Catalyzing New India’s Techade
In this digital age, we have an opportunity to transform the lives of people in ways that were hard to imagine in the past. I see technology as a means of empowerment and as a tool that bridges the distance between hope and opportunity in this digital age.

Shri Narendra Modi
Hon'ble Prime Minister of India
A journey in which if you combine a billion smartphones, bank accounts and billion-plus digital identities, the solutions that are coming out of this combination are unique. Nowhere in the world will you find the scale that we have in India. Nowhere in the world will you find the energy level we have among the young minds in this country.

Shri Ashwini Vaishnaw
Hon'ble Minister of Railways, Communications and Electronics & Information Technology
Young Indians and startups are presented with opportunities like never before as a result of the last eight years of dedicated work by the Hon’ble PM. It is now up to all of us to engage in a collective “Sabka Prayas” to realise New India’s economic potential.

Shri Rajeev Chandrasekhar
Hon’ble Minister of State for Electronics & Information Technology and Skill Development & Entrepreneurship
Today as a country, we are standing at the cusp of another transformation. Let us join hands together to play a stellar role in achieving the goal of making India a 1 trillion digital economy in the next five years.

Shri Alkesh Kumar Sharma
Secretary, Ministry of Electronics & Information Technology
Digital Identity
Aadhaar
Objective
Aadhaar is the world’s largest digital identity program. It provides biometric and demographic-based unique digital identities that can be authenticated anytime, from anywhere, and also eliminates duplicate and fake identities. It provides an identity infrastructure for the delivery of various welfare programs. The potential of Aadhaar can be realized through the 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.

Transformative Impact
Aadhaar is more than just a proof of citizenship. It is also an important digital identity that citizens use for a variety of purposes, such as access to government-based apps for Indian citizens (such as BHIM); proof for obtaining other important government documents (such as a passport); and other important aspects, such as school scholarship, Digilocker for document archiving, and bank accounts.

My name is Shubham Shukla. I am from Faizabad, Uttar Pradesh. I work with an IT firm in Bangalore. I’ve been working remotely for some time because of the COVID situation. AADHAAR has made so many significant changes in everyone’s lives. Earlier, I used to remember that there was no way to verify your identity other than using so many different documents, but now we can use one AADHAAR number for so many things. The best part is that it has been linked to so many platforms that we can use one number to authenticate so many things. AADHAAR is one of the most important steps towards a digital future and I would like to congratulate the government on this.

Shubham Shukla
Faizabad, UP

1,336,482,828
Aadhaar Generated

643,245,617
Aadhaar Updated

73,469,438,918
Authentication Done

12,198,767,719
eKYC Done

data till June 2022

https://uidai.gov.in/
National Level

UPI
Objective
The objectives of a unified system are to offer an architecture and a set of standard APIs to facilitate the next generation of online immediate payments, leveraging trends such as increasing smartphone adoption, Indian language interfaces, and universal access to the Internet and data.

Transformative Impact
The Unified Payments Interface (UPI) has been dubbed the payment system’s “revolutionary product.” Digital transactions in India have jumped 19 times in the last seven years. UPI transactions reached a record 2,200 crore in 2020–21, and it is expected to reach 169,900 crore by 2025–26, growing at a CAGR (compounded annual growth rate) of 122 per cent.

Hey, My name is Shipra, and I reside in Delhi. UPI is now a daily thing for me; it has become a part of my life. It made purchasing, transferring funds, and life in general very easy. It came in very handy during COVID because it was the fastest, most convenient, and safest method during those times. I would like to thank and appreciate the government for the efforts that they are putting towards digital payments.

Shipra Saxena
Delhi

304 banks on UPI
4.52 billion transactions (Monthly volume)
34.95 lakh crore From its inception transaction value
DigiLocker
Objective
The DigiLocker is a key initiative under the Digital India Program, the Indian Government’s flagship programme aimed at transforming India into a digitally empowered society and a knowledge economy. DigiLocker ties into Digital India’s vision of providing citizens with a secure, authentic document access platform on a public cloud.

Targeted at the idea of paperless governance, Digi Locker is a platform for the issuance and verification of documents and certificates digitally, thus eliminating the use of physical documents. It has ushered in a paradigm shift towards paperless governance, i.e., it has helped citizens and public and private agencies to shift from paper-based processes to a paperless process, providing greater transparency, ease of doing business as well as further efficiency in service delivery.

Transformative Impact
DigiLocker gives the user secure and private access to various documents from anywhere and at any time. Users are able to access documents on the move using their mobile phones as well as laptops. The impact is big in terms of the environment as well, as it reduces the use of physical copies of documents. It also reduced the burden on various departments as well as on citizens. The document is being issued by the respective authority, so authenticity and verification are not a concern for users.

My name is Chandan Kumar and I am an IT professional. I own a 4-wheeler that I purchased in Gurgaon in 2016. Consequently, I moved to my home state of Bihar. My car loan was completed in 2020 and I have applied for the removal of the hypothecation through the Gurgaon RTO office. Hypothecation has been removed and a smart card has been sent to the address of my Gurgaon residence, which was a rented property. At the same time, a lockdown has been imposed due to the spread of COVID-19 and I couldn’t track my smart card. Furthermore, I have downloaded a copy of RC on my digital locker and used it to show the proof of RC in the issued document section of the digital locker as the state of Bihar has adopted the digital locker. In the year 2021, my car got into an accident and I was not sure how I would 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

112.19 Million
Registered user

5.10 Billion
Documents issued

2015
Issuers

375
Registered requestors

Data till June 2022
UMANG

Objective
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 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.

Transformative Impact
Users need to download just one mobile app instead of downloading multiple mobile apps to avail major government services. The app is relevant to all citizens of India and caters to important segments of the society, viz. farmers, students, pensioners, employees, women, patients, 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 for various government services as a majority of such services can be promoted via one single app. UMANG supports 22 Indian languages, in addition to English, and hence ensures accessibility. The UMANG platform enables departments to readily and quickly provision (with no expenditure) their services through mobile phones.

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

Thank you.

Shilpi Kumari
UMANG User

22,098
Number of Services

291
Number of Departments

448.87 Lakhs
Number of Registrations

264.96 Crores
Number of Transactions

data till June 2022
Co-WIN
Co-WIN

Objective
Co-WIN stands for “Covid Vaccine Intelligent Work.” The platform was unveiled by the Union government in January 2021, as part of the country’s vaccination drive. The website was created to give users a chance to book vaccine slots, keep track of the overall vaccination drive in the country and download the COVID-19 vaccine certificate. Users have to register on the Co-WIN 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.

Transformative Impact
People were able to book appointments from the comfort of their homes without the need to go out, which in turn reduced the chances of getting infected by COVID. The Co-WIN app has been made operational to support vaccination drives across the country. Co-WIN is acting as the backbone of the biggest vaccination drive ever.

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

Pooja Puri
iOS Mobile App developer

1,96,22,06,721
Total Vaccination Doses

1,01,48,93,968
Dose 1

90,68,29,672
Dose 2

84,27,66,423
Total Registrations

4,04,83,081
Precaution Dose
Objective
The Government of India has launched a mobile app, AarogyaSetu, on 2nd April 2020, which was developed in a 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 their own risk of catching the Coronavirus infection. It calculates the risk based on their interaction with others, using cutting-edge Bluetooth technology, algorithms, and artificial intelligence.

Transformative Impact
Once the application is installed on a smartphone through 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 have 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.

In a way, the AarogyaSetu app was reassuring for me while stepping outside my home and visiting places, as it gave real-time status and alerts if I came across COVID-infected people and what action to take. The AarogyaSetu app helped me to find the vaccination centre locations nearest to my place and helped me to complete my 2 doses of vaccination process, from booking an appointment to downloading the certificate after vaccination, without any hassle. As an individual, it gives me great satisfaction to voluntarily provide near real-time data of infection spread to central agencies through my mobile phone to help control the spread of the disease and to take part in our nation’s COVID pandemic control endeavor.

Aiswary Kumar Soni
Janjigar, Janjigar-Champa District, Chhattisgarh

21,66,00,000
Total number of downloads

85,85,26,353
Total Samples tested
National Level

Government e-Marketplace (GeM)
Government e-Marketplace (GeM)

**Objective**
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 and organisations.

**Transformative 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 e-bidding and reverse e-auction tools, as well as demand aggregation, to help government users get the best value for money.

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 products through GeM. " My name is Reena Kirar, I'm the head of Girja Devi Jan Kalyan Samiti. We are a group of women who design and create dresses and manufacture other products. We all work together to make clothes, cotton wicks, papads, spices, incense sticks, and other items. 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
Devi Shiksha Evam Jankalyan,
Bhopal (Madya Pradesh)

4,619,211
Number of Sellers

4,163,328
Number of Products

261,556 Cr
Total Value of transaction

data till June 2022
National Level

Common Service Centre
Common Service Centre

Objective
CSCs are the front-end access points for the delivery of various electronic services to the citizens close to their place of residence, thereby contributing to a digitally and financially inclusive society. CSC’s provide various services ranging from education, health, agriculture, etc., and have 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, e-Recharge etc. CSCs enable the three vision areas of the Digital India programme:

- Digital infrastructure as Utility to Every Citizen
- Governance and services on demand
- Digital empowerment of citizens

Transformative Impact
Common Service Centres (CSCs) under the Digital India programme have become an effective instrument for promoting a digitally inclusive society and empowering citizens, including women, especially those living in rural India. It encourages entrepreneurship through its self-sustaining model, particularly among female Village Level Entrepreneurs (VLEs). CSCs are digitally delivering various services to citizens close to their place of residence, such as Ayushman Bharat enrolment, PAN card, banking and insurance. Now, railway ticketing services are made available through all the CSCs.

“...

My name is Gurdeep Singh. I am a CSC VLE from the district of Shahjahanpur. My journey with CSC started back when I had no source of income, but with the guidance of the CSC team, I decided to start something with CSC to earn money and decided to make people aware of 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 CSC services to elderly and less-effluent people without any fee, and I feel proud to be a CSC VLE. The most prestigious moment of my life was when Shri Ravi Shankar Prasad Ji awarded me for my services to society. I’ve employed 20 people in my centre. People know me because of CSC, and CSC is my identity now.

VLE Gurdeep Singh
Shahjahanpur

“...

5,50,762
Number of CSC’s

74,321
Number of women VLE’s

757
Number of Services
Jeevan Pramaan

Objective
Jeevan Pramaan is a biometric enabled digital service for pensioners. Pensioners from the Central Government, State Governments, and any other government organisation are eligible for this benefit. One of the major requisites for pensioners, post their retirement from service, is to provide life certificates to authorised pension disbursing agencies, such as banks and post offices, etc. Following that, their pension is credited to their respective bank accounts. The 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.

Transformative Impact
Jeevan Pramaan has provided relief to aged people by eliminating the need for physical visits to pension disbursing agencies. It provides an opportunity for the anytime, anywhere submission of a Digital Life Certificate (DLC) by the pensioners. This has streamlined the pensioners’ verification process at the Pension Disbursing Agency. Cloud and mobile enablement have increased scalability and accessibility, while digitization has reduced unnecessary logistical hurdles.

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 the 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 the approved biometric device mentioned in the Umang app. I really want to thank the government of India for such a great initiative.

Mr. Jonedro M. Sangma.
Meghalaya

571.39 Lakh
Jeevanpramaan Already submitted Digital Life Certificates since 2014

107.54 Lakh
Jeevanpramaan Submitted Digital Life Certificates since 1st Nov, 2021
10

GSTN

Objective
To provide common PAN-based registration, to enable return filing and payment processing for all states on a shared platform.
Facilitation, implementation and setting standards for providing services to the taxpayer, the state governments and other stakeholders through a common GST Portal

Transformative Impact
With GST, the taxes of the state and central government have been merged. This has removed the cascading effect of taxes, reducing the burden on the buyer and the seller. So, even if it may look like one big chunk of tax to be paid, you pay less hidden taxes. In the long term, GST also offers several benefits. With the decrease of payable taxes for producers of consumer goods like FMCG, the automotive sector will have to reduce the prices of their commodities. This allows the consumer to pay less while attempting to use these services.

As a shop owner, it was a hassle to pay taxes as multiple taxes were there, but now things have changed, and with the inclusion of GST, my work has been reduced a lot. This is a welcome change to the tax system and I would ask the government to add more things like GST.

Paras Kheterpal
Delhi

Rs 5.48 lakh crore
in 2020-21 net GST collection

Rs 5.98 lakh crore
in 2019-20, the net collection

as of June 2022
Digital India
Learning Management System
Digital India
Learning Management System

Objective
The Digital India Learning Management System (LMS), launched in March 2017, is an application for administration, documentation, tracking and reporting of training programs, online events, e-learning programs, and training content, along with a blended capacity building feature.

