reach a lot more people by proper marketing of our product through Gem. My name is Reena Kirar, I'm the head of Girja Devi Jan Kalyan Samiti. We are a group of females who design and create dresses and manufacture other products. We collectively do works like, crafting clothes, cotton wicks, Papad manufacturing, Spices, incense sticks. The best part about Gem is that we can easily send our product to the market for our customers, that's why I like GeM and use it.

Mrs. Reena Kirar
Madhya Pradesh



National level

NeGD - Learning Management System

Objective(s)

NeGD Learning Management System (LMS) is an application for administration, documentation, tracking and reporting of training programs, classroom, online events, e-learning programs and training content along with blended capacity building feature.

Service delivery channel(s)

Blended Online mode (anytime anywhere access)

Outreach

Government Officers, Public and Educational Sector

1506885+ Learners

18269+ e-Content

9592+ e-Classes

96+ Departments

URL

<https://lms.gov.in>

<https://cytrainsetu.lms.gov.in/>

Impact

LMS under Digital India is designed to build capacities of the Government officials, using not only traditional but also innovative methods. There are approximately 96+ government departments/ministries/ training academies all over India, making use of NeGD Learning Management System. NeGD LMS has reached 86,014+ registered users, including all Ministries/Departments. Overall 10,400+ Webinars conducted with over 55 Lakhs participation. NeGD-LMS is a classic example that integrates four forms of learning; namely classrooms, e-learning, social and blended training.

One of the most successful programmes using NeGD-LMS is the '**Online Capacity Building Programme on Cyber Law, Cybercrime Investigation and Digital Forensics**'. Its objective is to enable Police officers, State Cybercrime cells, Law Enforcement Agencies, Prosecutors and Judicial Officers with the requisite skills to deal with Cybercrime cases and use Digital Forensics in efficient and effective manner.



SUCCESS STORY

I am enthralled to be a part of the online capacity building program on Cyber Law, Cyber Crime Investigation and Digital Forensics conducted through the Learning Management System (LMS) of MeitY. The program at LMS has been beneficial as it has a smooth system, easily available recorded lectures and a great mix of resourceful personalities. Moreover, the program has been curated well for professionals and I am hopeful that the knowledge gained from experts will assist me greatly in tackling the challenges posed by the digital age.

Nagma Khan
Uttar Pradesh



Andhra Pradesh

Dr.YSR. RYTHU BHAROSA KENDRALU (Dr.YSR.RBKs)

(Heralding bright future to farmers)

Objective(s)

The objective of RBKs is to ensure the availability of Pre-Tested, certified & quality inputs of Agri & Allied sectors at competitive price at Village level as well as capacity building and knowledge transfer on latest and innovative technologies to augment farmer incomes & livelihood. It is the first of its kind in the entire nation and rendering incessant services "Seed to Sale".

Service delivery channel(s)

Rythu Bharosa Kendras (RBKs)

Outreach

Farmers across the state.

URL

<https://www.youtube.com/c/RBKChannelLIVE/featured>

Impact

- Provision for booking Agriculture, Horticulture, Sericulture, Fodder and Social forestry crops.
- Biometric authentication through e-KYC is being taken from the Cultivator in the RBK to ensure accountability in the DBT system.
- Reduced manual process & transaction time and Eliminates malpractice & need for middlemen
- Real time reports on stock availability & distribution.
- Fetching of land details of cultivator details Updating of farmer details with Social Category, gender, mobile no.
- Downloading of land data for crop booking for each RBK covering 2/3 villages

“Satisfaction with the farmers enjoying the fruits of the above services at their door steps stands testimony to the administrative efforts in taking care of farmers in any aspect ”



Arunachal Pradesh

Online Inner Line Permit (e-ILP)

Objective(s)

The project eases the process of getting an ILP by any Indian citizen entering Arunachal Pradesh. It is a digitally signed document fully integrated with DigiLocker and it facilitates ILPs at one's own doorstep through web or mobile and also ILPs can be obtained from ILP kiosks available at bus / railway stations and check gates. This Mobile App is being used at the gates for verification/Authentication of the eILP by reading the QR code printed on the eILP or directly from the Mobile.

Service delivery channel(s)

Mobile application, Physical assisted counter and web portal

Impact

The system has enabled the Political Department, office of the Deputy Commissioners, office of the Resident Commissioners to verify the applicants of ILP and verify their documents online and to approve or reject the applicant and issue valid authenticated permits. Further the accounting system has also been streamlined due to online payments.

The applicant need not visit the Office anymore, only has to track the status online from the convenience of his desk/mobile at home. Even Group ILP can be applied online in the system.

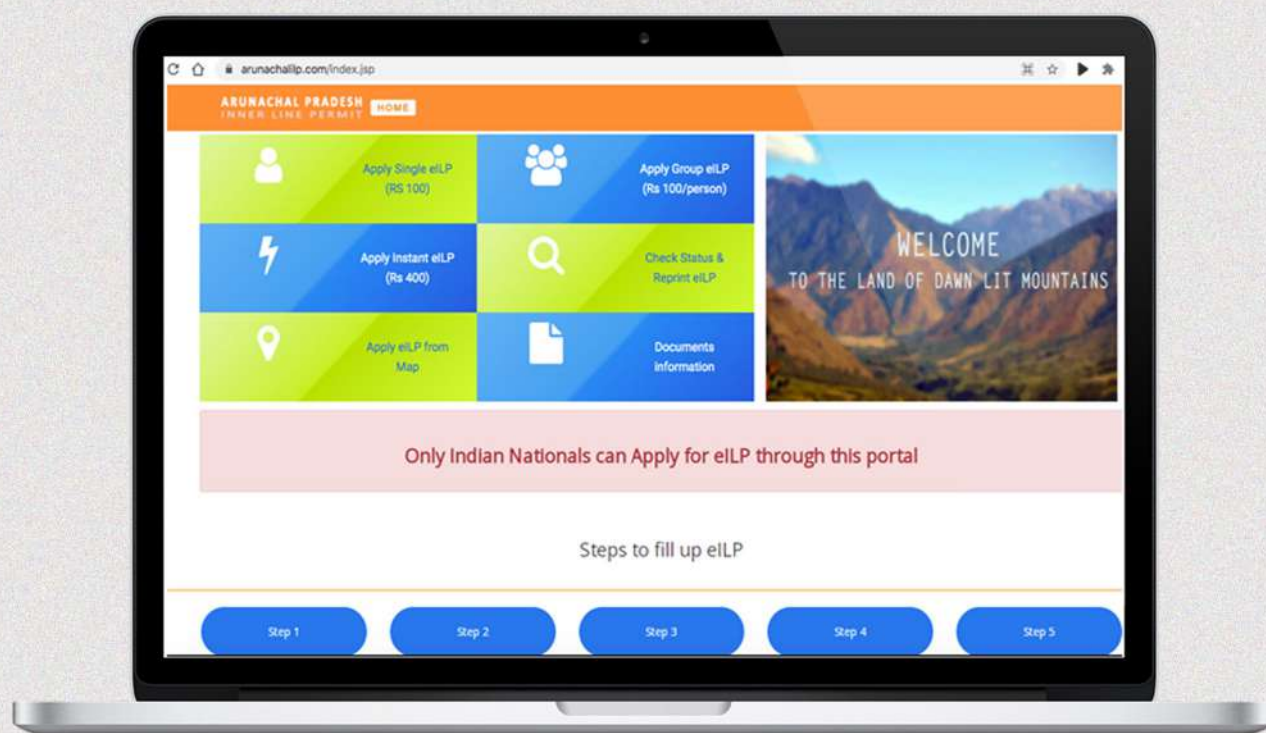
URL

<https://arunachalilp.com/index.jsp>

SUCCESS STORY

I am a habitant of Village Karbala, a remote village of Goalpara, Assam. I work in a private company in Goalpara and I travel a lot within Arunachal Pradesh. Earlier manual systems had a lot of waiting periods, but since Online ILP has been functional, I can pay online and I get a message on my phone within minutes that ILP is approved. It's good that Police personnel also check the ILP on mobile app. This aids the authenticity of the system. I really appreciate the political department, IT dept. and thank the Government of Arunachal Pradesh for this wonderful initiative.

Asadul Islam
Assam



Assam

e-ticketing for ferry services

Objective(s)

In order to facilitate hassle free and safe river journeys via ferry and boat services on the National River Highways of the State i.e. Brahmaputra and Barak River, the Government of Assam has undertaken a project to automate the River Station services. The project will cover more than 102 nos. of ferry services on the river Brahmaputra and Barak.

Service delivery channel(s)

Physical assisted counter and web portal

Outreach

Citizen of the state
Ferry Service Providers
Revenue Department

URL

<https://asiwt.in>



Impact

E-ticket also enable passengers to get life jackets as per the number of seats available and no standing passengers are allowed. Limit of luggage on the boat is also enforced. Tickets can be booked from anywhere at any point of time and schedule the journey. It is helping to enhance the revenue for the Government and allows real time GPS monitoring of the ferry on the river.

statistics of 5 Ghats:

- No. of Tickets booked for Government Ferry: 1,21,674
- Revenue (Government Ferry): Rs.35,27,480/-
- No. of Tickets booked for Private Ferry: 8809
- Revenue (Private Ferry): Rs.3,00,934/-
- Total Passengers: 1,30,639
- Total number of Two wheelers: 34,945
- Total number of Four wheelers: 2,478
- Paid Luggage: 65,411 Kgs



Assam

Forest Online Revenue & E-Procurement System

Objective(s)

Online Revenue Collection from Forest resources:

This includes Application Fees and Forest Royalty for purchase of minor minerals, timber and other forest produce by any other government department and/or contractors for carrying out various public works. The revenue collection is in-built with the process of issuing Permits and Transit Challans to the contractors.

Online Auctioning and settlement of lease etc.:

Online auction for purchase/lease of minor minerals under forest department and issue of Permits and Transit Challans to the Contractors for purchase of the minor minerals from the designated areas (or Mahals)

Service delivery channel(s)

Web portal

Outreach

Forest Department

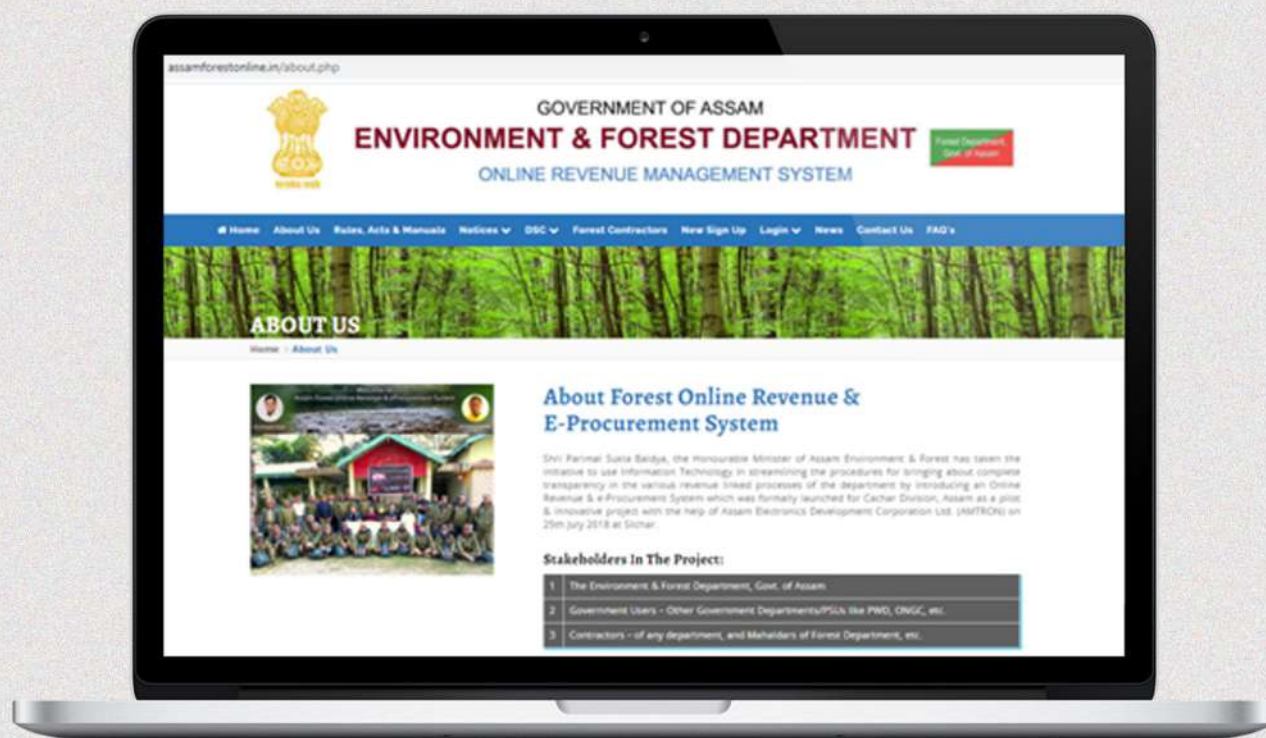
URL

assamforestonline.in

Impact

The Project has a huge impact not only in terms of the increased revenue collection but its main success in streamlining the workflow of the forest department till the last mile. Unlike other Office establishments, the Forest Department has offices in remote locations where power and internet connectivity are huge challenges.

Secondly, the project helps to monitor the illegal mining activities and thus better protect the precious forest resources. This has tremendous bearing on forest preservation and wildlife protection.



Bihar

Bihar Aadhaar Authentication Framework (BAAF)

Objective(s)

Bihar Aadhaar Authentication Framework (BAAF) is an umbrella framework which enables all Aadhaar based transaction in the State which helps service providers authenticate identity of residents electronically, in a safe and quick manner, making service delivery more effective and efficient. Beneficiaries with Aadhaar number, get validated at BAAF. Various departments are integrated with the Bihar Aadhaar Authentication Framework Application as a Sub AUA (Authentication User Agency) to use resident authentication services while delivering the service.

- Reduced leakages
- Improved & accurate beneficiary targeting
- High visibility of information
- Removal of ghost beneficiary
- Foundation for direct benefit transfer (DBT)
- Identify the eligible beneficiaries and ensure authentication

Outreach

The beneficiaries involved in the Direct Benefit Transfer (DBT) involved in the welfare schemes of the state. Like old age pensioner, disabled and old pensioner, widow, and other social direct/indirect DBT schemes.

Service delivery channel(s)

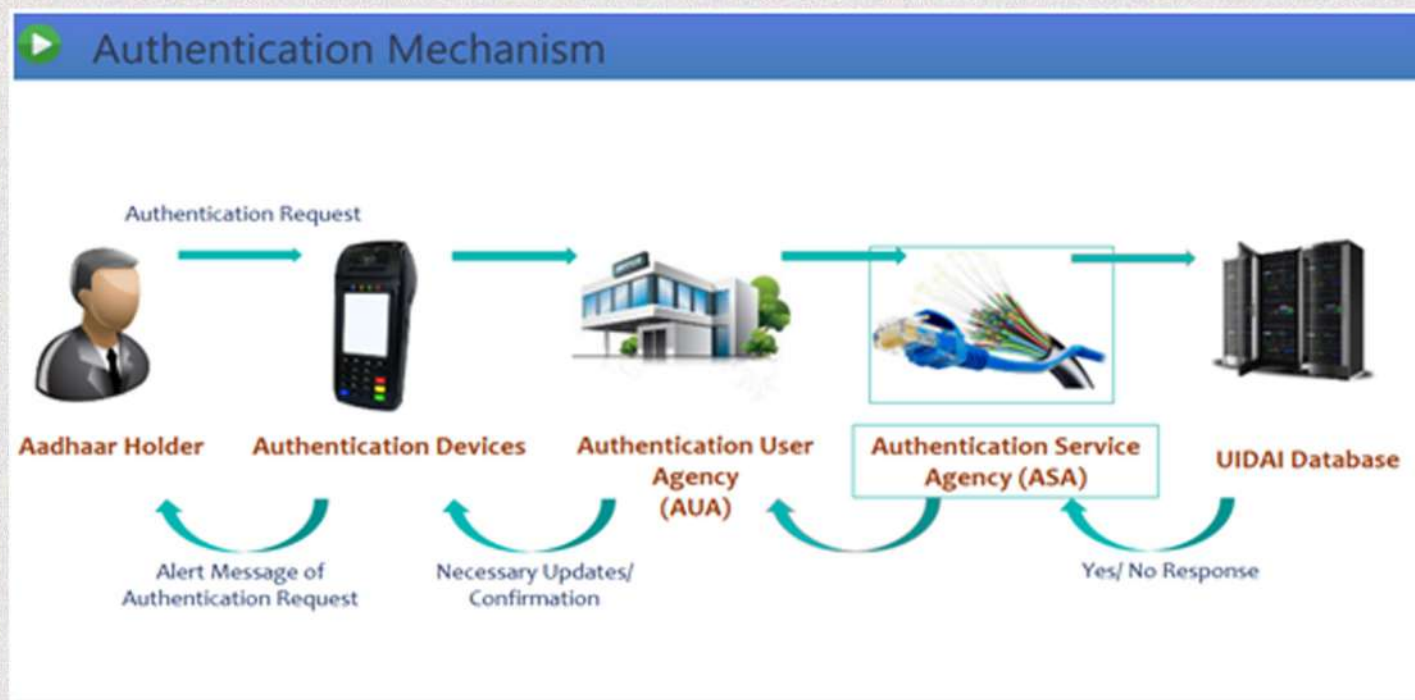
Physical assisted counter

Impact

Reaching out to the untouched individuals by reducing leakages in the systems right upto the District/Taluka/ Gram Panchayat level directly from the Government. Due to reduced leakages, the amount transferred reaches in full, to the beneficiaries; thereby further enhancing the direct impact of the schemes.

URL

www.baaf.bihar.gov.in/baafportal4/LdapConfig.action



Chandigarh

e-Pravesh & e-Campus Solution

Objective(s)

This project in real terms is an effective e-governance reform in the admission process of Department of Higher Education, UT Chandigarh as there is no physical interaction of the student/parents with the department official(s) till the seat is allotted. The entire process of admission to college is online including payment of fees without visiting the respective college at any point. The tally of fee deposit and collection is fully computerized and a MIS report can be generated by the respective college admin office to tall the fee submitted with fee transferred to their account through wire. With online deposit of fee and tally of fee collected the big bottleneck of shortfall in cash and hassle of handling and keeping and manually transferring of huge cash is eradicated and brings in transparency in cash handling. With introduction of online counseling human error has been eradicated and undue favor and references during allotment of seats probability has been curbed. The biggest benefit is to the general public who can go through the entire process of admission from their comfort of home removing the biggest bottleneck of red-tapism.

Service delivery channel(s)

e-Campus Solution is available through dhe.chd.gov.in portal & e-campus mobile app is available. Service delivery of e-Campus solution also available at 46 Sampark centres in Chandigarh.

