



THE NATIONAL GOOD GOVERNANCE WEBINAR SERIES

— 2022-23 —

**Department of Administrative Reforms & Public Grievances
Government of India**

“In the Amrit Period of Independence, we are marching ahead rapidly to create a transparent system, efficient process and smooth governance to make development all-round and all-inclusive. The Government is committed to strengthening good governance, that is pro-people, and proactive governance. Guided by the ‘citizen first’ approach, we remain untiring in our efforts to further deepen the outreach of our service delivery mechanisms and make them more effective”

- Prime Minister Narendra Modi

OVERVIEW

The National Centre for Good Governance under the aegis of the Department of Administrative Reforms and Public Grievances is going to organize the National Good Governance webinar series for the year 2022-2023. The thirteen webinars would be on different themes under the good governance initiative that have been felicitated with the Prime Minister's Award for Excellence in Public Administration. Webinars would cover multiple areas like health, education, environment, disaster management, social sector wherein the states have bagged the award for their exemplary work. The purpose of conducting the webinars is to highlight the best practices and award-winning achievements to create a precedence for other states to follow. Doing so would also infuse a new spirit and enthusiasm among administrators and other stakeholders involved in the implementation of different government governance schemes.

Government of India has instituted a scheme in 2006, namely, "The Prime Minister's Awards for Excellence in Public Administration" - to acknowledge, recognize and reward the extraordinary and innovative work done by Districts/Organizations of the Central and State Governments. The Scheme was restructured in 2014 for recognizing the performance of District Collectors in Priority Programs, Innovations and Aspirational Districts. The Scheme was restructured again in 2020, to recognize the performance of District Collectors towards the economic development of the District.

To realize the vision of Prime Minister Narendra Modi of a self-reliant India, these webinars will help different stakeholders to broaden their skills, as well as to attain new knowledge that can supplement or complement their work areas. The webinar series would be fully documented in the form of printed material as well as electronically. Administrators who have done innovative works would be invited as leadspeakers so that they can share their expertise and this will help to extend these best practices in rest of the country. In present times the government has been trying to improve the Citizen-Centric Services with new emerging technology which can result in minimum government and maximum governance. Hence the webinar series can prove a great pathway in this regard.

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The National Good Governance Webinar Series

DARPG - NCGG

Calendar (2022 – 23)

Webinar Time: 1200 Hrs – 1330 Hrs

S. No	Theme	Proposed Date	Initiatives	Awardees/Speaker (Designation)	Indicative List of Participants
1	Improving Service Delivery	28.04.2022	<ul style="list-style-type: none"> • SAKALA- “No more delays- We Deliver on Time”, Karnataka • e-Seva, Andhra Pradesh 	<ul style="list-style-type: none"> • Department of Personnel & Administrative Reforms, Govt. of Karnataka. • Govt. of Andhra Pradesh 	State IT Secretaries District Collectors/Nominee District Information Officers (DIOs) State Information Officers (SIOs)
2	Health	27.05.2022	<ul style="list-style-type: none"> • Sickle Cell Anemia Control Programme, Gujrat • Making Medicines Affordable, Chittorgarh, Rajasthan 	<ul style="list-style-type: none"> • Commissionerate of Health, Govt. of Gujarat. • DM, Chittorgarh, Rajasthan 	State Health Secretaries District Collectors/Nominee Chief Medical & Health Officers Principal Medical Officers Community Health Centres - Medical
3	Education	24.06.2022	<ul style="list-style-type: none"> • Unnayan Banka- Reinventing Education using Technology, Banka, Bihar • Education Initiatives in Dandewada, Chhattisgarh 	<ul style="list-style-type: none"> • DC/DM Banka, Bihar • DM/DC Dantewada, Chhattisgarh 	State Education Secretaries District Collectors/Nominee District School & Education Officers Principals of Higher Secondary Schools/ District Colleges
4	Social Sector	29.07.2022	<ul style="list-style-type: none"> • LADO (An innovative for eradicating child marriage), MP • Kudumbashree – ‘Asraya-Destitute Identification, Rehabilitation and Monitoring Project’, Kerala 	<ul style="list-style-type: none"> • Principal Secretary, Govt. of MP. • Govt. of Kerala 	State Women and Child Development Secretaries District Collectors/Nominee District Social Welfare Officers District WCD Officials
5	Environment	26.08.2022	<ul style="list-style-type: none"> • Canal Top Solar Power Plant – A New Direction to Green and Clean Energy, Gujrat. • Revival of Sasur Khaderi-2, Fateshpur, UP. 	<ul style="list-style-type: none"> • Gujarat State Electricity Corporation Ltd. • Special Secretary, Govt. of UP. 	State Environment Secretaries District Collectors/Nominee
6	Disaster Management	30.09.2022	<ul style="list-style-type: none"> • J&K • Uttarakhand 	<ul style="list-style-type: none"> • Govt. of J&K • Govt. of Uttarakhand 	State Home Secretaries District Collectors/Nominee

7	Priority Programme	28.10.2022	<ul style="list-style-type: none"> • PM-JDY, Assam • DDU-GKY, Karimnagar, Telengana 	<ul style="list-style-type: none"> • Govt. of Assam • DC/DM Karimnagar, Telengana 	State Finance Secretaries District Collectors/Nominee
8	Rural Development & Agriculture	25.11.2022	<ul style="list-style-type: none"> • Excellence management Development in Rural and in the Challenging Physical Environment of the Sikkim Himalaya, Sikkim • Skill Development Programme to impart vocational training to the tribal youth, Gadchiroli, Maharashtra 	<ul style="list-style-type: none"> • RD Sikkim Department, • DM/DC Gadchiroli Maharashtra 	State Rural Development Secretaries and State Agriculture Secretaries District Collectors/Nominee State Skill Development Secretaries District Collectors/Nominee
9	Jal/Water Management	30.12.2022	<ul style="list-style-type: none"> • River Linking Project, Jalgaon, Maharashtra. • Innovative Participatory Drinking Water Delivery Approach in Rural Areas of Gujrat 	<ul style="list-style-type: none"> • DM/DC Jalgaon, Maharashtra • Water & Sanitation Management Organization (WASMO) 	State Water Resources Secretaries District Collectors/Nominee
10	Innovation	30.01.2023	<ul style="list-style-type: none"> • Bleed with Pride, Imphal East • Smart Classes, Annupur, MP. 	<ul style="list-style-type: none"> • DM/DC Imphal East • DM/DC Annupur, MP 	State WCD Secretaries and State Education Secretaries District Collectors/Nominee Women & Child Development Officers District Education Officers
11	ADP	24.02.2023	<ul style="list-style-type: none"> • Goalpara, Assam • Kupwara, J&K 	<ul style="list-style-type: none"> • DM/DC Goalpara, Assam • DM/DC Kupwara, J&K 	State Rural Development Secretaries and State Planning Secretaries District Collectors/Nominee
12	Namami Gange	31.03.2023	<ul style="list-style-type: none"> • Chamoli, Uttarakhand • Uttarakashi, Uttarakhand 	<ul style="list-style-type: none"> • DM/DC Chamoli, Uttarakhand • DM/DC Uttarakashi, Uttarakhand 	State Water Resources Secretaries District Collectors/Nominee State Pollution Control Boards
13	Redressal of Public Grievances	TBD	<ul style="list-style-type: none"> • Tawang, Arunachal Pradesh • Jalandhar, Punjab 	<ul style="list-style-type: none"> • DM/DC Tawang, Arunachal Pradesh • DM/DC Jalandhar, Punjab 	State AR & IT Secretaries State Grievance Officers District Collectors/Nominee Sub-Divisional Officers

