## Contents

Acknowledgements	xvii
Foreword, President CSI	xix
Message, L C Singh	xxi
Message Convener, CSI-SIG eGovernance, G S N Prabhu	xxiii
Preface K S Vijay Sekhar, G P Sahu and Prabhu Gollamudi	xxvii
SECTION - I Invited Articles	
CSI Special Interest Group on eGovernance (CSI-SIGeGov) Ashok Agarwal	3-6
CSI Nihilent eGovernance Awards (CNeGA) – Fifteen Years of Journey K S Vijaya Sekhar	7-13
Moving towards 'e-Gov Assessment Learning Lab' (e-GALab) Approach Piyush Gupta	14-19
SECTION - II State Initiatives	
Rajasthan State, Government of Rajasthan* Akhil Arora, Deepshika Saxena and Manu Shukla	23-38
<b>Gujarat State, Government of Gujarat*</b> Dhananjay Dwivedi and Roopwant Singh and Sandhya Bhullar	39-54
<b>Odisha State, Government of Odisha*</b> Aditya Mohapatra	55-65
Telangana State, Government of Telangana* Jayesh Ranjan	66-84
SECTION-III	
ICT Interventions in Theme Category –	
Safety of Women in Public Spaces	
<b>Theme – A New Category</b> Safety of Women in Public Spaces – Initiation by Cities G S N Prabhu	87-87
SHE Teams*	88-97
State Police Department, Government of Telangana Swati Lakra and D Kavitha	
<b>Raj Mahila Suraksha – enabling Rajasthan Accountability</b> Assurance System (RAAS)* Department of Information Technology & Communication, Government of Rajasthan Akhil Arora, Deepshika Saxena and Manu Shukla	98-105

## **SECTION - IV eGovernance Projects**

1. Agricu	lture & Water	
1.1	<b>D-Krishi – Aadhaar enabled Seed Distribution</b> <b>System*</b> <i>Commissionerate of Agriculture, Guntur,</i> <i>Government of Andhra Pradesh</i> <i>M Hari Jawaharlal and D Rama Prasada Rao</i>	109-115
1.2	Mobile Based Paddy Procurement through PACS* Co-operative Department, Patna, Government of Bihar Amrit Lal Meena and Shailesh Kumar Shrivastava	116-128
1.3	e-Krishi*	129-133
	Directorate of Agriculture, Goa Nelson Figueriedo, Ulhas Pai Kakode and Saieesh Gandhi	134-142
1.4	Digital Governance - Seed Certification,	134-142
	Distribution by Direct Benefit Transfer (DBT) for the farmers of Odisha* Department of Agriculture and Farmers Empowerment, Government of Odisha Sourabh Garg and Sarita Sahoo	
1.5	Mukhyamantri Jal Swavlamban Abhiyan (MJSA)* Department of Information Technology & Communication, Government of Rajasthan Akhil Arora, Umesh Joshi and Vikas Gupta	143-151
2. Educat	ion and Employment	
2.1	<b>Raj-eGyan*</b> Department of Information Technology & Communication Jaipur, Government of Rajasthan Akhil Arora, Jyoti Luhadiva and Vijay Kumar Kanugo	152-156
2.2	School Information Management System* AP Sarva Siksha Abhiyan, Commissionerate of School Education, Government of Andhra Pradesh & APTOnline Ltd G Srinivas, Satish K Elaprolu and Bodgari Balakishore	157-163

1.

2.3	Integrated Solution for Recruitments for Punjab Public Service Commission (PPSCISR)* Punjab Public Service Commission Govt. of Punjab Jasleen Kaur Sandhu and Vikram Jeet Grover	164-170
2.4	Mid-Day Meal Automated Reporting & Management System (MDM ARMS)* Department of Elementary Education, Government of Himachal Pradesh & National Informatics Centre, Himachal Pradesh State Centre Manmohan Sharma and Ajay Singh Chahal	171-178
2.5	School Education Portal* Department of School Education, Government of Uttarakhand R K Kunwar and Sanjay Gupta	179-185
2.6	SMS Based Monitoring System Mid-Day Meal Scheme (SMS- MDMS) School & Mass Education Department, Government of Odisha Ranjana Chopra and Gangadhar Sahoo	186-189
3. Ease of	Doing Business (EoDB)	
3.1	Government eProcurement System of National Informatics Centre (GePNIC)* Department of Expenditure, Ministry of Finance & National Informatics Centre, Besant Nagar (Chennai), Government of India K Rajaraman, K Srinivasa Raghavan and Usha Saxena	190-197
3.2	<b>Comprehensive Online Services*</b> Department of Labour, Government of Telangana Ahmad Nadeem and Shyam Sunder Jaju	198-201
3.3	Ease of Doing Business in the Labour Department* Labour Department, Government of West Bengal Abhinav Chandra and Umashankar Banerjee	202-208
3.4	Inspection Reforms under Labour Commissionerate Department of Labour, Government of West Bengal Abhinav Chandra and Kingsuk Sinha	209-215
4. Adminis	stration, HR and eOffice	
4.1	Implementation of eOffice in Punjab State* Department of Governance Reforms, Government of Punjab Abhinav Trikha, Kalwarn Singh and Rajnish Malhotra	216-224

