

BRIEF ON SEVA SINDHU PORTAL OF KARNATAKA GOVT. - PM AWARDEE FOR SEAMLESS END TO END DELIVERY OF SERVICES WITHOUT HUMAN INTERVENTION

The Government of Karnataka provides delivery of government services to its citizens online through Seva Sindhu Portal.

Key Aspects:

- Seva Sindhu is an initiative of Government of Karnataka to deliver government services to the citizens across various departments through a common platform in a cashless, contactless and paperless manner. At present, there are 798 government services of 78 departments available on Seva Sindhu.
- Seva Sindhu offers services through Self Mode for citizen log-in and Assisted Mode through Janasevaka (Doorstep delivery of citizen services across Bangalore); Grama One (Kiosks at Gram Panchayath level across Karnataka), Bangalore One - Karnataka One centers (In urban areas)
- Janasevaka is an enhanced form of assisted delivery model, wherein citizens can avail services at their doorstep, at the time of their convenience by booking of slots between 8am-8pm on all days of the week.
- Grama One is the flagship program aimed at delivering smart, citizen centric, transparent, efficient and effective governance facilitated by technology to rural citizens at Gram Panchayat level. Around 3026 Grama One centres have been established in 12 districts in first phase. Each Grama One centre has one operator and equipped with desktops/laptops, printer, biometric device, scanner, broadband connection.
- AI/ML to predict the services which may be applicable to each user, Big Data Analysis to help forecast the citizen demands and help provide better service and Blockchain to ensure confidentiality and integrity of data have been used.

Impact of the Project:

- 224 Bangalore One and 92 Karnataka One centers are offering Seva Sindhu services in urban areas across Karnataka. These centers are being setup across all ULBs in the state in near future.

Curriculum-Vitae of Speakers in the 6th Good Governance Series Webinar on 30.09.2022

MR LOH KHUM YEAN, PERMANENT SECRETARY, PUBLIC SERVICE DIVISION, PRIME MINISTER'S OFFICE, PERMANENT SECRETARY, MINISTRY OF LAW

Mr. Loh Khum Yean graduated from Hitotsubashi University, Japan with a Bachelor of Economics. He also holds a Masters in Public Administration from Harvard University, USA.

He started his career in the Singapore Civil Service with the Ministry of Communications, where he handled portfolios in the areas of Air & Land Transportation and Telecommunications. He later took up appointments as Director of Personnel Policy in the Public Service Division of the Prime Minister's Office, and Director of Research and Planning at the Ministry of Trade & Industry.

Subsequently, he was appointed Deputy Secretary in the Ministry of Finance, where he was responsible for building a financial environment conducive to business and enterprise, and for enhancing organisational excellence in the public sector.

From October 2003 to April 2008, he was Chief Executive of SPRING Singapore, where he led the Statutory Board's efforts to enhance the competitiveness and enable the growth of local enterprises.

He was appointed Deputy Secretary (Industry) of the Ministry of Trade & Industry in mid-2008, where he was responsible for the development of Singapore's industry sectors and enterprises.

He was appointed Permanent Secretary, Ministry of Manpower from October 2009 to April 2016; and as Permanent Secretary of the Ministry of Trade & Industry from May 2016 to March 2019. From April 2019, he has been appointed as Permanent Secretary of the Public Service Division, Prime Minister's Office and served concurrently as Permanent Secretary, Ministry of Law from December 2019 to April 2021. He was re-appointed as Permanent Secretary, Ministry of Law on 1 April 2022.

MR. DHARMENDRA, IAS, CHIEF SECRETARY, GOVERNMENT OF ARUNACHAL PRADESH

Mr. Dharmendra is an IAS Officer of 1989 batch, AGMUT cadre. He has worked in various senior positions in the cadre as well as in the Central Government. He has worked as Deputy Commissioner of East Delhi, North West Delhi; Commissioner (Land Management), DDA; Development Commissioner, Daman Diu/ Dadra Nagar Haveli; Secretary & Commissioner, Industries, Govt. of Delhi; Secretary in various Departments of Govt. of Delhi; Joint Secretary in Ministry of Housing & Urban Affairs; Additional Secretary in Ministry of Consumer Affairs, Food & Public Distribution; Chairman, New Delhi Municipal Council. At present he is working as Chief Secretary of the Government of Arunachal Pradesh. He was awarded the **Prime Minister's Award for Excellence in Public Administration, 2021** for the initiative 'NDCM 311 App' of NDCM under the category 'End to End Delivery of Services without Human intervention'.