I. IMPROVING SERVICE DELIVERY

1. SAKALA

Sector : Improving Service Delivery

Year of Award : 2012-13

Award Winning Team : Department of Personnel & Administrative Reforms, Government of Karnataka



Sakala is an act which ensures that notified services shall be delivered within the prescribed stipulated time in default of which the applicant shall be paid compensatory cost (upon demand); the paid compensation is thereupon recovered from the public servant(s) responsible for the delayed. Sakala, made possible through the Karnataka Guarantee of Services to Citizens Act 2011 (amended in 2014), has been an example of success in time-bound service delivery to citizens. Administered by the D/o Personnel and Administrative Reforms, Karnataka, the program is run in mission mode and

deploys e-governance mechanisms effectively for service delivery by over 50 departments across all 30 districts of the state.

The objectives of the mission were, therefore, to reform the administrative set-up for ensuring good governance, create a single and easy-to-access monitoring system for service delivery, fix timelines for provisioning of services, fix accountability, reduce human interface by the use of information technology, prevent corrupt practices and empower citizens to avail services as a right.

2. e-Seva, Andhra Pradesh

Sector	: Improving Service Delivery
Year of Award	: 2006-07
Award Winning Team	: Government of Andhra Pradesh



e-Seva is a good governance initiative that incorporates the vision of National e-Gov plan “Public Services Closer to Home” and facilities single entry portal for entire range of G2C (Government to Citizens) and G2B (Government to Business) services.

The objective of e-Seva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and

non-discriminatory delivery of all government services to citizens & Businessmen of all strata and improved efficiency, transparency and accountability for the government. The initiative features transformed government-citizen interface at all levels of administration along with a shared governance model.

e-Seva adopts the concept of central pooling of all land records, registration records and records of socio-economic survey, digitally signing them with the digital signature certificates of the authorized officer, storing them in the database and rendering them using a web-service.

II. HEALTH

1. Sickle Cell Anemia Control Programme, Gujarat

Sector	: Health
Year of Award	: 2009-10
Award Winning Team	: Commissionerate of Health, Medical Organization Service and Medical Education, Gandhinagar, Government of Gujarat



**Health & Family Welfare Department
GUJARAT**

Sickle Cell Anemia Control Program



Sickle Cell Anemia is a genetic blood disorder where the blood cells contain abnormal sickle-shaped haemoglobin (HbS) called sickle haemoglobin.

India also has a huge population of the tribal community, about 18 crores and is expected to have 1.80 crores sickle cell trait and 14 lakhs of sickle cell disease. These show the big burden on the public health of India. Gujarat has 89.12 lakh tribal population and is expected to have at least 9,00,000 Sickle Cell Trait and 70,000 Sickle Cell Disease patients. In 2011, this society was formed to integrate the various activities among different departments of Government and various NGOs for better implementation of the program under the Chairmanship of Hon'ble Health Minister and Co-chairmanship of Hon'ble Minister of Tribal Development Department.

To achieve the goals and objectives of the program within the time frame and to identify the actual burden of disease in society, this society has decided to outsource the screening activity among competent, qualified and interested agencies and enhance the screening activity on mission mode.

2. Making Medicines Affordable, Chittorgarh, Rajasthan

Sector : Health
Year of Award : 2008-09
Award Winning Team : Dr. Samit Sharma, IAS, District Magistrate, Chittorgarh, Government of Rajasthan



To improve the healthcare system in Chittorgarh, Rajasthan, and make medicines affordable for particularly the marginalised sections of citizens, the district administration of Chittorgarh conceptualised a simple yet effective initiative in 2007 for providing low-cost drugs to the people. The initiative involved asking doctors to prescribe cost-effective generic medicines instead of expensive branded ones, procuring good quality generic drugs for government cooperative stores and spreading awareness among patients and their families toward the use of generic medicines and their potential benefits.

These efforts have resulted in the establishment of district-wide low-cost drugs shops (fair price shops), making medicines more affordable and accessible to people and ensuring their complete treatment. Since October 2011, generic medicines have been made available free of cost to citizens at all Government hospitals in the state through the Mukhya Mantri Nishulk Dawa Yojana (Chief Minister's Free Drug Distribution Scheme).

A new organisation, the Rajasthan Medical Service Corporation (RMSC), has been set up as the nodal implementing agency for the scheme and for ensuring its smooth functioning.

III. EDUCATION

1. Unnayan Banka – Reinventing Education using Technology Banka, Bihar

Sector	: Education
Year of Award	: 2016
Award Winning Team	: District Administration, Banka, Government of Bihar



District Administration of Banka, Bihar launched an initiative called ‘**Unnayan, Banka**’ to make the youth more employable. With the motto, ‘Quality Education for All’ - the initiative targets the youth, especially those at the bottom of the social hierarchy, using latest technologies. The ‘Unnayan Banka’ initiative aims to educate everyone who feels left out by means of visual, audio and audio-visual aids, through mobiles, laptops, tablets and projectors, and to provide them with jobs. Given the immense potential of mobile phones, quality education on mobile platforms makes it an ‘anytime-anywhere’ model that is popularly referred to as ‘Mera Mobile-Mera Vidyalaya’, another feature of Unnayan initiative. This initiative has more than 10,000 learners, unified in a big virtual classroom. As a part of the learning cycle, the project

endorses continuous assessment (tests), round the clock doubt discussion, digital report card generation of each student, progress monitoring and tools for adaptive learning among other things. The Unnayan scheme provides contextualized multimedia content, which is easier to understand and is retained longer.