4.2	<b>Employees Loan Management System*</b> <i>Treasuries &amp; Accounts Department,</i> <i>Government of Haryana</i> <i>Sunil Saran and Deepak Bansal</i>	225-232
4.3	<b>Human Resource Management System (HRMS)</b> Finance Department, Government of West Bengal H. K. Dwivedi and Pawan Kadyan	233-243
4.4	Web Based Centralized Loan Accounting Management System for Delhi Finance Corporation Delhi Finance Corporation & National Informatics Centre (NIC), Ministry of Electronics and Information Technology (MeitY), New Delhi Chander Mohan, Inder Pal Singh Sethi and Ashutosh Prasad Maurya	244-253
4.5	All India Services Portal General Administration Department Government of Telangana & Centre for Good Governance Adhar Sinha, Rajendra Nimje and V Jyothi	254-262
4.6	Cabinet Resolutions Monitoring System General Administration Department (GAD), Government of Telangana & Centre for Good Governance, Hyderabad Adhar Sinha, Rajendra Nimje and Maadhavi Sriram	263-269
4.7	<b>CM Dashboard</b> Department of Information Technology and Communication, Government of Rajasthan Akhil Arora, Rajeev Gujral and Ravi Dusethi	270-274
4.8	<b>Meghalaya Employee Information System</b> ( <b>MeghEIS</b> ) National Informatics Centre, Meghalaya Benos Lyngskor and Timothy Dkhar	275-282
5. Health	and Wellbeing	
5.1	Mahatma Jyotiba Phule Jan Arogya Yojana* State Health Assurance Society, Public Health Department Government of Maharashtra Nidhi Pandey and B S Nagoankar	283-285
5.2	Online Drug Inventory and Supply Chain Management System (ODISCM)* Haryana Medical Services Corporation Limited Panchkula, Haryana Alaknanda Malik and Rahul Jain	286-291

5.3	Swasthya Sakhi – ICT enabled IEC tools for Health Workers* Rural Development Department, Gandhinagar, Gujarat Bhargavi Dave and Shilpa Yadav	292-295
5.4	<b>Online Database Creation &amp; Monitoring System</b> <b>for RBSKRaj</b> <i>National Health Mission, Government of Rajasthan</i> <i>Naveen Jain and Dr Suwa Lal</i>	296-299
5.5	e-Hospital Management System (eHMS) christened "e-Sushrut" Telangana State Medical Services and Infrastructure Development Corporation (TSMSIDC), Govt. of Telangana & Center for Development of Advanced Computing (CDAC) Balasubramanian Gauthaman, V K Sharma and Rajeev Yadav	300-308
5.6	Swachh Telangana Directorate of Municipal Administration, Government of Telangana & Centre for Good Governance T K Sreedevi, Rajendra Nimje and Maadhavi Sriram	309-314
6. Local B	odies	
6.1	E-Governance at JMC: An Ushering into Digital Era for e-enablement of Citizens* Jamnagar Municipal Corporation, Jamnagar, Gujarat R. B. Barad and Mukesh Varanava	315-321
6.2	Online Property Tax Management and Collection System Bhavnagar Municipal Corporation, Gujarat M R Kothari and V M Pramar	322-331
6.3	Online e-Mutation Implementation under NLRMP for District Akola Office of the District Collector, Akola & National Informatics Centre, Maharashtra State Unit, Govt. of India Rajesh Khawale and Nitin Vishnu Choudhari	332-338
6.4	Widening of the user base for GHMC Trade License Fee through advanced data mining Greater Hyderabad Municipal Corporation B Janardhan Reddy	339-342

