



Centre for Innovations in Public Systems (CIPS)

(An Autonomous Centre of Administrative Staff College of India
Established by Government of India)

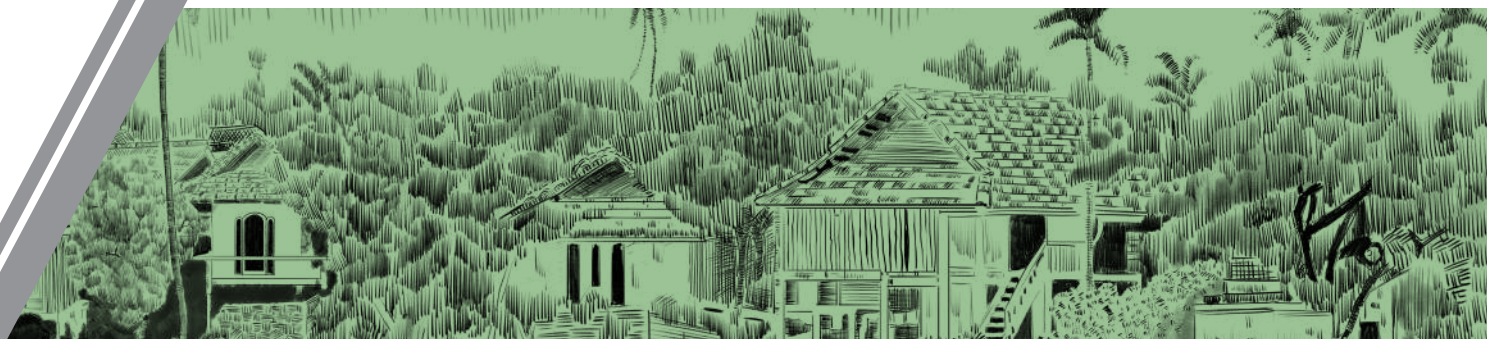
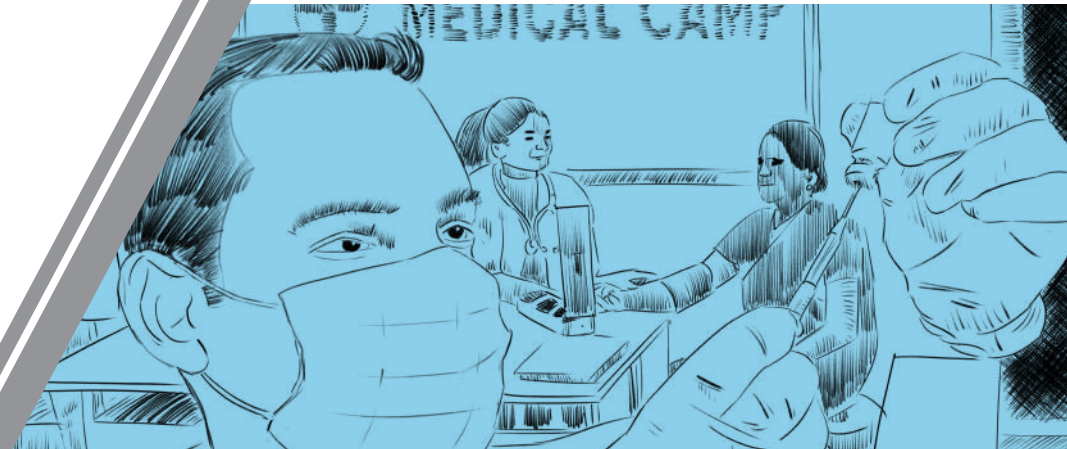
CELEBRATING INCLUSIVE INNOVATIONS

in Union Territories, North-Eastern &
Hill States of India

Knowledge Partner



Administrative Staff College
of India (ASCI)



CELEBRATING INCLUSIVE

CIPS INNOVATION AWARDS - 2023

Date: 19th January 2023
Venue: Shillong



INNOVATIONS



ADMINISTRATIVE STAFF COLLEGE OF INDIA (ASCI)

Established in 1956 at the initiative of the government and the corporate sector, ASCI has pioneered the postexperience management education in India. It equips corporate managers, administrators, entrepreneurs and academicians with the skills to synthesise managerial theory and practice; and responds to the ever-increasing complexity of managerial issues confronting government, industrial enterprises and non-government organisations.