Outreach

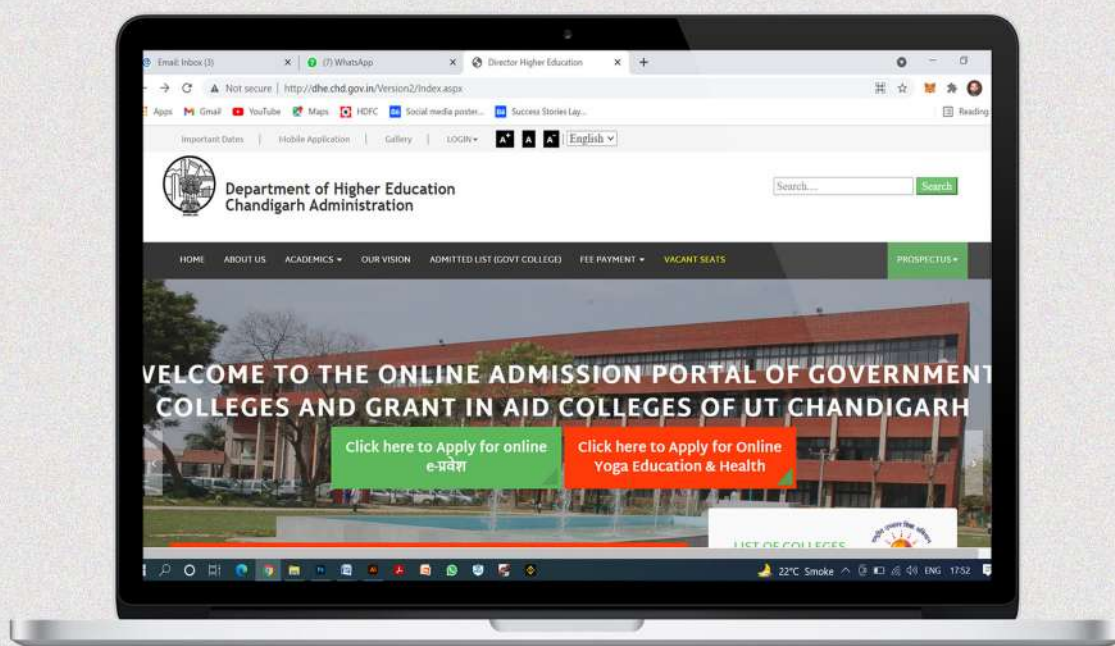
Every Year tentatively 25,000 new college students enrolled through e-Pravesh solution in Chandigarh & tentatively 35,000 to 45,000 students applied through centralized online admission portal.

Impact

All college Fees are also paid through the e-Campus portal and in e-Sampark Centres. For Admission in all Govt. and Govt. aided colleges and for payment of College Fees of Govt. Colleges etc. – 100% students are covered. There is approximately 95,000 registered students in the e-Campus Web solution and 27,000 students/parents installed e-Campus Mobile App in last one year.

URL

dhe.chd.gov.in



Chandigarh

e-Sampark

Objective(s)

Project Sampark is a Chandigarh Administration initiative for the development, integration and maintenance of web-portal for various departments of the Administration for providing 'One-stop-solution' for G2C, G2B, G2G services. It not only provides the Online Transaction Processing facility through its web enabled portal & Mobile App integrated with UMANG App, it also caters to citizens of Chandigarh through 46 Sampark Centres around Chandigarh & its villages. It is also a major source of information dissemination. The processing time has been minimized as the efficiency of the service delivery system has been optimized by making it – IT(Information Technology) enabled thereby eradicating the long queues and waiting hours for the public.

Service delivery channels

Web portal, Mobile app & Physical assisted counter

URL

sampark.chd.nic.in

Outreach

There are approximately 87,500 unique registered user in e-Sampark web portal, e-Sampark Mobile app is downloaded by approximately 64,750 mobiles till date, certain number of users are also using the QUICK PAY facilities that facilitates the user to pay the Bill without registering in the Web Portal. Govt. services are being delivered to door steps of tentatively 2,42,000 households/Commercial Establishments/Govt. Departments/ Educational Institutes in Chandigarh for Electricity Account and Tentatively 1,75,000 for Water Accounts including Accounts under Public Health Department. For some of the services like Electricity, Water, College Fee of Govt. Colleges etc. – 100% Population/Users covered.

Impact

Before the implementation of the e-Sampark project, residents are required to visit each and every department for availing various Govt. Services. However, with the introduction of the e-Sampark services at 46 Sampark Centres around Chandigarh & its villages in 144 Sq. Km. area. Locations of these 46 centres are decided in such a way that within the 2 K.M. area there would be at least 1 Sampark Centre in Chandigarh. Since Sampark Centres are delivering “multi service-single window” facility hence residents now only visit the nearest Sampark Centre or use e-Sampark Web/Mobile application for availing 78 G2C, G2B, G2G and B2C Services that are being provided at Sampark.



Chhattisgarh

BultukeBol

(Bluetooth based eLearning solution)

Objective(s)

To provide an offline solution for engaging with digital content.

To facilitate access to students remote learning.

Promote and scale frugal innovation at grassroot level.

Service delivery channel(s)

- Online
- Volunteer Teachers

Outreach

Students (Class 1-8)

URL

www.cgschool.in

Impact

- Learn from anywhere and anytime
- Access to high quality content
- No special devices required
- Offline based app using Bluetooth file sharing native technology

Offline App Interface



SUCCESS STORY

There was a period when the schools were shut and we no longer had access to students. There were a lot of teachers who were conducting online classes but the only hitch was this was limited to only students having smartphones and internet connectivity. It was very difficult to reach out to students in remote areas of Chhattisgarh. But the special app – BultukeBol Launched by SCERT was very helpful in solving this issue. I used to travel to different places (with adherence to COVID protocol) and distribute audio video files to other teachers and students via Bluetooth. The students would get these files on their normal feature phone and listen to them at their convenience. By this way, despite not having access to any high-end devices, I was able to facilitate learning for students.

I am extremely thankful to the Chhattisgarh Government for providing this platform. I hope we will keep building and adopting such digital solutions keeping students at the focus.

Sanjay Rajak
Chhattisgarh

Chhattisgarh

Digipay Sakhi

Objective(s)

- Cash payment to citizens at their doorstep*
- Enhancement of DBT schemes through easy payment methods*
- Promotion of Aadhar seeding in bank accounts*
- Establishment of CSC Nagad Sangawari in all Gram Panchayats.*
- Empowerment of rural SHG women as CSC Nagad Sangwari*
- Providing banking and digital services to citizens at the remotest location of state.*

Service delivery channel(s)

- Cash payment through CSC Nagad Sangwari upto Village Level
- CSCs at Gram Panchayat

Outreach

- Rural population(cover all the villages of the state)
- All DBT Beneficiaries
- All beneficiaries of Social Security Schemes specially PWDs and Old age citizens.

Impact

- Enablement of DBT for releasing payments of various government schemes like – MNREGA, Social Security Schemes, PMAY, etc.
- Transparency in governance.
- Faith on Governance
- Benefitted through DBT.
- CSC Nagad Sangawari acted as lifeline of rural citizens in CORONA pandemic period.



SUCCESS STORY

A simple village woman who was confined to her home only, but somewhere in her mind it was there that she has to show something different, we are talking about Mrs. Suniti Sahu ji, a woman from a small village in Balod district. Apart from her home, she is also associated with the women's group, but she was not able to do anything different even through the women's group, only then she came to know about CSC.

Suniti ji saw a good opportunity through Digipay service to take her village on the path of development, there was no bank in his village, , the people of the village had to go 12 kilometers away So Suniti ji decided that through Digipay, she would bring the facility of bank transactions to the doorsteps of the people of the villages.

Suniti ji started her work and citizens from not only her own village but from near by villages also started coming to withdraw money, Suniti ji has paid a total of 34 lakhs through Digipay for the last two years so that the villagers do not need to go to the bank. Suniti ji got a new identity through Digipay and her villagers today know Suniti ji with a new name which is "Digipay Sakhi".

Mrs. Suniti Sahu
Chhattisgarh

Chhattisgarh

Godhan Nyay Yojana

Objective(s)

1. Increase in income of cattle rearers.
2. Prohibition of livestock movement and open grazing.
3. Promote the use of organic manure and reduce the use of chemical fertilizer.
4. Kharif and Rabi crop protection and expansion of double cropped area.
5. Availability of organic manure at local level.
6. Employment opportunities to local self-help groups.
7. Improvement of soil fertility.
8. Availability of non-toxic foods and nutrition.

Outreach

- Cow-Dung Sellers (Citizen of Chhattisgarh)
- Farmers
- Self-help Groups & its members
- Gouthan Samity and its members
- Societies

URL

<https://godhannyay.cgstate.gov.in/>

Impact

- Getting paid the money directly in their respective bank account
- Getting best quality Vermicompost/ Super Compost/ Super compost plus at very low cost.
- Seamless process of ensuring continuity
- Easy monitoring of the activities
- Boosting last mile delivery through digital volunteering and offline servicing.
- Improvement of soil fertility
- Availability of non-toxic foods and nutrition
- Increase in income of cattle rearers
- Employment opportunities to local self-help groups



SUCCESS STORY

Shri Gangaram Yadav – cattle rearer, Smt. Dashari Yadav – Cow Owner, Shri Suresh Nag – Farmer of Chhattisgarh State explained about the change they received after rolling out of Godhan Nyay Yojana scheme. Shri Gangaram, Smt. Dashari Yadav and Shri Suresh Nag explained how they got benefited by the scheme and how they utilized the money they received from the scheme. Shri Gangaram spent his money he earned from this program into his child study and for making his house. Smt. Dashari Yadav spent her money she earned from this program into her daughter's marriage and re-construction of her house. Shri Suresh Nag spent his money he earned from this program into his daughter's B.Ed fee.

They congratulated the Hon'ble Chief Minister for such a wonderful scheme and shown their gratitude for giving them this opportunity.

Shri Gangaram Yadav,
Smt. Dashari Yadav,
Shri Suresh Nag
Chhattisgarh

Dadra & Nagar Haveli and Daman and Diu

Denotes My Dadra & Nagar Haveli and Daman and Diu (MYDDDD) Mobile App

Objective(s)

A mobile application for the public to access the vital information of DD&DNH informational services such as hospitals, tourist places, police and other emergency helpline numbers, educational information, news and events, government offices address and contact details etc.

Service Delivery Channel(s)

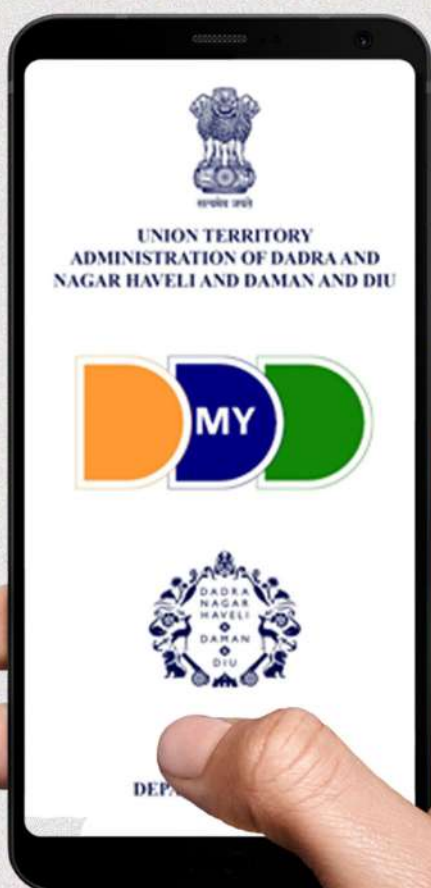
- Mobile App

Outreach

- Tourists, All Citizen of UT

Impact

The Department of Information technology has developed MY DDD app for the citizens and tourist to know the information related to government services and tourist guide.



SUCCESS STORY

I have planned to visit Daman and Diu with family but I was not aware that which place is good to visit. Then my friend advised me to take the help of MYDDD mobile app. When I download the MYDDD mobile tap then I got surprised that there are so many places in Daman and Diu and I was not aware. This app made our tour successful. Not only tour after downloading this app, it came to my knowledge there are so many vital information available in the app which helps me in my day to day life. Whenever I need any information such as Government authorities, centre where I can take government services, nearby hospitals government process for applying various services such as information regarding driving licence, Registration of vehicle and many more. I really appreciate and want to thank Government of Dadra & Nagar Haveli and Daman and Diu for this wonderful initiative "MYDDD mobile app" which is very useful for any kind of information related to DNH & DD.

Kirti Bhupendra
Ambawadi, Moti Daman

Dadra & Nagar Haveli and Daman and Diu

Saral Seva Kendras (SSK)

Objective(s)

Saral Seva Kendra is one of the mission mode projects under the Digital India Programme. The Objective of Saral Seva Kendras is to provide the multiple services (G2C and B2C) to citizens without visiting to the Government offices through single access point.

Service delivery channel(s)

SSK centers at Gram Panchayat level

Outreach

Rural population (Covers all the villages of UT)

URL

<https://digitalseva.csc.gov.in/>

Impact

The Department of Information technology has established 27 Saral Seva Kendras (DNH-14 and DD-13) in UT of DNH & DD. These online services have improved the efficiency of service providers and reduced the waiting and traveling time of Citizens. Now citizens don't need to visit the Government offices to avail the services, most of the services are available at the center like, aadhar services, voter ID services, bill payments etc.



SUCCESS STORY

I had been asked by my child's school authority to submit the Income Certificate to avail the scholarship for my child. We are farmers and we live in remotest part of the village and not much aware about Government processes. I had to visit Mamlatdar office, Silvassa multiple times and spend a lot of money and spare a day.

But recently, I got to know that Government services are available in our Village at Panchayat office. I went to the Saral Seva Kendra (SSK) at Panchayat office and met the operator, he explained me the whole process and helped me in applying for the same, he also told me that the Birth Certificate will be ready in few days and I can collect it from the Panchayat office itself. I also received an SMS when he submitted my application in the system and again an SMS once my application has been approved, and Certificate has been generated. I went to the Panchayat office and got Income certificate. My child got scholarship due to timely submission of income certificate.

Sureshbhai S. Patel

Dadra & Nagar Haveli
and Daman and Diu

Goa

Goa Online

Objective(s)

Government of Goa objective of Providing easy, anywhere and anytime access to all Government Services (both information and transactional) through a single window to ensure reliability, efficiency, transparency and accountability.

Service Delivery Channel(s)

Web Portal and Physical assisted counter

Outreach

Entire state of Goa

URL

<https://goaonline.gov.in/>

Impact

Fully Automated System: Online facilities for scrutiny, approval and transfer of the application

Easy and effective monitoring

Constant capacity building lead to smooth migration to electronic delivery of services and phasing out manual delivery of services.

Online submission of Citizen centric services and scholarship application

Central repository of e-signed documents eased citizens by avoiding recurrent document submission for different service



SUCCESS STORY

My Residence certificate was expired, and I needed to renew it. Previously when I needed a residence certificate, I had to write a letter and submit it at the Mamlatdar office at Sanguem. An official from the state department will physically verify by visiting my home and thereafter I had to go to the Mamlatdar office at Sanguem to collect the document. It would take nearly 15 days to receive my certificate. I'm an educated woman and aware of the developments done by Goa government in bringing all the documents and applications to the web. Goa has a website called Goaonline.com where a citizen can apply for any government service or official document. I created a user at the website goaonline.com and applied for residence certificate by filling the online form and attaching the required documents from the comfort of my home. I received a SMS when the application was submitted successfully and every time when there was a change in the status of my application. I was also contacted on my phone by Talathi and thereafter I received the certificate online which was digitally signed. I immediately downloaded the certificate from Goaonline. I'm aware that the digital certificate is equivalent to physical copy and it cannot be destroyed, I can always download it whenever required. The document is also accepted as a printout for any government department. I shall soon apply for my Labour and employment card using the digital document and it will also be helpful in proving my residency for job applications.

Mugdha Chinmay
Morajkar
Goa

Goa Online

CSC

GoaOnline Services through CSC

VLEs of Goa can now provide four GoaOnline services, namely issuance of

- 01 Residence Certificate
- 02 Income Certificate
- 03 Caste Certificate
- 04 Divergence Certificate

to citizens through their CSCs.

Gujarat

VISWAS

(Video Integration and State-Wide Advance Security)

Objective(s)

*For surveillance, security, law & order management | For traffic management & control.
To safeguard public areas. | To minimize losses from natural hazards and human threats.
Provide lead and evidence for investigation. | Integration with Smart City/UDD projects.*

Service delivery channel(s)

- 34 District-wide Command and Control Centers.
- SMS Notifications & e-Challans via India Post.
- Online Modes of Payment.

Outreach

- Citizens
- Police Department
- Other Departments of Govt. of Gujarat
- State Planning & Policy Makers

Impact

- Surveillance, Security, Law & Order Management
- Traffic Management & Control
- Natural Calamities/Hazards and Human Threats

URL

<https://echallanpayment.Gujarat.gov.in/reports/Dashboard>



SUCCESS STORY

I feel that the service delivery like Red light violation, challan generation has been improved since VISWAS project implemented. Motorists often used to sneak past traffic junctions without a helmet or by jumping signals whenever a policeman is not around. Now, VISWAS is witnessing a successful behavioral change where motorists are following traffic rules even at wee hours. On breaking the traffic rules, auto generated challan generates through system and directly post it at Motorist address.

Sonal
Gujarat



Gujarat

Digital SevaSetu

Objective(s)

The Government of Gujarat decided to implement the “Digital Seva-Setu” program to extend the District & Taluka services at Village level. Further the government decided to make government services accessible over the internet and provide Physical assisted counters at village level to rural citizens to avail high volume citizen centric e-Services of the Government of Gujarat.

Service delivery channel(s)

- Online
- eGram centers at Gram Panchayat level

Outreach

Rural population(cover all the villages of state)

Impact

- Fully Automated System: Online facilities for scrutiny, approval and transfer of the application
- Easy and effective monitoring
- Use of existing databases of Farmers & Students for authentication and thus reduce the duplications.
- Reduced turnaround time
- Transparency in service delivery
- Online submission of Citizen centric services and scholarship application, Direct Scholarship payment to students' bank account (DBT).

URL

<https://digitalsevasetu.gujarat.gov.in/>



SUCCESS STORY

After the birth of my 2nd child, I need Birth certificate. We are farmers and we live in remotest part of our Taluka and not much aware about Government processes. At the time of the birth of my first daughter, I had to visit Taluka offices multiple times by spending lots of money as travel expenses and also had to waste whole day every time I went to the Taluka office as its too far from my Village. But this time I got to know that Government services are available in our Village at Panchayat office. I went to the e-Gram center at Panchayat office and met VLE, he explained me the whole process and helped me in applying for the same, he also told me that the Birth Certificate will be ready by end of the day and I can collect it from the Panchayat office itself. I also received an SMS when he submitted my application in the system and again an SMS in the afternoon that my application has been approved, and Certificate has been generated. I went to the Panchayat office in the evening and got Birth certificate for my child. I really appreciate and want to thank Government of Gujarat for this wonderful initiative "Digital SevaSetu."

Vipul Kanjariya
Gujarat

Gujarat

Integrated Online Revenue Applications (i-ORA)

Objective(s)

To increase transparency, reduce the interface between landowners & Revenue Authorities and fasten the dispensation of applications, Government of Gujarat developed Integrated Online Revenue Applications (i-ORA).

Earlier, conversion of Agricultural land for Non-Agricultural (NA) purpose was a time-consuming and tedious process. Prior to final approval, physical file of the application required the opinion/approval of more than 17 various departments/authorities.

Under the revised process, applications can be made with just 1 document – Affidavit. No other documents such as copy of land records, other details etc. are taken from the applicants.

Service Delivery channel(s)

- Online
- eGram centers at Gram Panchayat level
- Jan seva Kendra

Outreach

Urban and Rural population(cover all state)

Impact

- Online facilities for scrutiny, approval and transfer of the application
- Easy and effective monitoring
- Reduced turnaround time
- No physical touch point
- Tracking and monitoring functionality at each stage.

