DIGITAL INDIA AWARDS 2016

To encourage various stakeholders involved in making India a ‘Digital Superpower’, the National Portal of India has called for nominations for the Digital India Awards 2016 (earlier known as WebRatna Awards).

The main focus of the awards is to felicitate digital initiatives and citizen engagement programs undertaken by any Government agency which provides e-Services. This year 3 additional award categories are being included to reward efforts at the grassroots level.

**Web Ratna District:** District administrations that have done exemplary work to provide online services and information to citizens will be recognised under this category.

**Outstanding Digital Initiative by Local Body:** Exceptional work done in terms of quality of information and services provided by a local body will be adjudged on the basis of service maturity levels, service catalogues, transparency, cost effectiveness and efficiency enhancement in service delivery.

**Best Mobile App:** Keeping with the momentum in mobile telephony, the award aims to honour the Best Mobile App launched by any Government entity. One of the most important criteria is that the Mobile App should be well designed with an intuitive user interface.

The nomination could also be for an established initiative or a recently improved service, which has the desired potential. The last date for receipt of nominations is August 15, 2016.

For more details and to apply for the awards, please visit [www.webratna.india.gov.in](http://www.webratna.india.gov.in), write to indiaportal@gov.in or call +91-11-24305380.

BUILDING CAPACITY FOR DIGITAL INDIA

With the changing landscape in governance, internal stakeholders and e-Governance practitioners need to be continuously equipped with new skills and knowledge to effectively contribute to a digitally empowered India. To foster continuous learning it is imperative to use technology in such a way that learning and knowledge exchange becomes a normal engagement without external interventions.

The Learning Management System (LMS) is an application for administration, documentation, tracking and reporting of training programs, classroom and online events, e-learning programs, and training content.

It is an infrastructure that delivers and manages instructional content, identifies and assesses individual and organizational learning or training goals, tracks the progress towards meeting those goals, and collects and presents data for supervising the learning process of the organization as a whole. It delivers content but also handles course registration, course administration, skill gap analysis, tracking, and reporting.

This will enable continuous learning, driven by role-based knowledge and skills as envisaged in the e-Governance Competency Framework. A competency-based training approach will give e-Governance practitioners an understanding of what skills and knowledge are needed for their job and where exactly they are on the learning path. It will cater to a wide spectrum of needs of imparting training under Capacity Building Schemes initiated by the Ministry of Electronics & Information Technology.

LMS Framework

- Competency framework-e-GCF
- World class trainings
- Up to date content
- Self paced learning
- Continual learning
- Performance driven

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Manage learning more effectively: All learning activities are contained within one location which reduces efforts and costs, while creating greater scope for learning opportunities.

Anytime, Anywhere: LMS is an online system which allows learners to access it from anywhere anytime without any infringement in their daily work and productivity.

Improve content delivery: Instructors can easily prepare and present quality courses well aligned with an e-GCF that acts as a positive learning opportunity for course participants.

Combine formal and informal learning for an increased overall value: Learning and retention is accelerated through integration of online methods of study which allows officials to learn at their own pace.

Improve compliance reporting: LMS can track courses taken by various government officials, the scores received and modules completed respectively, allowing the management to focus on steps that can be taken to improve training and identify certifications.

Empower administration: The management will become more informed about the employees’ participation and what topics need greater focus in creating well-rounded employees.

Certification: Instant online certification is provided to learners/trainees.

For further information, please contact Mr. NJP Shilohu Rao, General Manager, NeGD at shilohu@digitalindia.gov.in

SOURCING INDIA’S ART FROM ITS ROOTS

In a major push to conserve and promote the handicraft skills in India, Shri Ravi Shankar Prasad, Hon'ble Minister of Electronics & Information Technology, Law & Justice, has launched an e-Commerce portal named ‘VLE Bazaar’ (https://vlebazaar.csc.gov.in) at the Bihar VLE Conference held in Patna on June 23, 2016. The portal directly connects rural artisans to the intended audience thereby enhancing their earning capabilities and ensuring authenticity of the art for the buyer. The initiative envisages connecting class II and classing III cities, raising employment and entrepreneurship opportunities.

The portal showcases items across myriad categories such as art work like Bihar’s famous Madhubani paintings, handicrafts, accessories, clothing, paintings, food items, home decor and more. This is a first of its kind e-Commerce website with authentic rural products sourced directly from rural India.