Situated in Bella Vista, one of the picturesque structures of the erstwhile Nizam, ASCI has retained its unique character as an autonomous and self-reliant institution. Without ignoring its core competency in management education, it has extended the scope of its operations and enlarged its fields of engagements into research and consultancy in a wide arena that includes public policy, urban governance, energy, environment, health, and innovations. While ASCI's training programmes have aimed at building capacity in India and abroad, ASCI's capacity as an advisor to Governments has shaped policy in numerous spheres.

It imparts state of the art management education with a legacy that ASCI proudly takes forward each year with a strong alumni of over 1.6 lakh. The alumni includes the leaders of Indian industry and senior Civil Servants in the government, public sector undertakings to be a part of this unique organisation.

At ASCI we do keep pace with tremendous transformations that are taking place in our country. Verily, we can claim some credit for having shaped many of these transformations. Today, ASCI is the preferred destination for research and consultancy support for many department of Government of India and State Governments.

ASCI's glorious academic agenda, its commitment to quality, its contributions over the years, its resilience in facing challenges, and its adherence in letter and spirit to the core value of learning together have been its guiding spirit.

Our Value Statement

संगच्छध्वं संवदध्वं सं वो
मनांसि जानताम्

*Let us be together
Let us interact together
And may our minds
Comprehend together*

—(Rigveda)

MESSAGE FROM DIRECTOR GENERAL, ASCI & CHAIRMAN, STEERING COMMITTEE, CIPS

The “CIPS INNOVATION AWARDS 2023” is announced to recognise the innovations implemented across north eastern; hilly states and union territories across India in four important sectors. It is expected to become a catalyst for positive change, create a vibrant ecosystem where the minds of innovators meet, and solutions are given to the toughest of the problems. Each awarded innovation stands testimony to the power of human potential, reminding us that even the most complex challenges can be overcome with unwavering determination and a dash of brilliance.

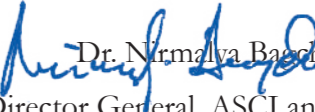
This book marks a new chapter of not just celebration of achievements but an invitation to future generations to embrace the mantle of innovation.

I extend my heartfelt congratulations to all the award winners on their achievements in the field.

I congratulate the team at CIPS for the efforts put in towards the awards and I have no doubt that the Centre for Innovations in Public Systems will continue to set new standards of excellence in the years to come.

Best Wishes to the team




Dr. Nirmalya Banerjee
Director General, ASCI and
Chairman, Steering Committee, CIPS

Chairman, Steering Committee, CIPS

CENTRE FOR INNOVATIONS IN PUBLIC SYSTEMS (CIPS)

Innovations in public systems contribute significantly to a country's economic growth and overall well-being by improving the quality and reach of public services and reducing the cost of delivery. In this process, innovations can also lead to inclusiveness and promote equity. The Centre for Innovations in Public Systems (CIPS) was setup as per the recommendations of the 13th Finance Commissions (13th FC) "to catalyze innovative changes in both the culture and structure of governance in various states". CIPS has contributed to the efforts to create a conducive environment for innovations in public systems in the country. The mandate of CIPS is to promote innovation in public services and encourage innovations.

CIPS is a unique institution that caters to the various needs of the developing society as under:

- Develop policies to accelerate the process of innovation for sustainable change and transformation in public systems.
- Scout, scan, identify and replicate innovations in various fields like Education, Health, Good Governance, Rural Development, Information Technology and Urban Governance.
- Facilitate the pursuit of diagnostic studies to identify possible barriers that block innovations and also factors that facilitate innovations in public systems.
- Design relevant training programmes, in partnership with state govt., to facilitate the emergence of ecosystems that nurture cost-effective innovative ideas.