URL

<https://lora.gujarat.gov.in/>



SUCCESS STORY

I am basically from Rajasthan and currently living in Ahmedabad District of Gujarat, I am staying in Gujarat from last 10 years and recently I have purchased my own house in Chandkheda, Ahmedabad. After completing property registration, I wanted to check whether my details have been updated in Government records (RoR). Someone in my office told me that this can be done online as all the RoRs are available online on Gujarat i-ORA Portal. I tried it myself by accessing the i-ORA portal and providing some basic details like District, Taluka, Locality, I was able to see the RoR details for my property, and it was quite simple and time savvy. Many thanks to Gujarat Government for such initiatives.

Kuldeep Nawlakha
Gujarat


iORA
 Integrated Online Revenue Applications
 Revenue Department, Government of Gujarat

[HOME](#) | [OFFICE LOGIN](#) | [ONLINE APPLICATIONS](#) | [DISTRICT HELP-DESK DETAIL](#) | [CM RELIEF FUND CONTRIBUTION](#)



બેઝન્ટ અરોઇ પ્રમાણપત્ર
[CLICK HERE](#)



સબ-રજીસ્ટ્રાર કચેરી સંબંધિત અરજી
[CLICK HERE](#)



જમીન માપણી સંબંધિત અરજી
[CLICK HERE](#)

DOWNLOADS

- જમીન માપણી સંબંધિત અરજી કરવા માટેની કાર્યપદ્ધતિ
- બેઝન્ટ આતેદાર અરોઇ અંગેના પ્રમાણપત્ર માટે અરજી કરવા માટેની કાર્યપદ્ધતિ
- જિલ્લા હેલ્પ-ડેસ્ક (બિનબેતી પરવાનગી, પ્રિમિયમ સરવા પરવાનગી વગેરે અરજીઓ માટે) ની વિગત
- ગામ નમૂના નં. 7 ક્ષતિ સુધારણાની અરજી કરવા માટેની કાર્યપદ્ધતિ
- બેઝન્ટ આતેદાર અરોઇ અંગેના પ્રમાણપત્ર માટે અરજી કરવા માટેની કાર્યપદ્ધતિ
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- અરજી કરવા માટેની કાર્યપદ્ધતિ

CIRCULARS AND OTHER DETAIL

iORA Gujarat - Integrated Online Revenue Applications Full Details @iora.gujarat.gov.in

ક્રમાંક: સીટીએસ/132019/1519/૬ તા.07/08/2020

- પ્રોપર્ટી કાર્ડમાં વારસાઇ નોંધ માટે ઓનલાઇન અરજી કરવા બાબતનો, પરીપત્ર ક્રમાંક: સીટીએસ/132019/1538/૬ તા.25/11/2019
- જમીન અંગેની વિવિધ પરવાનગીઓ મેળવવા માટેની ઓનલાઇન કાર્યપદ્ધતિમાં પ્રોવિઝનલ મંજૂરી, બેઝન્ટ આતેદાર અરોઇ તથા બોજા સાથે બિનબેતી પરવાનગી અંગે જરૂરી સુધારા કરવા બાબતનો, પરીપત્ર ક્રમાંક: બખપ/102019/1898/5 તા.08/11/2019
- બજુકમાલકા નંબર-2 (INOPX-2) ઓનલાઇન મળવા બાબતના, પરીપત્ર ક્રમાંક: બસદાપા/1219/4961/૬ તા.20/03/2020
- બોજા પ્રમાણપત્ર (Encumbrance Certificate) ઓનલાઇન મળવા બાબતનો, પરીપત્ર ક્રમાંક: આરજીએન/122020/1017/૬ તા.05/08/2020
- ક્ષતિ બેતીની જમીન ધારણ કરનાર અંગે બેઝન્ટ અરોઇ પ્રમાણપત્રની કાર્યપદ્ધતિ ઓનલાઇન કરવા બાબતનો, પરીપત્ર ક્રમાંક: ગણત/102020/42/૭ તા.31/07/2020
- જમીનની માપણી કરવા માટેની અરજી iORA પોર્ટલ પરથી, સ્વીકારવા તથા જમીન દફતર કચેરીની માપણીની કામગીરી iMOJHA થી ઓનલાઇન કરવા બાબતનો, પરીપત્ર ક્રમાંક: સીટીએસ/132019/1519/૬ તા.07/08/2020
- પ્રોપર્ટી કાર્ડમાં વારસાઇ નોંધ માટે ઓનલાઇન અરજી કરવા બાબતનો, પરીપત્ર ક્રમાંક: સીટીએસ/132019/1538/૬ તા.25/11/2019
- જમીન અંગેની વિવિધ પરવાનગીઓ મેળવવા માટેની ઓનલાઇન કાર્યપદ્ધતિમાં પ્રોવિઝનલ મંજૂરી, બેઝન્ટ આતેદાર અરોઇ તથા બોજા સાથે બિનબેતી પરવાનગી અંગે જરૂરી સુધારા કરવા બાબતનો, પરીપત્ર ક્રમાંક: બખપ/102019/1898/5 તા.08/11/2019
- નવી અને અવિભાજ્ય શરતની તથા ગણોત્તરધારાની પતિબંધિત સપાપકાર હેઠળની નવી શરતની જમીનને બિનબેતીના હેતુ માટે જની શરતમાં ફેરવવા માટે પ્રિમિયમ

Gujarat

Safe and Secure Ahmedabad (SASA)

Objective(s)

- To provide inexpensive and pervasive connected infrastructure all across the city
- To provide city surveillance system for effective management of city
- To provide internet facility to the citizens across the public places through Wi-Fi hotspots
- To disseminate smart information to the citizens across the city through smart LED board
- To provide 24*7 uninterrupted connectivity across the city

Service Delivery Channel(s)

Physical/offline at various City Civic Center

Impact

- Increased operational, financial efficiency & effectiveness of City administration
- Improved connectivity across all offices/facilities helps in providing on-line services to citizens
- Traffic management have improved with automated traffic surveillance systems.
- ICCC helps in handling emergency services remotely and deployment of help in quick and prompt response
- IoT sensors improve the quality of Environmental monitoring, waste water management & SCADA
- CCTV surveillance with ITMS makes city safe, command control center facilitates rapid action in any situation

URL

<https://ahmedabadcity.gov.in>



SUCCESS STORY

Being a citizen of Ahmedabad, I feel that the service delivery like traffic management, street lighting, response to the complaints raised etc. has been improved since various Ahmedabad smart city projects have been implemented. The Mobile App developed by the corporation named 'Ahmedabad Seva' is very useful as it provides common platform for enlisting any kind of complain, or getting any government document such as property tax bill, Birth or Death Certificate etc. are available online.

The overall citizen service delivery mechanism has become citizen centric since the complaint & grievance redressal system has been updated. Response on the complaint receiving and addressing has become agile and the complaint logging mechanism has also been user friendly.

Even the violators of traffic rules, spitters on the street are getting challan raised and directly getting the raised challan at their registered address. The information getting generated through the continuous monitoring of the public spaces and key hotspots across city has reduced the incidences of crimes since it acts as a proof of incident. It really has improved the overall public behavior in the city and has made the city safer and live able for its citizen.

Ankit Kamdar
Gujarat

Haryana

e-Kharid portal

Objective(s)

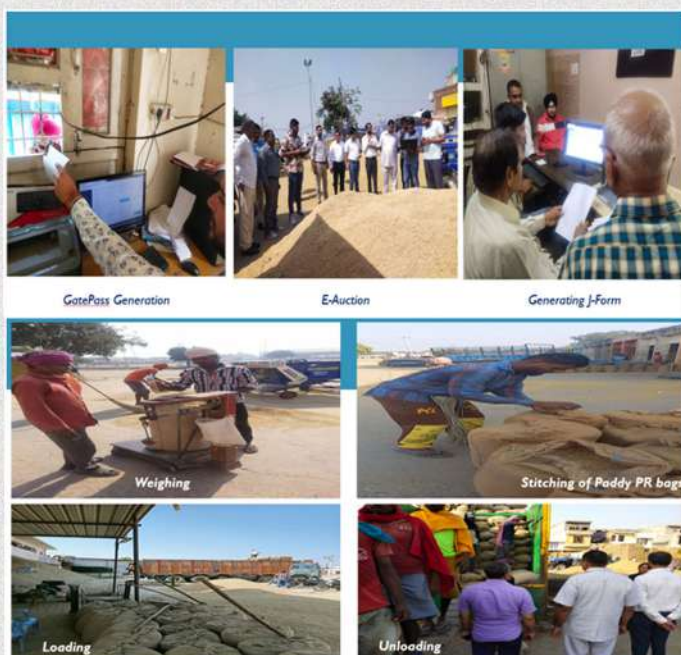
- Ensuring MSP to the farmers (remunerative prices for their produce) and availability of food grains to the weaker sections at affordable prices
- Acts as a link between the existing information systems i.e. MFMB (Meri Fasal Mera Beaura) and HSWC application
- Digitalize & Streamline Mandi operations through the intervention of technology
- Bring transparency in various processes involved in crop procurement
- Timely payments to farmer / Commission agents for produce/ services offered
- Provides a mechanism to monitor the progress of procurement across the distributed geography.

Service Delivery Channel(s)

ekharid portal is accessible over the internet on the latest versions of all types of web browsers

Outreach

- All Farmers (approx. 10 Lakh plus) of Haryana, who sold produce in any Mandis across Haryana
- Gate keepers, Auction recorders, Aarthia in mandi operations
- Inspectors & District Managers of Procurement Agencies



Impact

- Digitalisation of procurement and Mandi operation across Haryana
- Digitalisation of Warehouse Management
- Digitalisation of Custom Milled Rice delivery to FCI
- On time MSP disbursement to Farmers for selling produce
- Real time procurement KPI in the dashboard for each procurement agency at HQ level
- complete process of procurement ranging from farmer registration, sale of agricultural produce, payment disbursement and right up to transportation & warehousing (storage) through the interplay of software applications.

URL

<https://ekharid.haryana.gov.in/login>

SUCCESS STORY

As of now, more than 10 Lakh Plus farmers and 27K Plus Commission Agents are operating on this platform

Approx. 20 Lakh Plus gate passes have been issued & auctions done for 2,15,42,985.8 Ton produce

Portal has been integrated with Public Financial Management System (PFMS) & Central Food Procurement Portal of GoI

Portal was awarded with State level "Good Governance Award" at Good Governance Day celebrations on 25th December 2020 by Hon'ble CM of Haryana

Haryana

**Mukhyamantri
Antyodaya Parivar Utthaan
Yojana (MMAPUY)**

Objective(s)

"Mukhyamantri Antyodaya Parivar Utthan" campaign is to promote profitable self-employment / skill-based and skill-based wage employment opportunities to poor families in urban and rural areas Under this campaign, in the initial phase, one lakh Antyodaya families are to be uplifted by the Haryana Government through schemes being run for education, skill development, wage employment, self-employment and employment generation to ensure the development of public interest in various government departments.

Service Delivery Channel(s)

Mobile & Web Application.

Outreach

In first phase, target audience/beneficiaries of the scheme are the families having total annual family income up to Rs. 50,000 across Haryana. Once all such families are uplifted to the total annual family income of Rs. 1.80 Lakh. In second phase families having total annual family income up to Rs. 1.0 Lakh shall be included in the scheme for financial upliftment.

Impact

The impact of this initiative is on improving governance through the use of information and communication technology (ICT) in the delivery of services to the poor, i.e., improving efficiency, accountability, and transparency, and reducing bribery and ensuring that the benefits have reached a large number of poor citizens resulting in to the social and financial upliftment of the Antyodaya families.

URL

<https://parivarutthan.haryana.gov.in>

SUCCESS STORY

Even today, there are many citizens in state of Haryana who are unemployed, or their family income is very less and due to which they face various types of financial problems. Keeping this in mind, "MukhyaMantriAntyodayaParivarUtthanYojana" has been commenced by Govt. of Haryana. Previously, before the launch of the project, there was no existing system where citizens can avail multiple departments/scheme's benefit at a single platform, as a result, an integrated system has been developed from scratch with features of having multiple departments/schemes availability with an objective to uplift the economic status of the citizens. This initiative has been launched in July 2021 which will Help all the districts in Haryana to uplift the economic status of those families in the State whose annual income is very less. Initially 50 thousand families have been identified based on the income characteristics available in Family Identity Card database (PPP). 270 Zonal committees have been created throughout the state to conduct the survey and allocate various schemes of 17 Departments and more than 43000 families have been surveyed as on date.



Haryana Chief Minister, Sh. Manohar Lal launching a Web Portal and Mobile App of Mukhyamantri Antyodaya Parivar Utthan Yojana at Chandigarh on August 4, 2021.

WEDNESDAY, AUGUST 4, 2021

Launch of MMAPUY Portal by Hon'ble CM

Himachal Pradesh

Himachal Online Seva Portal

Objective(s)

To provide a modernized Citizen- Centric Delivery System at the root level. Districts are de facto front-end of government where most Government to Consumer (G2C) interactions take place. Himachal Pradesh Online Seva Portal has been conceptualized to improve this experience and enhance the efficiencies of various departments.

Service delivery channel(s)

The Himachal Online Seva Portal has been designed in keeping view- the citizen and provides doorstep delivery of services through any internet enabled device. The user applies for the service, and it is automatically routed to the concerned authority/dealing hand. The service can also be accessed through mobile application for the convenience of the user.

Outreach

The service can be accessed throughout the country and elsewhere and is beneficial for the citizens of the State.

URL

<https://edistrict.hp.gov.in/>

Impact

Total number of services- 96.

Total Number of applications submitted for accessing the various services-24,05,105.

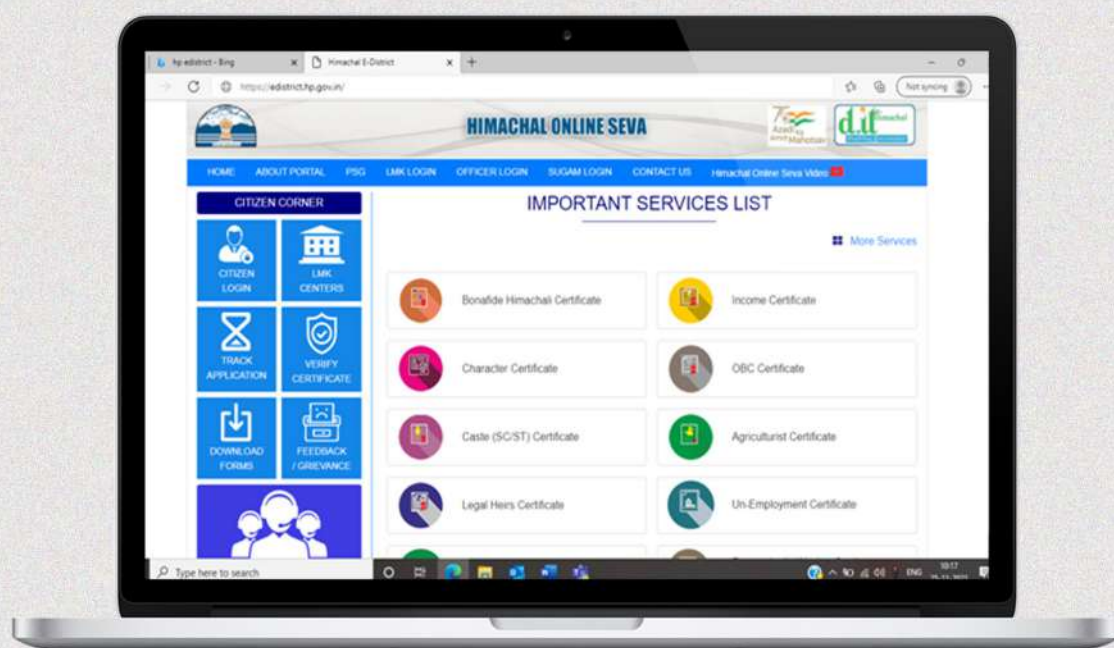
Total Number of applications approved -22,10,487.



SUCCESS STORY

Myself Sandeep Thakur Resident of Shimla Rural has been utilizing this service from the last three years and has always got a proper response(Whether my service request approved/rejected) and that also in a time-bound manner. I have approached Himachal Online Seva for Revenue Certificates such as Bonafide etc. and I have got quick response on my submitted application. It is least time consuming as I never have to visit the department and is cost saving. Moreover, the service is saved in my account, and I can access the approved service form anywhere and anytime.

Sandeep Thakur
Himachal Pradesh



Himachal Pradesh

Mukhyamantri Seva Sankalp 1100

Objective(s)

The objective of Himachal Online Seva is to provide a modernized Citizen- Centric Delivery The main objective & vision is to provide a platform where the commonman can easily reach the State Government and provide his valuable suggestions, grievances and track the response of the same.

Service delivery channel(s)

- The citizen can get the response through email.
- The citizen can get the response through Toll-Free 1100.
- The citizen can also gather the feedback through CSC.

Outreach

Non- Resident Indians, the citizen of the Country and the whole State can access the services of Mukhyamantri Seva Sankalp 1100.

URL

<https://cmsankalp.hp.gov.in/Default.aspx>

Impact

The impact of the service can be represented through the numeric values.

Total number of Complaints- 296512

Total number of resolved complaints-202217

Total number of demands & suggestions-20148



SUCCESS STORY

I am a resident of Shimla Urban and have been a user of Mukhyamantri Seva Sankalp 1100. I have a mobile with internet connectivity and severally approach the Mukhyamantri Seva Sankalp team on Toll-Free 100 for my suggestions and grievance from time to time. This service not only deals with my grievances but also accepts the suggestions provided by me.

I have also installed the application and it helps me track the status of my request.

Mr. Ravinder
Himachal Pradesh



Jammu & Kashmir

Awaam Ki Awaaz

Objective(s)

Awaam Ki Awaaz aims at disseminating the progressive steps taken by the administration and seeks public feedbacks to make the process interactive, participative and people centric. The platform appreciates the heterogeneity of our Union Territory in the truest sense by providing voice to people's ambitions and crafting a strategy to draft policies that are reflective of people's aspirations and making the governance paradigm interactional.