Transformative Impact
As a capacity-building tool, LMS facilitates efficient administration of e-learning and training for various government officials both at the centre and in states/union territories. It has the objective of enhancing the knowledge and skills of users as per their roles envisaged in the e-Governance Competency Framework (eGCF). A PG diploma in Cyber Law, Cybercrime Investigation, and Digital Forensics will be awarded to 1000 participants to facilitate continuous, systematic learning in a blended format. It enables learners to experience anytime-Anywhere learning on the go without displacing them physically. The programme offers Advanced Learning, Seamless Training, Business Intelligence and Analytics, Flexibility, as well as evolved and updated content.

“
I am enthralled to be a part of the online capacity building programme on Cyber Law, Cyber Crime Investigation, and Digital Forensics conducted through the Learning Management System (LMS) of MeitY. The programme at LMS has been beneficial as it has a smooth system, easily available recorded lectures, and a great mix of resourceful personalities. Moreover, the programme 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.”

Ms. Nagma Khan
Civil Judge (Junior Division)
Budaun, UP

5537539+
Beneficiaries

21147+
e-Content

9710+
e-Classes

103+
Departments

Data till June 2022
One Nation
One Ration Card
One Nation
One Ration Card

Objective
This system allows all NFSA beneficiaries, particularly migrant beneficiaries, to claim either full or part foodgrains from any Fair Price Shop (FPS) in the country through their existing ration cards with biometric/Aadhaar authentication in a seamless manner. The system also allows their family members back home, if any, to claim the balance of food grains on the same ration card.

Transformative Impact
Beneficiaries can quote either their ration card number or the Aadhaar number to any Fair Price Shop dealer across the country. Anyone in the family who has seeded Aadhaar on the ration card is eligible for authentication and rationing. There is no need to share or carry the ration card or Aadhaar card with the ration dealer to avail the benefit. Beneficiaries can undergo Aadhaar authentication by using their fingerprints or iris-based identification.

Hi, My name is Hari Ram. I am from HarDOI, and my ration card was created in HarDOI. At present, I am working as a taxi driver in Dehradun, and I have been able to use the same ration card in Dehradun as well. Whenever I go to my hometown during the summer vacation, I use the same ration card in HarDOI as well.

Hari Ram
HarDOI

ID: XXXX12345

35
States/UTs have implemented the scheme

80 Cr
Total number of National Food Security Act, 2013 beneficiaries

74.8 Cr
Percentage of Aadhaar seeded beneficiaries
Mobile Based Agro Advisory System (m4agri)
Mobile Based Agro Advisory System (m4agri)

**Objective**
Through a mobile-based agro-advisory system, farmers will be empowered by receiving the right information at the right time.

**Transformative Impact**
Farmers are now getting real-time help from experts for their queries and making informed decisions based on expert recommendations. It is very convenient for them as they can get help in local languages.

“...

My name is Laltanpuii and I am from Reiek village. When our layer produces a thin shell egg, we call it Ranvulhtute Thian, and we consult the doctors, and they prescribe the medicine and solve our problem through mobile. We would like to thank Digital India for creating such a helpful platform for easier consultation for farmers.

Laltanpuii
Reiek village
Aizawl, Mizoram

“...

**215** villages Implemented as ‘RanVulhtuteThian’ at Mizoram

**359** Villages Implemented as ‘MatsyaVarta’ in at Tripura

**455** Implemented as ‘LoumisingiPaojel’ at Manipur

**236** villages Implemented as ‘JaivilkVarta’ at Sikkim

**74,500+** Interactions with farmers on Toll Free

**35,610** Text and 856 Voice Need Based Messages

_data till June 2022_
National Level

Visvesvaraya PhD Scheme
Visvesvaraya PhD Scheme

Objective
Ministry of Electronics and Information Technology (MeitY), Government of India conceived the scheme “Visvesvaraya PhD Scheme for Electronics and IT” with an objective to enhance the number of PhDs in the Electronic Design and Manufacturing (ESDM) and IT/IT enabled Services (ITES) sector. The implementation of the scheme by Digital India Corporation under the direction of MeitY commenced in June 2014.

Transformative Impact
The scheme is helpful in nurturing the research ecosystem with high quality research publications and a good number of patents and is also helpful in building human capacity in niche areas of electronics, IT, and computer science. For 9 years, Phase-II of the Visvesvaraya PhD Scheme has been launched to support 1000 Full-Time PhD Candidates, 150 Part-Time PhD Candidates, 50 Young Faculty Research Fellowships, and 225 Post-Doctoral Fellowships with an outlay of Rs. 481.93 Cr. for 9 years w.e.f. Academic Year 2022–23, for which proposals have been invited from eligible institutions across the country for the year 2022–23.

Ms. PalliPadmini, a full-time PhD scholar at Amrita Vishwa Vidyapeetham, Bangalore under the “Visvesvaraya PhD Scheme in Electronics & IT”, currently working as a Data Scientist at Genpact, Bangalore, designed a prototype of “A Real-Time Speech Synthesis System for the Speech-Disabled Using Oral Cavity Orientation Characteristics.” An easily worn, removable device based on the Oral Cavity Drive System, to produce natural speech for the speech disabled, targeted at Indian dialect. With the support of the scheme, she was able to present her work at two international conferences. She thinks that this scheme inspires energetic and talented researchers to explore innovative thoughts in a useful way for society.

PalliPadmini
Bangalore

1019
full-time PhD scheme has supported

330
part-time PhD scheme has supported

97
Institutions

25
states

4
Union Territories
National Level

National Scholarship Portal
National Scholarship Portal

Objective
The National Scholarships Portal is a one-stop solution through which various services starting from student application, application receipt, processing, sanction and disbursal of various scholarships to students are enabled. The main objectives are to ensure timely disbursement of scholarships to students; provide a common portal for various scholarship schemes of the Central and State Governments; harmonize different scholarship schemes and norms; and apply Direct Benefit Transfer.

Transformative Impact
All this simplifies the process for students:

- All scholarship information is available under one umbrella.
- A unified scholarship application for all scholarships

Improved transparency:
- The system suggests the schemes for which a student is eligible.
- Duplicates can be reduced to the greatest extent possible.

In standardisation:
- Institutional and course master data for the entire country Processing scholarship applications

“Hi, my name is Chandan Sharma, and I am from Chandigarh. I've been looking for a job for some time, and continuing my studies along with that. In this day and age of smartphones where you can get any detail in seconds, I appreciate the National Scholarship portal where I can get a scholarship.

Chandan Sharma
Chandigarh

127.19
Lakhs total applications received

83.95
Lakhs application verified

2875.39
Crores have been disbursed

104
Total schemes

data till June 2022

https://scholarships.gov.in/
National Level

Kisan Sarathi
Kisan Sarathi

Objective
Objective: Kisan Sarathi is an Information Communication and Technology (ICT) based interface solution with the ultimate goal of being an intelligent online platform for supporting agriculture in a local niche with a national perspective, which is intended to provide farmers with the latest agricultural technologies, a knowledge base, and a large number of subject matter experts through seamless, multimedia, multi-way connectivity.

Transformative Impact
It helps farmers to interact and avail personalised advisories on agriculture and allied areas directly from the respective scientists of Krishi Vigyan Kendra, which in turn helps the farmers to cultivate more and make decent profits. This has a huge impact on uplifting the farmers as they can not only learn new farming techniques but also get all the information that they need at the right moment and also can get all the resources like seeds and other items that they might need for farming.

"My name is Manoj Kumar, I am a resident of Nawada district. I've been farming since 1991, but due to a lack of knowledge about crop diseases, pest control, and other issues, I've been losing money; however, since Kisan Sarthi came into the picture, I've been able to get all the details about various diseases and pests, as well as the correct crop cycle in time, which has greatly aided me."

Manoj Kumar
Nawada

25.70 lakh
KisanSarathi has 25.70 lakh registered farmers.

731
There are 731 registered KVKs from 35 states and territories.

2607
registered agricultural experts.

80981
Villages Covered

as of June 2022
Poshan Tracker
Poshan Tracker

Objective
The ‘Poshan Tracker’ is a mobile-based application rolled out by the Ministry of Women and Child Development, Government of India on 1st March 2021 through the National e-Governance Division (NeGD). Poshan Tracker is an important governance tool. Technology under Poshan Tracker is being leveraged for dynamic identification of stunting, wasting, and under-weight prevalence among children and last mile tracking of nutrition service delivery. The Poshan Tracker is a tool that assists Anganwadi workers in the efficient delivery of services as well as the reflection of their efforts. It is a critical and beneficiary-centric service delivery application under POSHAN Abhiyaan which will promote real-time data with analytics.

Transformative Impact
The Poshan Tracker enables real-time monitoring and tracking of all AWCs and beneficiaries on defined indicators. It is built using a centralized data architecture that also aligns with the digital technology systems of other ministries and programs. Tracking of services to the end beneficiary at the click of a button. Services like Take Home Ration (THR) and Hot Cooked Meal (HCM), vaccination for infants and pregnant women are creating a huge impact in general as the overall health and eating standards are improving. Also, Children of different age groups are monitored on a monthly basis by AWWs. Health indicators like stunting, wasting, and underweight prevalence are measured as per WHO standards. Regular growth monitoring helps AWWs provide relevant and timely assistance to children.

“Hey, My name is Pooja Rajwar and I am an Aanganwari worker at Tajpur village in Tajpur Pastoli panchayat. I have five pregnant women and four women who have recently given birth. Since last year, we’ve been using the Poshan Tracker application. The application made our work very convenient. With the click of a button, we could update the weight of every child from our center in the application. Thank you.

Pooja Rajwar
Tajpur

12,65,328
Registered AWC

11,29,99,233
Beneficiaries

as of June 2022
Recruitment portal for APSSB and APPSC
18

Recruitment portal of Arunachal Pradesh Staff Selection Board (APSSSB) and Arunachal Pradesh Public Service Commission (APPSC)

Objective
To bring transparency in the recruitment of Group A & B services of the Arunachal Pradesh Public Service Commission (APPSC) and Group C and Subordinate Services of the Arunachal Pradesh Staff Selection Board (APSSSB), the state government has designed a faceless, paperless, cashless, online recruitment system. To list the state government service vacancies in Group A & B of APPSC and Group C of APSSSB online, on transparent, robust, secure, and user-friendly official websites.

Transformative impact
The entire process of registering for a government job has been shifted to the internet, which has made it readily available to every citizen at any point of time. It reduced the overall hassle of getting physical forms and applying. Also, the process was very slow and hectic. One can now apply and track their progress from the comfort of their own home. The process is now more transparent, which has made the citizens more comfortable.

Shri. Tadu Bida is a 22-year-old post-graduate youth from Mudang Tage village in the Lower Subansiri District of Arunachal Pradesh who has been actively looking for employment with the Govt. of Arunachal Pradesh. He has been very actively using the digital services to avail a number of benefits; like availing the Aadhar card, PAN card, and also availing scholarships online. He was very elated to know that the job vacancies with the Govt. of Arunachal Pradesh can be viewed and applied for online. Even the fee payment and admit card can be downloaded online. There was no need for him to visit the government office ever once for the application process and he could apply while sitting in his district hometown and even beyond office hours. Unlike his elders, who had to make multiple visits for a single job application, he could visit the office only during office hours and sometimes had to travel to headquarters towns. He is happy that so many services can be availed from the comfort of his home. He now has more time to concentrate on his studies and can also save on the cost of traveling.

Tadu Bida
Arunachal Pradesh

<table>
<thead>
<tr>
<th>APSSB web portal</th>
<th>APPSC web portal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>51</strong> Total No. of exams notified on the web portal</td>
<td><strong>35</strong> Total No. of exams notified on the web portal</td>
</tr>
<tr>
<td><strong>32</strong> Total No. of exams conducted and result announced</td>
<td><strong>22</strong> Total No. of exams conducted and result announced</td>
</tr>
<tr>
<td><strong>2,49,789</strong> Total No. Applications</td>
<td><strong>80,136</strong> Total No. Applications</td>
</tr>
<tr>
<td><strong>98,354</strong> Total Amount of Admit card issued</td>
<td><strong>80,136</strong> Total Amount of Admit card issued</td>
</tr>
</tbody>
</table>

as of June 2022
Suvidha

**Objective**
Citizens can access the Suvidha portal directly on the web/mobile or through the Karnataka Government Service Centres (Bangalore One, Karnataka One, Gramma One). Citizens will be able to see the schemes that they are eligible for based on information provided by them with the ask data only once. Automatic data verification is carried out online by connecting various IT systems and databases such as Family DB, Fruits DB, AJSK, and so on, with only information that cannot be verified from the existing databases being checked offline by government users of the department.