In the journey of CIPS till date, it has identified around 500 innovations across various sector throughout the country. CIPS has been able to implement 6 replication activities in the areas of Healthcare and Education. It contributes to the activity profile of the Central and State Governments with high visibility programs and projects that reflect the trust and confidence reposed by them and enhance its recognition and reputation for committed, high-quality work in policy advocacy and implementation support. The rich legacy and the reputation that the Centre has built over the years in carrying out projects and programs continue to add to the goodwill, and credibility of the Centre as a dependable think-tank for policy inputs trusted knowledge-source and reliable implementation partner. In addition to these replication 16 sponsored projects and 53 publications have been successfully completed.

In an attempt to forge partnerships and take forward its mandate of promoting innovations, CIPS is currently announcing a scheme "AWARDING INNOVATIONS IN PUBLIC SYSTEMS" with specific reference to Northeast and Hills States and Union Territories.

FROM THE DIRECTOR'S DESK

Greetings from Centre for Innovations in Public Systems.

There have been several developments in the innovation ecosystem space in the country in the last one and half decades. The period beginning from 2010 was called the "Decade of Innovations" by the Government of India and several initiatives like Atal Innovation Mission (AIM), Atal Tinkering Labs, Startup India, Accelerating Growth of New India's Innovations (AGNIi), were launched. In addition, councils for innovation like CSIR Innovation Council, National and State Innovation Councils were setup.

NITI Aayog launched an India Innovation Index to provide a framework to look into the sub-national innovation ecosystems across the country.

In order to recognise innovations in public systems, CIPS has announced awarding innovations in four sectors, in line with its mandate Education, Environment and Rural Development, Health and Information Technology. The awards is focussed in Northeastern States, Hill States and Union Territories of India to encourage and foster a spirit of innovation culture in these terrains. It gives me immense pleasure to mention that we have received 117 nominations out of which following a three stage process 18 nominations have been selected for the awards in the year 2023. It is noteworthy to mention that we had included 18 States and Union Territories under the scope and we have recieved 100% response. The maximum nominations were recieved in the Environment and Rural Development sector.

This book is an attempt to showcase the contribution made by the awardees in their respective fields for betterment of public systems. This book is published as an attempt to foster the innovations and provide greater dissemination of the contributions made to improve public systems.

I take this opportunity to request you encourage innovations in public systems and enhance the good governance across various sectors in the country.

I would like to place on record my sincere thanks to the Governing Body members of ASCI and CIPS for their encouragement to take forward this activity. Our heartfelt thanks are due to Shri. K Padmanabaiyah, IAS (Retd.), Chairman, Court of Governors, ASCI and Chairman, Advisory Council, CIPS.

I would also like to place on record my thanks to Dr. P V Ramesh, IAS (Retd.) Chairman of the Awards Committee, Members of the Award Committee, Dr. Anjali Hazarika, who had made the inital concept of the awards.

Thanks are due to Dr. Nirmalya Bagchi, Director General, ASCI and Chairman, Steering Committee for his constant support.

My thanks are due to the entire team of CIPS for their untiring efforts to make the "Awarding Innovations" a reality.



Valli Manickam
Director, CIPS

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EDUCATION



ECCE: EARLY CHILDHOOD CARE AND EDUCATION AS PER NEW EDUCATION POLICY 2020

State: Chandigarh

The National Education Policy - 2020 (NEP 2020) has suggested various play-based indoor and outdoor activities to impart basic concepts for the holistic development of children. However, prior to the implementation of NEP-2020, the pre-primary education comprising LKG and UKG, primarily relied on conventional class-room mode of teaching. Accordingly, the role of State Anganwadi Centres, to a large extent was limited to serving nutritious food to the children enrolled in neighboring schools. There is not much academic focus in the Anganwadi Centres since most of the Anganwadi workers were not trained in pre-school curriculum and pedagogy.

