

Report of 18th CSI SIG eGovernance Awards 2020

The journey of “CSI SIG eGovernance Awards” continued uninterruptedly this year also with the voluntary & honorary support of the highly dedicated CSI SIG eGov Core group & other esteemed experts drawn from various domain areas: Government, Academics, Industry/ Software Consultancies having rich experience in e-Governance practices & processes who brought a rich perspective to the assessment of the nominations in multi stage evaluation process.

CSI SIG eGov Core team realized the need of Change Management and Process-Reengineering in CSI SIG eGovernance Award process this year due to the inherent challenges in Covid-19 Pandemic period for continuing the uninterrupted journey of recognition of best eGovernance initiatives of the country which were started way back in 2002.

As a result of due deliberations, following three stages were freezed for evaluation of nominations:

Stage-1: Review of Nomination Documents

Stage-2: Digital Dialogue for Field Validations

Stage-3: Expert Deliberations

It was a win-win situation for nominees as well as team of experts as no overheads were involved and presentations were fixed virtually as per the mutual convenience.

Keeping in view the challenges of Covid-19, a new portal was designed, developed & launched within a timeframe of less than month to cater the requirements of all the stakeholders to facilitate them in whole award process cycle and also to automate the processes as far as feasible. This portal will also be useful in building repository of the eGov best practices for future reference by the eGov practitioners. Whole award process starting from submission of nominations, assignment of nominations to experts, submission of scores, shortlisting based on weighted scores on each of the parameters listed under the different heads of the nominations for various categories of Awards, e-communications to the experts as well as nominees was completed by using various features of the new portal.

All the stages of assessment were completely virtual this year. Nominees, experts and all Core group members appreciated this change of the pattern in the award processes.

Call for nominations was announced for submission of nominations for 18th CSI SIG eGovernance Awards 2020, under three categories (Projects,

Sustenance and State) by various Government departments (Central/ State/ Local Administration) & PSU's from Sept. 7, 2020.

In all 175+ interesting and innovative nominations were received under various categories from different States/ UT's of the country. For this year's CSI SIG eGovernance Awards as well, there were nominations from various government departments; central, state, district administration. local bodies, PSU's covering a wide spectrum of domain areas such as

- Administration & eOffice Tools;
- Agriculture, Animal Husbandry, Forests & Environment;
- Citizen Services, Social Welfare & Grievance Redressal;
- Ease of doing Business
- Education, Training & Employment;
- Election;
- Energy, Water, Food & Civil Supplies;
- E-Procurement & E-Auction;
- Health & Wellbeing;
- Housing, Urban & Rural Development & Transport;
- Law, Judiciary & Police;
- Revenue, Finance & Audit;
- Travel & Tourism;
- Others

This year, nominations of various innovative projects/ initiatives necessitated due to Covid-19 Pandemic & started within last few months such as Aarogyasetu, e-Sanjeevani, RT/PCR/ RATI mobile apps, Aarogyadarshak Maps, Covid-19 Jagratha Mobile App, e-PASS System were received.

These nominations were reviewed and evaluated by the team of experts by adopting a well-defined multi-stage evaluation process. Intimations were sent to the departments/entities that were shortlisted at the end of Stage - 1, to fix the schedule of virtual presentations for Stage-2: Digital Dialogue for Field Validations with the concurrence of the nominated experts. Shortlisted nominations in Stage-2 were again reviewed by group of experts in Stage-3. Final list of award winning nominations was prepared by the Core group members based on the grand scores of weighted scores in each Stage.