2. Education Initiatives in Dandewada, Chhattisgarh

Sector : Education
Year of Award : 2011-12
Award Winning Team : Shri Om Prakash Choudhary, Collector, Dantewada, Government of Chhattisgarh



After taking charge of Dantewada's administration, Shri O. P. Chaudhary, a 2005-batch IAS officer of Chhattisgarh cadre realised that the district didn't have enough doctors, engineers, or even science teachers in its schools. He decided to bring the district-wide science based intermediate level education under one roof at the Dantewada Education

City to improve the prospects of Dantewada's 400 science students. Under his education initiative, Choo Lo Aasman, as this project was named, students from different parts of Dantewada were brought to district headquarters and given post classroom special tutorials for entrance examinations by teachers from reputed private institutions from Kota, the mecca of coaching classes.

This prepared the students (the overwhelming majority were tribals and lived below the poverty line) for various professional courses like engineering, medical, polytechnic and nursing. Global audit major KPMG had selected the Dantewada Education City as one of the 100 most innovative urban infrastructure projects in the world.

IV. SOCIAL SECTOR

1. LADO – An Innovative for Eradicating Child Marriage, Madhya Pradesh

Sector : Social Sector

Year of Award : 2013-14

Award Winning Team : Shri J.N. Kansotia, Principal Secretary, Government of Madhya Pradesh



LADO campaign has been initiated by the Directorate of Women Empowerment, Government of Madhya Pradesh for creating an environment for eradicating child marriages from the state. It is designed with a view to sensitize and train the community about consequences of child marriages.

The LADO campaign has four components such as – Community Sensitization, Training of Core Group Members, Promotional Campaign and Prevention of Child Marriage.

Focus on those areas and districts where the incidence of child marriages is high. Enhancing capacities of core group members. Promotional campaign through audio-visual communication like Radio Jingles, Television scroll, television talk shows, film broadcasting etc. Use of traditional methods like role play, nukkad natak for specific campaigning. Effective use of print media through advertisement and other methods of dissemination of information like hoardings, flex, publicity etc.

2. **Kudumbashree – ‘Asraya – Destitute Identification, Rehabilitation and Monitoring Project’, Kerala**

Sector : Social Sector
Year of Award : 2006-07
Award Winning Team : Government of Kerala

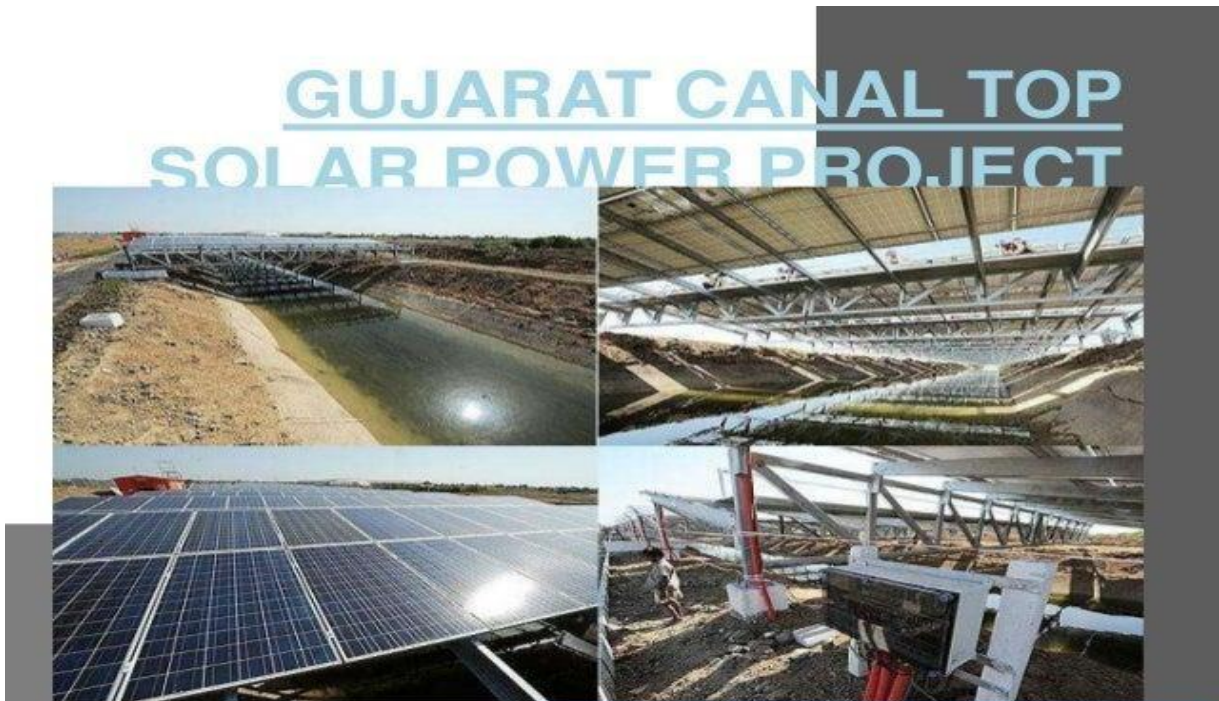


Asraya is an integrated project aimed at identifying and rehabilitating destitute families. It started in 2002 as a follow up to the Kudumbashree initiative to identify the families left out even from the outreach of decentralised planning and poverty alleviation programmes. During the first year of implementation, 101 Gram Panchayats in the state came up with projects involving rehabilitating 8233 destitute families. The Gram Panchayats had been able to ensure institutional systems for the simultaneous implementation of multiple micro plans in the field. Asraya stands out as a unique scheme in destitute identification and rehabilitation because of certain key features. These features have been built into the very design of the scheme; some of them were there from the beginning, while some others were added subsequently based on experience.

V. ENVIRONMENT

1. Canal Top Solar Power Plant – A New Direction to Green and Clean Energy, Gujarat

Sector : Environment
Year of Award : 2013-14
Award Winning Team : Gujarat State Electricity Corporation Ltd.,
Government of Gujarat



Keeping in view the increasing need to economise use of fast depleting energy sources like coal, oil, gas etc., and increasing awareness about the importance of green and clean energy, Government of Gujarat introduced the Solar Policy – 2009. This project exploits Solar Urjashakti with Jalshakti while saving land and conserving water by reducing evaporation.