Service delivery channel(s)

- Online
- WhatsApp
- Toll Free Numbers

Outreach

- Entire population of J&K UT

URL

<https://awaamkiawaaz.jk.gov.in>

Impact

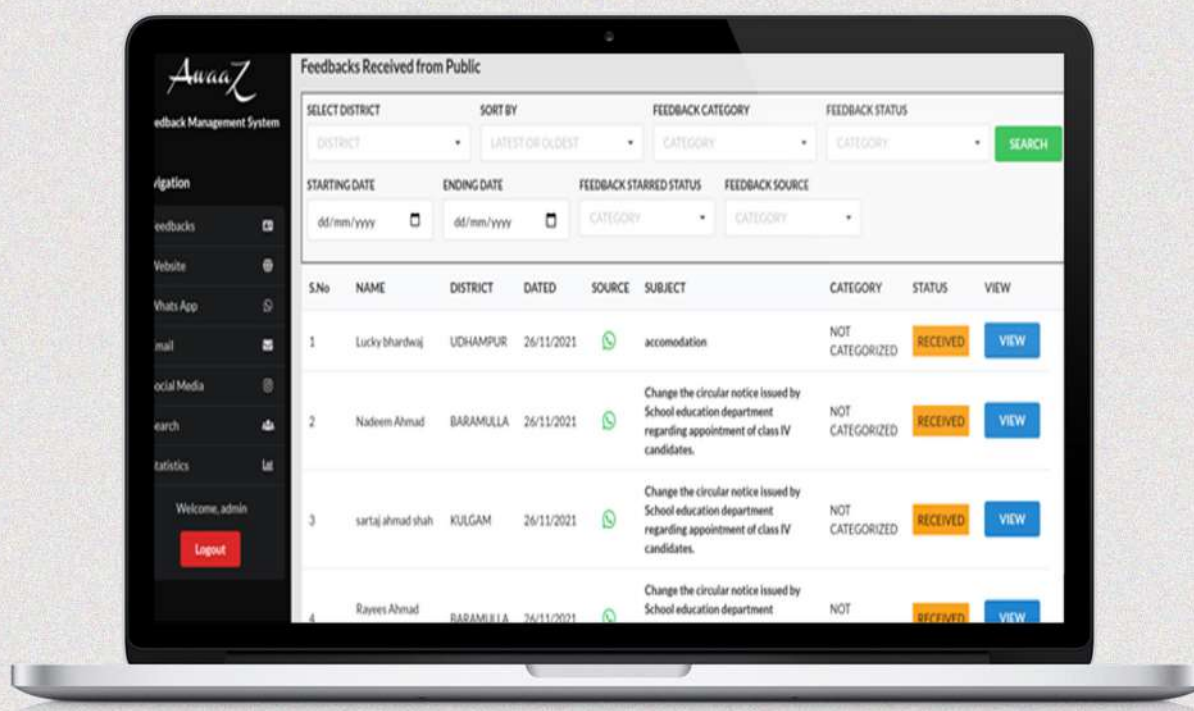
- Ensures accountability and transparency in the government.
- Sentiment Analysis and Analytics to understand the public opinion.
- Establishes and enriches a sense of hope and trust amongst the general public.
- Citizens can voice their suggestions / innovative solutions and feedback.
- Citizens can participate in the policy making process.
- Citizens can raise their grievances.
- It has established a mechanism using which an ordinary citizen can directly convey his/her feedback to the highest authority in the UT.

SUCCESS STORY

Enquiry initiated into power curbs in the Jammu region during summer season.

Pending cases of appointments on compassionate grounds (SRO 43) resolved.

One time age relaxation in Sub Inspector Recruitment and increase in the number of vacancies from 800 to 1200.



Jammu & Kashmir

e-Office

Objective(s)

The movement of files apart from incurring huge expenditure would also result in slowing down of work. The process would also result in wear and tear of the paper documents and loss. The idea was to do away with the practice of moving the huge load of paper files, making optimum use of the technology.

Accordingly, 2 crore pages (apx.) from 3.5 lakh files were scanned and Digitized and moved to the Data Management System (DMS), after Quality Check. Digitization of records provided strong footing for adoption of e-office in the Civil Secretariat.

Service delivery channel(s)

Online

Outreach

Government Employees

URL<https://eoffice.jk.gov.in/index.php>

SUCCESS STORY

Before e-Office implementation a citizen from Kashmir in winter was supposed to go to the summer capital (approximately 300 KMs) and vice versa to get any work done with the Darbar-Move office.

Implementation of e-Office in J&K has helped offices to remain functional in both the capitals (Jammu and Srinagar) round the year.

Impact

The physical files were moved from civil secretariat Jammu to Srinagar and vice versa twice every year, transition to e-office has thereby ended the bi-annual practice of Darbar Move.

Darbar Move apart from incurring huge expenditure was also resulting in slowing down of work,e-Office implementation has been beneficial in reaping financial benefits as well as efficient utilization of workforce and staying functional round the year.

Enhance transparency – files can be tracked, and their status is known to all at all times

Increase accountability – the responsibility of quality and speed of decision making is easier to monitor.

Transform the Government work culture and ethics.

Promote greater collaboration in the workplace and effective knowledge management.



Jharkhand

Tejaswini

Objective(s)

The purpose of this project is to support the DWCDSS in strengthening the service delivery to AGYW with focus on social empowerment, education and employment. Hence the department's accessibility to appropriate social networks, educational and employment opportunities will improve. The project facilitates innovation in intensive service delivery for enhanced local programming and coverage.

Service Delivery Channel(s)

Web portal and Mobile App

Outreach

Adolescent Girls and Young Women (AGYW) aged between 14 Years to 24 Years in 17 districts of Jharkhand

URL

<https://tejaswini.jharkhand.gov.in/>

Impact

The designed system is fully dynamic and encompasses all the Project functionality IT needs. The system accessing is Web based & Mobility app based. The developed system is security certified and hosted in JAP-IT Data Centre.

- Fully Automated System: Online facilities for all
- Easy and effective monitoring: MIS reports available for different stakeholders at various levels for effective monitoring
- Reduced turnaround time
- Life skills program to empower women and educate on hygiene, financial literacy, social etc.
- Psychometric test to understand self-competencies.
- Direct Benefit Transfer information based on the guideline of the Tejaswini Project.
- tracking

90 क्लबों में पैड बैंक का शुभारंभ

पाकुड़िया | एक संवाददाता

प्रखंड अन्तर्गत गांधी जयंती के शुभ अवसर पर तेजस्विनी परियोजना के सदस्यों द्वारा स्वच्छता और स्वास्थ्य को मॉडेनजर रखते हुए क्लबों में पैड बैंक और पुस्तकालय का शुभारंभ किया गया।

तेजस्विनी परियोजना महिला बाल विकास एवं सामाजिक सुरक्षा विभाग और इंडियन ग्रामीण सर्विसेस के सौजन्य से पाकुड़िया प्रखंड के गांवों में संचालित है। इस परियोजना में कार्यरत प्रखंड समन्वयक आकाश भगत ने जानकारी देते हुए बताया कि गांधी जयंती के शुभ अवसर पर परियोजना अंतर्गत प्रखंड के कुल 90 क्लबों में पैड बैंक के साथ पुस्तकालय का शुभारंभ किया गया है। जिससे लगभग 5000 किशोरियों को लाभान्वित करवाया जाएगा। पैड बैंक



पैड क्लब का शुभारंभ के मौके पर उपस्थित युवतियां।

के शुभारंभ का उद्देश्य गरीब किशोरियों को जहां मुफ्त में सैनिटरी नेपकिन उपलब्ध कराना है, वहीं स्वच्छता के साथ - साथ स्वास्थ्य संबंधित जानकारियों से भी ग्रामीणों को अवगत कराना है। साथ ही पुस्तकालय निर्माण का मुख्य उद्देश्य कोरोना जैसी महामारी को देखते हुए किया जा रहा है। इस महामारी ने पूर्ण रूप से शिक्षा का मार्ग बंद कर दिया है। सभी विद्यालय बंद पड़े हैं।

विद्यालय में पढ़ने वाले विद्यार्थी की पढ़ाई भी बाधित है। क्लब में पुस्तकालय की सुविधा होने से विद्यार्थी क्लब में आकर पढ़ाई कर सकेंगे। क्लब में सभी वर्ग के किताबों को रखा गया है। प्रत्येक क्लब में एक क्लब मेंबर को शिक्षक के रूप में चुना गया है। जो विद्यार्थियों को पूरी दयान भी देने। जिससे विद्यार्थी की पढ़ाई लगातार जारी रहेगी और शिक्षक का भी आत्म विश्वास बढ़ता जाएगा।

Karnataka

FRUITS

**(Farmer Registration & Unified
beneficiary InformaTion System)**

Objective(s)

- To build a farmer's database that caters to the entire agriculture sector as a common data repository and provide unique Identification to each Farmer
- To enable better planning and execution of policies, programs and schemes.
- To provide location-specific and personalized extension and advisory services, available on a near real-time.
- To establish the state-of-the-art digital agricultural systems, for managing the core digital agriculture data and applications.
- To establish state-level registry to create single source of truth in respect of farming community cutting across all departments (agriculture allied)

Service delivery channel

- Web application | Mobile application | APIs

Outreach

- The farming community,
- Agriculture, Horticulture, Sericulture, Veterinary & Animal Husbandry, Fisheries, and allied departments like Cooperation department, Food & Civil Supplies Department for MSP of Food Crops
- Banks & other financial institutions extending agriculture loans including cooperative financial institutions.

Impact

- A holistic, end-to-end unified farmer and unified beneficiary database for avoiding farmers from running pillar to post for availing benefits.
- It provides opportunity to connect farmers to different departments, banks, input suppliers, purchasers etc.
- Once in lifetime registration, Aadhaar seeding
- Access to the Weather Data and forecast

URL

<https://fruits.karnataka.gov.in>

SUCCESS STORY

Smt. Kariyamma is a woman farmer growing multiple crops besides engaged in dairy. She has been benefited with relief of Rs. 8800.00 during 2018 under Integrated farming for productivity Improvement in coconut for her coconut palms becoming unproductive due to continuous drought. She is recipient of grant under PM Kisan and also PM Kisan state contribution. She is a beneficiary under MSP program for Ragi as well as Ball Copra and has been benefitted with more than 4 lakh under the program. She is a regular supplier of milk to Karnataka Milk Federation(KMF) and receives incentives for supply of milk. All these payments have been received to her Aadhaar seeded account directly and without any intervention of middlemen. Smt.Kariyamma is a satisfied farmer benefited out of FRUITS system.

Smt. Kariyamma
Karnataka



Karnataka

Kutumba

Objective(s)

- Implement principle of "Ask Only Once" from residents; remove the requirement of submission of proof of documents by citizen.
- Bring in Entitlement Management System in Karnataka - Suo-moto inclusion of eligible residents for welfare benefits without resident having to apply.
- To enable departments to weed out ineligible beneficiaries and help Govt to prevent leakage of revenue.
- Enable Evidence based Planning – Provide data to Govt in its planning, budgeting and implementation activities
- To support Government in disaster management activities.

Service delivery channel(s)

- For Citizens through Online system -Web application and Physical Assisted Mode
- For Departments through web services

Outreach

All residents of Karnataka

URL

<https://kutumba.karnataka.gov.in/kutumbahome>

Impact

1. Improvement in user experience and reduced burden on citizens through simplification of the Government processes
2. Responsive and Dynamic inclusion
Suo-moto identification of citizens reaching 60 years of age and sanction of old age pensions to those eligible by Directorate of Social Security Pensions of Revenue Department.
3. Exclusion of Deceased Beneficiaries
Seeding of Kutumba ID in Death registration has enabled Government to remove deceased beneficiaries. Kutumba broadcasts the deceased person details to departments for exclusion.



SUCCESS STORY

Kutumba remains in the background of IT systems extending the benefits to citizens. The success story of a resident sanctioned old age pension by DSSP is as under:

Smt Mahadevamma, aged 64 years, resident of Onnuru village, Yellanduru Taluka of Chamarajanagar District is an illiterate woman. She has 3 sons who live with her. Though she and her sons were aware of Old age Pension being granted by the State Government, they did not apply for the same as they had to visit the Taluka Office and submit an application with relevant documents. Smt Mahadevamma was extremely satisfied that Revenue department officials identified her as eligible for Indira Gandhi Old Age Pension and visited her house and verified and sanctioned the Old Age Pension. She currently receives Rs 600/- per month as pension.

Smt Mahadevamma
Karnataka

Karnataka

Suvidha

Objective(s)

- one integrated platform to access and avail benefits of all the schemes and services of Govt of Karnataka
- Citizens can themselves visit the Portal or via Citizen services centers(CSE) to access Suvidha Portal to know the schemes available
- Citizens can discover the schemes for which they are eligible By giving basic Demographic details etc.
- Automatic verification of data online by connecting Various IT systems and Databases like Family DB, Fruits DB, AJSK DB etc.

Service delivery channel(s)

Web Portal

Outreach

Citizens of Karnataka

URL

<https://suvidha.karnataka.gov.in/>

Impact

- Provides End to End Integration for Scheme discovery, Applying, Processing and delivery of Scheme Benefits
- Integrated with Various IT systems of Karnataka Like Family DB, Fruits DB, DBT etc. to Verify details given by citizens
- Reduces burden on Government department and Staffs as most of the data is verified electronically
- Detailed Reports are available on the portal with Dashboards for the stakeholders to analyze the no of applications, schemes disbursement, Beneficiary details, Budget etc



SUCCESS STORY

I had applied for D.DevarajUrs Self Employment Loan Scheme - Direct Loan (D. DevarajUrs Backward Classes Development Corporation) in Suvidha Portal

After selecting the language and signing in to Suvidha portal, it just asked basic details like gender, age, economic status etc. where list of schemes appeared for which I am eligible. I selected DevarajUrs self-employment loan scheme and I had to answer few more questions related to the scheme which was just by click and nothing to type. Then my Aadhar details got fetched with required documents to upload. Later there was e-sign page after which I could easily download my application form.

This portal is easy to access and also look into the schemes for which you are eligible.

Ashmitha S
Karnataka

Kerala

GIS Based Spatial Decision Support System

Objective(s)

Geographic Information System (GIS) based mapping of farmers in Kerala started with an aim to capture the location of households of all farmers residing in the state of Kerala engaged in animal husbandry activities using a mobile application developed for the purpose. The objective of the project is to build a Spatial Decision Support System for Disease Monitoring, modeling and prediction, Outbreak Management and coordination of containment activities, Monitoring of Insurance, Vaccination, Artificial Insemination and scheme implementation, Ensure Traceability and Identify animal production zones etc.

Service delivery channel(s)

Web Application and Android Application

Outreach

Currently the Technical Officers in the administration, Veterinary Doctors and Livestock Inspectors in the Hospitals/Dispensaries/Sub Centres in the department are using this application.

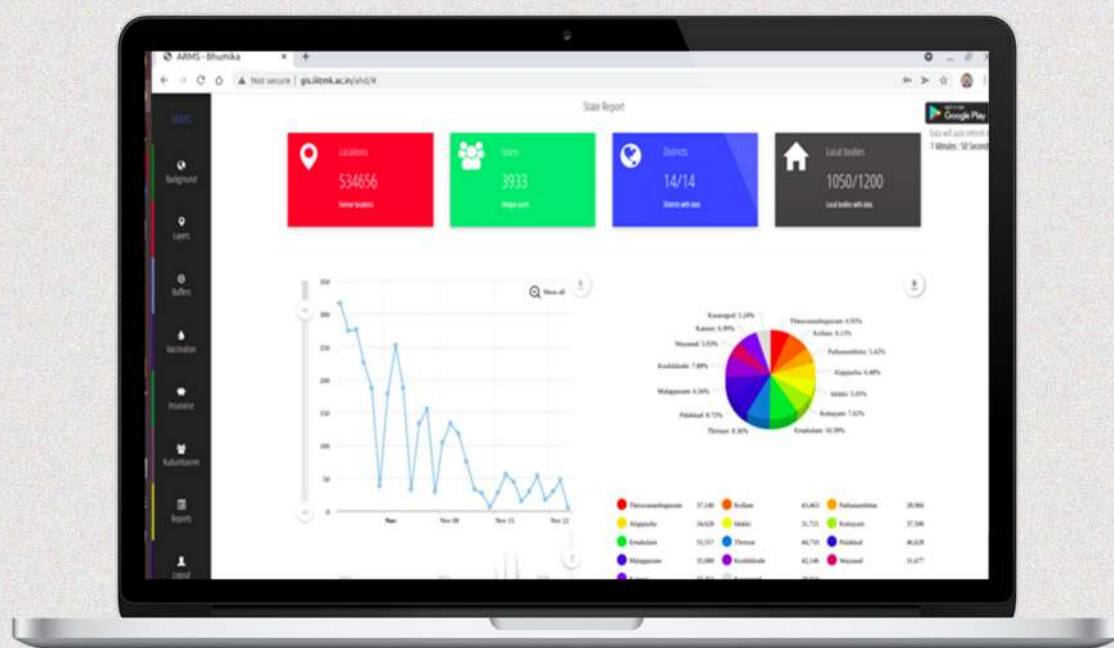
Farmers registered with the animal husbandry department will be given access to the system from next year onwards. More than 25 lakh farmers engaged in animal husbandry activities will be benefitted.

Impact

Once the farmer mapping is completed, any geographical pattern of disease occurrence can be traced out easily with the possibility of identification of the source of infection or point of outbreak, thus enabling in enforcing containment measures at a faster rate. The farmers in a ring radius of 3 kms from the foci of infection can be identified immediately with the help of "buffer" option of the app in the event of report of incidence of a disease outbreak in a particular household. The number of AI done, conception rate, breed able cows/buffaloes in an LSG (Local Self Government) area, calves born, selection of calves for SLBP scheme (Special Livestock Breeding programme), infertility management, quality of semen, sire, dam, fodder requirement in an LSG area, etc can be done in a meaningful way with the help of this system.

URL

www.gis.iiitmk.ac.in/ahd



Kerala

**Quick Pass - Centralized
digital pass issue system
for septage collection,
transportation, disposal
and Payment**

Objective(s)

This eGovernance project has positively changed the life of hundreds of workers involved in septage collection and transportation and have prevented pollution of water bodies. The septage waste (black and gray water) which was illegally collected and disposed off non-scientifically in public places is now being scientifically collected, transported and treated with official monitoring. The project have re-engineered the processes and systems of Thiruvananthapuram Municipal Corporation and have transformed the thought processes of elected representatives, officials, public and service providers alike.

Service delivery channel(s)

The below following channels are used to book septage from the public

- Public mobile app for end users
- Web Portal for Public
- Call Center and Direct Booking Center

Outreach

The implementation aimed at bringing all operators in the Thiruvananthapuram Municipal Corporation area and nearby 11 grama Panchayats under a single umbrella and to regulate the septage collection from households and institutions. The targeted goal has been achieved 100% and all septage movement in the city is now being done via the system only.

Impact

The service delivery time-line and quality has improved many folds since the implementation of the project. It took days or weeks for the end user to get the service earlier and presently it takes only hours. The operations which took place only at night mainly due to the illegal nature of the service was shifted to day time fully since the system was in place. Also the end users are provided with real time information on what is happening on their booking via the Smart Trivandrum mobile app. The details of the vehicle and driver who are assigned to execute the work, the time-line of each activity and other relevant information is available at the fingertips of the user. Moreover, the citizens had no way to complain against issues in quality or other aspects or service earlier. Now they can contact the call center or post their complaints via the online grievance redressal system which will be monitored and rectified on time.

URL

<http://smarttvm.tmc.lsgkerala.gov.in>



Lakshadweep

PowerLak

Objective(s)

All aspects of citizen engagement with the department are online and presently it addresses:

- Apply for New Connection online
- Pending bill details
- Online Electricity Bill Payment
- Payment of Security Deposit
- Duplicate bill
- Complaint registration
- Consumer grievances
- Tenders
- Notices etc.

Service Delivery channel(s)

- Online
- CSC (Common Service Centre) across all the islands.

Outreach

Cover all the Islands of UT of Lakshadweep.

Impact

- Transparency in service delivery
- Faster and more efficient delivery of public services
- Reduced administrative overheads
- Reduced Time taken for completion of service by the citizen
- Reduced complexity of forms to be filled, amount of information to be provided, number of offices to be approached etc. by the citizen
- Unavailability of officers resolved
- No more queuing up for services or access

URL

<https://powerlak.utl.gov.in/>

SUCCESS STORY

I used to go to the electricity bill payment counters at the Department of Electricity. I had to stay in the queue for a long time waiting for my turn to pay the bill. But now because of the bill payment web portal it is very easy to pay the electricity bill online also many other services are available through their web portal and android app. For this initiative I would like to thank Lakshadweep Administration.