**Transformative Impact**
Beneficiaries are no longer required to visit multiple government offices to obtain various certificates and documents and manually apply for schemes, and the average 3-day process of applying for a scheme has been reduced to a few minutes through the Suvidha application. Beneficiaries can also know the status of their application via login onto Suvidha or via SMS received. If we talk about the government official point of view, applications of only eligible and verified beneficiaries reach the government users, thereby reducing the effort of manual scrutiny of eligible beneficiaries. All beneficiary related documents can be looked into under a single portal, thus reducing the load of going through so many stakeholders.

Miss Keerthana is currently pursuing her 4th year of Bachelor of Architecture at SJB School of Architecture, Bangalore. Her father, Mr. Ramakrishnan Babu, is an auto driver. During her 2nd PUC, as per her brother’s suggestion, she decided to appear for a National Aptitude Test in Architecture and got a seat in the SJB in college. Although she liked the college, initially her family faced challenges in remitting the college’s fees. That’s when she and her family explored options for loans. Her brother insisted on applying for a loan from D DevarajeUrs Backward classes Development corporations.

Keerthana applied and also started receiving the loan from the corporations. To avail the loan, she had to apply each year to the corporation manually, which took her around 3 days to apply for the scheme. But for this year, when Keerthana went to the corporation, she was informed to apply online via the Suvidha portal. Although she was initially sceptical of applying online, once she landed on the Suvidha portal, by just entering her Aadhaar number, her demographic and required scheme details, The entire process of application was curtailed from 3 days to just 20 minutes.

Keerthana also shares her pleasure that this time her father’s assistance was not required in the application for the loan and this helped them to save a few days’ daily wages.

*Miss Keerthana*
Bangalore, Karnataka

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2,02,29,449 citizens have applied for various schemes via Suvidha

6,910 beneficiaries have already received benefits via Suvidha

~47 Crore benefit amount has already been disbursed via Suvidha

1,59,556 eligibility checks were undertaken on Suvidha.

https://suvidha.karnataka.gov.in

as of June 2022
Assam
Citizen-Centric Service Delivery Project (ACCSDP)
Assam Citizen-Centric Service Delivery Project (ACCSDP)

Objective
The ACCSD Project was launched to facilitate the implementation of the Assam Right to Public Services (ARTPS) Act 2012 (as amended in 2019). The ACCSD Project aims at assisting various government departments with a large public interface, restructuring their processes and setting up e-platforms so that citizens can access services digitally. The development objective is to improve access to the delivery of selected public services in Assam.

Transformative Impact
Citizens now have a one-stop solution for the Citizen Centric Services of various government departments notified under the ARTPS Act, 2012, and online tracking for transparency is also available. For each departmental level of processing, SMS/eMail alerts are sent to the applicants. Online Payment using Debit Cards, Credit Cards, Netbanking, UPI, etc. through the Assam Government Receipt Accounting System is also available. Delivery of certificates is available online through the ARTPS Portal. All these things contribute to a hassle-free and efficient service delivery experience for the citizens.

103
Total Services Available

30,000,000+
Applications Submitted

16
Number of Departments

25,50,000+
Applications Disposed

22,77,000+
Timely Disposed

Call ARTPS Helpline: 1800-345-3574 | Visit: rtps.assam.gov.in

as of June 2022
KLI Submarine OFC Project
KLI Submarine OFC Project

Objective
The project was launched by the government to connect the Lakshadweep Islands to the mainland at Kochi through submarine Optical Fibre Cable from Androth and Minicoy islands of Lakshadweep to form a ring architecture. Submarine Optical Fibre Cable (OFC) between Kochi and 11 islands of Lakshadweep—Kavaratti, Kalpeni, Agati, Amini, Androth, Minicoy, Bangaram, Bitra, Chetlat, Kiltan, and Kadmat.

Transformative Impact
The submarine connectivity project will have a vital role in the delivery of e-Governance services at the doorstep of citizens; potential development of fisheries, coconut-based industries and high-value tourism; educational development in terms of tele-education; and health care in terms of telemedicine facilities. It will help in the establishment of numerous businesses, augment e-commerce activities and provide adequate support to educational institutes for knowledge sharing.

18 new sites including Suheli Island using Satellite Backhaul.

upgrade of 19 existing 2G sites to 4G services.

Laying of about 225 Km OFC as backhaul of mobile and FTTH services.

as of June 2022
Odisha One and Mo Seba Kendra
Odisha One and Mo Seba Kendra (MSK)

Objective
To provide citizens with comprehensive and efficient access to government services through portals and mobile applications, reducing direct communication between citizens and government, encouraging "e" interaction, and providing access to government services (both informational and transactional) from anywhere and at any time. Reduce direct interaction of citizens with the government and encourage e-interaction and efficient communication through portals and mobile applications.

Transformative Impact
More than 3 lakh transactions totaling more than 63 crores of rupees have been completed on the OdishaOne portal. A total of 100 G2C services have been integrated with OdishaOne. It is planned to integrate more than 500 services into the OdishaOne platform. Furthermore, a total of more than 4000 Mo Seba Kendras are already in operation in the state. It is planned to set up more than 8000 MSK centres across the state. Month-wise transaction details of the last 7 months (Aug-2021 to Feb-2022) are as follows.

103
Total number of services available

16
departments

30,000,000+
Applications Submitted

25,50,000+
Applications Disposed

22,777,000+
disposed of on time

“
My name is Ajay Kumar Dalei. Earlier, I used to stand in a long line for hours to pay the electricity bill. But through "Mo Seva Kendra", I can pay the electricity bill online easily and in a hassle-free environment.

Ajaya Kumar Dalei
Bhubaneswar

as of May 2022
e-PROPOSAL
Meghalaya
e-PROPOSAL – Meghalaya

Objective
The Meghalaya e-Proposal system aims to re-architect the government as a single enterprise, with a single government experience for businesses and citizens, by offering integrated services through multiple channels in a contactless and seamless manner, so as to improve the overall efficiency of governance.

Transformative Impact
The project improved the delivery mechanisms at the grass-root level, reducing time and increasing efficiency for sanctioning various projects and schemes. It facilitates various departments to apply for sanction of new schemes, monitor sanction status, and review sanction proposals, which in turn reduces the overall workload on the system.

“#WSIS
The e-Proposal System won the WSIS Prizes 2022 Award in the category “The role of governments and all stakeholders in the promotion of ICTs for development”, which was received by the Honble Chief Minister of Meghalaya on May 31st, 2022.

Upto 75% of the government’s internal paperwork has been eliminated.

1,600 proposals have been processed

Rs 790 Crore has been sanctioned for these proposals

as of June 2022
ePaarvai
AI based Cataract detection using Android mobile application
Objective
The aim is to facilitate eye screening using an AI-based mobile application and create a cataract-free Tamilnadu in the next 10 years. For this reason, the government wanted to build an AI-based Android mobile application for detecting cataracts and enabling door-to-door screening for patients above 45. Identify all the cataract patients and save their information. Verification by the doctors of the patients screened using the app via the dashboard provided to them and, upon confirmation of the plan of surgery, updating the dashboard.

Transformative Impact
India houses over 10 million blind people, and 2 out of 3 cases may well have been prevented if diagnoses were timely. In low-income groups, general apathy and lack of knowledge are major hindrances to the early diagnosis of cataracts. This technology is showing promising results, and the impact will result in much better public service delivery that helps in early diagnosis, prioritising cases that eventually lead to the prevention of blindness.

“Initially, I was surprised that a mobile phone could detect cataract, and when I got a call from a district medical officer confirming I had cataract, it was promising. The surgery was planned for a week’s time.”

Chockalingam M
Meyiladuthurai, Tamilnadu

1 Cr+ patients registered
32 Number of districts using the application
10,000+ Number of patients screened in various rural areas
e-District Mission Mode Project
e-District Mission Mode Project

Objective
The e-District project aims at providing support to the basic administrative unit, i.e., “District Administration,” to enable content development of G2C services which would optimally leverage and utilise the infrastructure pillars to deliver the services to citizens at their doorstep. Another motive involves backend computerization of high-volume citizen-centric services after carrying out Government Process Re-Engineering (GPR) and System Requirement Study (SRS) for their electronic delivery at district and sub-district levels.

Transformative Impact
The Andaman and Nicobar have digitised 64 G2C services for their electronic delivery on an anywhere and any-time basis. The Administration has identified another 50 services for its end-to-end digitization, which will be rolled out in phases by March 2023. All the citizens of the Island Territory will benefit from the programme.

36
Total Services offered

64
G2C services for its electronic delivery

50
another services identified

1-2 days
Reduction of time limit

as of June 2022
Pest and Disease detection using AI through Uzhavan Mobile Application
Pest and Disease detection using AI through Uzhavan Mobile Application

Objective
Pest and disease detection in crops at the right time is a critical parameter in increasing yield. Due to a lack of awareness about the pest and disease, pest suppliers are overselling the pesticides to farmers. This leads to additional financial stress on the farmer and damages the soil with the overuse of pesticides. The solution is designed and integrated with the Uzhavan App to help farmers detect pests and diseases early and take immediate action to prevent disease spread and increase yield. This will improve financial growth for farmers, reduce crop shortages for the state and finally save soil from chemical damage.

Transformative Impact
This is an AI-based application for detecting pests and diseases and delivering the message to the farmer via the Uzhavan App. It also enables the farmer community to capture a photo of their affected crop and send it via the Uzhavan App for verification by the agronomist by seeing the images and choosing appropriate remedies. The remedies can be communicated through the Tamil language. Farmers benefit financially, and soil quality and the environment benefit as well.

over 12 million downloads in the last eight years
over 1,500,000+ farmers were impacted
93.5% accuracy percentage to identifying 2 diseases for paddy and 1 for maize

https://www.tnagrisnet.tn.gov.in/people_app_demo/
Tele-Education in schools/Provincialised schools across Assam
Tele-Education in schools/ Provincialised schools across Assam

**Objective**

to ensure effective training of teaching staff as well as allow students to be exposed to novel technologies along with adequate resources for e-learning. It focuses on building a strong education system with robust teaching and learning experiences throughout. The project aims to provide concept-based learning in the classroom for rural students through expert-led teaching with interaction from a remote studio through the Satellite System, multimedia content, and continuous learning assessment.

**Transformative Impact**

Additional input like the Tele-Education programme has generated relatively higher interest and performance in the lower academic schools from remote and inaccessible areas. The intervention is designed as an additional teaching input to be delivered over and above the teaching time allocated for a subject in traditional schooling. Thus, supplementation is helping students as well as teachers in creating a lively teaching-learning environment in the schools.

Student assessment devices enable students to give answers to any MCQ questions asked by the teacher, thereby increasing their efficiency and effectiveness. Every classroom is provided with 50 devices for assessing student engagement and performance in each session.

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**350**

Project has been established in Schools

covered all **34** districts of Assam

More than **1,35,000** students have been benefitting from the project.

as of May 2022
BharatNet Project
BharatNet Project

Objective
The vision of Bharat Broadband Network Limited (BBNL) is to change the lives of rural India through the digital empowerment of its people by creating network infrastructure as a national asset, accessible on a non-discriminatory basis to all service providers such as TSPs and ISPs. Through its constant endeavors, BBNL will be able to provide secure, reliable, affordable, and high-quality connectivity in rural India.

Transformative Impact
To provide affordable broadband services to citizens and institutions in rural and remote areas, which will facilitate human development, boost economic development, and improve the quality of life of people in rural India. The BharatNet project is being implemented in the A & N Islands by BBNL (an SPV under the Department of Telecom, Government of India), which envisages connecting 7 blocks, 70 Gram Panchayats, and 4 Tribal Councils through OFC/VSAT.

13 Major Inhabitant Islands
4 Blocks have been connected through Bharat Net
36 Gram Panchayats have been connected through Bharat Net
4 Tribal Councils have been connected through Bharat Net
Chief Minister Arogya Arunachal Yojana (CMAAY)
Chief Minister Arogya Arunachal Yojana (CMAAY)

Objective
To facilitate quality and cashless health care services to the indigenous people of the state and government employees to reduce out-of-pocket (OOP) expenses during major illnesses and hospitalization. CMAAY’s digital platform aims to provide universal health care to all sections of society in the long run, achieving “Health for All” by 2030. The scheme aims to alleviate financial hardship on state residents as a result of disease and hospitalization, as well as to ensure equitable access to quality health care for all legitimate state citizens.

Transformative Impact
In the case of hospitalization, an amount of approximately Rs. 5 lakh has been transferred per family, per year for their cashless treatments. Benefits of pre-hospitalization up to 3 days and post-hospitalisation up to 10 days, including medication and diagnostic testing for the same ailments/surgery, are also ensured to the beneficiaries. Treatment of pre-existing diseases is also included in the assigned funds. Some super specialty hospitals outside of State have been empanelled for some critical case treatments. Every empanelled hospital associated with this scheme has got dedicated staff having IT kits to assist patient for registration, preauthorization and claim processing activities through digital platform. Self-registration is also available for citizens using mobile app-Arogya Arunachal app.