In partnership with other e-Commerce players, CSC SPV has been instrumental in the development of the portal with the aim to promote rural market products. This will enable VLEs to sell handmade or local products and also create an opportunity to build their own brand.

For more information, please write to ecommerce@csc.gov.in or call 1800 3000 3468.
Knowledge management is fundamental to identify, create, share & effectively utilize organizational information and enable growth of an organization in the long run. In order to transform India into a ‘knowledge economy’, a Knowledge Management System (KMS) for e-Governance has been envisioned under Digital India. KMS will enable stakeholders to effectively utilize the vast information available in Government organizations. It will facilitate access, collaboration and sharing of information and knowledge, on e-Governance issues and projects under Digital India.

Digital India. KMS will be open to everyone to impart his/her knowledge, and will provide an environment wherein knowledge flows smoothly from source to destination.

**Knowledge Management Framework**

- **CAPTURE**
- **MINISTRY**
- **DEPARTMENT**
- **MMP**
- **PRESERVE**
- **ENHANCE**
- **APPLY**
- **COLLABORATE**

**Key objectives of KMS are** -
- To provide a congenial environment to Government employees to capture, enhance and apply relevant information related to Government policies and processes
- To enable employees to collaborate for solving daily problems effectively and quickly
- To share and create knowledge as a product, through systemic analysis of data, and to acquire core knowledge and enhance governance

It will be implemented in 3 phases wherein the first phase will be completed within NeGD, the 2nd phase within Ministry of Electronics & Information Technology and the 3rd phase will cover MMPs under e-Kranti initiative of

**KM Maturity Model**

An organization grows through 5 levels of knowledge maturity cycle. According to the APQC model, prior to introducing any formal expectation of knowledge management, it is important to ensure that the organization is moving up on their KM maturity.
As an organization moves along the path of adopting a knowledge management solution, it's maturity in terms of KM keeps on increasing from just being Aware to Develop, Standardize, Optimize and finally Innovate.

NeGD is under the process of implementing the KMS with similar maturity model for best outcomes. This will enable NeGD to subsequently evolve into a knowledge hub for all governance related projects. For more information please write to NJP Shilohu Rao, General Manager, NeGD at shilohu@digitalindia.gov.in

The campaign was flagged off by Shri Ravi Shankar Prasad, Hon’ble Minister of Electronics & Information Technology, Law & Justice at New Media Centre, PIB, New Delhi. He purported that such campaigns are important to penetrate Digital India services in rural & semi urban areas and are an important tool for bridging the digital divide. The campaign was also flagged-off by Hon’ble Chief Ministers of Chhattisgarh, Haryana & Jharkhand in their respective states.

It began on 30th May, 2016 and will run till 31st March, 2017 covering 657 districts of the country. Vans equipped with audio visual facilities, Internet connectivity and other IEC materials are already informing and educating citizens in rural areas, especially the youth, about various initiatives of Digital India in an interactive manner. On-site engagement with rural citizens is being done through quizzes, contests and augmented reality games. Youth in these areas is also being encouraged to register themselves for innovative services of Digital India like MyGov, Digital Locker and Aadhaar. The aim is to successfully register at least 1.5 lakh rural citizens for MyGov, Digital Locker, Aadhaar and other Digital Services.

These vans will cover more than 13 lakh kilometres in the country over 13,200 man days to reach out to more than 10 lakh citizens.

District level committees, headed by the District Collector will foresee the ground level execution of this campaign, so as to ensure that maximum benefit is generated out of this campaign.

DIGITAL INDIA OUTREACH CAMPAIGN “DIGITAL RATH”- A STEP FORWARD IN NARROWING DIGITAL DIVIDE

In an effort to inform Indian citizens residing in remote locations of the country about various initiatives under Digital India Program, the Government launched “Digital Rath Outreach Campaign”. The Digital Rath Campaign is a citizen engagement program aimed at empowering citizens at Digital Points of Presence (PoPs) locations such as District e-Governance Societies (DeGS), CSCs, Panchyats, schools, colleges, Post Offices, Haats and other such congregation points. The campaign is being carried out by 66 mobile display vans along with a team of trained professionals who will travel across the length & breadth of the country for 200 days to educate people about the various programs under Digital India.

In Level 5 - Innovate, the focus is on continuously improving practices. In Level 4 - Optimize, the focus is on measured and adaptive practices. In Level 3 - Standardize, the focus is on common processes and approaches. In Level 2 - Develop, the focus is on developing common processes and approaches. In Level 1 - Initiate, the focus is on growing awareness.
The campaign has been planned in two phases. In phase-1, the roll-out has been initiated in 14 states i.e. Maharashtra, Haryana, Punjab, Rajasthan, Gujarat, Chhattisgarh, Karnataka, Kerala, Andhra Pradesh, Bihar, Jharkhand, West Bengal, Odisha & Uttar Pradesh.