Aboo Salih
Lakshadweep



Lakshadweep

WEBSTAR- Web Based Ship Ticket Advance Reservation

Objective(s)

Lakshadweep is a group of islands lying scattered in the Arabian Sea at a distance ranging from 200 Kms to 400 Kms from the coast of Indian Peninsula. The primary mode of transport for the Lakshadweep is sea voyage. Lakshadweep Administration decided to implement a Web Based Ship Ticket Advance Reservation. The vision of the program was to make ship ticketing services accessible over the internet so that citizens can avail centric ship ticketing e-Services at their convenience. Given the limitations of connectivity in the islands, the Common Service Centers (CSC) at every island level were utilised to ensure access was available even at the remotest part of Lakshadweep.

Service Delivery channel(s)

- Online
- CSC (Common Service Centre) across all the islands

Outreach

Cover all the Islands of UT of Lakshadweep

Impact

- Transparency in service delivery
- Reduced Time taken for completion of service by the citizen
- Simplified access as citizen is no longer restricted by office timings or long queues
- Citizen is able to see ticketing availability on real time basis allowing for ease of living in the islands
- Simplified departments cash management as greater number of passengers are adopting for digital tickets & payments reducing the cash handling pressure at the counters

SUCCESS STORY

Previously if I had to travel from Kochi to my island I had to be in the queue for more than 12 hours in front of the ship ticketing counter at Kochi. I had to even sleep while in queue over night to take the ticket releasing on the next day. Now after the Lakshadweep Administration initiated the WEBSTAR online ship ticketing service, I never have to stay in queue for availing the ticket. I want to appreciate and thank Lakshadweep Administration for this initiative.

Jabir TP,
Lakshadweep

URL

<http://lakport.nic.in/>

Madhya Pradesh

ICMIS- Application

Objective(s)

To organize voluntary cooperative institutes based on mutual support as a democratic means, and develop them particularly to prevent the exploitation of weaker sections of the society and to ensure their socio-economic development. The Department of Cooperation provides necessary guidance, protection, and makes available technical and economic support such as share capital, loan, loan guarantee and grants etc. to various cooperative institutions.

With the objective to facilitate the applicant and make the registration process easy, user friendly and transparent, ICMIS is developed by department where the entire end to end process is online.

Service delivery channel(s)

In Public and MP Online Kiosks

Outreach

All Citizens of MP who want to register in the Cooperative Societies under MP Cooperative Society Act, 1960

Impact

In last one year:

Total Application finally submitted after completion of all Stages and received: 1176

Total Approves Application: 673

Total Rejected Applications: 345

Total Application sent for modification: 53

Total Pending Application: 105

URL

<https://icmis.mp.gov.in>



SUCCESS STORY

He is 33 years old and lived in Guatam Nagar, Bhopal. They have submitted online application for Registration of Cooperative society where total 21 proposed members. They want to register the cooperative society with the purpose to generate the solar electricity or purchase it through other source and supply to its members/consumers. Shri Ajay Raikwar has themselves created the login on portal, filled the proposed society detail i.e. name, area of operation, address, proposed members name, address, mobile numbers, uploaded Photo/signature of all members, formed the committee, upload various documents like bylaws, work plan for 5 years, first committee members meeting Proceedings, various Declarations, Aadhar of members etc. Finally, they have made online payment on portal for paid share and members fees of all members and eSigned the application. Application scrutiny is done in registrar office. Initially application was sent back to applicant for minor correction in bylaws. Shri Ajay Raikwar has done correction and uploaded revised bylaws in application and re-submitted it online. Application was approved by Registrar after verifying the detail online and eSigned Registration Certificate. Certificate was online delivered to Shri Ajay Raikwar.

Shri Ajay Raikwar
Madhya Pradesh

Madhya Pradesh

Pashudhan Sanjeevani Sewa

Objective(s)

- Disruptive Veterinary Services Backed By A Social Cause – Livelihood Enhancement for dairy farmers
- Delivering Livestock Care At The Doorstep Of The Rural Farmer
- Quality Service– Timely Approach – Economical
- Adaptable Models to suit the Available resources

Service delivery channel(s)

- Telephonic
- Door to door service
- Web Portal

Outreach

Farmers/Livestock owners of the state (Covering Rural Area)

URL

<https://sanjeevani.bfil.co.in/mp>

Impact of Service

Year	CASE RECEIVED	CASE ATTENDED
2018	2,41,128	2,18,335
2019	4,51,254	4,04,636
2020	3,59,162	3,28,730
2021	2,22,263	2,05,860
Total	12,73,807	11,57,561

Year	Inbound	Out Bound
Jan-18 to Dec-18	2,77,921	4,17,577
Jan-19 to Dec-19	7,28,485	10,28,103
Jan-20 to Dec-20	7,92,340	97,406
Jan-21 to 10th Oct-21	4,81,660	8,85,207
Grand Total	22,80,406	24,28,293



SUCCESS STORY

The present case report introspects on the difficulties faced by cattle owners in rural areas of M.P in dealing with critical cases such as Dystokia. One such case was reported to 1962 Sanjeevani Call centre, Bhopal area who received a call regarding the case from PEEPALTHON village which is situated at SeoniMalwa block of Hoshangabad District. Mr. RajendraLovanshi (Owner of the cattle) explained to the CC team about the case- as animal is applying pressure but not able to deliver from 2 hours. After hearing and understanding the severity of this case the call centre agent immediately transferred the case details to the concerned doctor at location who then immediately went to the village and reached at farmers house with required medicines. Dr. Roshan then discussed with the cattle owner about the medical history of the cow which would be useful in treatment and successfully taken out the calf and save life of both cow and calf.

Mr RajendraLovanshi expressed his gratitude towards 1962 Sanjeevani services and the team of doctor and para-vet who came for treatment within short span of time in this difficult time of Corona Pandemic.

RAJENDRA LOVANSHI
Madhya Pradesh

Madhya Pradesh

Pravasi Shramik App and Rojgar Setu Portal

Objective(s)

- Identification & Registration of migrant workers returned to MP during lockdowns (First & Second wave)
- To secure employment for skilled workers who have returned
- To provide a platform for reemployment of Migrant Workers.
- To provide platform for registration of MSMEs, employers, contractors, placement agencies, builders etc. who need skilled workers
- To provide the social benefits under various innovative schemes of the Central & State Government.
- Ensuring that those who qualify, benefit from the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGA)

Service delivery channel(s)

Entire State of Madhya Pradesh:

- 52 districts, 3,323 Gram Panchayats, 313 Janpad Panchayats, 600 ULBs, 200 ULB Ward Offices,
- Around 35,000 Login IDs created (Departmental Offices, Urban Local Bodies, Block Panchayats, Janpad Panchayats, Gram Panchayats etc.)
- More than 23,000 MPOnline Kiosks, Common Service Centers, Lok Sewa Kendras.

Outreach

Farmers/Livestock owners of the state (Covering Rural Area)

URL

<http://sambal.mp.gov.in/RojgarSetu/>



SUCCESS STORY

Using GPS enabled Mobile App and web application for Identification, Registration and creation of a database of Migrant workers and their family members who got held up due to sudden enforcement of lock down. The total number of migrant workers registered are 7,40,311 (First wave) & 44,326 (Second wave). More than 45,000 employments by Private employers & 3,69,792 in unorganized sectors & 2,22,525 are employed in building and other construction works through RojgarSetu portal of Labour Department amidst Pandemic.

Impact

- The total number of migrant workers registered are 7,40,311 (First wave) & 44,326 (Second wave).
- More than 45,000 employments generated & around 44,000 Vacancies published on portal.
- Migrant workers employed in unorganized sectors – 3,69,792
- Employed in building and other construction works – 2,22,525
- Employed in factory / industry – 1,37,994
- Status Migrant Labour whom appointment letter issued from employer- 38,938
- Members of migrant labor families benefited under Self Dependent India (Free Ration) Scheme / NFSA- 13,10,186
- Enrolment of children outside the school of migrant workers in schools Number of 5 to 18 year olds returned with migrant workers- 2,06,425
- Total migrant worker job card holder- 3,58,951
- Number of migrant workers employed under NREGA- 1,94,106

Maharashtra

Blockchain based Warehouse Receipt Financing

Objective(s)

The Government of Maharashtra decided to implement a Technology based solution to save millions of Rupees and valuable time in the warehouse receipt finance segment while also increasing farmers' revenue. This is done by using blockchain to make capital available to farmers on demand, in real time, and by making the lending process fraud-free.

This Blockchain based system assists Farmers, Traders, and Producer Companies in acquiring working cash to get through 6-12-month crop cycles.

Service delivery channel(s)

Online and Mobile App

Outreach

Farmers, Traders and Producer Companies

Impact

Farmer - This Blockchain based system enables digitization of the warehouse receipts and connecting stakeholders to the distributed ledger.

Bank - This blockchain assists banks in improved risk management in terms of provenience on warehouse receipt checks, prevent multiple lending, and ghost collateral.

MSWC: This Blockchain based system prevents fraudulent Warehouse receipts

URL

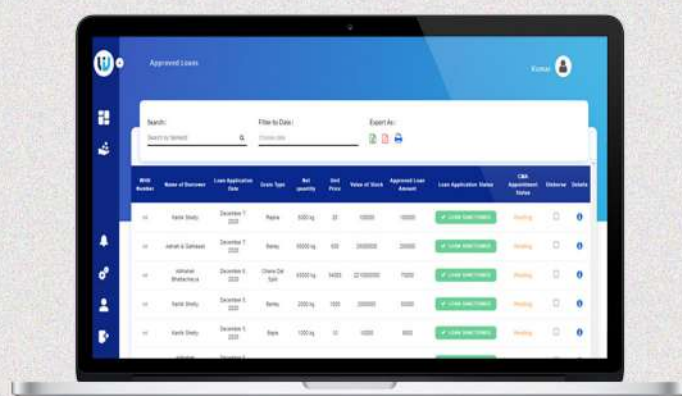
<https://app.whrri.in>



SUCCESS STORY

I had deposited Chana in the MSWC warehouse at Karmala. Soon I got a call from the Ann Dhan team and informed me about the loan through Ann Dhan against my farm produce. I was also given guidance by the warehouse in charge to apply for the loan and got the entire loan with the help of my mobile. The money was credited to my account within a day. As a whole, the entire loan process was very simple and straightforward. I will suggest all my farmer friends to take a loan on warehouse receipt through Ann Dhan. From now on, I will take loan only through Ann Dhan.

**Bhairavnath Ankush
Barbade Karmala
Maharashtra**



Maharashtra

Direct Benefit Transfer (Maha-DBT)

Objective(s)

The Government of Maharashtra implemented a Technology based solution for providing benefits to several Govt. scholarship schemes to students and other schemes to citizens. The main objective of Maha-DBT scholarship is to provide financial assistance to all meritorious students who are unable to continue their education due to their financial conditions.

Service delivery channel(s)

- Online through PFMS

Outreach

Students (College & School), Poor Tribal Families, & Farmers

URL

<https://mahadbtmahait.gov.in/>

Impact

The primary impact of this Direct Benefit Transfer program is to bring transparency and terminate pilferage from distribution of funds sponsored by the State Government of Maharashtra. In DBT, benefits or subsidies will be directly transferred to the bank account of beneficiaries (students/farmers etc.)



SUCCESS STORY

I am Ganesh Mahadev Chavan. I am a daily wage worker. During the time of lockdown I didn't have work and an earning source. At that time my father got the information about the Khawati Scheme (Khawati Anudan Yojna) of the Tribal Department of Govt. of Maharashtra from one of his friends. This DBT scheme for tribal poor families/people who are daily wage workers and didn't have work during the lockdown period. Under this scheme Govt. of Maharashtra will provide Rs. 2000/- as cash benefit through DBT system. My father told me to apply for this scheme via Maha-DBT portal and get the benefit of Rs. 2000/- from the Government. I filled the form online and submitted the required documents via Maha-DBT portal. After approval of my application I got Rs. 2000 /- in my Aadhaar linked bank account within 5 days after submission of application.

Ganesh Mahadev Chavan
Maharashtra



Manipur

Public Connectivity in Hill Districts (Wi-Fi Hotspots)

Objective(s)

Public Wi-Fi hotspot aims to facilitate connectivity to the remotest part of Hill Districts using VSAT connection provided by Government of India. So far, Bharat Broadband Network Limited (BBNL) has installed Very Small Aperture Terminal (VSAT) along with receivers, batteries and solar panels in the village Chief House and has successfully commissioned around 1,122 sites. To address the issue of minimal coverage of the network beyond the terminating point, the State Government is providing Wi-Fi Router free of cost as an Infrastructure support for 1122 VSAT sites to extend the connectivity to the last mile in the region.

Service delivery channel(s)

- VLE(Village Level Entrepreneurs).
- Village Head at Gram Panchayat.

Outreach

Rural population at remote Hill Districts.

Impact

- The connectivity to the rural areas and large no of villages will be connected with the internet by connecting 1000+ Wi-Fi hotspot.
- Many youth of the village would be able to avail the Wi-Fi facilities at affordable cost enabling them to use social media.
- Avail e-service offer by Government of Manipur or Government of India.
- The villagers could use the Wi-Fi facilities for attaining online classes & training.
- Banking Services via their smartphone.
- With this initiative of the State Government, many uncovered villages would be connected and would be part of the digital highway.



SUCCESS STORY

With the Wi-Fi access at the Kasomkhullen through BBNL VAST network, K.Leihaoram stated that the difficulties in online classes during Covid-19 Pandemic to Students in the areas due to minimal internet connectivity and shortage in internet package has been resolved and ease the students and teachers to perform the classes smoothly. Earlier the villagers from hills areas has to go far flung place where connectivity is available to get the online Citizen centric services which was time consuming and tiresome to Citizen.

K.Leihaoram
Manipur



Meghalaya

1917 Integrated Technology Enabled Agri Management System (1917 iTEAMS)

Objective(s)

1917 – Integrated Technology Enabled Agri Management System (1917 iTEAMS) is an innovative, farmer centric, market oriented, cloud based facilitation service of the Department of Agriculture, Government of Meghalaya that connects small farmers to national and global best practices and markets through real time agro advisories, affordable logistics, and market information while liberating them from the clutches of exploitative traders by directly connecting and networking them with potential buyers in these markets.

Service Delivery channel(s)

The 1917iTEAMS technology infrastructure consists of a desktop application and a series of mobile applications all operating on a single database. The mobile applications also function in offline modes in order to facilitate data collection in the field, in areas of poor or no connectivity.

Outreach

The key beneficiaries of the project include the Farmers, Buyers (from all across the world), all farmer groups (Self Help Groups, Village Organizations, Integrated Village Co-operative Societies, Farmer Producer Companies, Farmer Producer Organizations etc), NGOs and Entrepreneurs in Agriculture & Allied Domains (Horticulture, Animal Husbandry, Apiculture, Fisheries and Sericulture and Weaving)

URL

www.1917iteams.in

Impact

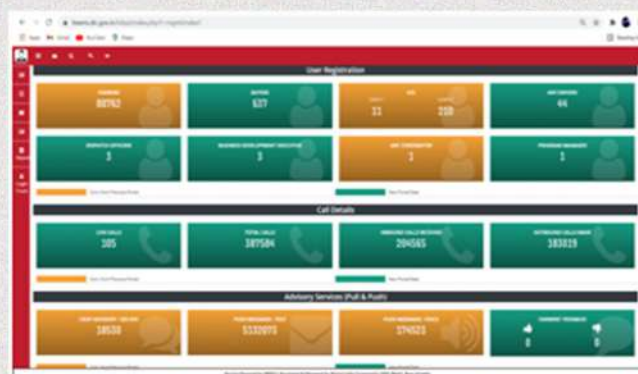
- Booking of Agri Response Vehicle (ARV) on Toll Free and through the mobile app
- 'Round the Clock Query Registration Facility' through IVRS & Smart Phones
- 'Anywhere Anytime Access' to Past Advisories
- Voice messages to aid farmers with less literacy skills
- Weather forecasts and awareness to help in planning agricultural work
- Short films via social media on agriculture related information
- Increased awareness about the use of ICTs in agriculture



SUCCESS STORY

Mrs Jacinta Lyngdoh, a farmer from Umngi Village in RiBhoi is also the Secretary of Nonglyngdoh Integrated Village Cooperative Society, Umngi, RiBhoi District. In this society, more than 30 women members are associated. During lockdown, she transported hers and her group's agricultural produce like banana and pineapple by utilizing 1917iTEAMS vehicles (ARVs). She was very grateful to 1917iTEAMS for connecting her to Buyers and also sending her the ARVs and she expressed that they were more than helpful to her and the group as a whole because she was able to evacuate the mentioned produce by simply calling the 1917 help line number and at a reasonable freight charge. She also visited 1917iTEAMS office to express her deep appreciation to 1917iTEAMS for supporting and encouraging her to connect to the market along with transportation during the lockdown months.

Mrs Jacinta Lyngdoh
Meghalaya



Meghalaya

Mother App

Objective(s)

The Government of Meghalaya to bring about a sustained improvement in the health sector and increase the level of institutional deliveries in the state build a framework that could help monitor interlinked activities & ensure that resources are employed in an efficient & coordinated manner.

Primary goal of the project was to increase the institutional deliveries in the State, by increasing the trust in the government healthcare system to improve the health of expecting & new mothers & infants.

Service Delivery Channel(s)

- Anganwadi
- PHCs
- SANKALP (a web-based cross-browser) enables search across databases through powerful queries based on common taxonomies that can be defined and maintained by domain administrators.
- Sangrah – It is the Mobile application which leverages the mobile devices available with project staff (ensuring cost effectiveness).

Outreach

Pregnant Mothers (covering all the villages of state)

Impact

Delivery data across all the districts reveals that institutional delivery in Nov 2021 is 65% in Meghalaya. A comparison of reported deliveries in the South West Garo Hills District data reveals that institutional delivery in November, 2021 was 94% compared to 44% in Jun, 2018. In the subsequent months, institutional deliveries as a percentage of reported deliveries have regularly been between 90-95%.

URL

www.meghealth.in



SUCCESS STORY

Mother App has made our work easier in many ways. In case of Follow-up of High Risk Pregnant Mothers or deliveries or referrals, just 1 (One) click we can track the mother through phone calls and even counselling for next visit. This has saved time and especially the hard to reach areas like Mawkhap & Ohmylleng villages. It also helps us to contact especially High Risk mothers and to remind them of their EDD and to counsel them to be prepared and come 1 week before the due date.

One Pregnant woman, 36 years, 7th Gravida is a High Risk Pregnant and her Hb was only 6 gm. With the help of the Mother App we could track her to come for Iron Sucrose Injection along with IFA & Calcium, her HB has increased to 10 g/dl. We have counselled her for institutional delivery and she delivered on 06th Nov 2021 at Dongkiingding PHC. At this time (delivery) her Hb was also normal.

Maria Wahlang
Meghalaya

Meghalaya

Meghalaya Tourism Information Management and Engagement (MTIME)

Objective(s)

MTIME is a digital suite to strategically manage state promoted tourism through features that enable the tourists and the state to create memorable travel experiences.

MTIME suite is a plug-n-play solution that caters to the needs of all key participants in the tourism ecosystem. For Tourists it offers simplified and reassured access to various services from the comfort of mobile phones. Various service providers like hotels, transport, tour operators etc. can establish online presence and higher credibility by associating with the State promoted Tourism platform.