“Toko Yakap is a farmer who lives with her family in a small village called Shya in Arunachal Pradesh and was having a problem with her eyes. Her son, Toko Pange, wasted no time and consulted with a doctor. The family was informed about the severity of her condition and it was suggested that she undergo eye surgery. The family struggled to meet its cost, but fortunately, an enrollment camp was set up by the department at Shya village, and Toko Yakap got herself enrolled under CMAAY. A month later, Yakap was admitted to Gyi Takka General hospital at Ziro in Lower Subansiri district, where she opted to avail the benefits of the CMAAY scheme on November 5, 2021. Yakap had successful surgery and can now see things clearly with improved eyes. The family is grateful to the government for such a scheme that is beneficial for its citizens who are poverty-stricken. They are also delighted that the enrollment process is free of charge, and they encourage citizens to enroll. Currently, Yakap is happily spending quality time with her family.”

Toko Yakap
Arunachal Pradesh

57 public hospitals and 33 private sector hospitals were impaneled.
13910 pre-authorizations generated
Rs 3312.57 claims settled
Rs 3848.33 pre-authorization amount request raised

as of May 2022
BastarNet
Objective
The BastarNet project has been conceived by the Chhattisgarh government with the ambitious vision of creating a digital highway for strengthening mobile and internet connectivity across the LWE-affected Bastar division of Chhattisgarh. The primary goals of BastarNet are to develop the Bastar region through a telecom network, to provide high-speed internet connectivity to the Bastar region, and to extend connectivity to local citizens through telecom operators and local service providers. This scheme also envisions information-based economic growth through a boom in private sector growth. Besides increasing employment opportunities, this also aims at expanding tower construction by 2000 units with the assistance of various telecom players.

Transformative Impact
It improved the tele-density in the region, which directly led to economic growth and prosperity and helped in the creation of micro-enterprises in the region. The network also helped bring in mobile payment technology, which revolutionised the rural economy, thus helping with financial inclusion. Students in Dantewada and Sukma now benefit from access to the internet. Access to connectivity improves basic infrastructure facilities such as e-health, telemedicine, ambulance services, etc., and it has thereby positively impacted health indicators.

"I feel very proud and honoured to be a part of the success of my village. I and my team are dedicated to providing the best services to all of our users. I'm also very thankful to CHIPS, not only for providing me the opportunity to work in my hometown and become "Atmanirbhar," but also for making me a job creator for my fellow villagers."

Balram Mourya
Chhattisgarh

300
Total Number of Gram Panchayat where Network connectivity has been Provided

9000
Total nos of VC conducted till date in Bastar Region

128
Nos of services delivered through E-District

More than 7,60,698
Applications already approved/delivered

as of May 2022
Computer-Based Examination System (CBES)
Computer-Based Examination System (CBES)

Objective
The Goa government has created an online portal called a computerised based examination system to help applicants apply for government jobs in Goa. The intention was to eliminate the manual process and efficiently decrease the overall time for registration.

Transformative Impact
Now the user only needs to register once and can apply to multiple programs. The fee can be paid online through the portal. Mock test modules for applicants to test their aptitude for the advertised job are also present in the portal, so applicants can also give a mock test on the same portal. One of the biggest impacts is the elimination of question paper leaks as the question paper is sent 30 min prior to the test, during this time the candidates are already sitting in the computer lab.

I have used the Goa Computer-based Examination application for applying for a GPSC post and found it user-friendly and convenient for me. I had to register my basic profile details, educational qualifications, and experience and upload the necessary documents. All of this information could also be used for future advertised positions by the Goa government. It’s much better than providing a hard copy application and submitting a payment challenge. The application has a payment gateway with many options like net banking, debit/credit cards, and UPI. I found the payment process to function very smoothly. I have received regular updates on SMS on my application status. After my exam, the results were declared instantly on my screen. I have had a hassle-free experience and am happy using the Goa CBES portal. Thank you.

Shonet Dias
Goa

114137
No. of registered users till date

29074
No. of e-transactions

as of May 2022
Whatsappbot for Covid Vaccination (CVR APP)
Whatsappbot for Covid Vaccination (CVR APP)

Objective
West Bengal Covid Vaccination BOT is a project with the objective of making the State’s services to fight against COVID-19 available to the citizens through a digital system. The services are availed of through Whatsapp BOT. The WhatsApp bot enables citizens to book vaccine slots for them. It has the capability of scheduling based on type of vaccine, age, type of dose, etc. Date-wise time slots of half an hour are allocated to people for vaccination with proper social distancing. It has been launched across the state. Officials at the vaccination centre mark who received the vaccine and upload the data on web-based software. This makes the vaccination process smooth and hassle-free.

Transformative Impact
This made the vaccination process smooth and hassle-free. One thing that is different when booking a slot for vaccination through the chatbot is that there are no unnecessary lines where people are waiting to get the number. As a result, social distancing is maintained well. People feel more safe as there is a limited number of people who come to the centre, so crowd management is done well. People don’t have to wait unnecessarily; they come, get vaccinated, are under observation for 30 minutes and go to their respective homes.

“This was pretty straight-forward to use and I booked a slot from the comfort and safety of my home. It also prevented the huge queues of people, and the beauty of this system is that all citizens, irrespective of their education, caste, social class, etc., could use the system alike and book the slot for vaccines.

Mr. Debasish Ray
Kolkata

75,000 plus appointment bookings
100+ centres

as of August 2022
eDISTRICT
eDISTRICT

Objective
E-District uttarakhand project intend to provide Government services to citizens through Common Service Centers (CSC) which are easily accessible. Services from different departments are brought under one umbrella at any CSC. Some of the services are also made available through online portal.

Transformative Impact
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 public by automation, integration and incorporating Business Process Re-Engineering (BPR) wherever required. In a nutshell Edistrict is a tailor made program for minimizing effort and time to provide prompt and effective services to the public.

“

The application process is very simple, I just had to go to the center and get it done.

It mitigate the process of going tehsil for khata khatoni and for other certificates as well. Earlier things were quite difficult and inefficient, this initiative is great.

Bhaq Gariya
Chamoli

6157748
Applications received

5563559
Applications disposed

154889
Number of registered users

as of June 2022
Sewa Mitra
Sewa Mitra

Objective
The project was initiated to government for citizens that provides professional domestic services can be easily accessed via our website, mobile app, or Sewa Mitra helpline. A platform thoughtfully curated to generate self-employment opportunities in Uttar Pradesh for domestic work professionals seeking jobs. Carpentry, beautician, air conditioning services, electrician, plumber, cleaning, and other home-based professional services are available. This initiative is an ardent effort of the Uttar Pradesh government to encourage "Atmanirbhar Uttar Pradesh" and accelerate the process of self-reliant India. Government-initiated services that you can now avail from the comforts of your home through our website, mobile app, and Sewa Mitra Helpline.

Transformative Impact
Sewa Mitra now provides door-to-door delivery services to citizens, through which citizens can access services at their leisure from anywhere at any time by using a Call Center Portal/App. It helped in preventing the migration of skilled workers from one region to another and generating employment opportunities in their surrounding areas by providing adequate availability of skilled and certified workers through empanelled service providers and the availability of jobs in surrounding areas based on skilled and pre-fixed rates are provided to the craftsman.

"I have used Sewa Mitra for several professional services at my home, including AC service, plumber, and electrician, and I am very pleased with the results. Service booking and tracking is very easy with Sewa Mitra. It is one of the best platforms to avail of such services at an affordable rate."

Shivam Jyoti
Lucknow

350+ Service Provider have been registered so far
14,600+ verified skilled workers have been registered
3500+ professional services have been offered
GoaOnline enhancements
GoaOnline enhancements

Objective
Goa Online is an initiative of the Department of Information Technology, Goa under the e-District Mission Mode Project (MMP) with the vision to "Make all government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man". An E-District portal for the state of Goa was launched. Since then, it has developed and currently hosts 158+ services with a 6.6 lakh + user base. Apart from envisaging service delivery, it has been enhanced with features to ease the process of availing services and automation of processes aimed at business application renewal. These enhancements are given below.

Transformative Impact
It made the following things possible:
Undertake backend computerisation of district and taluka level offices to ensure electronic delivery of high volume citizen services at the district level.
Efficient delivery of services with improved service levels by undertaking extensive business process re-engineering of identified services.
Extensive Capacity Building and training of field level functionaries to ensure smooth migration to electronic delivery of Goa Online services and phasing out manual delivery of services.
Delivery of services through Common Service Centers (CSCs) by leveraging a common infrastructure of SWAN, SDC and SSDG.
Development of applications to be hosted at the State Data Centers for delivery of services.

I'm an educated citizen of Goa, India and am aware of the developments made by the 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 registered and created my user account at the website goaonline.com and applied for a residence certificate by filling out the online form and attaching the required documents from the comfort of my home. Also, one of the documents required to apply for a residence certificate was an Aadhaar document, which I was able to directly fetch from Digilocker and attach to my application, as Goa Online is integrated with Digilocker. The entire process was seamless and took less than half an hour for the submission of my application.

Akshay
Goa

158+ services
6.6 Lakhs + users
21 Lakhs+ Number of transactions
12 Lakhs + Certificate issued
Digital Seva Setu
Digital Seva Setu

Objective
The Government of Gujarat decided to implement the “Digital Seva-Setu” programme to extend the District and Taluka services at the village level. Further, the government decided to make government services accessible over the internet and provide physically assisted counters at the village level to rural citizens to avail the high volume of citizen-centric e-Services of the Gujarat Government. With the said objective from the Department of Science & Technology, the Government of Gujarat has developed and implemented the Digital Seva Setu Portal and is currently providing 275+ services to the citizens of Gujarat.

Transformative Impact
As this is a fully automated system, online facilities for scrutiny, approval, and transfer of the applications are available, which reduces the burden and overall process time. Easy and effective monitoring with the help of MIS reports is available for different levels of stakeholders for effective monitoring. It uses the existing databases of farmers and students for authentication and thus reduces the possibility of duplication.

"My second child requires a birth certificate. We are farmers who live in the most remote area of our taluka and are unaware of government processes. At the time of the birth of my first daughter, I had to visit Taluka offices multiple times, spending lots of money on travel expenses and having to waste the whole day every time I went to the Taluka office as it was too far from my village. But this time I got to know that government services are available in our village at the Panchayat office. I went to the e-Gram centre at the Panchayat office and met VLE. He explained to me the whole process and helped me in applying for the same. In the afternoon when it was approved and a certificate was generated. I went to the Panchayat office in the evening and got the birth certificate for my child. I appreciate and want to thank the government of Gujarat for this wonderful initiative, “DigitalSeva Setu.”"

Vipul Kanjariya
Gujarat

9729170 applications
317+ services to the Citizens of Gujarat
14053 Number of Gram Panchayats

as of June 2022
MY DDD

Objective
A mobile application for the public to access the vital information of DD & DNH informational services. Provide a variety of citizen-centric information about:

- Health & Hospitals
- Police
- SSK Centers
- Tourism
- Education
- Government offices

Transformative Impact
MyDDD mobile app provide the vital information of the various Departments under M-Governance. The content of the App has three parts as per three districts of the U.T. The address, helpline numbers, services and schemes of the Departments of DNH and DD are included in the content. Citizens can access all emergency helpline numbers of health, police and disaster management services. The navigation of the App is made simple such that any common man will be able to walk through the application to get the desired information. The App also provides information to the tourists regarding the best places to visit in this UT.

I had planned to visit Daman and Diu with my family, but I was not aware of which places were the must-visit places. Then my friend advised me to get guidance by downloading the MYDDD mobile app, which is available on the Google Play Store. When I downloaded the MYDDD mobile app, I was surprised that there were so many places in Daman and Diu that I was not aware of. This app made our tour successful and peaceful. Not only the tour details, but this app has a lot of vital information about the services of the UT Government and the details of hospitals, schools, and colleges, as well as other emergency helplines. I appreciate and want to thank the Government of Dadra & Nagar Haveli, 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

1000+
Number of downloads

4.9
Rated by users
Bihar Aadhaar Authentication Framework
Bihar Aadhar Authentication Framework

Objective
(BAAF) to provide Aadhaar Authentication to the eligible departments/institutions/societies of the government of Bihar, free of cost. BAAF is an umbrella framework that enables all Aadhaar-based transactions in the state, which helps service providers authenticate the identity of residents electronically, safely, and quickly, making service delivery more effective and efficient.