Gujarat was the first state in the country to set up a canal-top solar project in 2014. In November 2014, SSNNL had commissioned a 10 MW canal-top solar photovoltaic grid-connected power plant on Vadodara Branch Canal. The project was dedicated to the nation by the then United Nations Secretary-general Ban Ki-moon on 11 January 2015. Later, another 25 MW canal-top solar power generation capacity was installed by SSNNL near Vadodara in 2017.

2. Revival of Sasur Khaderi-2, Fatehpur, Uttar Pradesh

Sector : Environment
Year of Award : 2013-14
Award Winning Team : Ms. Kanchan Verma, Special Secretary, Mr. Harish Chandra, District Development Officer, Mr. Kaptan Singh, Executive Engineer, Mr. Arvind Kumar, Executive Engineer, Government of Uttar Pradesh



Thithora Lake Before and After the Revival

Sasur Khaderi River is a tributary of Yamuna River in the State of Uttar Pradesh in India. It is a small river that flows for around 40 kilometres via Makhaupur village. It was completely dried before it was revived in 2013. It comes under Fatehpur and Kaushambi district and passes close to the town. The revival work was taken under the central Government-sponsored Program, NREGA. Revival of Sasur Khaderi rivulet and its origin Thithora Lake initiative was implemented in a district in Uttar Pradesh that reported groundwater status in a large number of blocks under critical and semi-critical conditions.

The initiative was successfully completed 45 days prior to the onset of the SW monsoon. The engineering, planning, and governance strategies adopted by the district collector along with the favourable monsoon resulted in positive impacts on groundwater levels and agriculture yields in surrounding villages.

VI. DISASTER MANAGEMENT

1. JAMMU & KASHMIR

Sector : Disaster Management
Year of Award : 2006-07
Award Winning Team : Shri B.B. Vyas, IAS, Mr. Bashara Ahmad Dhar, IAS, Mr. Bashir Ahmad Runiyal, IAS, Mr. Abdul Majid Khanday, KAS, Shri Jai Pal Singh, KAS, Mr. Syed Sharief-ud-din, KAS, Mohammad Ramjan Thakur, KAS, Government of Jammu & Kashmir



The UTs of Jammu and Kashmir has a long history of natural disasters. The state has witnessed many natural disasters, especially in the 19th and early 20th centuries. Owing to its peculiar topography, rugged terrain, extreme weather conditions and underdeveloped economy, the state has suffered a lot on account of natural disasters. Hazards like earthquakes, floods, fires, droughts, avalanches and landslides often

convert into disasters leading to loss of human lives as well as public and private property. Enhanced vulnerabilities of the built environment make the state highly prone to natural disasters.

The policy has also envisaged the establishment of the Emergency Operation Centres at different levels (State, Division and District) to effectively manage disaster situations. The overall capacity-building of the Fire and Emergency Services and SDRF in all possible areas necessary for effective disaster management has been given due recognition in the policy. SDMA along with the Divisional and DDMA, will manage the whole gamut of disaster risk reduction and management.

2. UTTARAKHAND

Sector : Disaster Management
Year of Award : 2006-07
Award Winning Team : Ms. Jyotsna Sitling, IFS, Shri A.K. Banerjee, IFS, Government of Uttarakhand



Uttarakhand State Disaster Management Authority (USDMA) is a part of the State Government and is a nodal agency for planning, coordination and monitoring activities related to disaster prevention, mitigation, preparedness and management. USDMA lays

down policies on disaster management for the state. USDMA recommends the provision of funds for mitigation and preparedness measures. USDMA was set up and notified as per sub-section - 1 of section 14 of the Disaster Management Act 2005. The USDMA is chaired by the Hon'ble Chief Minister of the State. All Developmental efforts and programmes made get nullified in a matter of few seconds.

The main vision of this policy is to initiate coordinated efforts to have an effective disaster management strategy for the state, which will minimise the impact of future disasters.

Identify the requirements for institutional strengthening and capacity building of human resources. It was a systematic effort to put back social life on its normal course with necessary support and resources. Monitoring & evaluation of actions taken during disasters and providing relief.

VII. PRIORITY PROGRAMME

1. PM-JDY, Assam

Sector	: Priority Programme
Year of Award	: 2016-17
Award Winning Team	: Nagaon, Government of Assam



**Prime Minister's
Jan Dhan Yojana**

**India's Biggest
Financial Inclusion
Drive**

Pradhan Mantri Jan Dhan Yojana (PMJDY) is National Mission for Financial Inclusion to ensure access to financial services, namely, Banking/ Savings & Deposit Accounts, Remittance, Credit, Insurance, Pension in an affordable manner. Account can be opened in any bank branch or Business Correspondent (Bank Mitra) outlet. PMJDY accounts are being opened with Zero balance.

Hon'ble Prime Minister of India launched the Pradhan Mantri Jan Dhan Yojana (PMJDY) on 28th August, 2014 which aims to give universal access to banking facilities for all households across the country through a bank branch or fixed point Business Correspondent (BC) called Bank Mitra. The scheme aims to cover all households with at least one Basic Bank Account with RuPay Debit card having inbuilt accident insurance cover of Rs.1 lakh.

The mission also envisages expansion of Direct Benefit Transfer under various Government Schemes through bank accounts of the beneficiaries.

2. DDU-GKY, Karimnagar, Telangana

Sector : Priority Programme
Year of Award : 2018
Award Winning Team : Mr. Sarfaraz Ahmad, Collector, Karimnagar, Government of Telangana



The Ministry of Rural Development (MoRD) announced the Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) Antyodaya Diwas, on 25th September 2014. DDU-GKY is a part of the National Rural Livelihood Mission (NRLM), tasked with the dual objectives of adding diversity to the incomes of rural poor families and cater to the career aspirations of rural youth. Karimanagar district in Telengana aims to skill rural youth who are poor and provide them with jobs having regular monthly wages or above the minimum wages. Under the Yojana of the Union government, the Collector took initiatives for providing training to 2,209 unemployed and helped 2,077 youths secure employment in the private sector. During that period, the district emerged top in Telangana, and received the Prime Minister's Excellence Award in Public Administration on Civil Services Day on April 21, 2018. The exemplary work has added diversity to the incomes of poor families and catered to the aspirations of unemployed rural youth who have been able to secure employment in private sector.