Service delivery channel(s)

- Online
- Tourist facilitation Centres
- Registered Tour Operators
- Registered Hotels

Outreach

Tourists travelling to Meghalaya

URL

<https://www.meghalayatourism.in>

Impact

To Government

Higher visibility to various tourism activities

- Transparency in service delivery
- Increase revenue to the state, prevents commission
- leakage to external aggregators like Booking.com, AirBNB, etc.

To Tourists

Single window operation for all tourism related

- services
- Online grievance management.
- Digital check-in/ out at registered hotels, no more
- register entry & ID card scanning at each hotel.



SUCCESS STORY

After the first lockdown was over, I wanted to get out and spend some time with nature. Someone suggested Meghalaya, while exploring online, came across the portal www.meghalayatourism.in. The portal is so nicely organized, with beautiful photos, videos etc. Initially I thought it was run by some private operator, later on I realized it is a portal by the Tourism Department. It is this content that helped me in making the decision to go for Meghalaya. Once I decided, I needed to book a hotel and the process of getting in there. The same portal directed me to install the Tourism App from Google play store. I booked the hotel through the app, made an online payment. Then as per the process, I had to make an e-Invite. For this I uploaded the soft-copy of my AADHAAR ID, to my surprise the app fetched all my details from the ID Card. Then after providing some more details about my itinerary, it created an einvite. Once inside Meghalaya, in the facilitation centre, they scanned my einvite QR Code, asked for COVID test reports, then I was in. Again to my surprise, in the hotel for check in, they simply scanned the einvite, and they had all my details. No manual entry, no more ID card scanning. It was magic! I would like to congratulate the Meghalaya Govt for taking such digital initiative and making life easier for tourists.

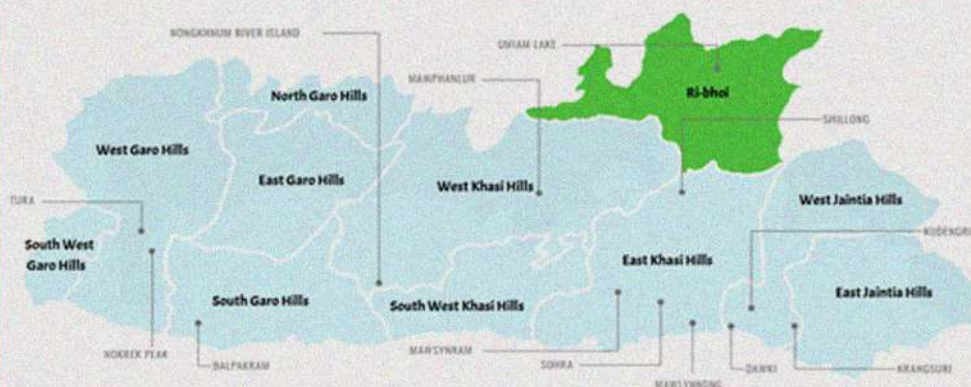
Kaushik Nath
Karnataka



RI-BHOI

Considered the gateway to Meghalaya, Ri-Bhoi district is known for its fertile lands and salubrious climate. all-year-round. Meghalaya's famous silk ryndas are weaved here and there are many pristine Wild habitats spread across the district. The district headquarter Nongpoh is a very popular highway stop.

Mangar Lake | Nongshyiem Sanctuary | Umderdik Village | Umiam Lake | Awhru Park | Lum Shabherang



Mizoram

mCovid19 Application and Portal

Objective(s)

The “mCovid19” application and web portal was launched by the Govt. of Mizoram with the vision of “Delivering a controlled administrative environment to contain the Covid-19 pandemic while providing citizens the platform to avail information and applications for various movement permissions”.

Outreach

- Citizens for easy application of various permits and registration
- Government Departments for a centralized administration and Covid-19 tracing

URL

<https://mcovid19.mizoram.gov.in/>

Impact

Government

- Monitoring of ingress and egress of essential and non-essential good carriers from the state by the Home Department, who can assist the driver and handyman in case of medical emergency faced outside the state. More than 1.5 lakhs of users have registered.
- Assist the Disaster Management & Rehabilitation Department to keep records of local level task force available at every locality and volunteers who can be contacted in case of emergency. A total of 996 volunteers have registered as stand-by and 2,713 local task force bodies have registered.

Citizens

- Ease of application for various permissions from the government regarding the restrictions imposed due to the pandemic.
- Provide feedback and suggestions to the government on the handling of the ongoing pandemic. Over 1,300 feedback and suggestions have been received.
- Receives latest information regarding Covid-19 news and notifications from the government.



SUCCESS STORY

Managing an infrastructure business, we depend greatly on intra state travels for goods and supplies. When the Covid-19 pandemic hit, all our business came to a halt due to restrictions imposed on transportation that increased the risk of infection. With the introduction of the mCovid19 application, we were able to ensure the safety of our workers travelling outside the state with the government providing them with regular tests and assistance in case of health issues. With this, our business could manage to reduce our losses. Movement permits had to be frequently applied which has eased the process to a great extent. The burden which the pandemic created was reduced while we could ensure safety of our workers.

Lalawmpuia
Mizoram



Nagaland

Direct Benefit Transfer (DBT)

Objective(s)

Government of Nagaland decided to implement "Nagaland State DBT Portal as a reporting tool" with the aim of reforming the Government delivery system by re-engineering the existing process in welfare schemes for simpler and faster.

Identification of Centrally Sponsored Scheme (CSS) for DBT is done by User/line departments like RD, Social Welfare, Health, Labour, School Education, Higher Education etc.

Data (Transactions) is replicated on Bharat DBT portal from State DBT portal as per directions from DBT Mission, New Delhi

Outreach

- All Departments
- Replication of data to <https://dbtbharat.gov.in/>

Impact

- Easy and effective monitoring of various Schemes and Departments.
- Transparency in service delivery

URL

<https://dbt.nagaland.gov.in/>

Few high transaction scheme names of DBT.

SN o.	Scheme Name	Ministry Name	Total no of Beneficiaries	Total Direct Benefit Transfer(Cash)	Total No. of Transactions
1	ASHA	Department of Health and Family Welfare	1,862	1,64,63,050	8,666
2	Janani Suraksha Yojna		779	23,62,000	3,541
3	Payment to contractual staff		1,549	13,90,98,487	5,968



Odisha

Mo Sarkar

Objective(s)

Bringing professionalism and behaviour change in government offices through a direct random feedback system from citizens, who visit government institutions for various services.

The project aims to provide service with dignity to people who are coming to government offices/institutes for different purposes.

Outreach

Citizen of Odisha

Impact

To provide service with dignity to people who are coming to government offices for different purposes.

URL

<https://mosarkar.odisha.gov.in/App>



- **Customer Relationship Management (CRM) & Reporting Console**
- **Visitor Management System (VMS)**
- **Data Analytics & Quality Monitoring**



Odisha

PAReSHRAM

Objective(s)

- To improve the ease of Doing business and enhance the 'Make in India' and "Make in Odisha" program by offering online services of the Labour Directorate and Directorate of Factories and Boilers.
- To provide the G2B services in a convenient and cost-effective manner as a part of ease of doing business with the Department.
- To Provide online and technology-based services to stakeholders with enhanced transparency and responsiveness.
- To establish Interface among all stakeholders which are easy to access and interoperable. Introduction of efficient technology in automation of processes for speedy processing of applications.
- Automatic generation of meaningful Management Information System (MIS) Reports.

Service Delivery channel(s)

Web & Mobile

Outreach

Citizen, Labours/ workers, Industries/
Establishment Owners, Principal Employers,
Contractors

Impact

- Stakeholders convenience and satisfaction
- Decreased grievances/complaints
- Increased employee efficiency in terms of quality of work
- Online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification
- Facility to download the final signed approved certificate from the portal anywhere and anytime.



SUCCESS STORY

PARESHRAM portal seems to be the most simplified and transparent online service delivery system pertaining to compliance under various labour laws. I can get the required approvals from the authorities of separate jurisdictions through the PARESHRAM portal, without travelling to the concerned offices. To obtain approvals for multiple branches at different districts, Earlier I had to visit each office and file separate applications to get approvals from the authority of that jurisdiction, whereas I can download the certificates for various establishments sitting at one point, within a very reasonable period of time. This transformation assures that doing business in the State has become easier as well as safer, especially in such a pandemic situation. Also with one registration ID I can apply for multiple services under various Labour Acts in a single login. I can also get information on the payment structure, applicability and recent amendments through the PARESHRAM portal that makes me updated with the changes if adopted by the Government. I wish all success to such a noble effort of the Government.

Subhransu Kumar Patra
Odisha

- Third party verification of the approved certificates
- Central, secure electronic repository of all records and an integrated workflow across different functions

Punjab

COVA Punjab

Objective(s)

- To provide authentic information and guidelines to the public regarding COVID-19 status in the State.
- To enable the citizens of the State to identify their symptom
- To trace contacts using GPS/ Bluetooth based technology, online contact tracing chains, and COVID spread maps.
- To enforce of essentials aspects of curfew/lockdown like required supplies, medical consultation, and labour registration

Service Delivery Channel(s)

- Administrative Management: Primarily Web Portal and some features via Mobile App
- Citizen outreach / use: Primarily Mobile App and some information via Web Portal
- Call Centre: Support via 1905, 1100 & Tollfree numbers

Outreach

- All citizens who are resident of State of Punjab, traveling to/from Punjab
- Employees / officers engaged in COVID-19 related activities like vaccination, testing, HQ monitoring Business persons in providing daily essentials

Impact

- The citizen was able to access to multiple services to be accessed during COVID-19 from single mobile App
- The citizens could easily apply for emergency travel using COVA. The traveller need to paster the generated QR code on the vehicle which was easily scannable by the police officer on Naka

URL

<https://cova.punjab.gov.in>



SUCCESS STORY

I am Pushpinder Singh Sodhi from Kharar in SAS District of Punjab. When COVID-19 lockdown was announced in March 2020, I feared for myself and my family's health as well as getting correct information on coronavirus transmission in Punjab. I heard about the COVA mobile application developed by the Government of Punjab on Radio/TV and downloaded it. As a dairy farmer, I had to travel daily for milk delivery and from COVA Punjab App I was able to self-register and get a travel pass made without any hassle. COVA Punjab App alerted me when I used to travel in the vicinity of a positive patient and the location of containment zones in my neighborhood. During second-wave my friend's sister in Jalandhar was tested positive and through COVA I was able to check the availability of oxygen beds in hospitals near to their place and get her admitted on time. Upon getting myself tested, the result was received via SMS to me which reduced my anxiety about visiting hospitals to collect report. I also used the telemedicine feature to get consultations on other health issues in family. During initial lockdown days, COVA gave me information on operational grocery shops and pharmacies near me. COVA has been very helpful in ensuring the safety of my family during this pandemic.

Pushpinder Singh
Punjab

Punjab

State Unified Admission portal

Objective(s)

Every year, all the budding 12th/diploma/undergraduate pass students seek admissions to various colleges under UG & PG courses. As per the past trend analysis, on an average 4 lacs students take admissions in over 600 colleges in the state of Punjab. However there was no defined mechanism in place and the whole process was very complex, ambiguous and running in silos for every college and university with lots of loopholes in the system.

With pandemic tumbling down the traditional admission process, the demand for digitization has increased exponentially. Objective was to introduce an Integrated Common Unified Online Admission Portal for all kinds of admissions for the colleges of Punjab with defined rules and policies incorporated.

Service Delivery Channel(s)

- Administrative Management: Primarily State Admission Web Portal
- Student outreach / use: State Admission Web Portal
- College and Universities outreach/use: State Admission Web Portal
- Call Centre: Support via 1100

Outreach

- Students across the country seeking admission in the colleges of Punjab
- Colleges, Universities of Punjab State Department of Higher Education, Punjab

Impact

- Common state admission portal benefitted the students immensely by enabling complete digitization and management of admission formalities hassle free with real time updates and tracking admission status.
- Common Admission Form - Single application form for applying admission in multiple colleges and courses.
- Contactless Admissions process – No Physical verification, No physical counseling, Online Payments
- Updated and verified data of student personal and academic from CBSE and State Boards auto filled
- No need to upload documents such as Caste/Income/Residence etc, the system will verify it from the backend.

URL

<https://admission.punjab.gov.in/index>



SUCCESS STORY

I am Akshat Gupta, age 17 years, from Bhatinda District of Punjab. I recently took admission in BA I in Government Rajindra College, Bathinda. After passing my 12th standard I was keen to go to college and was exploring different colleges to take admission. Fortunately, I got to know about the Common State Admission Portal launched by the Government of Punjab. The portal enabled me to apply through a single application for multiple colleges and digitized the whole enrolment process. It covered my entire journey from inquiry-until-enrolment and admission to the college of my choice. It empowered me with a seamless, personalised experience that bolstered my decision to join a college of my choice.

The admission portal was mobile-friendly hence uploading documents, checking application status and making payments was possible for me anytime, anywhere.

The admission portal reduced the dependency of manual procedures and enabled a paperless enrolment process while providing features such as automated filling, auto-save at every step and automated notifications this made my experience stress free.

With the help of an admission portal, my admission on-boarding journey became simplified. Applying on the portal was like being taken on a guided tour to explore multiple courses and make the right decision. I am really thankful to the State Government for such a wonderful platform.

Akshat Gupta
Punjab

Rajasthan

News Media Management and Sentiment Analysis

Objective(s)

- 100% elimination of tedious and time-consuming manual efforts in cutting and pasting the news clips by PROs/ APROs and thereafter preparing the Summary report on daily basis
- 100% Paperless system
- Automatic generation of "Daily Summary Report" by system for CMO, CS Office, Divisional Commissioner, District Collector and Department HODs
- To have a Strong Analytical BI Dashboard for News and Sentiment Analysis.
- To create an Online + Searchable digital repository of Print News Media.

Service Delivery Channel(s)

RajSSO is accessible on any PC, Laptop, Tablet, Smartphone etc. across the globe and is being accessed using a mobile app and web application on: -

- SecLAN (Secretariat Private Network)
- RajSWAN (State Wide Area Network) Internet

Outreach

Key end-users of the system are: -

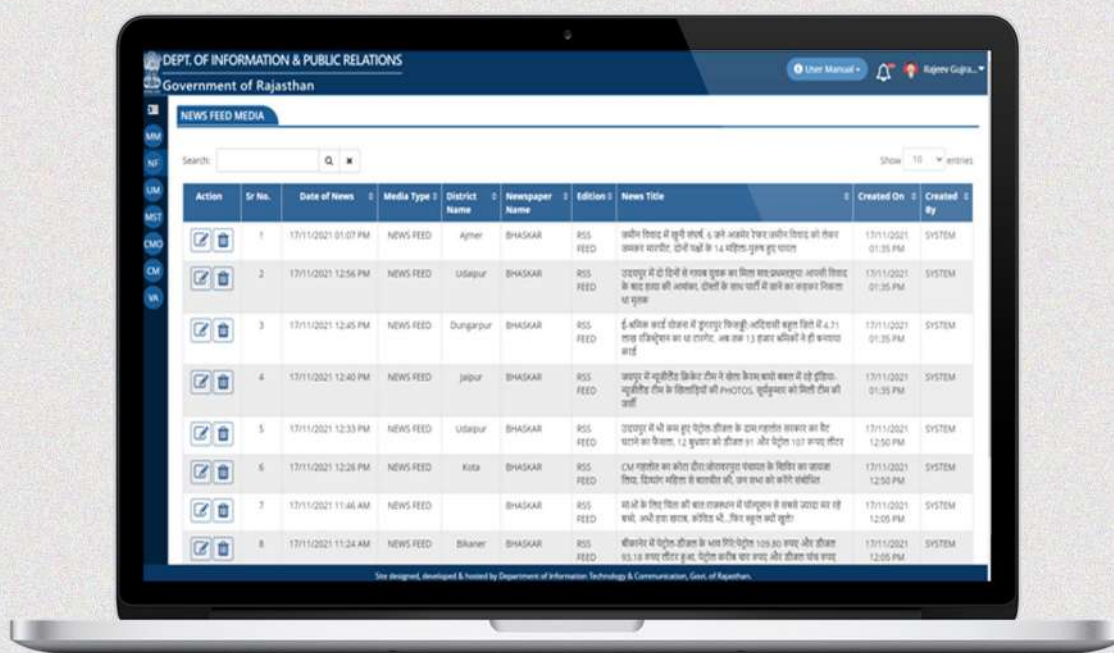
- All Govt. officials including Ministers
- Print Media House/ Publisher
- Citizens

Impact

- 100% Paperless system (No manual cutting and pasting of News Clips, No letters are written anymore by CMO/ CS Office/ Divisional Commissioner for seeking clarifications from respective departments)
- News Sentiment Analysis (Analytical BI Dashboard) aids in decision making as to which department/ district to focus on by the Government
- Auto-generation of Department and District Ranking based on overall news sentiment analysis score.
- Anywhere and Anytime access to current and historical print news media.
- Digital repository of print news media.
- As on 17/11/2021: -
 - 77,896 news items published and processed.
 - 80 Active PROs/ APROs contributing to the print news media and moderating them on a daily basis.
 - 612 action taken reports published in public domain.

URL

"DIPR News Mgmt" app under
<https://sso.rajasthan.gov.in>



Rajasthan

eBusiness Portal

Objective

- In the current system, a number of business partners (Service Providers/OEMs/private companies/agencies etc.) engage with the government departments for execution of projects/works. While working together; lot of correspondence such as for earnest money return requests, payment invoice submission, complaint, suggestions, general issues, pre-bid queries etc. also takes place between business entities and departments. On the other side, departments may have to write to business partners regarding delay in completion of work, work completion certificate, issue of notice etc. As of now, all the correspondence from both the entities is done manually.
- Recently, due to pandemic even Governments have accepted online platforms in all the sectors and the entire system was operational through remote working, still the business partners had to struggle immensely for submitting the papers offline in the respective office.

Service delivery channels

eBusiness Portal is accessible on any PC, Laptop, Tablet, Smartphone etc. across the globe and is being accessed using: -

- SecLAN (Secretariat Private Network)
- RajSWAN (State Wide Area Network)
- Internet

Target Audience

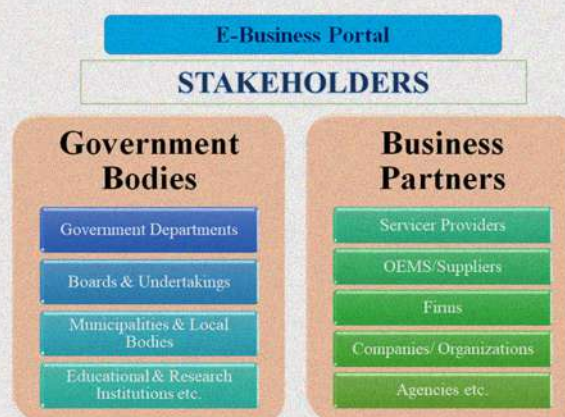
- All Govt. Departments & affiliated bodies of State Government of Rajasthan
- All business entities engage with the Government of Rajasthan

Impact on System

- Saving paper and government resources.
- Digital literacy of the entire government officials.
- Improved communication approach & reinforced the relationships with the business community.
- Reduced expenses and time saving
- Real time feedback from business partners for effective formulation of processes and policies.