Transformative Impact
Free of cost services, reducing the financial burden on requesting entities (Sub-AuAs). GoB has a mandate from the state cabinet to facilitate Aadhaar Authentication services to eligible government departments/organizations/institutions, free of cost. There is absolutely no billing for the requesting entities (Sub-AUAs) of DIT Bihar, irrespective of the number or nature of transactions (OTP/eKYC/Biometric or Demographic Auth). All charges/license fees levied by UIDAI (even for Sub-AUAs) are borne by DIT Bihar. This makes the whole process easier and centralized, with faster administrative approvals and processing.

31,07,10,928
Total Authentication

9
No. of Sub-AUAs

3 lakh
Average of transactions per working day

as of June 2022
Beneficiary Management System (BMS)
Beneficiary Management System (BMS)

Objective
Beneficiary Management System (BMS) cum Direct Benefit Transfer (DBT) Portal aims to enable beneficiary's data management and facilitation of DBT for any beneficiary-oriented scheme for any department.
Beneficiary Management System (BMS) is an innovative concept of the State Government to identify beneficiaries based on Aadhaar verified Tripura Ration Card (RC) database and thus eliminating ghost beneficiaries from the system.

Transformative Impact
The BMS project targets mainly welfare schemes. So, the beneficiaries of the project are the citizens who benefit from such welfare schemes (central sector, central sponsored, and state schemes) offered by various government departments in the state.

Before BMS
- Manual selection of beneficiaries. Artifacts in support of selection are not maintained.
- Maintenance of hard copies at multiple levels.
- Manual collection of data from various locations and manual consolidation for MIS reporting purposes.
- The chances of ghost beneficiaries being paid.

After BMS
- Online creation of beneficiaries.
- Online selection of beneficiaries.
- Online initiation of DBT.
- Online DBT payment.
- Availability of various MIS reports anytime, anywhere.

58 DBT schemes have been onboarded on the BMS DBT platform 2022.
3 PILOT schemes have been successfully implemented through BMS

as of June 2022
**Objective**

With a vision to provide integrated citizen services to citizens in a transparent, effective, and efficient manner and to bring about a high level of citizen satisfaction the Department of Local Government, Punjab conceptualized this project to introduce an e-Governance system across 163 Urban Local Bodies (ULBs) of Punjab.

The project was started to help ULBs to become self-sufficient through better revenue realization and better visibility into expenditure to create self-financing citizen-centric urban governance and enable citizens to access municipal services anywhere anytime.

**Transformative Impact**

When the project was conceptualized the estimated cost of the project was **120-150 Cr** but as PMIDC implemented mSeva project by developing its capacity with Pro-Bono technical help from eGov Foundation (eGov). **The total incurred cost on this state-level project is not more than 9 Cr including the cost incurred by eGov Foundation.**

**Reduction in Complaint Closure Time:** The complaint resolution rate is **98%** as per the data of **31st March 2022.**

**Accessibility:** Services are easily accessible by all types of citizens any time and from anywhere through multiple channels such as website, mobile app, WhatsApp, Paytm, BBPS, etc. mSeva has provided services to more than 19 lakh citizens till date.

**Efficiency & Transparency:** Transparency while accessing government services has improved which has resulted in the timely process of requests and services.

**Quote**

I am using the online Fire NOC portal to get NOC for my business from Punjab Fire Services for the last 3 years. This online process to get NOC is very easy and I have been regularly updating the status of my application through SMS. After login into the web portal, I can see/download all my issued NOC in history as well as transaction receipts. During the renewal of NOC, I do not have to resubmit documents as all my old documents are readily available. Every time I made an online payment and felt a secure and fast environment. My overall experience of using this website is very good and is one of the best initiatives taken by Govt. of Punjab.

**Suvneet Singh**
Patiala

---

**1250 Cr**

Till 31st March 2022 more than 1250 Cr has been collected through the mSeva system \(82\%\) Increase in Revenue for Trade License

**18%**

Increase in Property Tax

**32%**

increase in Miscellaneous collection

*as of June 2022*
Padhai Tunhar Duvaar
Padhai Tunhar Duvaar

Objective
One of its important aims was to provide an alternative learning model for students during the school closure period and to facilitate the development of e-learning content from home using Jugaad Studios and other frugal innovations at the grass-root level. It also involves ensuring last-mile delivery using blended models like Para classes (Mohalla Kaksha), Loudspeaker Classes, Bultu Ke Bol (File Sharing via Bluetooth), offline Android apps, Cloud-Bridge Classroom using feature phones, etc. It looks forward to fostering an environment for scaling innovation from the grass-root level to the state-wide level and aims to adopt best practises for improving the learning outcomes of students.

Transformative Impact
importance can be estimated from the fact that this portal was launched on 7th April 2020 and the education portal has been visited over 2.7 million times. The work done by teachers under this program was widely appreciated by Hon'ble Prime Minister of India, Independent media houses and also won 2 National e-governance awards. This is significantly a huge digital leap especially considering challenging terrain of Chhattisgarh state.

"When school closures were declared across Chhattisgarh as a precaution against the COVID-19 pandemic, I was worried about my family and worried about what would happen to my hundreds of children at school? But, it was right about then that our Honourable Chief Minister, Shri Bhupesh Baghel, announced the launch of Padhai Tunhar Duvaar. This was a great boon for students as they now had at least some access to learning opportunities. The enrolment process was very easy and only took a few seconds. This portal helped us to conduct online classes. The students too enjoyed this new model of learning as we started to show them innovative and engaging content like 3D simulation, augmented reality, virtual reality, etc."

Reeta Mondal
Raipur

2.24 Lacs
Total Teachers Registered

2.6 million
Total Teachers Registered

46,643
Total Virtual Schools

19,546
Total Assignments Questions uploaded by teachers

304,039
Total Assignments submitted by students

903,186
Total online classes hosted by teachers

as of June 2022
Covid 19
Geo Portal
Covid 19 Geo Portal

Objective
During the ongoing COVID-19 pandemic, Geo-Spatial Delhi Limited (GSDL) is facilitating the Health Department by providing the District allocation to Covid-19 positive cases in Delhi, uploaded on the ICMR portal during the last 24 hours on a daily basis. GSDL has developed and designed a portal showing the Covid-19 Positive cases, Containment Zones, Covid Dedicated Hospitals, Quarantine Centers, Covid Testing Centers, Isolation Centers, Covid-19 Health Centers, and Private Testing Labs. GSDL also provides geospatial tools and location-based solutions to fight against COVID-19, including a district-level Corona patient tracker. At the same time, GSDL also provides the provision for making containment zones at district levels as per the terms of DDMA (Delhi Disaster Management Authority). These tools and services have been gainfully utilized by the Health Department and Delhi Disaster Management Authority in the State.

Transformative Impact
GSDL has developed and designed a portal showing the Covid-19 Positive cases, Containment Zones, Covid dedicated Hospitals, Quarantine Centers, Covid Testing Centers, Isolation Centers, Covid-19 Health Centers, and Private Testing labs. GSDL also provides Geospatial tools and location-based solutions to fight against COVID-19, including a district-level Corona patient tracker. At the same time, GSDL also provides the provision for making containment zones at district levels as per the terms of DDMA (Delhi Disaster Management Authority). These tools and services have been gainfully utilized by Health Department and Delhi Disaster Management Authority in the State.

200000000
Total Population

200000000
Population projected to benefit

12150606
Population Actually benefitted

as of June 2022
One District One Product

Objective
To help districts reach their full potential, create product-specific traditional industrial hubs across 75 districts of Uttar Pradesh, foster economic and socio-cultural growth, and create employment opportunities, especially in rural areas.

Transformative Impact
This scheme has been helping in the preservation and development of local crafts and skills, and the promotion of art and an increase in the incomes and local employment (resulting in a decline in migration for employment). Along with that, it also helps in improvement in product quality and skill development, and transforming the products in an artistic way (through packaging and branding).

90 lacs
Establishment of 90 lacs MSME Units.

5 lacs
Creation of self-employment for almost 5 lacs individuals every year.

Rs. 89,000 crore
Export of around Rs. 89,000 crore and above.

In first place in terms of Handicrafts, Food Processing, Carpets, and Ready-made Garments

as of June 2022
FRS based System for Attendance for Government and Educational Institutions
FRS based System for Attendance for Government and Educational Institutions

Objective
To build a Contactless AI-based Face Recognition System for Attendance for Government and Educational Institutions

Enable the teachers to monitor their student’s attendance digitally

Reduce attendance taking time for the teachers.

Transformative Impact
School dropout is a major concern in the education system. According to the research, dropout doesn’t happen all of a sudden. It initially starts with irregular attendance and dropout at the late stage. This also avoids pilferage of the schemes and benefits to students which are associated with the attendance of the students. This can also be used in Government Offices that need an easy-to-use, safe, secure, and reliable solution for attendance marking and management systems.

“Though we expect them to be in by 9.15 a.m., around 60 to 70 students were coming even after 10 a.m. Now, this has reduced to just around ten,” she says. The reason is the installation of a facial-recognition based attendance system developed by Tamil Nadu e-Governance Agency (TNeGA) last month. Though we are using it only on experimental mode along with the manual way of marking attendance, we have told the students that only the new system is functional and it is active till 10 a.m. Since Chennai Corporation has a cash reward of ₹1,000 for students with 100% attendance in an year, students are more punctual now,” Ms. Felsia says.

Felsia Sumangaladevi
Chennai

90% cost optimization was found up to 90%

3000+ users are utilizing
Objective
The main purpose of launching the i-khedut Portal is to provide information about all government schemes to farmers and to benefit from those schemes. With the help of i-khedut Portal 2021, farmers can apply online for any scheme and can also check the status of the application.

Transformative Impact
1. To Government:
   a. Planning, monitoring, and implementation of the schemes became very easy and efficient.
   b. Live status of each process is available to all concerned authorities.
   c. The trustworthiness of citizens towards the government has improved significantly due to transparency and efficiency.

2. To Citizen:
   a. Saving of Time by the availability of services at individual household level.
   b. Saving money by reduction in traveling and employment cost.
   c. Great choice of components and schemes of assistance.
3. Other stakeholders:
   a. Contact details of all authorities at one menu.
   b. All agriculture-related departmental websites are linked to one platform.

"I am a resident of Tarapur Village of Gandhinagar District, and most of my family members are farmers by profession. Earlier we had to travel to District & Taluka offices to availing benefits under various Government schemes like CM Sahay yojna, etc. but after the launch of i-Khedut portal all the schemes of State Government are available Online on a single portal. Recently I applied for the CM-sahay yojna using my Mobile phone, it was very simple & convenient, the application was submitted in a few minutes and I received the confirmation by SMS on my mobile. After a few days again I received the SMS on my Mobile that my application has been approved and the money was transferred directly to my Bank Account. I-Khedut is a great initiative for the Farmers, I appreciate and am thankful to the Government of Gujarat for this unique initiative.

Farmer
Gandhinagar"
Rajasthan

Sampark-Helpline 181
Sampark-Helpline 181

Objective
Rajasthan Sampark is an e-Governance project to empower the citizen by providing transparent and accountable means of grievance redressal system. It is a centralized platform for grievance management (comprising of Rajasthan Sampark Helpline, Web portal, eMitra Kiosks, 181, Android-based mobile application, etc.)

Transformative Impact
The application provides:
Multiple avenues for the citizens for registering and tracking the status of their grievances, and automated workflow to departmental users of the state government for processing the grievance till redressal and generating necessary reports for proper monitoring. It made the overall system more effective and efficient.

more than
99.88 lakhs
of grievances have been received

more than
98.43 lakhs
of grievances have been disposed of

The disposal percentage is
98.55%

Grievances can be registered under
261 departments

Around
50k
departmental users are currently using this platform.

3245
subjects

as of May 2022
Maha-DBT Agriculture
Maha-DBT Agriculture

Objective
The Agriculture Department, the Government of Maharashtra has implemented various schemes to benefit the farmers. Now, these schemes have been implemented via Direct Benefit Transfer (DBT) by using the common DBT platform of Maharashtra—MahaDBT. This allows for faster, more transparent, and on-time delivery of services to farmers. 14 agricultural schemes have been on-boarded on the Maha-DBT Farmer portal.

Transformative Impact
- The farmer needs to submit only one application to take advantage of various components of various schemes. This "One Farmer, One Application" initiative makes the application process simple and user-friendly.
- As an internal process of scrutiny, farmers are required to upload documents after the selection of the lottery and upload invoices after the approved pre-sanction letter.
- Further, the government of Maharashtra has introduced the MahaDBT mobile application for farmers and department users.

"I am Kisan Bhor, from Ranjane village, Ambegaon Taluka, Pune District in Maharashtra. I needed information about availing a subsidy for purchasing a tractor for my farm. All the required information was available on the MahaDBT portal and the application process was very easy. I applied through this portal. I was very pleased to note that the entire process was very transparent. I also used the Maha-DBT Farmer mobile application to track my application. I received assistance in the form of DBT from the government. So, I would like to say that the MahaDBT portal for farmers is very helpful for farmers to get subsidies on time and in a very transparent manner. As a farmer, I found the whole application process and receipt of the DBT process very smooth and very transparent.
Kisan Bhor
Pune"

5,03,364
This Agriculture specific MahaDBT portal has benefitted around 5,03,364 applicants.