At present, the campaign has reached over 3.78 Lakh people in 14 states, wherein 23,262 citizens have availed various digital services and more than 10,355 people have registered themselves to be volunteers (also known as “Digi Sevak”) for this program. The second phase of the campaign is being rolled out in the remaining 18 States/UTs from July 2016- Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Delhi, Chandigarh, Meghalaya, Nagaland, Dadra & Nagar Haveli, Daman & Diu, Madhya Pradesh, Goa, Telangana, Tamil Nadu, Sikkim, Assam, Manipur, Tripura and Arunachal Pradesh.

This campaign is an initiative of Ministry of Electronics & Information Technology and the National e-Governance Division (NeGD) is the implementing agency.

Updates of the campaign are available on http://digitalindiaoutreach.in and Digital India Portal (www.digitalindia.gov.in)

INTEGRATING ICANN WITH POLICY DEVELOPMENT

On May 17, 2016, the Ministry of Electronics & Information Technology conducted a “Workshop on Engaging with ICANN (Internet Corporation for Assigned Names and Numbers)” in New Delhi. It was held in association with the National Internet Exchange of India (NIXI) and attended by over 50 senior representatives from the private sector (IT/ITES companies, ISPs, registrars, e-Commerce companies), as well as members of academia.

Dr. Aruna Sharma, Secretary, Ministry of Electronics & Information Technology delivered the keynote address; she stated that “there is no doubt that the Indian industry should actively participate in all global Internet governance processes, including ICANN and Standard making processes, including IETF.” She went on to say that there is significant scope for the Indian Internet industry to have a direct impact on Policy Development Processes related to key Internet domain functions, which will also allow the ICT industry in India to address outstanding policy issues and safeguard its interest in future policy development processes.

Other key speakers at the workshop included Dr. Arvind Gupta, Deputy National Security Advisor & Secretary, National Security Council Secretariat (NSCS), Dr. Gulshan Rai, National Cyber Security Coordinator, Shri R. Chandrasekhar, President, NASSCOM, Shri Rajiv Bansal, Joint Secretary, Ministry of Electronics & Information Technology, and Shri Ram Mohan, ICANN Board Member.

A booklet was published on the structure of ICANN, transition proposal, business engagement of ICANN, IETF standard development process, India’s comments on various proposals of ICANN & WSIS and statements made by Hon’ble Minister of Electronics & Information Technology, Law & Justice. You may access the booklet online at deity.gov.in
Shri Rajiv Bansal, Joint Secretary, Ministry of Electronics & Information Technology, Dr. Aruna Sharma, Secretary, Ministry of Electronics & Information Technology and included Dr. Arvind Gupta, Deputy National Security Advisor & Secretary, National Security Council Secretariat (NSCS) on dias

Dr. Aruna Sharma, Secretary, Ministry of Electronics & Information Technology with Dr. Arvind Gupta, Deputy National Security Advisor & Secretary, National Security Council Secretariat (NSCS)

**DRIVING SOCIAL CHANGE WITH DATA**

A Big Data Conference was organized by NeGD together with STQC in June 2016. The objective of the conference was to spread awareness about Big Data Analytics and its use in the Government Domain amongst Government officials. About 180 people from the industry and the Government attended the conference which was addressed by experts from academia, the Government and the industry. The conference was highly appreciated for the knowledge content.

The need for such a conference was felt as Governments are amassing huge amount of data through various channels. Several Government Portals invite feedback from citizens on various issues such as Scarcity of water and ways to conserve it, Child Trafficking, Clean India and Green India, Beti Bachcho and Beti Padho etc from citizens who express their views either on these portals or on social media sites. This generates exabytes of real-time data which has the potential to give key insights on future Government policies.

Big Data can be in the form of messages, updates, and images posted on social networks, readings from sensors, GPS signals from cell phones, and more. Many of the most important sources of Big Data are relatively new.

Smartphones and the other mobile devices now provide enormous streams of data tied to people, activities, and locations. Thus, the structured databases that stored most information until recently are ill suited for storing and processing Big Data. At the same time, the steadily declining costs of all the elements of computing such as storage, memory, processing, bandwidth, and so on, mean that previously expensive data-intensive approaches are quickly becoming economical.