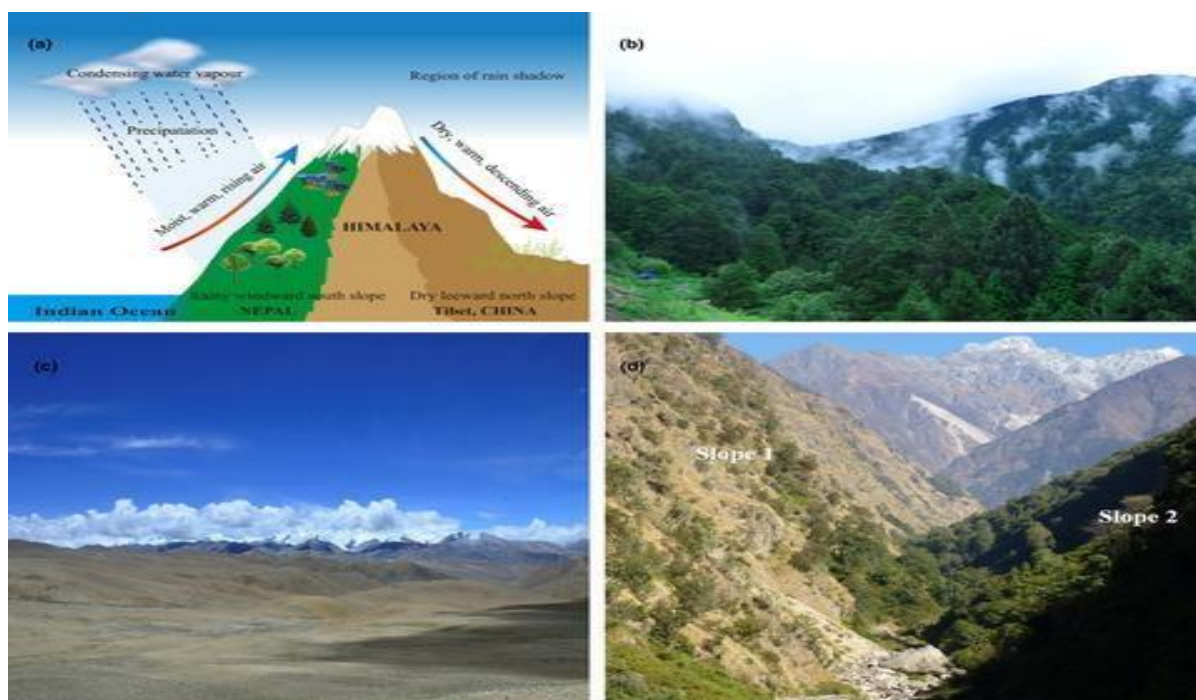
VIII. RURAL DEVELOPMENT & AGRICULTURE

1. Excellence in Rural management and Development in the Challenging Physical Environment of the Sikkim Himalaya, Sikkim

Sector : Rural Development & Agriculture

Year of Award : 2011-12

Award Winning Team : Department of Rural Management and Development, Government of Sikkim



The state has been conferred with the Prime Minister's Award for Excellence in Public Administration for the year 2011-12 to the Rural Management and Development Department (RM&DD), Government of Sikkim, for the initiative titled 'Excellence in Rural Management and Development in the Challenging Physical Environment of the Sikkim Himalaya' for achieving visible improvement in the quality of life of its rural people.

“Sikkim is the first and only Nirmal Rajya in the country to achieve hundred per cent success under the Total Sanitation Programme in the year 2008. At least 87.2 per cent of the households have access to toilets within their homes (2011 census), as compared to 36.3 per cent in the year 2001.”. Poverty in the State has reduced from 30.9 per cent

in 2004-05 to 13.1 per cent in 2009-10, which is significantly lower than the national average of 29.8 per cent in the year 2009-10. The 17.8 per cent rate of poverty reduction in Sikkim is the second-best in the country. At least 65 per cent of rural households were employed through the MGNREGS in the year 2011-12 in the state.

2. **Skill Development Programme to impart vocational training to the tribal youth, Gadchiroli, Maharashtra**

Sector : Rural Development & Agriculture

Year of Award : 2013-14

Award Winning Team : Shri Ranjeet Kumar, District Collector, Gadchiroli, Shri Abhishek Krishna, Shri T.S.K. Reddy, Shri P.V. Deshmane, Shri Y.S. Shende, Government of Maharashtra



In order to increase the employability of the youth Skill Development Program was initiated on the guidelines of Prime Minister's Counsel for Skill Development. The Career Guidance and Counselling Centre (CGCC) was established in the district to regulate the program under the control of the District Skill Development Executive Committee. The District Collector is the chairperson of this committee.

The unemployed/ underemployed youth underwent counselling at the village level which was followed by an entrance examination in the form of an aptitude test and personal interview. The candidates were trained into three domains viz. Hospitality, Construction and Automobile repair and hence onwards. The CGCC was also planning to scale up for 13 more disciplines. The concept was to identify the youth to whom quality skill development training could be imparted which would help to bridge up the unemployment vs. labour deficiency gap. The initiative was launched to provide industry specific and qualitative vocational training to rural, marginalized youth, especially children belonging to the family of Left Wing, also to extremism (LWE) ultras, violence affected families.

IX. JAL/ WATER MANAGEMENT

1. River Linking Project, Jalgaon, Maharashtra

Sector : Jal/Water Management

Year of Award : 2008-09

Award Winning Team : Shri Vijay Singhal, Collector, Jalgaon, Government of Maharashtra



River connectivity is seen as a possible way to distribute water across a geographical region equally. Conceptually, policy practitioners appreciate inter-linking waterways to resolve water problems, but the practical ecological concerns usually delay the implementation. Along these lines, India's National River Linking Project that aims to connect the rivers in the Ganges basin to rivers in western and southern India has been an issue of debate. The displacement of people due to land acquisition is also a cause for concern. Nevertheless, the nationally acclaimed river linking project in Jalgaon has overcome these challenges by exploiting regional strengths in geography and existing infrastructure. Jalgaon, due to its location, receives inadequate rainfall during the monsoon season. In 2005, when the district witnessed an almost drought-like situation, the local administration felt the need to look for a long term solution and took an initiative which is inspiring as it was conceptualised, planned and implemented within four months. The participatory and proactive approach taken by district administration ensured that they gained the support of the local people in fulfilling the project objectives.