Rs. 1,480.44 Cr
Till date Rs. 1,480.44 Cr has been successfully disbursed on the bank accounts in the three years.

14 schemes
have been on-boarded

as of May 2022
**Mizoram Public Service Commission Online (MPSC Online)**

**Objective**
The main objective is to build a comprehensive online system through a web portal and mobile app with the primary goal of enabling applicants to apply for a government employment examination without having to physically visit the office of the Commission. The portal and app enable paperless and contactless application processing.

**Transformative Impact**
The job seeker/applicant can now create their account on the MPSC Online System through a web portal and submit the application without visiting the Commission. The officials from MPSC and the Government of Mizoram can review, reject, and approve the applications received. After the finalisation of the applications, the roll numbers are allocated automatically by the system to each applicant. The admit cards are automatically generated by the MPSC Online System and then downloaded by the applicant and can be viewed through a web portal and mobile app. The interview call letters are automatically generated and can be viewed and downloaded through a web portal and mobile app. The latest news can be viewed on the web portal and mobile app. Finally, the results are also published on the portal, and the job seeker or applicant can easily check the results through the web portal or mobile app.

"I am a government employee, working for the government as an assistant. I was selected after my second attempt at the MPSC, a government of Mizoram combined examination. In the first attempt, I had to go to the MPSC Office and fill out the OCR application form, and the notification letter was mailed to me. Filling out the form was difficult, and I was afraid of making mistakes. However, we can now apply online and download the acknowledgment and call letter. But we can now apply online and download the acknowledgment and call letter. Furthermore, once I have completed all of the fields in my profile in my account on the MPSC online portal, I can apply for multiple job advertisements with a single click at any time. This is a huge relief for job seekers who are applying for any job."

Lalawmpua
Aizawl, Mizoram

13,130
User Registration

33
No. of Advertisements posted
Objective
- To improve the ease of doing business and enhance the "Make in India" and "Make in Odisha" programmes by offering online services of the Labour Directorate and Directorate of Factories and Boilers.
- To provide G2B services in a convenient and cost-effective manner as part of the Department’s ease of doing business.
- To establish an interface among all stakeholders that is easy to access and interoperable.
- Automatic generation of meaningful Management Information System (MIS) reports.

Transformative Impact
- Increase in transparency
- Stakeholders’ convenience and satisfaction
- Decreased grievances and 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

"Initially, when applying on the PARESHRAM portal, we faced some difficulties, since we were not aware of the online procedure for application. However, after contacting the helpdesk, our issues are resolved quickly, and the online application and approval process appears to be simpler. The support extended by the helpdesk of the PARESHRAM portal is remarkable. The newly implemented PARESHRAM Portal by Labour and ESI Dept. is just what we needed.

TATA Steel
Kalinga Nagar, Jajpur
State: Odisha"
HIT COVID
(Home Isolation Tracking Application)
HIT COVID (Home Isolation Tracking Application)

**Objective**
The HIT Covid app was an initiative that was launched to reach the last person in society through the Door-to-Door Survey and provide a message that the government machinery is keeping an eye on the health status of each of the COVID suspects. The system was designed to capture the two important health parameters, SPO2 and temperature, of each patient who was in home isolation.

**Transformative Impact**
As part of the project, health workers at the grassroot level visit patients in home isolation to record their temperature and oxygen level on a daily basis, and the data is fed to the App. Based on the information, necessary action is taken by the health department for the ailing people. This reduced the number of fatalities to a large extent.

---

80,000 ASHA or Auxiliary Nurse Midwife workers

15,000 rural health workers

15,000 in Bihar have cleared the examination conducted by the NIOS

as of May 2021
Mukhya Mantri Mitaan Yojana (MMY)

Objective
The Mukhyamantri Mitaan Yojana aims to make the public service delivery system equally accessible to all citizens with enhanced accountability, transparency, responsiveness, and inclusiveness. The primary objectives of the Mukhyamantri Mitaan Yojana are inclusive of fastened delivery of citizen services, providing a hassle-free citizen service delivery channel, and providing a platform for a citizen to get first-hand information about citizen services. The project focuses on developing a governance mechanism that assesses the actual impact of the initiative. It aims to create a positive awareness about governance and state partnership among the citizens.

Transformative Impact
The Chhattisgarh State government is attempting to provide all government services to its citizens through the mechanism of “Mitaan” via a new flagship scheme, the “Mukhyamantri Mitaan Yojana.” Mitaan Yojana focuses on the collection of the required documents from the homes of the citizens through a nominated individual "Mitaan" who shall be scanning the certificates and would get the processes rolling for issuance of the certificates to the citizens. Once the certificate is issued by the department, the same shall be delivered at the citizens’ doorstep by the Mitaan in a sealed envelope.

"She was an 18-year-old 12th pass student from Dhamtari who wanted her domicile certificate for college education purposes. It was a big hustle to go to the tehsil office and get everything done, but her father knew that Mukhyamantri Mitaan Yojana was launched by CM Shri Bhupesh Baghel for providing such certificates to citizens at their doorstep and then he asked her to call and book an appointment regarding the same. She called Mitaan’s toll-free number, i.e., 14545, and asked them for more information, process, and required documents for getting a domicile certificate. She got her appointment booked for a domicile certificate through Mukhyamantri Mitaan Yojana, and as per their appointment schedule, one of the Mitaan agents was assigned to process her document. Through Mitaan, she got the certificate within 7 days in the comfort of her home. Mitaan is a great scheme for the people of Chhattisgarh that helps people get their documents and certificates without any hassle. Thanks, Mitaan!

Muskan Sonkar
Chhattisgarh"

70 lakh
Available for more than 70 lakh residents in 14 Cities.

25000
Received inquiries

3000
appointments booked

2000
Applications have already been approved/delivered

as of May 2022
Objective
The Goa government has implemented an eProcurement software system, GePNIC, as Tenders Goa, to cater to the procurement and tendering requirements of the state departments and organizations. Tenders Goa was launched in 2021 with a single product, configurable workflow with selective features like Flexibility to invite RFP/RFO, and EOI with Open/Single/Limited/UCBS/Reverse eAuction/Rate Contract, Facility for single/multiple cover (s), Multiple Bid Openers Online Clarification, Tender Opening.

Transformative Impact
The entire tender process has been automated. That significantly reduces the time the entire process used to take. The overall burden on the system is also rising. Processing time is also reduced, and the system in general becomes more transparent and efficient.

The tendering process is more user-friendly for both government departments as well as vendors. The systems are more secure and also more controls are given to the department’s users too. There should also be one liaison officer from each department, who should be contacted in times of difficulties as they can be resolved faster.

Mr. Clive Anthony Gracias

4253
No. of Tenders floated till date

457163 Rs in Lakhs
Estimated value of Tenders floated till date

37
No. of departments Onboard

41
No. of Corporations/Autonomous Bodies Onboard

107
No. of Village Panchayat Onboard

722
No. of Tenders Opened and Work Order issued

as of June 2022
Integrated Online Revenue Applications (i-ORA)
Integrated Online Revenue Applications (i-ORA)

Objective
The Integrated Online Revenue Applications (I-ORA)-Single Window
of Revenue Services has been launched to increase transparency,
reduce the interface between landowners and revenue
authorities, and accelerate application processing. This
historic, revolutionary change in Revenue Services made the entire
system citizen-centric and
transparent. Earlier, the conversion
of agricultural land for
non-agricultural (NA) purposes was
a time-consuming and tedious
process. Prior to final approval, the
physical file of the application
required the opinion/approval of
more than 17 different
departments/authorities. The
revised process allows applications
to be made with just one
document—the Affidavit.

Transformative Impact
1. To Government:
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.
c. Reduced turnaround time.

2. To Citizen:
a. No physical touch points.
b. Tracking and monitoring
functionality at each stage.
c. Online submission of Citizen
centric services and scholarship
application.

“
I am originally from Rajasthan and currently reside in
the Ahmedabad district of Gujarat, where I have lived
for the past ten years and have recently purchased my
own home in Chandkheda, Ahmedabad. I wanted to
check whether my information had been updated in
government records (RoR) after completing property
registration. Someone in my office told me that this can
be done online as all the RoRs are available online on
the Gujarat i-ORA Portal. I tried it myself by accessing
the i-ORA portal and providing some basic details like
district, taluka, and locality. I was able to see the RoR
details for my property, and it was quite simple and
time-savvy. Many thanks to the Gujarat government for
such initiatives.

Kuldeep Nawlakha
Sabarmati”
Sikkim Go Portal
Sikkim Go Portal

**Objective**
The primary objective of the project is to provide a common platform for the delivery of government services to citizens by implementing the Sikkim GO system for the State of Sikkim by integrating the existing services into a single platform. With this, a user can log in with a single ID and password and gain access to a connected system or systems without using different usernames or passwords.

**Transformative Impact**
The existing Sikkim GO Portal with Single-Sign-On (SSO) System has been up and running since March 2021. The department and the citizens have immensely benefited from the system. Data collation and reports are now available at the click of the button and various department officials have expressed their satisfaction and have applauded the initiative. On the other hand, for citizens, the introduction of such a system has had a positive impact, allowing them to learn more about online services and online systems.

I, Bishwadeep Limboo, S/O Amber Bahadur Limboo, R/O Lower Rimbik, West Sikkim. Today I applied for my online ST Certificate where I found that the online certificate is very easy to apply for and it’s faster as being public, we can apply for services from any place and, as said by the administration, we can track down our certificate from home also by giving a phone number or e-mail ID while applying, so it’s a very good initiative taken by the government. Delivery of certificates is also a reliable and 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 or awareness to other members of the public so they can also take this same benefit. As compared to the offline process, receiving a certificate online is more effective and easy to retrieve information from. Thank you.

Bishwadeep Limboo
Sikkim (West)

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<td>Scholarship (Social Welfare Department)</td>
<td>Fisheries Beneficiaries</td>
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DigiShakti

Objective
In line with the vision of Digital India, the Uttar Pradesh government has launched the "DigiShakti Scheme" to bring about the digital empowerment of youth and strengthen digital education in the state.

Transformative Impact
Awareness is generated through print media, news, radio, and social media.

Students were identified from educational institutions like Higher Education, Technical Education, Technical Education (Diploma), and ITIs; Medical Education from government or private universities/colleges/institutes of Uttar Pradesh, who were pursing various graduation, post-graduation, diploma, skill development, and other higher educational courses.

The DigiShakti events were launched in collaboration with the institutions for the distribution of tablets to the students.

11 lakh+ devices were distributed to the students

11 lakh students have become digitally empowered

450 institutes participated.

2 million
In the next five years, the government hopes to provide tablets and smartphones to 2 million young people
अपणि सरकार आपके द्वार

Apuni Sarkar
Objective
The "Apuni Sarkar" portal has been launched by the Uttarakhand Government to integrate citizen services and make them available to the public in a convenient, efficient, and transparent manner. Through the "Apuni Sarkar Portal", various services such as character certificates, caste certificates, income certificates, birth and death certificates, employment registration etc., will be made available to common citizens in a "faceless, paperless and cashless" manner. All these services will be made available to the citizens through e-District centres, CSC centres, and also through login on the portal.

Transformative Impact
Each citizen will have a dashboard, through which citizens can apply for services, check application status and obtain certificates.

The certificates will be issued in a time-bound and transparent manner and the authenticity of the certificate can be verified through the portal as well.

All certificates will be integrated and stored in Digilocker.

Through the dashboard, department-wise, officer-wise, district wise and service-wise performance can be analyzed by the higher authority.

1,088,034
Total Application received

48000
Individual login

6700
CSC Centers

95
Blocks/ Tehsil HQ

13
District HQ

84
Services

329
services tendered out

09
Departments

as of June 2022
ICMS Integrated Covid Management System - WhatsApp Bot & Mobile APP
ICMS Integrated Covid Management System - WhatsApp Bot & Mobile APP

**Objective**
Objective: It enables a citizen to search for COVID bed availability in both government and private hospitals in their selected area. Request for a bed in a government hospital for the COVID-positive patient. Search and request for oxygen availability, ambulance availability, hearse van availability, crematorium-related information, etc.

**Transformative Impact**
It helped the government with better COVID management, patient ease in hospital search, and leveraging the use of the ICMS portal.
The project was conceptualised with the idea of helping COVID patients and their families find hospital beds and reducing the hassle of suitable hospital searches. The delivery channels are through the WhatsApp mobile app for Android and iOS and the Mobile App.