URL:

ebusiness.rajabsthan.gov.in



A FULLY DIGITAL BUSINESS TO GOVERNMENT PORTAL

 Paperless Work

 Easy Communication

 Transparant Process

Rajasthan

Single Sign-On (RajSSO)

Objective(s)

- To provide a unique digital identity to all stakeholders (govt. employees, residents, Kiosks etc.) and to provide centralised and seamless access to all state government applications and systems.
- To provide only one URL (<https://sso.rajasthan.gov.in>) which leads to all government applications/ systems.
- To provide a Digital Identity (SSOID and password) along with value added services like: -
 - ✓ RajMail A/c - FREE government Email account with email address both in English and Hindi language (IDN compliant). Only state to offer this service.
 - ✓ eSign facility for digitally signing documents.
 - ✓ eVault (Digital Locker) facility for storing and accessing all documents (personal/ government issued).

Service delivery channel(s)

RajSSO is accessible on any PC, Laptop, Tablet, Smartphone etc. across the globe and is being accessed using:

- SecLAN (Secretariat Private Network)
- RajSWAN (State Wide Area Network)
- Internet

Outreach

Key end-users of the RajSSO system are: -

- Employees of central/ state government
- Commercial Establishments/ Industries
- Banks (all bank/ branches in state)
- eMitra/ CSC Kiosks across the state
- Residents (Local, National and International)

Impact

- As per state govt. policy, every new departmental application/ system is mandated for integration with RajSSO for centralised access by all stakeholders.
- Today, 80% of the state government applications are accessed only using RajSSO system. Remaining 20% are central govt. applications + other applications which are also being onboarded.



Sikkim

STATE SERVICES PORTAL

Objective(s)

Efficient delivery of services with improved service levels Access to reliable transparent and accountable services Reducing service times and cost for the Government & citizens Enhancing image & perception of the Government

Service delivery channel(s)

Web application (Online)

Outreach

Serving the State population till District Headquarters level

Impact

With the launch of the services, the citizens are appreciating the efforts of the Government as Sikkim being a hilly terrain State, commuting to & fro to the concerned office for certificates was problematic. With the launch of these services the citizens are saving time & money as the citizens are availing Government service delivery at their convenience

URL

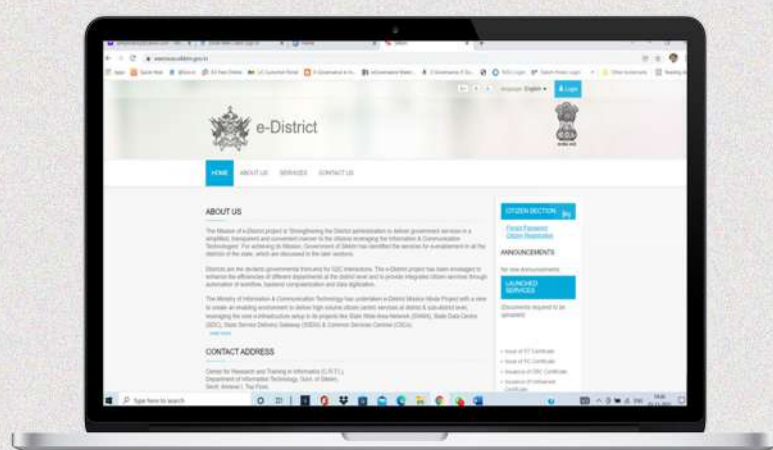
eservices.sikkim.gov.in



SUCCESS STORY

I, Bishwadeep Limboo S/O Amber Bahadur Limboo R/O Lower Rimbik, West Sikkim. Today I had applied my online ST Certificate where I found that online certificate is very easy to apply and its faster also as being public we can apply services from any places and as said by the administration I found that we can track down our certificate from home also by giving an phone no or e-mail id while applying so it's a very good initiative taken by the government. Delivery of certificates is also reliable and a more time saving process instead of going to the office we can apply from home directly. So lastly, I am really satisfied with these online services and I will transfer this information / awareness to other public so they can also take this same benefit. As compared to offline processes, receiving certificates online is more effective and easy to retrieve information also. Thank You.

MR BISHWADEEP LIMBOO
Sikkim



Tamil Nadu

Face Recognition Based Attendance System

Objective(s)

- Low-cost, low-powered Image Analytics Device (IAD) which runs the Face Recognition Software for marking attendance.
- Contactless method of attendance marking.
- In-built data collection module for collecting facial images for enrolment of users and user data.
- Web-based attendance management application for tracking attendance records of attendees.
- Supports multi-roles - users, supervisors and system administrators for effective management attendance.
- MIS Reporting for preparing periodic attendance reports.

Service Delivery channel(s)

On-premises Server/Standalone/PC setup/Intra network

Outreach

Government School, Office and Headquarters of government sectors

Impact

1. Traditional attendance marking methods followed in schools such as 'Roll call', 'Pen and paper' and 'Card punching' methods have been replaced by a contact-less process of attendance marking.
2. Identifies a person based on face image or video frames.
3. Ability to perform mass identification as it does not require any action on the part of the subject.
4. Robust design eliminates the requirement of sophisticated infrastructure to install and maintain the device.

5. User friendly web-based, mobile friendly attendance management system to manage and keep track of attendance data.
6. Low power consumption as the whole system runs on 5V/2A.
7. Helps in learning about Dropout rates and other data informatics through this dashboard.

SUCCESS STORY

To address the struggles on manual attendance marking, we designed the Image Analytics Device (IAD). The IAD is a low powered Edge Computing Device which captures video feeds from an embedded-cam/webcam/IP camera connected over the network. From the captured image it then detects faces, classifies the user and marks attendance to the database. The system is designed for marking attendance of users automatically in the environment without the person's intervention. With robust design, the IAD can be installed easily without sophisticated infrastructure at any place.



Tamil Nadu

E-Paarvai AI based cataract screening solution

Objective(s)

In order to achieve the goal of VISION 2025 in Tamil Nadu, TNeGA and NHM Tamil Nadu is constantly evolving strategies to bring down the prevalence of blindness to less than 0.25 by the year 2025. In this respect, TNEGA has developed an application called E-Paarvai to take vision care to the door-steps of the citizens and screen them for cataract disease.

Service Delivery Channel(s)

Mobile Application

Outreach

Old people (above the age of 50) and District hospitals

Impact

The key highlights of the system are:

- There are very few doctors to do regular screening for cataract in districts. With the implementation of AI, regular cataract screening is possible.
- The AI application tells immediately if the person has cataract or not, hence helps the user become aware in the right time and take the necessary steps to further stop the cataract becoming mature
- The application further sends all the details of the cataract positive user to the district hospital for operation
- The application can work even in places with low internet connectivity like remote rural and hilly areas.

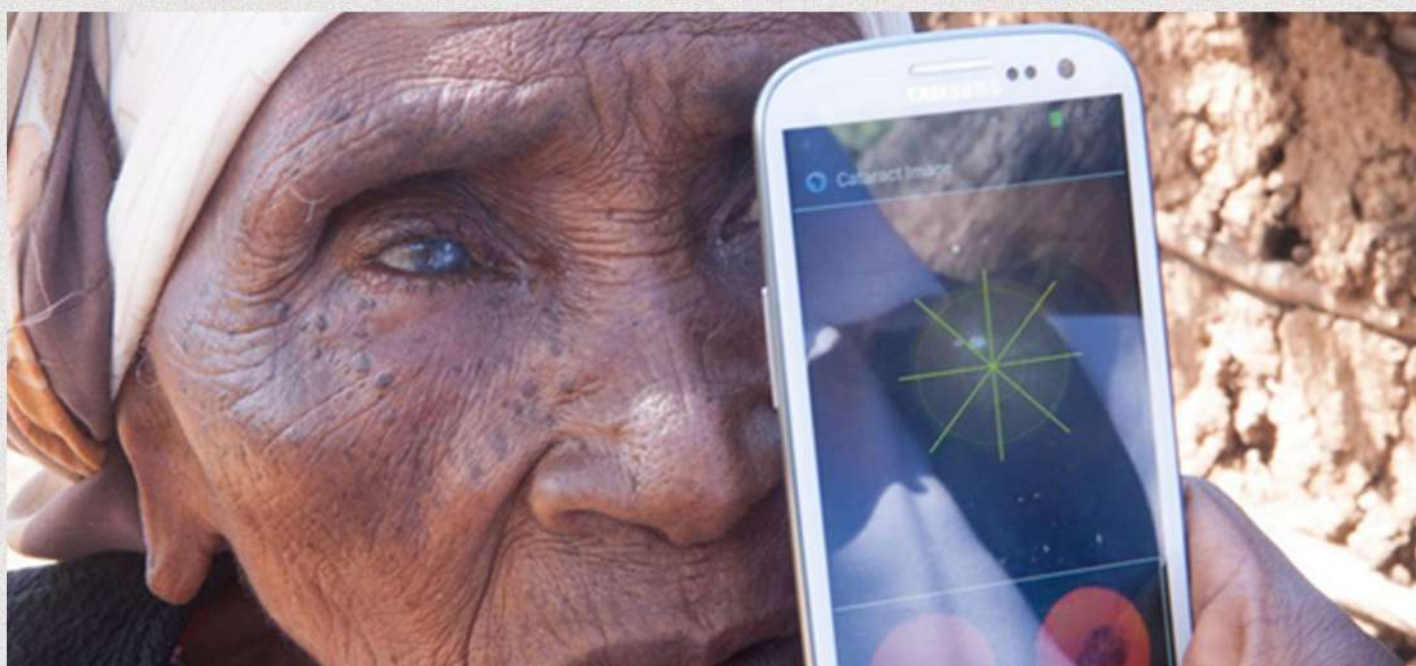
URL

<https://epaarvai.tnega.org/>

SUCCESS STORY

In particular, Nagapattinam district in Tamil Nadu has used this application to extensively screen and use the details further to operating cataract. More than 85+ patients have been operated in Nagapattinam district post screening by the AI based application.

THE PROJECT HAS ALSO WON THE NASSCOM AI GAMECHANGER AWARD 2021.



Telangana

FEST
(Friendly Electronic Services
of Transport Department)
Anywhere Anytime Online services

Objective(s)

Citizens can apply for RTA services & avail digital certificates without visiting the RTA Office through Friendly Electronic Service of Transport, FEST built on the RTDAI platform. FEST service is provided through FEST App, the m-Governance initiative of Govt of Telangana Citizen submits details- Name, father name, DL/LL number, click Selfie and upload required Documents

Service Delivery Channel(s)

Online Web application

Outreach

RTA - 17 Driving License & learning license services are available on FEST.

URL

<https://www.transport.telangana.gov.in>

Impact

- Smartphone-based: Anywhere anytime accessible, no physical presence of the citizen is required
- UID Independent: Authentication without Aadhar
- Biometric independent: No fingerprints, iris scans
- Real-time: Reduced process time and instant update/linkage to pensioner database
- Presence less, paperless, contactless way of offering citizen services
- First of its kind solution in India
- The entire process is digitally verifiable with minimal manual intervention
- Anytime, Anywhere authentication of citizen identity via smartphone
- The matching results of the underlying algorithms are highly accurate

Sunday, November 28 2021 | 8:05:26 PM

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 **Government of Telangana State**
Transport Department

 **RTA m-Wallet**
Govt. of Telangana Transport Department
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HELP LINE NUMBERS: 040-23370081/83/84 (10AM to 6PM: Lunch:2PM to 2.30PM on all working days.)

LICENCE REGISTRATION PERMITS TAXES FEES USER CHARGES PENALTIES ROAD SAFETY STATISTICS RTI

Pollution Control Hazardous Materials Acts & Rules G.O's & Circulars Road Signs Forms Proof of Documents Required Gallery Ease of Doing Business

WELCOME TO TELANGANA TRANSPORT DEPARTMENT



NEWS AND EVENTS

public that, the vehicles were seized for non-payment of taxes and other offences by the transport department, Adilabad district, which were unclaimed by vehicle Owners, though notices were issued to the vehicle owners to get them released. Therefore, it is decided to conduct auctioning of the unclaimed vehicles to realize the revenue due to the Government under RR Act. Auction ID: 27199 Auction Name: Seized Vehicle A/c: Transport

FOR ONLINE SERVICES AND PAYMENTS CLICK HERE

USER GUIDE FOR ANYWHERE ANYTIME SERVICES
(Avail with your smart mobile phone through T-App Folio Mobile App without visiting RTA Office)
CLICK HERE

NEW
Click Here for All India Tourist Permit System

Telangana

T-Chits (Administration of registered chit funds using Blockchain)

Objective(s)

T-Chits is the first of its kind implementation across the country. It is a revolutionary way of administering the registered Chit fund business in the state. It brings the registered chit fund companies, their subscribers and all the state regulators onto an immutable, smart contract enabled highly secure Blockchain system and addresses all the intermediation issues at a very new level of Trust.

The project adds value to all the key stakeholders in the system:

1. For Regulators: Design and Development of a Blockchain integrated Chit Fund Management Software System with Smart Contracts which will help the decision making on the regulatory activities of Chit funds more streamlined.
2. Foreman (Chit Fund Companies): Registration of all authorized chit-fund companies on the Blockchain integrated Chit Fund Management Software System directly or indirectly. The Blockchain network and system was to be designed to cater to different types of Foreman and enable the ease of doing business on processes.

Subscribers (citizens usually from lower income groups): Subscribers should be able to easily register to and validate credentials of any Chit Fund company on the Blockchain system

Service Delivery Channel(s)

Online Web

Outreach

Chit fund offices, companies, groups and related personnel

Impact

1. Automated Minutes filing and monitoring, separate account details, compliance is automated by the system.
2. Complete End-End auditing of Chit life cycle events from the system to settle any issues between Foreman and Subscriber
3. Violations raised by the system avoid manual monitoring, saving many man-hours.
4. Offices have become cashless through online payments.
5. Legacy data migration is done making the entire chit fund activities digital.
6. Document management by the regulator has become easy
7. Business health parameters can be monitored in real-time to mitigate future risks.
8. Imposing fines are automated and hence the collections also increased
9. All the legacy data migration is done making the entire chit fund reporting activities digital. No more offline activity in any ARC Office now.
10. Improved operational efficiencies resulted in reduced cost for the companies.

URL

<https://t-chits.telangana.gov.in/>



Delhi

PUCC

(Pollution Under Control Certificate)

Objective(s)

Automation of Issuance of Pollution Control Certificate. The Transport Department, Govt. of Delhi has set up 1100 Pollution checking centers at Petrol Pumps and workshops spread all over Delhi. These Centers conduct pollution checking facilities and issue PUC certificates to vehicles complying with prescribed pollution norms.

PUC certification has been made real time and integrated with the vehicle registration database through 'Paryavaran Mitra' software in. This has improved the credibility of PUC certification by reducing human intervention and helps in identifying polluting vehicles for necessary punitive action. So far, around 8 Crore Certificates have been issued in Delhi area vehicle owners/commuters.

Service delivery channel(s)

1100 PUC Centers across Delhi

Outreach

2-wheeler Motorbikes, Cars, Commercial Vehicles (cover all the urban and villages of Delhi state)

URL

<http://www.pucc.delhi.gov.in/PuccReport/>

Impact

- Real time tracking of vehicle pollution status & quick issuance of pollution certificates
- Log of certificates issued to all vehicles in GNCTD
- Vehicle database and vehicle details.
- Reduced turnaround time & Transparency in service delivery



SUCCESS STORY

In the crucial environment of the world due to various factors one of the major factors is air pollution by vehicles. It's very necessary that one must know about the impact of air pollution in our daily life and this course fulfils all the basic requirements for the betterment to tackle the various causes of air pollution as well as understanding the phenomena to control those factors through vehicle pollution checks.

Muhammad
Delhi



Delhi

eDistrict Portal

Objective(s)

E-District is a comprehensive and web-enabled services portal through which citizens can avail various services of the Delhi Government at the click of the button.

E-District also provides for online verification of various certificates/licenses issued by multiple Delhi Government Departments/Bodies.

E-District also aims to link the databases of all the Delhi Government departments to provide online verification of documents/licenses/certificates submitted by citizens.

Service delivery channel(s)

- Online Portal
- Sub-Division Services Windows
- Mobile Sahayak (Door-step Delivery)
- UMANG App
- DigiLocker

Outreach

Citizens

URL

<https://edistrict.delhigovt.nic.in/>

Impact

To Government

- Online platform for verification, scrutiny, approval and transfer of the application/certificates
- Dashboard Statistics and MIS reports available for different level of stakeholders for effective monitoring
- Use of existing Department databases of citizens and UIDAI database crosscheck.
- Reduced turnaround time and eSLA (Electronic Service Level Agreement) driven
- Transparency, time-bound in service delivery

To Citizen

- Single window for all GNCTD services
- Online/Offline Service delivery channels
- Certificate can download at Digi locker/UMANG app
- Doorstep delivery of services
- Online Status tracking and SMS/email acknowledgements

Efficiency Enhancements

Online Applications – More than 42 lacs service delivered

Tripura

Tele-Law service through Common Services Center (CSC)

Objective(s)

The concept of Tele-Law is to mainstream legal aid to the marginalized communities through Common Services Center (CSC). It facilitates e-interaction between lawyers and people through the video-conferencing infrastructure available at the CSCs.

Service delivery channel(s)

Common Services Centers

Outreach

Citizens

Impact

Marginalized citizens have access to legal advice from a panel of lawyers without any hassle.



SUCCESS STORY

Problem Statement - I purchased a pond along with another partner but was unable to register the same as it was a water body. Meanwhile, the partner also died. I heard that the mutation of the water body cannot be done by two owners separately. I approached a nearby CSC for lawyer consultation.

After consultation, I came to know that there is no bar in registering a water body but the same is to be executed in joint sale deed after including the legal heirs of the deceased partner.

The empanelled Lawyer explained to me the overall process step by step to get the intended mutation done.

Problem Resolution - I saw a hope and proceeded accordingly for registration of the water body after including the legal heirs of the deceased partner and then applied for mutation. As advised, then I Made a prayer under section 20 of the Tripura Land Revenue and Land Reforms Act, 1960 for conversion of water bodies into Vastu (Homestead). The final order of the conversion of land is awaited but I am really happy to get such expert advice through CSC at my local place.

Hossen Mia
Tripura

Uttar Pradesh

CM Helpline 1076

Objective(s)

UP CM Helpline is one of the biggest Call Center operating in India with capacity of 80,000 inbound & 55,000 outbound calls/day. It includes 3600 coverage to public grievances across the State. L1-L4 mapping framework with level wise timeline is highly customizable. Citizens can reach the State Government free of any financial or time cost. Citizens can reach the Government by dialing a toll-free number '1076' irrespective of location (urban/rural), spoken language and literacy status. CCEs are well trained to identify the nature of complaint and route it to the concerned Department. A GIS based map with layers upto village level was also created by NIC Technical team collating all the data of inbound and outbound calling, giving great insights on lockdown and containment planning at the state and district levels.

Service delivery channel(s)

Tele Services

Outreach

Citizens can reach the State Government free of any financial or time cost.

URL

<https://www.youtube.com/watch?v=BdfAXkHTyPO>

Impact

At present CM help line is making calls to Pradhans, ASHAs and other members of the village surveillance committee to make people aware about the need for Covid vaccination. In the last few months CM Helpline 1076 has also made feedback call to beneficiaries of different welfare schemes like PDS, Aayushman Bharat, Skill development etc. CM's Helpline became the lifeline of Covid crisis management.