This has led to a paradigm shift in the way Big Data is dealt with especially if it needs to be translated into insights that organizations (governments, in this case) can use.

Big data analytics can be applied to gain intelligence which can be used by the Central and State line Ministries and Departments to plan future Government schemes, to bring meaningful social and political changes in the country etc.

The conference on Big Data made the participants aware of the myriad ways in which Big Data was being used in the industry and in the Government. The use of Big Data analytics in railways was highlighted in the presentation by General Manager CRIS and the relevance of Big Data in GOI was very succinctly explained by representative from SAS. The participants were also able to appreciate the Global trend in Big Data Analytics in Government through the presentation by Dr. Murli Mohan from Department of Science and Technology. The participants were also given a glimpse of the unimaginable future frontiers of Big
Presentations by leaders in Big Data analytics like Microsoft, Hewlett Packard, Oracle and Amazon touched on the technologies available today for Big Data Analytics. Data and Analysis by Dr. Geetha Manjunath, Xerox Research Centre.

For further details please contact Mr. Rajesh Narang at rajesh.narang@digitalindia.gov.in.

NEW STPI CENTRES INAUGURATED IN JHARKHAND

On the occasion of Vikas Parv on June 18, 2016, Shri Ravi Shankar Prasad, Hon’ble Minister of Electronics & Information Technology, Law & Justice laid the foundation stone for setting up of new Software Technology Parks of India (STPI) centres at Jamshedpur and Dhanbad in the State of Jharkhand.

The authors shall be required to submit four copies of their published work to the Ministry of Electronics & Information Technology along with their proposal which would be considered by an evaluation committee.

The upcoming STPI centres will act as resource centres for IT/ITES exporting units by offering statutory services, incubation facility, High Speed Data Communication (HSDC) with uninterrupted data connectivity and other amenities required for export of software & services.

SCHEME FOR NATIONAL AWARDS FOR HINDI BOOKS ON ELECTRONICS AND INFORMATION TECHNOLOGY

The awards will consist of commendation certificates and cash prizes with first prize of Rs. 60,000, second prize of Rs. 40,000, third prize of Rs. 20,000 and a consolation prize of Rs. 10,000.

In line with making India digitally literate, Ministry of Electronics & Information Technology will award books on electronics and information technology written and published in Hindi language.

Proposals for the same will be invited each calendar year through advertisements in major national dailies as well as through the official website of the department. Proposals considered for an award in a particular year shall not be considered in any subsequent year, and one can only submit one entry per year. Any book which has already received any award under any scheme operated by the Government of India or any State Government or any other body or organisation, shall not be eligible for consideration of award under this scheme.

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INDIA POST GEO-TAGS 1.5 LAKH POST OFFICES USING BHUVAN

To provide easy access and information about the Post Office nearest to a citizen and its timings, India Post in collaboration with the Department of Space geo-tagged 1.5 lakh post offices on the indigenous geo-portal Bhuvan – a platform developed by ISRO.

India Post has over 1.55 lakh post offices of which more than 1.39 lakh are in rural areas. It is envisaged to geo-tag the remaining post offices subsequently.

Bhuvan is touted to be better than Google Maps. It can provide detailed imagery up to 10 meters; a feat which no GIS tool can provide; Google Earth shows details up to 200 meters, whereas Wikimapia can show details up to 50 meters. A map by Bhuvan can provide a better aerial view compared to a chopper.

Launched in 2009, Bhuvan currently has 6000 map services, which are being used under various applications. In 2013, ISRO decided to crowdsource local data mapping using a new Android app.

For more information visit [http://bhuvan.nrsc.gov.in](http://bhuvan.nrsc.gov.in), call +91-40-2388 4588/89 or write to bhuvan@nrsc.gov.in

CABINET APPROVES SETTING-UP OF INDIA POST PAYMENTS BANK

The Union Cabinet under the chairmanship of Prime Minister Shri Narendra Modi has given its approval for setting up India Post Payments Bank (IPPB) as a Public Limited Company under Department of Posts, with 100% Government of India (GOI) equity.

Total expenditure involved in this project is Rs. 800 Crore. All citizens, especially 40% of the country’s population that is outside the ambit of formal banking will benefit from this project, which will be rolled out in a phased manner.

IPPB will obtain banking licence from RBI by March 2017. By September 2017, its services will be available across the country with 650 Payments Bank branches, linked post offices and alternative channels using modern technology such as mobiles, ATMs, PoS/ m-PoS devices etc and simple digital payments, to enable financially inclusive solutions for the underbanked areas of India.