**““**

During the COVID-19 outbreak in West Bengal, there was a paucity of COVID-19 beds, ambulances, Hertz Vans, oxygen, etc., required by patients and their families; since this information was not available readily in the public domain. ICMS, developed by SeMT under the aegis of the P&AR department GoWB provides real-time availability of COVID beds in both government and private hospitals, and patients can book beds in government hospitals, safe homes, and isolation facilities by uploading their COVID reports. Apart from this, the mobile app and AI are driven. The WhatsApp Chatbot provides information on district-based cremation centers, oxygen, ambulance bookings, and hertz vans. Mr. Krishna Bahadur and his family could promptly track the information and availability of COVID care in his locality and further gain admission when he was critically ill. Thus, ICMS was crucial to the well-being of him and his family.

**Krishna Bahadurssss**

**10,000 Downloads**
as of June 2022
**Objective**
To enable the users to get rid of all the physical files by creating e-files or digitizing the legacy files, thereby allowing them to work from anywhere. This will ensure no loss of files. One of the major objectives is to make all government officials use e-office.

**Transformative Impact**
E-office does have a very positive impact on the functioning of the Government of Manipur where the administration activity was smoothly conducted even during the pandemic. Below are a few artifacts about the phases of implementation. Work from home became the new normal and owing to this laptop policy (Laptop Policy 2020 came into force with effect on 15th October 2020. With the policy, the Government of Manipur looks forward to providing laptops, tablets, notepads, ultrabooks, netbooks, or devices of similar categories to its employees to enhance their efficiency and productivity.) became a boon for many officers working from home during the pandemic. E-Office, too, became an effective work from home solution as the digital files could have been accessed from any part of the country.

"eOffice was implemented in Manipur just a few months before the COVID-19 pandemic could engulf the functioning of the State Government. Fortunately, the timing was just perfect for the State Government to sustain its functions. e-office became the sole platform for government officials to continue working during those difficult times and perform the administration effectively. For the first time in public administration, working from home became the new normal. Under the effective and vibrant leadership of our Hon’ble Chief Minister, Shri N. BirenSinghji, e-office was rolled out in all the offices in Manipur Secretariat in less than 3 months and Manipur became the forerunner in the North East. The Post pandemic e-office has been further extended to all the Departments/Directorates/PSUs under the Government of Manipur, making the government more efficient and transparent.

Gurumayum Robert Sharma
Joint Director
State Nodal Officer (e-office)

**In the 1st phase**
- 62 departments were onboarded
- 988 users were enrolled
- 45350 eDAKs were created

**In the 2nd phase**
- 160 departments were onboarded
- 2939 users were enrolled
- 47626 eDAKs were created

data till June 2022
e-Kharid
Objective
The E-Kharid initiative has been conceptualized with a vision to digitally transform the process of crop procurement through the intervention of ICT and improve the related service delivery. The aim is to bring transparency to the overall crop procurement lifecycle through MIS and reporting, focusing on using electronic modes. The ultimate objective is to ensure that the farmers receive timely payments of MSP (remunerative prices for their produce) through digitized and streamlined mandi operations.

Transformative Impact
Now, it is possible to trace each farmer's product availability, warehouse, and purchaser details. The system is helping purchasers in real-time monitoring and bringing transparency to the farmer's produce procurement lifecycle. The impact is as follows:

- Digitalization of procurement and Mandi operations across Haryana
- Digitalization of Warehouse Management
- Digitalization of Custom Milled Rice Delivery to FCI
- Farmers receive MSP payments on time for selling their produce
- Real-time procurement KPIs are displayed in the dashboard for each procurement agency at the headquarters level.

"My name is Asfak Ahmed. I am a resident of Village Tain, District Nuh, Haryana. I am a farmer by profession. Whenever I produced wheat in the past, I had to visit the local anaj mandi to sell my crop produce. The payment for the same was received after many days, even months in some cases. With the launch of the eKharid initiative of the Govt. of Haryana, I am now able to sell my products online. All crop procurement-related updates are now received by SMS. I am very happy and satisfied with this initiative as now I receive my payment directly in my bank account within no time of selling my produce. I would like to thank PM Modi for enabling this positive transformation through Digital India."

Asfak Ahmed
Village Tain, District Nuh
Haryana

11 Lakh+
No. of farmers registered who sell produce online

20 Lakh+
Gate passes issued

29k+
Commission agents onboarded

500+
Gatekeepers onboarded

392
Mandi's onboarded

113+
State Marketing Committees onboarded

2,57,395,20.53
Metric Ton Farm produce auctioned online

47,359.41
Crores Rs Amount Transferred online

data till June 2022
Himachal Pradesh

Online Seva
Himachal Online Seva

Objective
The Himachal Online Seva, also known as the e-District project, has been conceptualized to enhance the efficiencies of the various departments at the district level to enable seamless service delivery to the citizens. Sugam Centres (Citizen Facilitation Centres) are strengthening at the district, tehsil, sub-division, and block levels. Village/Panchayat level front-ends are established through Common Services Centres (CSCs) and Lok Mitra Kendra for the delivery of services. The project aims to target certain high-volume services which are not covered under any other MMP under NeGP to e-enable the delivery of these services through Citizen Service Centres and Lok Mitra Kendras.

Transformative Impact
- The beneficiaries have no need to visit the concerned office or department.
- The certificate is permanently saved in the Himachal Online Seva account.
- The certificate can be accessed from anywhere and anytime.
- The Citizen feels more confident, skilled, motivated, and successful.
- It was a boon in COVID-era because Himachal Online Seva could be accessed from anywhere and anytime.
- Himachal Online Seva is Cost-saving & time-saving

32812402 Visitors to the Himachal Pradesh Online Seva project since it started

3397984 Total applications were received on Himachal Online Seva

3136104 Applications were approved

66013 Applications were rejected
**MyGov Manipur**

**Objective**
It aims to serve as a digital library for the state. It also envisions crowdsourcing governance ideas from citizens in order to ensure their active participation in governance. Through this initiative, the state government looks forward to bridging the gap between the citizens and itself.

**Transformative Impact**

A platform for discussion and knowledge sharing: MyGov Manipur has published various blogs, discussions, and tasks on the website and multiple post uploads have been made on social media handles. Quizzes through website as well as social media, plays an important role in the dissemination of information regarding the State.

Awareness of Schemes/programs to Citizens/Users: Special schemes and projects of the State government such as School Pogathans, Go To Hills, Chief Minister Hakselgh Tengbhang (CMHT), etc. are updated regularly.

Motivational and Inspirational website: Various human stories in the form of videos have been posted. Stories of female entrepreneurs, stories of Aatmanirbhar Bharat, health tips by experts, and many more have been liked by our audience.

———

MyGov has played an important role in spreading awareness amid the pandemic last year. It is a very good platform where we all can connect with each other and make a good impact on society.

Maibam Ranita Devi
Manipur

———

11000
Registered members on the MyGov Manipur website

22000
Followers on Facebook

5710
Subscribers on MyGov Manipur YouTube channel

4130
Followers on Instagram
BEAMS (Budget Estimation Allocation and Monitoring System)
BEAMS (Budget Estimation Allocation and Monitoring System)

Objective
BEAMS is a path-breaking initiative that has enabled the transition from documentary budgeting to paperless budgeting. It is an application for online budgeting and resource flow. It is designed to capture the flow of funds for each project under execution on a real-time basis. Citizens can view projects that are being funded in their area so that they can actively participate in the process of development. Go J&K has launched the EMPOWERMENT initiative to enable people’s participation during the execution of projects.

Transformative Impact
- The Administrative Departments can allocate funds to their controlling officers/drawing and distributing officers through BEAMS.
- The Departments can check expenditures for budget availability before the submission of bills.
- Monthly cash flows can be controlled against targets.

9229
Number of works completed in the fiscal year 2018-19

21943
Number of works completed in the fiscal year 2020-21

30%
expenditure on work reduced

100%
Resulted physical verification
Kerala

EnteJilla
EnteJilla

Objective
To provide a mobile application for citizens to rate and review the government offices in the district based on the quality of services delivered. The reviews received on the app could in turn be analyzed to improve the services discharged and enhance the performance of the government offices in the state.

Transformative Impact
EnteJilla has provided the public with a platform to directly rate and review any government office based on their personal experience. Positive and good reviews highlight the selfless welfare services rendered by public servants, whereas negative reviews expose the flaws in the quality of services being discharged by government officials, who in turn are urged to improve the same.

District collectors have awarded five-star rated offices, which in turn could serve as an example to other offices. This will allow for a healthy competitive environment among the offices in the district. Besides, periodic reviews are conducted at the state and district levels to ensure that responses from the citizens are promptly addressed by the concerned offices. A clear improvement in the performance of offices in providing services to the citizens and interaction with them was observed after the implementation of EnteJilla.

“I am Shaji Alex, a VLE Akshaya E Centre, a project of the Kerala Government and also a VLE of CSC under Digital India Programme, located at Angadikadavu, Kannur, Kerala. I am very glad to say something about the EnteJilla Mobile App. This is a very good initiative of the Kerala Government and is a boon to the public as well as the officials. The details and options in the app are updated regularly and so we get the latest details and options. In my Akshaya, this app is very useful for me and those customers who approach us for government services.

Shaji Alex
Kattakayam House Angadikadavu
Kannur

30936
No. of on-boarded offices

12452
No. of reviews submitted by the public
Kutumbha

Objective
They envision implementing the principle of ‘Ask Only Once’ from residents by removing the requirement of submitting the proof documents repetitively. It aims to bring in an Entitlement Management System in Karnataka—suo-moto inclusion of eligible residents for welfare benefits without residents having to apply. Through this, the government will be able to easily weed out the ineligible and fraudulent beneficiaries, which in turn will prevent leakage of revenue.

Transformative Impact
There is an improvement in user experience and a reduced burden on citizens owing to the simplification of government processes. The exclusion of the deceased beneficiaries has eased the task of seeder Kutumba ID in death registration and has enabled the government to remove deceased beneficiaries. Kutumba broadcasts the deceased person’s details to departments for exclusion. The Suvidha Platform was developed to enable citizens to access, check eligibility, and enroll in several programs/schemes at once. This enabled the citizens to become aware of the removed/ended schemes and services of various departments and IT systems.

In the remote village of Yelandur, where there is little or no connectivity at times, resides Smt Mahadevamma, a 64-year-old innocent and illiterate yet proud and self-dependent woman. Although the government of Karnataka provides an old-age pension to provide a comfortable, dignified, and respectable life to our senior citizens, the fear of middlemen, complexities of documents and submissions, and cumbersome processes in government offices prevented her from pursuing the pension. The multifaceted Kutumba project plays a vital role in helping such cases. The data provided by the Kutumba project to the Revenue department aided her in being identified as ‘eligible’ for a pension.

Mahadevamma
Karnataka

5.4 Cr
Residents of Karnataka covered

25
IT systems of state Integrated

10
IT systems of center Integrated

10-15
lakh students beneficiaries are expected
Mukhya Mantri Seva Sankalp
1100
Mukhya Mantri Seva Sankalp 1100

Objective
The aim of the Himachal Pradesh State Government is to make sure that the issues, problems, and grievances of the general public residing within the boundaries of Himachal Pradesh are resolved at the earliest and at the right time. The intent behind bringing Mukhyamantri Seva Sankalp 1100 Yojana into the picture was to redress the issues and problems faced by folks residing in Himachal Pradesh. Under Mukhyamantri Seva Sankalp Yojana, Himachal Pradesh government has created an online service delivery mechanism on which citizens can lodge complaints regarding diverse issues.

Transformative Impact
Citizens do not have to go to the concerned department anymore. They can easily avail the service from the comfort of their home. The complaint or suggestion is permanently saved in the account created on Mukhya, allowing them to check the status of the complaint or suggestion at any time and from any location.

8203577
Total number of visitors

401309
Total number of Complaints

17458
Total number of Demands

4891
Total number of suggestions

data till June 2022
Mukhya Mantri Antyodaya Parivar Utthan Yojana (MMAAPUY)
Mukhya Mantri Antyodaya Parivar Utthan Yojana (MMAPUY)

Objective
The Mukhya Mantri Antyodaya Parivar Utthan Yojana (MMAPUY) is an initiative of the Govt. of Haryana under which the poorest families have been identified in the state and a package of measures from skill development, wage employment, self-employment, and job creation are mapped to each family to ensure their economic upliftment to reach a minimum economic threshold of Rs. 1 lakh initially and subsequently Rs. 1.80 lakh per annum. The objective of the initiative is to financially uplift the poorest of the poor families in the state by digitally bridging the gap between government welfare schemes and eligible Antyodaya beneficiaries.

Transformative Impact
The initiative has proven quiet impactful and transformed the lives of the destitute by means of ICT intervention. Technology has acted as a boon in the delivery of services to the poor by enhancing efficiency, accountability, transparency, besides, minimising bribery.