SUCCESS STORY

CM helpline was used extensively to reach out to people in covid pandemic. CM Helpline 1076 to reach 07 Million farmers with MSP talk. After Migrant workers, 1076 to help growers. To keep the general public safe from coronavirus, continuous contact tracing, surveillance and door-to-door survey work is being done in the state as well as information about corona infected patients is being taken through CM Helpline 1076. In debut year, CM Helpline 1076 solved 20 Lakhs complaints, helped in Covid battle. Over 8 lakh calls were received by the call centre during the lockdown period. During Covid 19, it provided time-bound redressal of citizens' grievances without physical contact with the Government Officials. Officers are able to provide redressal grievances while maintaining social distancing and keeping them safe. Online follow-ups reduces the pollution which include paperless procedure, reduction in fuel consumption etc. (also, no Loss of documents)



Uttar Pradesh

DigiShakti Project

Objective(s)

In order to make Uttar Pradesh digitally active and for the technical empowerment of the youth of Uttar Pradesh, Uttar Pradesh government has decided to distribute tablets/smart phones to the students of different sections of the state. Under this scheme, students studying under various teaching/training programs of higher/higher educational institutions-graduate, postgraduate, diploma, skill development, paramedical and nursing etc. will get the benefit of this scheme.

Service Delivery Channel(s)

Additional Chief Secretary, UPDESCO, Department (Technical Education Department/Higher Education Department/Medical Education Department/Vocational Education Department/Other), District Administration, University/Board/Society/Council, College/Institution/University Campus/Training Center/District Industrial Commissioner

Outreach

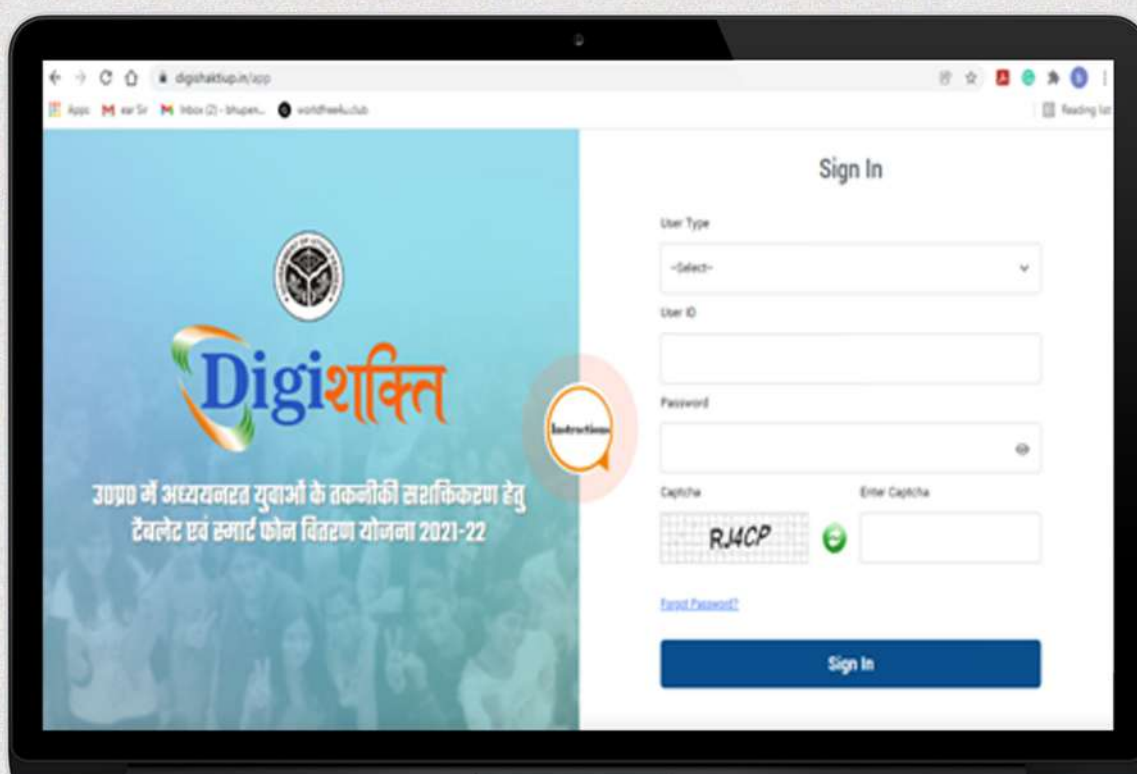
The youths pursuing various graduation, postgraduate, diploma, skill development, paramedical, and nursing degrees.

URL

<https://digishaktiup.in/app>

Impact

During the pandemic, various educational institutions continued with their educational activities through online means. The inevitable need for digital empowerment of students and the youth has been felt at every level. Digital media is also being used more and more for the youth to apply for various government and non-government jobs, get coaching/training for them or apply for any other employment. This scheme will help the students to get their required study material, courses and latest employment and educational information at single click.



Uttar Pradesh

Nivesh Mitra

Objective(s)

Government of Uttar Pradesh decided to implement Nivesh Mitra, which is a single window portal to facilitate the investors and entrepreneurs for establishing and smoothly carrying out their business operations in the state. The dedicated single window ensures online clearances /approvals / NOCs, of all the departments which are required to set up and run the business in the State without any physical touch points. All offered services have a defined timeline for delivery and the progress of service requests can be monitored online by the requester. The portal also features map depiction of available land banks in the State for facilitating prospective investors in effective decision making towards investing in UP.

- c. Reduced turnaround time
- d. Transparency in service delivery
- e. Single window system for Online assessment of investment options and applications
- f. Reduced turnaround time

URL

<https://niveshmitra.up.nic.in/>

Service delivery channel(s)

Online

Outreach

Prospective Investors in Uttar Pradesh

Impact

- a. Fully Automated System: Online facilities for scrutiny, approval and transfer of the application
- b. Easy and effective monitoring: MIS reports available for different level of stakeholders for effective monitoring

SUCCESS STORY

The Nivesh Mitra portal has robust feedback collection provisions where the end beneficiaries are able to give their online feedback based on their experience of the single window system. The analytics on the feedback data of users is presented on the portal.

उत्तर प्रदेश सरकार GOVERNMENT OF UTTAR PRADESH

NIC NATIONAL INFORMATION CENTRE Nivesh Mitra Mobile App

Nivesh Mitra
Single Window System, Govt. of Uttar Pradesh

0522 -2238902,2237582,2237583 nivesh.mitra-up[at]gov[dot]in

Investor's Login (MoU Signed) UP Ease of Doing Business Investor Assistance Industrial Sectors Feedback Media Information Contact Us Dashboard

Can Get Notification/OTP Through Sandes Mobile App Also : Download Android APP Download IOS APP

KNOW YOUR APPROVALS

LAND BANK GIS

Entrepreneur Login
A Complete EODB Platform for Entrepreneurs for all Approvals

Login ID OR Email-ID

Password

Enter Verification Code

Login Register Here

Forgot your Login ID/password?

Policies

- » 5.Uttar Pradesh MSME Policy 2017
- » 6.Uttar Pradesh Civil Aviation Promotion Policy 2017
- » 7.Uttar Pradesh Information Technology Policy 2017
- » 8.Uttar Pradesh Electronics Manufacturing Policy 2017
- » 9.Uttar Pradesh Solar Power Policy 2017

Uttar Pradesh

One District, One Product Programme

Objective(s)

- Preservation and development of local crafts / skills and promotion of the art.
- Increase in the incomes and local employment (resulting in decline in migration for employment).
- Improvement in product quality and skill development.
- Transforming the products in an artistic way (through packaging, branding).
- To connect the production with tourism (Live demo and sales outlet – gifts and souvenir).
- To resolve the issues of economic difference and regional imbalance.
- To take the concept of ODOP to national and international level after successful implementation at State level.

Service delivery channel(s)

Online

Outreach

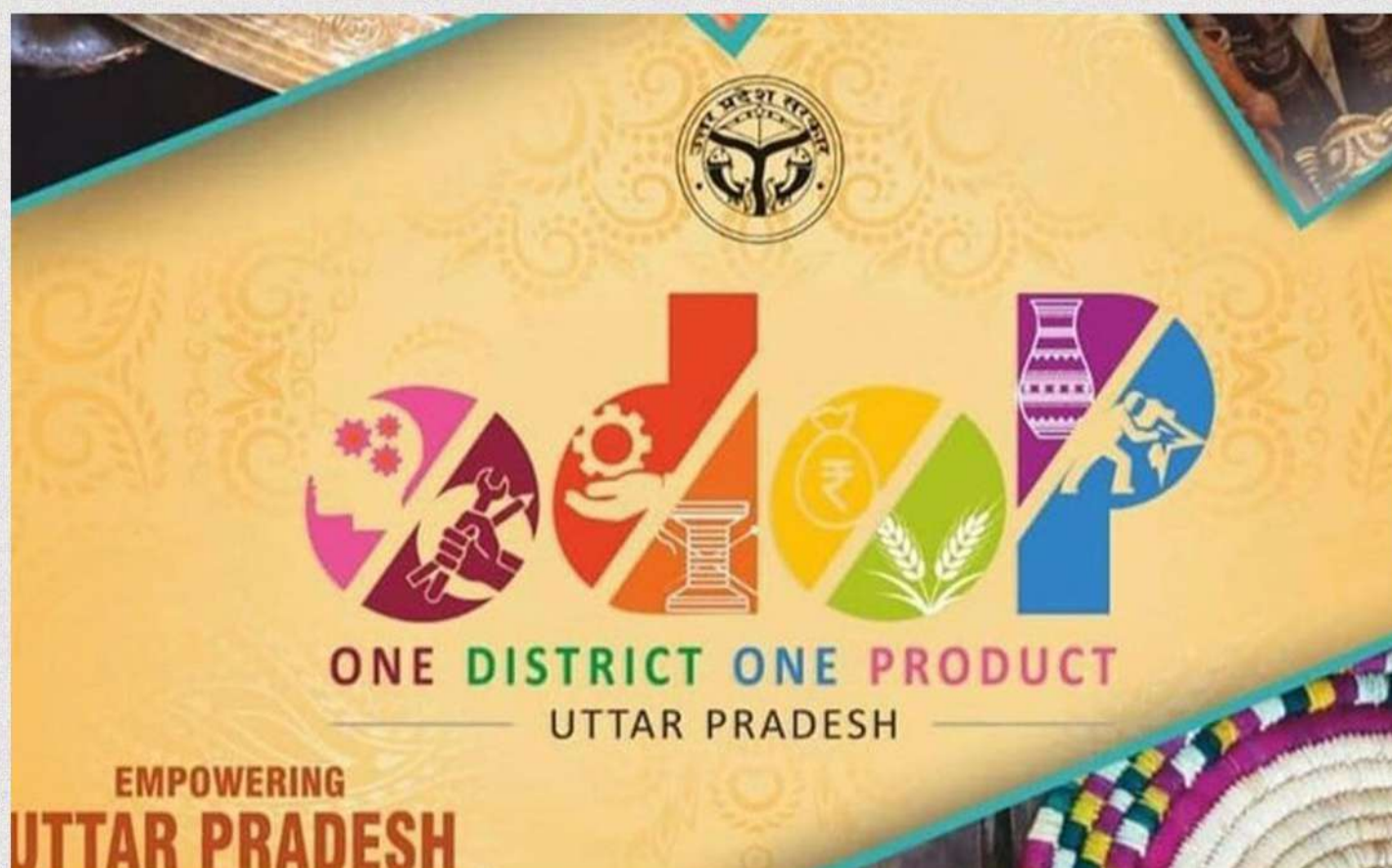
Any Citizen of UP

URL

<http://odopup.in/>

Impact

MSME sector forms the backbone of economic progress and development of Uttar Pradesh, because of its contribution to industrial productivity, employment generation, versatile nature, adaptability and contribution in export. MSME industries constitute an important segment of the economy of Uttar Pradesh in terms of employment generation and as a source of foreign exchange earning through exports.



Uttarakhand

Apuni Sarkar

Objective(s)

"Apuni Sakar" with a vision to transform the state into a digitally empowered society delivery of citizen centric services with the "Faceless, Paperless, Cashless" manner under one umbrella. Ultimately, the goal is to introduce a transparent and efficient system covering all facets of Govt. sectors, State, District and Tahsil HQ.

"Apuni Sakar" Project intends to provide Government services to citizens through e-District Center, Common Service Centers (CSC) and Individual User. Services from different departments are brought under one umbrella. It utilizes backend computerization to e-enable the delivery of services and ensures transparency and uniform application of rules. The project involves integrated and seamless delivery of services to the public by automation. In a nutshell "Apuni Sakar" is a tailor-made program for minimizing effort and time to provide prompt and effective services to the public.

Service delivery channel(s)

- Online
- e-District and CSC center

Outreach

All the 13 districts of Uttarakhand

URL

<https://eservices.uk.gov.in/>



SUCCESS STORY

Received the Employment Certificate through online portal without visit to Government office within 3 days.

Upasana Singh
Uttarakhand

Impact

- One umbrella roof application
- Fully Automated System
- Easy and effective monitoring
- Reduced turnaround time
- Transparency in service delivery
- Direct Scholarship payment to students' bank account

Apuni Sarkar Portal

Apni Sarkar Portal is a citizen centric online service portal. This portal is developed for the citizens of Uttarakhand to avail their essential services online. From this portal, citizens can track their application status real-time and download the relevant certificates.

You can apply for essential services through this portal.

Login / Register



Uttarakhand

Chamoli Disaster Management

Objective(s)

- a. Rescuing villagers, workers and engineers who were struck in flash floods of Chamoli Disaster
- b. Using drones to help SDRF and other forces in monitoring rescuing operations.
- c. To restore connectivity of cut-off villages due to damage of bridges during flash floods in raini village.
- d. To analyze the affected area of Tapovan Dam by calculating damage assessment due to floods

Service delivery channel(s)

- a. Online - Live streaming through drone.
- b. Offline - Transferring data to rescue teams for proper analysing

Outreach

- a. Rural population covers villages like Raini, Palli, Pang, Lata, Surathota, Suki, Bhalgaon, Tolma, Fagarasu, Long Segdi, Gahar, Bhanguel, Juvagwad, Jugju, etc.
- b. Workers of NTPC who were stuck inside Tapovan Dam.
- c. Engineers of NTPC who came for inspection during the ongoing project.

Impact

- 1) Communication capabilities re-established. The villages now have access to broadband connection.
- 2) Reduced days of complex engineering work down to less than two hours.
- 3) Helped in locating victims in inaccessible areas, enabling faster and safer search and rescue operations.
- 4) Drone team mapped areas and conducted risk and damage assessment promptly from remote locations.
- 5) Drones captured real time high-resolution images of disaster zones while covering vast areas in a single operation.
- 6) Expedite relief efforts while making the response more targeted



SUCCESS STORY

Vinod Singh Pawar, a resident of Joshimath, said they climbed up half-way inside the tunnel through the rods but got stuck as a gush of water came in. "We lost hope...but then we saw some light and felt some air to breathe...suddenly one of us found he had a network on his mobile and then he called up our General Manager informing him about our situation. We were 300 metres deep in the tunnel when the water gushed in." Another unidentified worker who hails from Dhak village in Chamoli and worked at the Tapovan project said as the water gushed in, the only thing they could do was to lunge onto the crown of the tunnel.

Vinod Singh Pawar
Uttarakhand

West Bengal

e-Mutation & Auto Mutation with Online Payment Facility

Objective(s)

To provide relief to the citizens in mutating their properties through a hassle-free process

Service delivery channel(s)

Online through Web Portal

Outreach

Citizens of Kolkata

URL

eMutation Online Application

<https://www.kmcgov.in/KMCPortal/jsp/AssesseeMutationApplicationNew.jsp>

eMutation Online Status Search

<https://www.kmcgov.in/KMCPortal/jsp/MutaStatusSearch.jsp>

Auto Mutation Certificate Printing

<https://www.kmcgov.in/KMCPortal/jsp/mutationCertificateOnline.jsp>

Property Tax PD Bill Payment

<https://www.kmcgov.in/KMCPortal/KMCPortalPDPaymentAction.do>

Property Tax LOI Payment

<https://www.kmcgov.in/KMCPortal/jsp/KMCAssessmentLOIPayment.jsp>

Property Tax F/S Bill Payment

<https://www.kmcgov.in/KMCPortal/KMCPortalFSPaymentAction.do>



Impact

- e-Mutation is a purely online process starting from submission of respective application upto generation of the Mutation Certificate including uploading requisite documents. The system checks pro-actively whether any tax is due as on date.
- The information about "Change of Ownership" of a property automatically arrives at the KMC as soon as it happens at the IG Registration Office.
- Mutation Certificate gets generated upon completion of the process and can be downloaded.
- Property Tax can be paid online and corresponding receipt can be downloaded. Presently 52% of Property Tax gets collected through online payments.



SUCCESS STORY

I would like to mention that it is quite encouraging that KMC has launched Online mutation as an instrument of EoDB. This online system of KMC is a great help to common people and has brought these necessary services within a click of a mouse. This measure will surely bolster the business and reduce the time to get relevant clearances. It is laudable that KMC has taken up the pain of aggregating multiple entities under a single platform and providing a transparent and reliable process with the citizen's perspective in vision.

Amit Guha
West Bengal

West Bengal

BLOCKCHAIN Birth Certificate Application of NKDA

Objective(s)

New Town Kolkata Development Authority (NKDA) is a Urban Local Body in one of the Smart Cities of West Bengal, who first used Blockchain Technology for citizens records. Creation of an immutable record and Complete Traceability of information, along with Trust & Transparency in every stage for residents, being its ultimate objective.

Service Delivery channel(s)

Portal

Outreach

NKDA residents

Impact

This makes birth records immutable and tamper proof with high security.

URL

edistrict.wb.gov.in



SUCCESS STORY

SHANKAR SUMAN CHATTERJEE of 307, SKB SARANIKOLKATA 700030 had requested for a birth certificate through eDistrict portal serving NKDA. He thanked NKDA and P&AR department, offering his photo and testimonial to be published in the journal for a transparent, easy to use and seamless process flow for getting the required certification within a time bound manner.

SHANKAR CHATTERJEE
West Bengal



West Bengal

Integrated Traffic Fine Management System (ITFMS)

Objective(s)

An innovative and unique approach to manage the traffic violations was piloted in Bidhannagar Police Commissionerate, which has now been extended to 26 Police Districts / Commissionerate. Initially, 100+ 2G single SIM devices were launched, which have now been upgraded to dual sim 4G devices across the State. 654, handheld POS devices have been allocated to the 26 Police Districts / Commissionerate, which is being used to collect spot fines in case of traffic violations, which has not only eased the fine payment mechanism for the citizens, but have brought full transparency in the traffic violations.

Service Delivery channel(s)

Portal and EASYTAP DEVICES.

Outreach

Complete population(covers all the districts of state)

Impact

- Efficient use of technology in providing an easy, efficient and comprehensive traffic enforcement system.
- Connecting all the stakeholders through a common system which is ensuring data integrity, reliability and transparency. End to end automation of the process will ensure efficiency at each level of users.
- improving the visibility on offenders, types of offences frequently committed, payments
- Geo-locationing and real-time road safety reports
- Minimizing Revenue loss and enhance transparency
- No duplicate or fake challans
- Online payment of challans by citizen "anytime and anywhere"



SUCCESS STORY

Required instant challan and payment for traffic ticket when caught without helmet on Howrah Bridge Kolkata. I really appreciate and want to thank Government of West Bengal for this wonderful initiative towards seamless generation and payments of traffic cases with complete transparency. No need to visit police station to pay the same or release my license.

Aman Singh
West Bengal



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