MS. DIPTI ADITYA KANADE, DIRECTOR (BUDGET), DEPARTMENT OF SPACE, GOVT. OF INDIA

Ms. Dipti Aditya Kanade is an IAS Officer of 2008 batch, Karnataka cadre. She has worked in various capacities in the Government of Karnataka. She has worked as Deputy Secretary in the Department of Finance, Govt. of Karnataka; as Deputy Commissioner of Chickballapur District, Karnataka; Project Director, Human Resource Management System, Govt. of Karnataka; Director, Electronic Delivery of Citizen Services, Govt. of Karnataka. At present she is working as Director (Budget) in the Department of Space, Government of India. She was awarded the **Prime Minister's Award for Excellence in Public Administration, 2021** for the initiative 'Seva Sindhu' of Government of Karnataka under the category 'End to End Delivery of Services without Human intervention'.

BRIEF ON 'NDMC- 311 APP' OF THE NEW DELHI MUNICIPAL COUNCIL (NDMC) – PM AWARDEE FOR SEAMLESS END TO END DELIVERY OF SERVICES WITHOUT HUMAN INTERVENTION

NDMC provides seamless, touchless and faceless mechanism for end-to-end service delivery of various services. These services are now available at citizen's door-step through web and Mobile App- 'NDMC 311'. Through the Integrated Command and Control Centre (ICCC), NDMC monitors these services 24 X 7 in faceless manner.

Key Aspects:

- NDMC identified all the services that are extended by various departments and formulated a plan to extend the same without any human intervention.
- NDMC integrated more than 40 municipal services on 'NDMC 311', a mobile application with single sign on for seamless user experience.
- NDMC has developed a comprehensive and inclusive strategy for disbursal of services through Citizen Facilitation Centers / Kiosks / Self Help Centers as well as a 24 X 7 customer care center which is centrally monitored from the Integrated Command and Control Centre at Palika Kendra.
- Educating users and staff of various internal departments proved beneficial as they understood the use of technology to derive its benefits in eHospitals, Utility Payments, Building Plan Approval, GIS, etc
- NDMC envisioned greater trust in the ecosystem with implementation of emerging technologies. In this pursuit, NDMC completed a pilot project for implementation of Blockchain technology for verifying the authenticity of Birth/ Death Certificates. This method of establishing authenticity will also be extended to Property Tax, Estate Department, and others.

Impact of the Project:

- Turnaround time for Online Birth/Death certificate reduced from 7 days to 10 minutes
- Integrated QR code on each certificate to check for validity and weed out fraudulent certificates
- Centralised monitoring of garbage bins
- Successfully used GIS and boundary perimeter to map locations wherein construction of new toilets was required

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 the 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 and in 2021 to recognize the efforts for Jan Bhagidari and bringing citizens & government closer.

To realize the vision of Prime Minister Narendra Modi of a self-reliant India, these webinars covering Award Winning Initiatives will help different stakeholders to broaden their skills, as well as to attain newknowledge 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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**NATIONAL CENTRE FOR GOOD GOVERNANCE (NCGG)
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
GOVERNMENT OF INDIA**

**National Good Governance Webinar Series
6TH WEBINAR ON "PM'S AWARD WINNING INITIATIVES UNDER
THE THEME 'PUBLIC SERVICE DELIVERY'**

SCHEDULE

Venue: CSOI, Kasturba Gandhi Marg,
New Delhi and Conference Hall, DARPG

Date: 30th September 2022
Time: 1200 Hrs - 1315 Hrs

1200 - 1205 Hrs	: Welcome Address by Shri V. Srinivas, Secretary, Department of Administrative Reforms & Public Grievances & Department of Pension & Pensioners' Welfare, Government of India and Director General, NCGG
1205 - 1225 Hrs	: Inaugural Address by Mr. Loh Khum Yean, Permanent Secretary, Public Service Division, Government of Singapore
1225 - 1230 Hrs	: Film on the Awarded Initiatives
1230 - 1250 Hrs	: Presentation on PM Award winning governance practice in NDMC for "Seamless, End to End Delivery of Services without Human Intervention" Shri Dharmendra, Chief Secretary, Government of Arunachal Pradesh
1250 - 1310 Hrs	: Presentation on PM Award winning governance practice in Karnataka for "Seamless, End to End Delivery of Services without Human Intervention" through Seva Sindhu Portal Smt. Dipti Aditya Kanade, Director, Department of Space
1310 - 1315 Hrs	: Vote of Thanks by Prof. Poonam Singh, Head Office, NCGG, New Delhi
Brief CVs of Speakers are enclosed	