IPPB will provide basic banking, payments and remittance services to citizens. It will also facilitate services like insurance, mutual funds, pensions and access to credit via tie-ups with third party financial providers. The programme will generate new employment opportunities for skilled banking professionals and will propagate financial literacy across the country. It will be the largest bank in the world in terms of accessibility and will encourage a cashless economy.

Setting-up of IPPB to further financial inclusion was one of the budgetary announcements during 2015-16. Department of Posts had obtained "in-principle approval" of the RBI in September 2015 to set up India Post Payments Bank, to leverage the department’s network, reach, and resources and make simple, low-cost, quality financial services easily accessible to customers all over the country.

For more information please write to [http://www.indiapost.gov.in/Feedback.aspx](http://www.indiapost.gov.in/Feedback.aspx)
“India Fights Dengue” is a mobile app developed by the Ministry of Health and Family Welfare to make people aware of symptoms of Dengue and its remedies. The app was developed keeping in mind the rising number of deaths in India due to Dengue.

As of now, the application is only available on Android platform and comes fitted with following features and functionalities:

1. Enabling users to know and check symptoms of Dengue
2. Enabling users to get information about the nearest hospital/blood bank information depending upon their geographical location
3. Interactive and pictorial display of areas that are free of mosquitoes causing Dengue
4. Enabling users to share their feedback through emails
5. Enabling users to know the myths and facts about Dengue
6. Enabling users to know the Do’s and Don’ts for prevention of Dengue
7. A detailed “Frequently Asked Questions” section

The Ministry of Urban Development has recently issued a notification that all applications for building plans in New Delhi Municipal Council (NDMC) will have to be submitted online.

The website www.ndmc.gov.in will allow users to submit an online form, pay the application fee, get a system-generated date of inspection, and get alerts at each stage through text messages or emails. NDMC has also set up a facilitation centre for the same at its headquarters at Palika Kendra, Sansad Marg.

In April 2016 Shri M Venkaiah Naidu, Hon’ble Minister, Ministry of Urban Development, had announced that all sanctions for constructions in Delhi and Mumbai would move to an online platform. He had also suggested that approvals will take only up to 30 days. Progress is being made towards this goal. Currently, the application process takes about 60 days, and includes a manual interface for scrutiny of building plans, calculating fee, and inspecting sites.

For any queries about online application please write to Mr. Parmod Sharma, Asst. Engineer (BP)/Nodal Officer at nodalofficer.arch@ndmc.gov.in

INDIA FIGHTS DENGUE

650 payments
bank branches

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ONLINE SUBMISSION OF BUILDING PLANS FOR NDMC

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ENHANCING GOVERNANCE THROUGH ANALYSIS OF CITIZEN FEEDBACK WITH RAS

In another initiative to encourage citizen engagement in governance, Ministry of Electronics & Information Technology through the National e-Governance Division (NeGD) is implementing ‘Rapid Assessment System (RAS)’, which will enable Government departments and agencies to capture citizens’ feedback related to e-Governance services.

The core idea of RAS is to take feedback after delivery of an e-Service or a component thereof. All feedback analysis related reports will be periodically shared with integrated departments for continuous system improvement and better governance processes. The first phase of developing and integrating it with 12 online services of e-District Delhi has been completed. It has also been integrated with the CSC ecosystem for services under NDLM and Cyber Gram Yojana.

The need for RAS arose from the lengthy feedback system that is currently implemented within Government Departments. It is a generic feedback system used by all departments, and electronic and integrated systems and lacks mechanism for continuous measurement of quality of services.

Some of the chief features of RAS are its ability to capture feedback from multiple channels such as SMS, portals and Mobile App, provide trigger based service integrated with department process workflow, integrated APIs, form builder etc. It supports multiple languages and is configurable by users.

With its ability to facilitate analysis of feedback and generation of reports to support participating departments in improving delivery of services, RAS is expected to significantly enhance and strengthen the systems of assessment in the Government domain.

To know more please visit ras.gov.in or contact Mr. Premjit Lal, Director, NeGD at premjit.lal@nic.in

NOTIFY AGENCIES ABOUT BAD ROADS WITH ‘MERI SADAK’

"Meri Sadak" is a versatile mobile application to empower citizens to give their critical feedback with respect to the pace of work, nature of work and Pradhan Mantri Gram Sadak Yojana (PMGSY) streets to Nodal Departments in the State Governments/National Rural Roads Development Agency (NRRDA). Citizens can take photos of the site and submit along with feedback.