## 7. Police and Judiciary

-	7.1	Police Work Force Management System Aadhaar enabled Biometric Attendance System* Commissioner of Police, Hyderabad, Government of Telangana & Centre for Good Governance, Hyderabad M Mahendar Reddy,V. V. Srinivasa Rao, K Sreenath Reddy, Rajendra Nimje and Jyothi V	343-357
7	7.2	Fraud Detection Framework* Department of Information Technology & Communication, Jaipur, Government of Rajasthan Manu Shukla and Akhil Arora	358-362
2	7.3	Systemized Administration and Regulation of Tendering and Handling All Court Cases (SARTHAC)* Law Department & National Informatics Centre, Kolkata, Government of West Bengal Madhumati Mitra, Dinesh Kumar Garg, K K Poddar, Sankalpa Roy and Maitreyi Banerjee	363-373
8. Poli	cy a	nd Legislature	
8	8.1	Paperless H.P. Legislative Assembly (e-Vidhan)* Himachal Pradesh Legislative Assembly, Shimla Sunder Singh Verma and Dharmesh Kumar	374-385
٤	8.2	<b>e-Cabinet</b> Department of Information Technology, Government of Manipur Sumant Singh and Nambam Deben	386-388
٤	8.3	<b>Computerization of Telangana Legislature</b> State Legislature, Government of Telangana & Centre for Good Governance S Raja Sadaram, V Narasimha Charyulu, Rajendra Nimje and Maadhavi Sriram	389-399
9. Citiz	zen	Services, Social Welfare and Schemes Monitoring	
Ģ	9.1	MADAD - A Social Reach out Program for Overseas Indians in Distress* Ministry of External Affairs, CPV Division Government of India Upender Singh Rawat and Shalini Mathur	400-407
Ģ	9.2	<b>De-duplicating and Identifying potential</b> <b>Beneficiary for Pradhan Mantri Ujjwala Yojana</b> ( <b>PMUY</b> )* <i>Ministry of Petroleum and Natural Gas, NIC, Meity,</i> <i>Government of India.</i> <i>Ashutosh Jindal and G Mayil Muthu Kumaran</i>	408-412

9.3	Online Beneficiary Management & Monitoring System (OBMMS)* Social Welfare Department, Government of Andhra Pradesh & Centre for Good Governance, Hyderabad Shamsher Singh Rawat, Rajendra Nimje and V. Jyothi	413-424
9.4	Bhamashah Swasthya Beema Yojana (BSBY)* Department of Information Technology & Communication, Jaipur, Govt. of Rajasthan Akhil Arora, Dr Avatar Singh Dua, Tapan Kumar and Manu Shukla	425-430
9.5	Sabooj Sathi Online* SC, ST Development & Finance Corporation Backward Classes Welfare Department, Government of West Bengal Sanjay K Thade and Parthapratim Manna	431-436
9.6	<b>Online Social Security Pension System (RajSSP)*</b> Social Justice & Empowerment Department, Government of Rajasthan Samit Sharma and I D Variyani	437-445
9.7	<b>Digital Ecosystem for Social Security Pensions*</b> Social Welfare Department, Patna, Government of Bihar Atul Prasad and Shailesh Kumar Shrivastava	446-455
9.8	<b>Bhamashah Yojana</b> Department of Information Technology & Communication, Government of Rajasthan Akhil Arora, Mukesh Sharma and Suryakant Gupta	456-461
9.9	SAMADHAN: An auto-escalation enabled Public Grievance Redressal Portal for Uttarakhand State Department of Suraaj, Jansewa and Bhrashtachar Unmoolan, Government of Uttarakhand Arunendra S Chauhan and Sanjay Gupta ue, Finance and Taxation	462-468
	,	
10.1	Computer-aided Administration of Registration Department (CARD)* Director and Inspector General of Registration and Stamps, Government of Andhra Pradesh P Venkatrami Reddy and G Bala Krishna	469-472
10.2	<b>e-Challan Payment Gateway*</b> Directorate of Accounts, Government of Goa Prakash R. Pereira and Archana Nagvekar	473-481

\_\_\_\_

10.3	e-Nathikaran* Directorate of Registration and Stamp Revenue, Finance (Revenue) Department, Government of West Bengal Biswajit Gangopadhyay and Anup Kumar Mandal	482-497
11. Transp	oort, Highways	
11.1	National e-Challan Traffic Enforcement System* Ministry of Road Transport & Highways, Govt. of India and National Informatics Centre, New Delhi Priyank Bharati and Joydeep Shome	498-502
11.2	e-Transport MMP Implementation in Haryana: Computerization of all the Regulatory processes of Registration and Licensing Authorities* Transport Department, Government of Haryana Vikas Gupta and Deepak Bansal	503-509
12. Other	eGovernance Services	
12.1	<b>Digitization of Material Receipt and Clearance*</b> <i>ITS, BHEL Bhopal Government of Madhya Pradesh</i> <i>N P Sanodia and Vivek Pathak</i>	510-519
12.2	<b>Enterprise Document Sharing System (e-Doc)</b> ITS, BHEL Bhopal, Government of India Vivek Pathak and Rajneesh Rai	520-528
12.3	<b>Implementation of Core Banking Solutions for</b> <b>Post Office Savings Bank Operations</b> Department of Posts, Ministry of Communications, New Delhi Ananta N. Nanda and Sachin Kishore	529-533
12.4	Integrated Project Monitoring and Information Service (i-ProMISe) Harbour Engineering Department, Government of Kerala P K Anilkumar and Sujithkumar V K	534-537
12.5	<b>URJA Mitra</b> <i>REC Transmission Projects Company Ltd,</i> <i>Government of India</i> <i>Ritu Maheshwari and Bhupender Gupta</i>	538-543
	SECTION - V Sustenance Category	
<b>Sustenanc</b> K S Vijaya	e Award Category Background Sekhar	547-547
	lity of eGovernance Projects – imensional Construct nd	548-552