2. Innovative Participatory Drinking Water Delivery Approach in Rural Areas of Gujarat

- Sector** : Jal/Water Management
Year of Award : 2006-07
Award Winning Team : Water & Sanitation Management Organization (WASMO), Government of Gujarat



Gujarat's rural water supply initiative is a community-managed programme where the state-supported organisation WASMO provides 90% of the funds, and 10% of the funds come from the village community. Funds contributed by the community are returned once the programme is implemented. An estimated amount of Rs. 800 crore has been spent on infrastructure development for ensuring water supply in villages (including the contribution of the village communities).

The village community bears the responsibility for the maintenance and operation of the system. Approximately 6,787 villages collect water tariff from users to ensure the financial sustainability of the programme. WASMO has also provided all the technical assistance and guidance required and built the capacity of the community to handle the

programme. The entire programme was driven by augmenting internal human resource capacities. Pani Samitis were provided training on construction, management and operation. The training was also imparted to the community on a wide array of subjects, from programme planning to post implementation operation and maintenance.

X. INNOVATION

1. Bleed with Pride, Imphal East

Sector	: Innovation
Year of Award	: 2020
Award Winning Team	: Dr. Rangitabali Waikhom, District Collector, Imphal East, Government of Imphal



The monthly period or menstruation cycle is a natural phenomenon as motherhood or childbirth, yet this occurrence and the word “period” itself is taboo in our society. Even buying sanitary napkins in pharmacies creates embarrassment some sellers enhance it by wrapping up the packets like secret treasure boxes.

In many households, television commercials on sanitary napkins still make family members, male and female, uncomfortable while watching them together. The project addresses “Equity and Inclusion- social inclusion and health equity”. The project focus areas are optimising the girl’s lives by removing barriers related to menstruation, thereby attending school throughout year and removing the social stigma of considering menstruating girls or women impure and untouchable. Increased health and wellness through proper education of menstrual hygiene. The “Bleed with Pride” mission can be summarised as follows, workshop addressing taboos and stigma around menstruation, menstrual health and hygiene, demonstration and distribution of reusable sanitary pads which are sponsored by Shashi Kiran Charitable Trust in partnership with the Moon Catcher Project, USA.

2. Smart Classes, Anuppur, Madhya Pradesh

Sector : Innovation

Year of Award : 2020

Award Winning Team : Mr. Chandra Mohan Thakur, Collector, Anuppur, Government of Madhya Pradesh

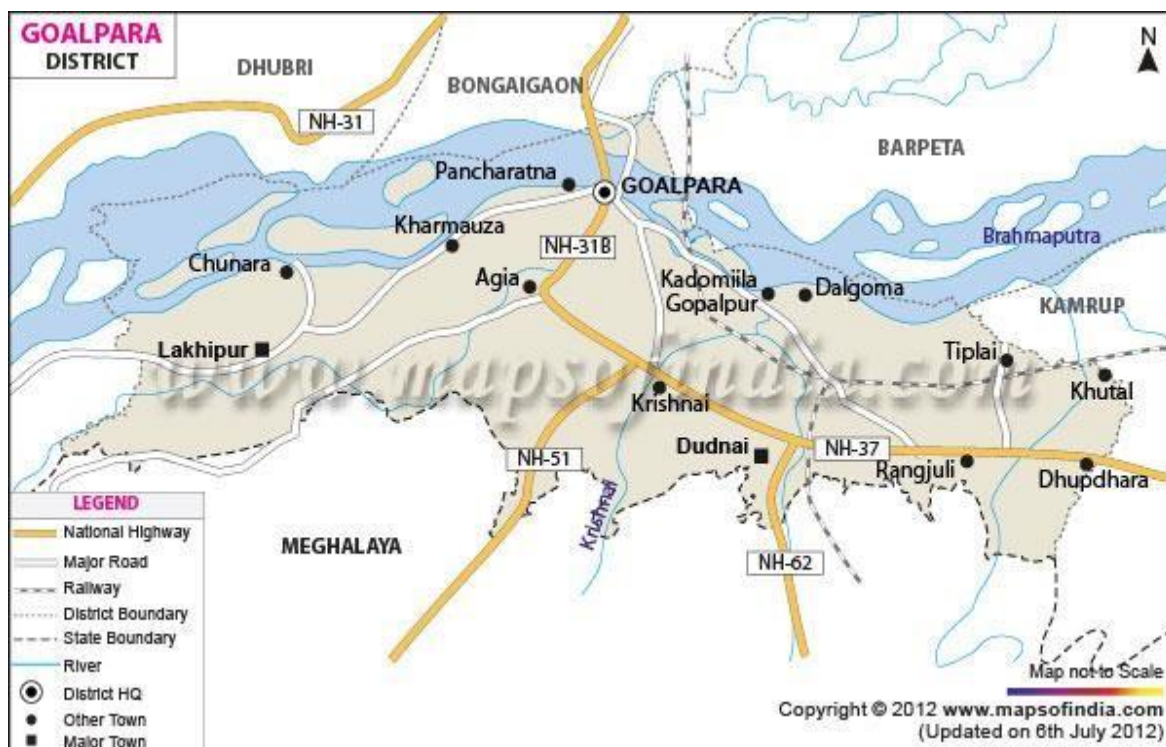


Education is a very powerful tool for the growth of any region, especially in a tribal district inhabited by some of the most socially and economically backward communities. To empower the people of Anuppur district, it was crucial to impart quality education which could translate into better social and economic outcome. The quality of education improved with the introduction of smart classrooms in Annapur, MP. The project functions as IP camera feed to Algorithms (AI/ML) which captures the live status of the classroom (Eliminates physical visits to the schools), besides providing feedback on the quality of content being streamed by the attention span of students, helps improve the content. The Clickers (similar to audience poll of KBC) provides realtime feedback on how much the students grasped and direct feedback of teachers they also give the progress of student's year-on-year. It also gives insights into students, their weaknesses, strengths and interests, thus creating individual student profiles. The app was developed to stream and track the progress of content and also to track attendance of teachers and students. The impact analysis after an academic year showed clear and significant impact in academic outcomes.