On accommodation of the feedback, the citizen can screen the redressal of his/her input through this application. The particular State Quality Coordinators (SQCs) of the Nodal Department executing PMGSY will respond to the citizen within defined timelines.

The application is available for downloading at https://play.google.com/store/apps/details?id=com.cdac.pmgsy.citizen&hl=en


For more information please write to Mr. Gaurav Sharma, Deputy Director (Technical), Ministry of Health & Family Welfare at gaurav.sharma@nihfw.org or call 011-2616 5959.
On July 17, 2016, a one day orientation program on Digital India was held at the Rajya Sabha Secretariat, exclusively for the Rajya Sabha Secretariat officers. The seminar was chaired by Hon’ble dignitaries such as Mr. Shamsher K Sheriff, Secretary-General of Rajya Sabha.

The first session was conducted by Dr. Aruna Sharma, Secretary, Ministry of Electronics & Information Technology where she addressed the need of all databases to be integrated under a single window for effective governance. She also urged for wider acceptance and utilization of e-Governance methodologies across departments for effective and sustainable governance in India.

Apart from this, the progress made by Ministry of Electronics & Information Technology on various projects was shared with the officers.

In the second session conducted by Mr. Sanjiv Mittal, Joint Secretary, eGov, Ministry of Electronics & Information Technology, the nine pillars of Digital India and how they seamlessly work together was discussed with the attendees. He showcased how MyGov was being used to connect with citizens and gain necessary feedback to improve upon Government policies and projects.

Dr. Dinesh Kumar Tyagi, IAS, CEO, CSC-SPV shared the success stories of CSC and its impact on people across socio-economic backgrounds.

For further queries regarding the meeting, you may contact Mr. Kamal Jain at kamal.jain@digitalindia.gov.in

VIKAS PARV

On May 25, 2014, the current Government came to power with a landslide victory.

Two years on, the Government is marking its second anniversary in office.

Vikas Parv was a month-long celebration of these achievements wherein events were organised in various cities, towns, districts and villages. Through these events, various Ministries (at the Centre and State) gave account of the work done by them for the people.

It was about those millions of stories which are a living testament to what we are calling a Transforming India.

As of July 15, 2016; 53,557 Gram Panchayats have been connected with Optical Fibre, over 2,500 Wi-Fi hotspots have been setup across India, 13,12,23,135 LEDs have been distributed under the Ujala Scheme, 39,939 crore bank accounts have been opened under the Jan Dhan Yojana, and 4,21,49,417 loans have been sanctioned under Mudra Yojana. Many such schemes which have been launched with the aim to serve everybody, irrespective of caste and religion, are showing exceptional results.

For more details on Vikas Parv, please write to Mr. Sunil Sharma, Sr. GM, National e-Governance Division at sunil.sharma78@gov.in
Applying Digital India to the Process of Public Sector Innovation

In an earlier post posted on Digital India portal, we examined how an Idea Management System (IMS) can help accelerate innovation in Government. We saw that organizations can potentially make quantum jumps at the rate in which they implement employee ideas, through “a systematic, formal mechanism for soliciting, generating, developing, evaluating, selecting, implementing, spreading and learning from large numbers of ideas from anyone and everyone in the organization” (an IMS).

Indeed, this has helped many organizations including those in the public sector transform themselves into more innovative and idea-friendly ones. Irrespective of whether you belong to Central/state/local Government, irrespective of the size or nature of your Department/organization, and irrespective of your level in the organizational hierarchy, you have an opportunity to help your organization and its leadership to tap better – ever better – into the immense potential of your most valuable resource – the people in your organization. And bring about a change in the way your organization grows and innovates.

So how do you get going? How do you implement an Idea Management System in your organization? And accelerate the transformation of your organization?

Here is a roadmap, using which you may operationalize an IMS in your organization.

Sponsorship & Active Support of Top Leadership

Experience from organizations which have sought to implement idea management systems show that the success of such idea initiatives is critically dependent on the priority accorded to it by the top leadership. The importance, benefits and need for this system would have to be communicated by the top leadership to all staff and employees on a regular basis. The intervention of the top leadership might be required also when the system faces major bottlenecks, which cannot be resolved at a different level.