Summary of CSI SIG eGovernance Awards 2020 in various categories is as follows:

State Category - 2

Award of Excellence - Uttar Pradesh (Digital Transformation)

Award of Excellence - Haryana (Roadmap & Policy Initiatives)

Project Sustenance Category Awards- 4

Project Category Awards - 49

Award of Excellence -7,
Award of Appreciation- 11,
Award of Recognition- 25,
Award of Special Recognition- 6

As per the past practice, the various aspects presented and articulated in the nomination documents submitted by the project owners which qualified for **Stage-3 (Finalist Stage): Expert Deliberations** were captured and presented in the form of a **Compendium** entitled “**New Era in Digital Governance - Selected eGovernance initiatives in India 2020**”. The book was compiled and edited by **Prof. D.K. Dwivedi and Prof. G.P. Sahu**. The compendium presents compilation of the acknowledgement, messages, invited articles, State Category submissions, project documents submitted the nominees which qualified for Stage-3 (Finalist Stage): Expert Deliberations, Sustenance Category Projects. A soft copy of the compendium is available for download through the ‘**Publications**’ link of the **CSI SIG eGov web site**.

On Feb. 12, 2020, full day grand event comprising knowledge sharing sessions followed by CSI SIG eGov Awards 2020 ceremony was organised at **Hotel Taj Mahal, Lucknow**. CSI SIG eGovernance Awards ceremony was organised independently by the CSI SIG eGov this year as CSI Annual Convention could not be organised as per announcement. Live webcast of all the sessions of the programme was done to facilitate the nominee team members as well as expert committee members to virtually witness the event who could not physically join due to Covid-19 travel restrictions/guidelines.

Inaugural Session started with the lighting of the Lamp by **Sri Alok Kumar, IAS, Secretary to the Chief Minister, Uttar Pradesh, Chief Guest** in the presence of the **Guest of Honours- Smt. Ministhy S., IAS, Inspector General, Stamps & Registration Department, Government of Uttar Pradesh & Sri Vishnu Sharma, Dy. Director General, National Informatics Officer, New Delhi & other senior bureaucrats and technical officers**.

Prof. G. P. Sahu, Convener, CSI SIG on eGovernance welcomed the guests and awardees. Prof. D.K. Dwivedi, Convener (Awards), CSI SIG on eGovernance introduced the 18th CSI SIG eGovernance Awards process & programme schedule. Inaugural Address was given by **Sri Alok Kumar, IAS, Secretary to the Chief Minister, Uttar Pradesh**.

Programme continued with the presentations by the team of successful nominees of **State Category- Award of Excellence- Uttar Pradesh for Digital Transformation** and **Project Category- Award of Excellence- Arogyasetu**.

Sri Alok Kumar, IAS, Secretary to the Chief Minister, Uttar Pradesh gave the presentation of the **State Category- Award of Excellence winner- Uttar Pradesh for Digital Transformation**. Shri R.S. Mani & Dr. Seema Khanna, Dy. Director Generals of NIC gave presentation of the **Project Category- Award of Excellence winner- Arogyasetu**.

Two Panel Discussions were organised:

Panel Discussion-1:

Theme: New Era in Digital Governance- - Outcome of Policy Initiatives for Service Excellence

Moderator: Prof. D.K. Dwivedi, Convener, CSI SIG eGovernance Awards 2020

Panel Members:

1. Mrs. Ministhy S., IAS, Inspector General(Registration) & Commissioner(Stamp), Govt. of Uttar Pradesh
2. Sri Kunal Silku, IAS, Mission Director, Uttar Pradesh Skill Development Mission & Managing Director, Employment Directorate, Govt. of Uttar Pradesh
3. Mrs. Rachna Srivastava, Dy. Director General, National Informatics Centre, New Delhi
4. Dr. Shailesh Srivastava, Scientist-F & Head, Digital eGovernance Research Centre, NIC, Patna, Bihar

Panel Discussion-2:

Theme: e-Governance Best Practices during COVID-19 Pandemic Management

Moderator: Dr. Piyush Gupta, Member, CORE Committee, CSI SIG eGovernance Awards 2020

Panel Members:

1. Smt. Poonam Malakondaiah, Special Chief Secretary, Animal Husbandry Department, Govt. of Andhra Pradesh

2. Dr. K. Jayakumar, Additional Chief Secretary (Department of Tourism & Civil Aviation), Govt. of Sikkim
3. Shri. Atulit Rai, CSC eGovernance Services India Limited, MeitY, New Delhi

Prof. G.P. Sahu, welcomed **Shri Yogi Adityanath Ji, Chief Minister of Uttar Pradesh**, Chief Guest by presenting bouquet of flowers and shawl followed by a brief welcome address.