XI. ASPIRATIONAL DISTRICT

1. Goalpara, Assam

Sector	: Aspirational District
Year of Award	: 2020
Award Winning Team	: Ms. Varnali Deka, District Collector, Goalpara, Government of Assam



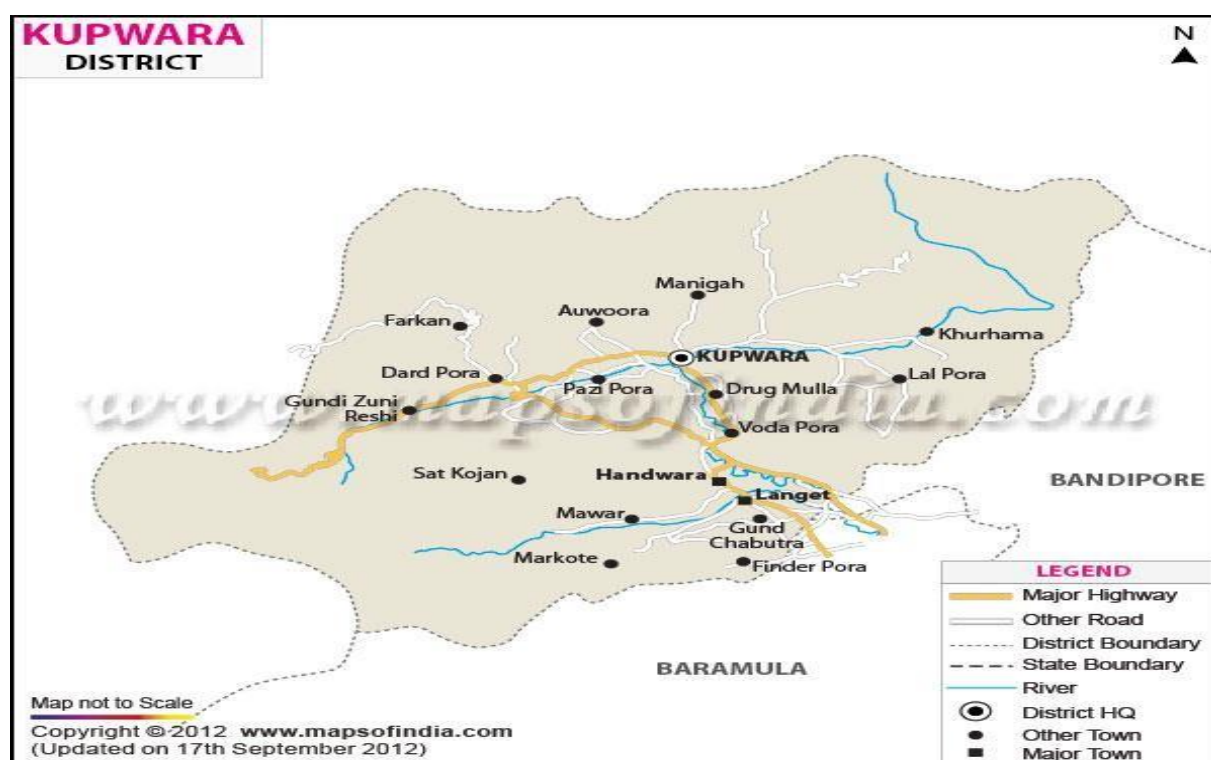
GoalMart is an initiative of District Administration Goalpara to provide an online marketing platform for the local producers of Goalpara district. Goalpara district has many differentiated local products including items with cultural values of local tribal population. Goalpara district also has huge scope in agricultural products like – Black Rice, Dragon Fruit, Sweet Malta, Cocoa, Bananna, Handicrafts, pottery, Traditional attire, Sital Pati etc.

Although these products are fairly popular in local markets, the local producers were not able to expand their business limiting the vast opportunities and financial gain. The products that are produced by local producers don't have a proper marketing system to

sell their products and to get desired price. In view of above, the District Administration, Goalpara has planned to create an online market with an aim to encourage the local producers by promoting local products of Goalpara throughout the country.

2. Kupwara, Jammu & Kashmir

Sector	: Aspirational District
Year of Award	: 2020
Award Winning Team	: Collector, Kupwara, Government of Jammu & Kashmir



Once known for heavy militant infestation, Kupwara in Jammu and Kashmir emerged a leader in north India in the first independent appraisal of the national aspirational district programme by the UNDP.

Aspirational District Programme of District Kupwara has achieved 1st Delta Rank in the country in financial inclusion & Skill Development indicator for March 2019 and awarded an additional grant of Rs 3.00 Cr, and its composite score increased from 23.49 in December 2019 to 24.654 in December 2020. In health and nutrition, the district has

achieved 100% performance in the vital parameters i.e. Proportion of functional FRUs against the norm of 1 per 500,000 population, Percentage of children fully immunized (9-11 months), Percentage of pregnant women registered for ANCs to total estimated pregnancies (92.33% as on 03/2018), Percentage of newborns breastfed within one hour of birth (40.70% as on 3/2018), Percentage of live babies weighed at birth (97.23% as on 03/2018), Proportion of Specialist services available in District hospitals against IPHS norms (50% as on 03/2018), Percentage of Anganwadis/UPHCs having conducted at least one Village Health Sanitation & Nutrition day in the last one month (60% as of 3/2018).

XII. NAMAMI GANGE

1. Chamoli, Uttarakhand

Sector	: Namami Gange
Year of Award	: 2020
Award Winning Team	: Collector, Chamoli, Government of Uttarakhand



On 7 July 2016, the Centre announced the commencement of the much-delayed Namami Gange project across all five basin states of the River Ganga.