The Chief Innovation Officer (CIO)

A Chief Innovation Officer (CIO) (or equivalent) may be appointed to systematically and strategically manage the organization’s innovation projects. The CIO may be entrusted with the core responsibilities of:

- Facilitating idea generation
- Providing support to managers in evaluating and selecting ideas for implementation
- Supporting promising ideas and best practices
- Helping managers and employees explore further potential of implemented or proposed ideas
- Monitoring the idea process and help fix anomalies, to ensure smooth functioning of the organization’s idea initiatives
- The job of the CIO need not necessarily be a full-time one; (s)he may hold other responsibilities as well. The CIO may be allowed to recruit a team to assist him/her in this role.

Tools & Processes

A judicious combination of tools and processes would have to be employed in order to ensure that idea management is effective and yields desired results. Keeping this in mind, the following tools and associated processes may be adopted.
Idea Factory

A simple web-based portal may be developed for documenting, sharing and developing ideas. The portal would be internal to the organization. The idea factory would enable users to perform the following functions:

• Report an improvement opportunity and solicit ideas to utilize that opportunity
• Submit ideas
• Search for and view submitted ideas
• Comment on and contribute to development of submitted ideas
• Share lessons learned
• View latest and overall summary of ideas and generate reports (this shall be of use particularly for the top management)

The idea factory can be so developed that it is usable by Government departments at Centre, State and Local levels. In other words, the platform would be one; however, by an access control mechanism, it would enable each organization to have its own internal IMS. This would obviate the need for each Department to develop their own portal.

Idea Sheet

To start with, we may experiment with a very primitive form of the above – a simple Excel sheet of ideas. Even after the system gets established, this may be used in conjunction with the web portal.

Idea Reporters

Not everyone would be comfortable or sufficiently equipped to use the web portal. Keeping this in mind, some staff members may be designated as ‘Idea Reporters’. Someone with an idea may contact this person and ask him/her to enter the idea into the idea factory.

Idea Boards

Idea Boards may be put up at convenient, accessible locations in different parts of the office, so that anyone may post their idea on the board. Unlike "suggestion boxes", idea boards enable everyone to read, build and even act upon others’ ideas too. The ideas submitted on the boards shall be entered by the Idea Reporters into the database (so that the database is the complete repository of all submitted ideas).

Idea Meetings

Regular and frequent Idea Meetings may be held by the head of each team/unit. Every member of the team may be asked to come to the meeting with at least one idea for organizational improvement. The meeting may be used to collect these ideas, document them systematically and decide on further course of action.

Idea of the Week/Month

These may be decided by the Chief Innovation Officer and publicized across the organization, as a means of providing encouragement and recognition to the employees for their ideas.

Idea Fairs

These may be organized once or twice a year, both to showcase to other stakeholders the ideas implemented by the organization and to provide recognition to innovative or 'idea employees'.

Idea Contests

These may be employed when the organization has to tackle a project or problem which is either novel or challenges organizational resources or has defied a solution for long.

Idea Reports

The CIO’s team would be able to generate idea reports, which give a summary of organizational ideas. This would contain metrics such as implemented ideas, status of other ideas, ideas submitted by each team, ideas generated by each manager, etc. This can help the CIO to take appropriate corrective measures.

Idea Autonomy

It is clarified that this system does not seek to upset the autonomy enjoyed by individual managers and teams. Though anyone in the organization would have the freedom to submit an idea for the team’s consideration, what is to be done with that idea would remain the...
prerogative of the team entrusted with implementing it. However, it would be wise to furnish an explanation of why an idea is not being taken forward. This would help sustain the enthusiasm of idea givers and bolster collaborative mentality.

**Idea-friendly culture**

Organizational culture is of paramount importance in ensuring the success of this system. Hence, the management at all levels needs to make it abundantly clear that ideas are not only welcome, but actively encouraged. Further, all employees who come forward with ideas need to be treated with due respect and dignity, so that even if an idea happens to get killed, the employee motivation is not.

It may be clarified here that all employees and staff may be encouraged to come up with ideas relating to any aspect of the organization. In other words, they should not be restricted to contributing ideas for their team or unit alone. Managed well, this can improve inter-departmental understanding, team spirit and have a positive effect on organizational culture and performance.

As shown in the schematic diagram above, ideas can be of two types: an opportunity for improvement and a solution which can help improve something. Both are to be welcomed and encouraged.

Further, in many contexts, the dominant focus would have to be on small ideas. Experience bears it out that focusing on a large number of small ideas is the key to improving organizational performance.

Hope this helps you, in accelerating innovation in your organization, making it a high-performing and exceptional organization.