It has been successfully ensuring that the benefits reach a large number of impoverished, resulting in a social and financial upliftment of the Antyodaya families.

“"I am Sahila, a resident of District Nuh, Haryana. I have a family of five including me. I belonged to a poor Antyodaya family enlisted in the Backward Classes – B category. Running a family of 5 without any employment or a fixed source of income was a very difficult task for me. One day I got a telephone call from some government officials informing me that an Antyodaya Parivar Utthan Mela was being organized at the Block office. They invited me to attend the mela and avail the benefits of Mukhya Mantri Antyodaya Parivar Utthan Yojana. I visited the venue on the mela day where an online survey was conducted. I was informed about a scheme of Haryana Women Development Corporation. I was sanctioned an amount of Rs. 40,000 which was credited to my account within 7 days. I used the amount to set up a grocery store. I have now become self-reliant and am happy to state that our family income has considerably increased. I would like to thank the Government of Haryana for bringing such a welfare scheme for the benefit of the poor.”

Sahila
Village Chandi, District Nuh
Haryana

1,43,254
Total families surveyed

18
No. of Department’s onboarded

1,00,332
Total Applications forwarded to departments

63,050
Total Applications approved

22,855
Total Loan applications sanctioned
Manipur

SWAN 2.0
SWAN 2.0

Objective
In Manipur, the State Wide Area Network (SWAN) is being implemented in two phases.

Phase-I:
The SWAN connectivity between SHQ and District Headquarters through BSNL leased line (copper wire) was not sufficient to address the bandwidth requirements of all the offices at the District Head Quarters and was also subject to frequent break-down of the network.

Phase-II:
To overcome Phase-I snags, the IT Department, Manipur has implemented Wireless Data Network connection from State HeadQuarters to 14 District Head Quarters and 2 District Head Quarters on Optical Fibre Cable (OFC).

Transformative Impact
Dissemination of government services and information anytime and anywhere with speed, efficiency, reliability, accountability, and cohesive administration. It serves as the backbone network for data, voice, and video communications throughout the state. It became an effective tool for the implementation of e-governance projects like e-Office, e-District, GST, Election, YAHAN, Treasury, etc. SWAN is a highway of connectivity between G2G, G2C, and G2B, providing round-the-clock connectivity of a minimum of 50 Mbps from the state to 16 districts and its branch offices.

“
I am Khundrakpam Surma Devi from Imphal, Manipur. I applied for a Domicile Certificate online easily because of good internet connectivity. The process was easy and faster and you could also apply from anywhere and anytime. Now, Manipur government delivery mechanisms are efficient, faster, and you do not need to go to government offices.

Khundrakpam Surma Devi
Imphal

16 District Head Quarters, SWAN have connected
50 Mbps Connection bandwidth in most places
1085 last-mile connectivity on OFC

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

data till June 2022
E-Sevanam

Objective
Establish Kerala as a knowledge powered digital society through application of digital technologies in the areas of Digital Citizenship and Digital Commerce within the governing principles of Freedom, Ubiquity, Inclusion, Transparency, Safety and Security for all. This aims to be aligned to technology trends, citizen's, and industry's needs to provide overall social and economic empowerment of citizens.

Transformative Impact
All online services from various departments are under a single umbrella that ensures swift access to government services from the comfort of your home. One can now access a plethora of services with one set of login credentials. Statistical consolidation of e-Services, allowing citizens to move seamlessly between multiple services while reaping the same benefits. Along with the rest, the citizens can be updated with the complete analytical report about applications in received/ pending/ closed status. Kerala has achieved major progress in the transformational journey towards a digital state and ranks first in the national e-Services delivery evaluation.

816
Number of online services

72
Number of department onboarded

609
Mobile responsive services

248
Single Sign-On is enabled services

https://www.services.kerala.gov.in/
Antyodaya SARAL

**Objective**
Inline with Digital India’s vision of a faceless, paperless, and cashless service/scheme delivery model, Antyodaya-SARAL aims to transform citizen service delivery in Haryana through the complete digitization of over 600+ services. The vision for Antyodaya-SARAL is to create a unified platform to deliver and track government-to-citizen (G2C) services and schemes across the state.

**Transformative Impact**
Antyodaya SARAL has remained successful in providing more than 635 services to the citizens of Haryana, all on one single platform. More than 10 million applications were received for availing of different online services under this initiative. The SARAL platform can be accessed from a chain of more than 12,000 touchpoints, which includes Common Service Centers (CSCs), Atal Service Kendras and SARAL Kendras. A total of 5.4 crore applications have been received to date, wherein 5.3 crore applications have been processed, of which 4.5 crore applications have been processed within Right To Service (RTS) timelines. Citizens have been empowered to avail services with ease of access and within RTS timelines.

"I am Nafa Singh, a resident of Village Balu, Rapria Patti, District Kaithal, Haryana. I come from a low-income family and was enlisted under the Scheduled Castes. I lived in a Kutch house with my family. It used to be a difficult task to survive the rainy season. One day, I came to know about Dr. B.R. Ambedkar AwasNavinikarnYojna. I visited SARAL Kendra to apply for the scheme. The associate at SARAL Kendra helped me apply for the scheme. The process of application was very simple and completely digital. I had to visit Kendra only once. All formalities were completed on the same day. I received an amount of Rs. 80,000 within a month, which I used to renovate my house. I am thankful to the Government of Haryana for streamlining service delivery through the Antyodaya SARAL platform."

Nafa Singh’s name
Village: Balu, Rapria Patti, District Kaithal, Haryana

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<table>
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<tr>
<th><strong>635</strong></th>
<th><strong>47</strong></th>
<th><strong>229</strong></th>
<th><strong>12532</strong></th>
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<tr>
<td>Total number of services onboard</td>
<td>Total departments have been onboarded</td>
<td>Total schemes available online</td>
<td>Total touchpoints where SARAL services are delivered</td>
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<tr>
<td><strong>5,43,70,595</strong></td>
<td><strong>5,29,94,622</strong></td>
<td><strong>4,49,73,152</strong></td>
<td><strong>as of May 2022</strong></td>
</tr>
<tr>
<td>Total applications received (till date)</td>
<td>Total applications processed (till date)</td>
<td>RTS applications processed</td>
<td></td>
</tr>
</tbody>
</table>
e-Mutation & Auto Mutation with Online Payment Facility
e-Mutation & Auto Mutation with Online Payment Facility

Objective
The objective is to provide relief to the citizens in mutating their properties through a hassle-free process. Citizen responsiveness, financial sustainability, and transparency in providing quality services to its citizens are all important considerations.

Transformative Impact
- e-Mutation is a purely online process starting from the submission of the respective application up to the generation of the Mutation Certificate, including uploading of requisite documents. The system checks pro-actively whether any tax is due as on date. The applicant can view the status of his/her application online.

- The information about the “Change of Ownership” of a property automatically arrives at the KMC as soon as it happens at the IG Registration Office. The property gets auto-mutated to the new owner if no tax is due as on date and the name of the existing owner (or, the existing assessee name) matches the name of the seller of that property; otherwise, the mutation gets done by interacting with the new owner of the property.

- A mutation certificate gets generated upon completion of the process and can be downloaded.

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 ordinary people and has brought these necessary services within the click of a mouse. This measure will surely bolster the business and reduce the time taken 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 mind. I sincerely hope KMC introduces such citizen-centric online services in the future as well.

Amit Guha
Kolkata

52% of Property Tax gets collected through online payments.
Seva Sindhu
Seva Sindhu

Objective
SevaSindhu aims to provide a single interface, a one-stop portal, to its citizens to avail all government services. It aims to improve the efficiency and productivity of on-boarded departments by completely digitizing the workflows, ensuring timely delivery and limiting the paperwork and other resources that can be utilized elsewhere. Apart from these, the scheme focuses on enhancing transparency and accountability of the departments by accurately identifying crucial bottlenecks in workflows and assisting the departments to resolve the same through periodic service delivery reports. SevaSindhu empowers the implementation of Sakala, a citizen service delivery guarantee act passed by the Karnataka legislature in 2011.

Transformative Impact
Citizens can avail the services at their doorstep by booking slots wherein the Janasevakas will visit the citizens' homes to deliver the required service. This has resulted in hassle-free service delivery for the convenience and comfort of citizens. It is leading to a reduction in the cost of service delivery and acceptance. There is persistent tracking and tracing of work flow, which ensures transparency and accountability of the government.

"Seva Sindhu provides multiple services to the labour department, including registration services, renewal services, education, medical, funeral, and accident assistance to labourers in Karnataka. More than 24 lakh applications have been processed through the portal."

798
Number of Services Onboarded

74
Number of Department

22701426
Number of Applications

9000
Grama one centre

as of June 2022
Objective
The purpose of this project is to support the DWCDS in strengthening the service delivery to AAYW with a 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.

Transformative Impact
- Fully Automated System: Online Facilities for All
- Easy and effective monitoring: MIS reports are available for different stakeholders at various levels for effective monitoring.
- Reduced turnaround time.
- Life skills program to empower women and educate them on hygiene, financial literacy, social, etc.
- Psychometric tests to understand self-competencies
- Direct Benefit Transfer information is based on the guidelines of the Tejaswini Project.

107,215
Direct Beneficiaries

489,973
Indirect Beneficiaries

100%
Percentage of female beneficiary

as of June 2022
West Bengal

Integrated Traffic Fine Management System (ITFMS)
Integrated Traffic Fine Management System (ITFMS)

Objective
An innovative and unique approach to managing traffic violations was piloted in the Bidhannagar Police Commissionerate, which has now been extended to 26 police districts/commissionerates. Initially, 100+ 2G single-sim devices were released, which have since been upgraded to dual-sim 4G devices throughout the state. 654, handheld POS devices have been allocated to the 26 Police Districts/Commissionerates, which are being used to collect spot fines in cases of traffic violations, which has not only eased the fine payment mechanism for the citizens, but also brought full transparency in the traffic violations.

Transformative Impact
Efficient use of technology is providing an easy, efficient, and comprehensive traffic enforcement system, and connecting all the stakeholders through a common system ensures data integrity, reliability, and transparency. End-to-end automation of the process ensures efficiency at each level of the user. It also improves the visibility of offenders, the types of offences frequently committed, and payments. Geo-locationing and real-time road safety reports can minimise revenue loss and enhance transparency.

When caught driving without a helmet on Kolkata’s Howrah Bridge, officers demanded an instant challan and payment for a traffic ticket. I really appreciate and want to thank the government of West Bengal for this wonderful initiative towards the seamless generation and payment of traffic cases with complete transparency. No need to visit the police station to pay the same or release my license.

Aman Singh
Kolkata
COVA Punjab

Objective
Dissemination of Information: To provide the public with accurate information and guidelines about the COVID-19 status in the state.

Symptoms Assessment & Quarantine Enforcement (Geo-Fencing): To enable the citizens of the State to identify their symptoms.

Track, Trace, & Alert: To trace contacts using GPS/Bluetooth based technology, online contact tracing chains, and COVID spread maps.

Curfew Management: To enforce essential aspects of curfew/lockdown like required supplies, medical consultation, and labour registration.

Transformative Impact
Citizens were able to access multiple services available during COVID-19 from a single mobile app. They were able to easily apply for emergency travel using COVA. The traveller needed to paste the generated QR code on the vehicle, which was easily scannable by the police officer on Naka. It was very easy and very efficient and also reduced the biggest risk of physically going to various departments.

I am Pushpinder Singh Sodhi from Kharar in the 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 with the COVA Punjab App I was able to self-register and get a travel pass made without any hassle. The 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.

Pushpinder Singh Sodhi
Kharar

10,000,000+
downloads on android platform

3,000,000+
registered from COVA for the first vaccination shot
FRUITS
(Farmer Registration and Unified beneficiary Information System)
FRUITS (Farmer Registration and Unified beneficiary Information System)

Objective
To build a farmer’s database that caters to the entire agriculture sector as a common data repository and provides unique identification to each farmer, and to enable better planning and execution of policies, programs, and schemes of the central and state governments. One of the objectives is to provide location-specific and personalized extension and advisory services, available in near real-time. In a nutshell, the main objective is to establish a state-level registry to create a single source of truth in respect of the farming community, cutting across all departments (agriculture allied).

Smt. Kariyamma is a woman farmer growing multiple crops besides being engaged in dairy. She has 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 a recipient of grants under PM Kisan and also a PM Kisan state contribution. She is a beneficiary under the MSP program for Ragi as well as Ball Copra and has benefited with more than 4 lakh under the program. She is a regular supplier of milk to Karnataka Milk Federation(KMF) and receives incentives for the 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 who benefited from the FRUITS system.

Smt. Kariyamma
Karnataka

7974250
Total Registration

173838
No. of Online Users(Farmer)

7872700
Registration by Department

as of June 2022