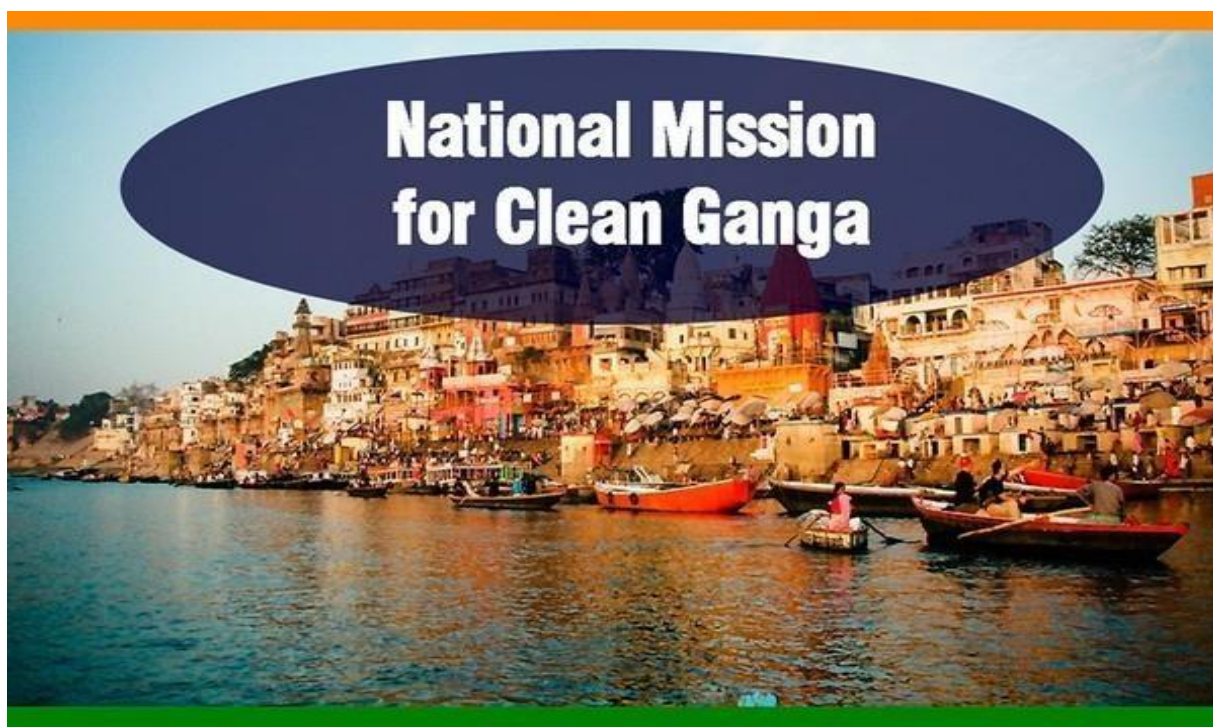
Namami Gange, or the integrated Ganga conservation mission, has been a sore point for the Modi government as the flagship programme had failed to take off even two years after it was announced. In July 2014, a separate ministry under the Union water resources ministry was created for the river rejuvenation programme, and a year later, the Union Cabinet approved an outlay of Rs 20,000 crore for the next five years. Out of the 300 projects ideated in the first phase, foundation stones were laid for 231 National Mission for Clean Ganga (NMCG) projects at various locations in Uttarakhand, Uttar Pradesh, Bihar, Jharkhand and West Bengal. In Uttarakhand alone, 47 such projects were inaugurated at various locations, including Dehradun, Garhwal, Tehri Garhwal, Rudraprayag, Haridwar and Chamoli districts. According to Down To Earth, projects were launched simultaneously in over 104 locations, including Delhi and Haryana.

2. Uttarakashi, Uttarakhand

Sector : Namami Gange

Year of Award : 2020

Award Winning Team : Collector, Uttarakashi, Government of Uttarakhand



The Namami Gange programme was introduced in 2014 as an umbrella programme to integrate previous and currently ongoing initiatives by enhancing efficiency, extracting synergies, and supplementing them with more comprehensive & better-coordinated interventions. The Cabinet approved the Namami Gange programme on 13 May 2015 for Rs. 20,000 crores for five years (2015-20).

This is a significant four-fold increase over the expenditure in the past 30 years (Government of India incurred an overall expenditure of approximately Rs. 4000 crores on this task since 1985). Marking a significant shift in implementation, the Government is focusing on involving people living on the banks of the river to attain sustainable results. The programme also focuses on involving the States and grassroots levels institutions such as Urban Local Bodies and Panchayati Raj Institutions in implementation. The program would be implemented by the National Mission for Clean Ganga (NMCG) and its State counterpart organisations, i.e., State Program Management 8 Official Website of National Mission for Clean Ganga 8 Groups (SPMGs).

XIII. REDRESSAL OF PUBLIC GRIEVANCES

1. Tawang, Arunachal Pradesh


- Sector** : Redressal of Public Grievances
Year of Award : 2020
Award Winning Team : District Collector, Tawang, Government of Arunachal Pradesh



As part of the continuous endeavour to make the Government accountable, responsive and more citizen-friendly, the Govt. of Arunachal Pradesh launched Public Grievances online and redressed system on 19/02/2017 in the presence of the Cabinet. Public Grievances Redressal is one of the flagship initiatives for the reformation in governance started by Prime Minister Modi by addressing the general public's grievances. Under the public grievance mechanism, any citizen of India can raise their problems, grievance or pleas to the central govt and state government Ministries and Departments. A grievance can be submitted to all influential portfolio ministers and Departments. The CPGRAMS portal was designed and developed by the DIT and NIC in collaboration with the Department of Administrative Reforms for Arunachal Pradesh which can be accessed from the AP Govt webpage ([http://arunachalpradesh.gov.in/.](http://arunachalpradesh.gov.in/)) Setting up of Call centre is underway to assist/guide citizens to lodge their grievances in the portal.

2. Jalandhar, Punjab

Sector : Redressal of Public Grievances
Year of Award : 2020
Award Winning Team : District Collector, Jalandhar, Government of Punjab


Public Grievance Redressal Portal
Govt. of Punjab

Grievance Redressal system is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime to State Departments who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

Already register?
If you already have a Digital Punjab account , you can log in and register your Grievance from your account




[Login](#)

Sign Up
We recommend you to create your Digital Punjab account.

[Sign Up](#)

Track Grievance
Click here to track your grievance.

[Track Grievance](#)

Jalandhar district ranked first in Punjab for redressing public grievances received online at www.connect.punjab.gov.in within a stipulated period. The Public Grievance Redressal System (PGRS) was launched to solve public grievances quickly. As many as 536 complaints had been filed on this portal by residents, of which 500 were addressed by the authorities concerned. Jalandhar Deputy Commissioner Ghanshyam Thori said that no complaint was pending on the portal beyond the given timeline. He said the portal reflected zero pendency in the district. The Deputy Commissioner said the portal aimed at providing a one-stop digital platform to all kinds of grievances with a particular focus on an in-time remedy to filed complaints. He noted that every issue is addressed within seven days from the filing date. To facilitate citizens with assistance in logging complaints on the portal, the district administration had already started complaint filing services at the Sewa Kendras. People either can file a complaint directly or visit nearby Sewa Kendra to submit their grievance with required documents.