**Postscript: How is this different from MyGov?**

You may already be thinking: how does this idea of an IMS fit in with MyGov - Government of India’s citizen engagement platform? Isn’t there a striking resemblance between the two? Isn’t MyGov too an Idea Factory, and aren’t Idea Contests already being held on MyGov? Do we even need an IMS then? Isn’t MyGov sufficient?

I hope to address this in a later post; meanwhile, I would encourage you to reflect on these questions (and more), as you begin the journey of implementing an Idea Management System in your organization.

All the very best!
Post Office Savings Banks are to be set up to provide Core Banking Solutions like ATM, Internet and mobile banking for the under-banked population. Till date 21,664 CBS post offices have been opened with 30 crore accounts. As a landmark achievement, MGNREGA wages worth Rs. 13,000 crore have been disbursed through this network. This model has eliminated the need for banks to set up branches in these areas.

The mobile technology has been used smartly to provide Government benefits to citizens. India has 1.059 million telephone subscribers (wireless+wireline). By enabling Mobile Number Portability, the Government has enabled individuals to be identified by their number. Through the Jan-Dhan Yojana, Aadhaar & Mobile Connectivity (JAM) Trinity, the Government has managed to directly transfer virtually endless benefits to the citizen and helped in removing anomalies and leakage. Another key initiative is BharatNet; it focuses in bringing high-speed broadband connectivity to rural areas and plans to cover all 2,50,000 Gram Panchayats. BharatNet will provide e-Services like certificates, tele-health, e-Education, agricultural information etc apart from increasing learning and employment opportunities for the rural youth. This will be instrumental in bridging the digital divide across socio-economic strata.

INDIA TO HOST 10TH EDITION OF ICEGOV IN MARCH 2017

Government of India (through Ministry of Electronics & Information Technology and NeGD) with UNESCO and the United Nations University’s unit on policy-driven electronic governance will organize the 10th edition of ICEGOV in March 2017 in New Delhi.

ICEGOV focuses on the use of new forms, paradigms and foundations of technology to transform relationships between Government and citizens, businesses, civil society and other arms of Government. It seeks to enhance public governance and its contribution to policy and development.

These conferences usually see an engagement of individuals from 30-50 countries and economies as authors, reviewers, committee members or resource persons. Global participation includes developed, developing and transition countries, and representatives from Government, academia, industry, NGOs and international organizations. So far, nine editions of ICEGOV have taken place in Africa, East Asia, Europe, South America, and North America. Governments and their Ministries/Departments, have been patrons throughout.

ICEGOV events have traditionally featured rich academic, capacity-building and network-building programs comprising of keynote lectures, plenary discussions, paper tracks (that include tutorials, paper sessions and workshops), thematic sessions, invited sessions, poster exhibitions and doctoral colloquia, all built from submitted or invited contributions by researchers and experts from around the world.
The objectives of the ICEGOV series resonate with the participative and inclusive ethos and intent of our flagship Digital India Programme, which, under the guidance and leadership at the highest level in the country, has amplified the focus on e-Governance with major thrusts on infrastructure for electronic connectivity, access to e-Services in real time, and digital empowerment of citizens.

The umbrella theme for ICEGOV 2017 to be held in New Delhi, India, during 7-9 March 2017 is: “Building Knowledge Societies – From Digital Government to Digital Empowerment”, and it is proposed to have the following thematic tracks:

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The first Call for Papers has been released and the conference is now welcoming paper submissions!

For more details please visit www.icegov.org or contact deepinder or GeetanjliNational e-Governance Division (NeGD), at icegov@digitalindia.gov.in
**READER’S SPEAK**

Chaitanya Tayal: Csc program is really good and effective. I saw the faculties of Csc. Very good faculties. Supporting.

Sanky Ansal: Badhega India Tabhi Toh Digital Benega India.

Er Nyayapati Vamshi Krishna: Digital India is now becoming a reality. With some exceptions, there are a lot more advantages added. Great work!

Rajesh Timane, PhD: @timane: @DigitalIndia @PIB_India @TexMinIndia @MIB_India @DheepJoy this is great, digital promotion in these sectors shall help our rural economy.

Ashish Mishra Pune: @aashish81us: RT @minesh_jsn: @rsprasad @aashish81us sir, just like railways, BSNL can become backbone of India in Digital World...I hope for best in future.

**CONTACT INFORMATION**

http://www.digitalindia.gov.in/content/contact-us

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