Shri Yogi Adityanath Ji, Chief Minister of Uttar Pradesh distributed State Category Awards, Award of Excellence & Award of Appreciation to the awardees.

Shri Yogi Adityanath Ji, Chief Minister of Uttar Pradesh released the Compendium "**New Era in Digital Governance: Select eGovernance Initiatives 2020**" and "**18th Anniversary Souvenir**" on the occasion.

Shri Ravindra Jaiswal Ji, Cabinet Minister, Government of Uttar Pradesh, Guest of Honour distributed Award of Recognition & Award of Special Recognition to the awardees.

Prof. D.K. Dwivedi presented mementoes to the Chief Guest & Guest of Honour. He summarised the programme details and extended vote of thanks. Master of CSI SIG eGov Award ceremony was Dr. Peeyush Gupta.

CSI SIG eGov team is inspired with the vision of (Late) Maj. General Dr. R.K. Bagga who had been a driving force to take the SIG activities forward for so many years at IIT, Hyderabad. CSI SIG eGov Core Committee members Dr. Ashok Agarwal, Shri Surendra Kapoor, Sri Prabhu Gollamudi, Dr. K.S. Vijay Shekhar, Prof Harish P Iyer, Dr.Piyush Gupta, Dr. C.V. Ramamohan, Ms. Ayaluri Sridevi who nurtured CSI SIG eGov from Hyderabad for the last more than 17 years were very helpful in providing all requisite inputs to the current team for the smooth transition of the SIG eGov activities from Hyderabad to Allahabad during Pandemic period itself.

Needless to say, the trust and support provided by many of the CSI Past Presidents, CSI Fellows & CSI Office Bearers from different CSI Chapters and other founding members / mentors of CSI SIG eGov has been a source of strength in the successful completion of the 2020 Awards cycle. Former Presidents of CSI, Prof P Trimurthy, Shri Satish Babu, Sri M.D. Agrawal, Sri Bipin Mehta, Sri R.K. Vyas, agreed to voluntarily help in the assessment of nominations as well as other CSI SIG eGov activities in their own capacity on just getting a whatsapp message.

It would not have been possible to complete the Award process without the active support of senior authorities from the Government Departments/ Ministries. All HoD's/ Chief Secretaries/ Principal Secretaries/ IT Secretaries/ NIC officers/ Project In-charge Officers and their teams have extended great cooperation and support to CSI SIG eGov team to complete the assessment of nominations in all stages successfully within the set timelines.

Dr. (Mrs.) Neeta Verma, Director General, NIC has been very supportive & instrumental in encouraging NIC officers for submission of nominations for the CSI SIG eGov Awards from Ministries/ Departments of Government of India, NIC State Units and NIC District Units as well as nominating Sri Nagesh Shastri, Dy. Director General from NIC as the panel of expert committee. Receiving nominations in such large numbers especially when all departments were struggling with staff cut due to work from home situation, compiling datasheets/ figures was a great encouragement.

Prof. Rajeev Tripathi, Director, MNNIT, Allahabad extended full support and encouragement to the CSI SIG e-Governance Awards team and provided unrestricted access to MNNIT's facilities and infrastructure as and when required.

Prof. G.P. Sahu, Convener, CSI SIG eGov along with his team of research scholars: Mr.Naveen Kumar Singh, Ms.Somya Gupta, Ms.Pragati Singh from School of Management Studies, MNNIT, Allahabad have worked till late hours and even spent many nights for so many months for completing various tasks within the set timelines.

Our sincere congratulations to all our nominees, award winners, core group members, esteemed experts whose passionate support keeps the CSI SIG eGovernance Awards going on, year to year since 2002.

Looking forward for similar support from all of you for next year Awards.

Prof. D.K. Dwivedi
Convener (Awards), CSI SIG eGovernance 2020