In order to effectively implement NEP-2020, the Department of School Education took initiative to train the Anganwadi workers. The following innovative methods, were introduced in the Anganwadi Centres, to create a friendly ambience for the children to learn without any inhibitions.

- Providing necessary training to the Anganwadi Workers.
- Improving the learning climate through indoor and outdoor play-

based activities.

- Twinning and mapping of Anganwadi centers to the nearby government school to use their play area and equipment.
- Supporting Anganwadi to improve the academic aspects of the pre-primary curriculum.
- Creation of a learning environment in the pre-primary classes by re-designing the learning-spaces and learning-corners in the classrooms.

With the above interventions, the Department implemented the ECCE project to support the children in the age group of 3 - 6 being enrolled in the Anganwadi centers and pre-primary sections of government schools to realize their innate abilities and potentialities. This project was launched in 2021-22 in Chandigarh under Samagra Shiksha - a centrally sponsored scheme of the Department of School Education, GoI. The program is being implemented in partnership with local NGOs i.e., Arpan Trust and Kachi Sadak Foundation which is directly aligned with Infosys CSR, Chandigarh.

The pilot project was implemented in one school as a CSR activity by remodelling the existing pre-primary classrooms of the government primary school DHANAS, Chandigarh.

Broad Objectives

Overall child development to cover the following domains of development.

- Sensory and perceptual development.
- Physical health and motor development.
- Language development.
- Cognitive development.
- Personal, social, and emotional development.
- Creative and aesthetic appreciation.

Implementation Strategy

- **Mapping of Anganwadi centers with nearby Government schools and training the Anganwadi workers:** Anganwadi Centres are mapped with nearby Government Schools for providing academic and resource support. A common academic calendar and daily timetable were developed to be implemented in both pre-primary sections of government schools and Anganwadi centers. A series of workshops were conducted with the teachers of pre-primary sections and Anganwadi workers to train them and develop common academic support activities. The teachers are trained to use different software to make teaching more lively and interesting to the children.
- **Re-modeling of learning-spaces in school with recyclable materials:** Keeping in mind the impressionable age of the young

students and to inculcate a love for the environment, recyclable materials were used for developing various classroom activities at pre-primary level. This allows students and parents to create resources without any cost. In addition to this, adequate maintenance grant was approved to cover the expenses. The learning-spaces in the schools and Anganwadi centers have been remodelled with activity-corners with indoor and outdoor play equipment.

- **Parent-teacher Networking:** Connect on Social Media platforms with parents for collaboration work. Parent-teacher meeting is conducted on the 2nd Wednesday of every month in both Anganwadi centers and pre-primary classes.
- **Support by ECCE Interns:** The students who have undergone two years Pre-school Diploma from the local UT Institutes of Chandigarh have been hired for a period of 1 year as ECCE interns. The Interns read out stories that promote love for nature, plants, animals etc. The interns prepare plant saplings and



nurture them in school ground.

- **Promoting the concepts of sustainable environment:** The children are encouraged and motivated to:
 - make 'Kabad se Jugad' products to promote the concepts of sustainable environment,
 - keep the classrooms clean,
 - prepare plant saplings and nurture them in School Ground.

Outcomes

- Change in the age of the Child joining Pre-School.
- Training of 450 Anganwadi workers, 113 Nursery teachers teaching pre-primary classes,
- Enrolment of 23741 children in Anganwadi Centres and 8156 children in pre-primary classes. The total beneficiaries are approx. 32460.

- Social change and acceptability of parents in an innovative & creative environment introduced in Anganwadis.
- The early learning outcomes include:
 - Children maintain good health and well-being.
 - Children become effective communicators.
 - Children become involved learners and connect with their immediate environment.

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POSHAN CLUBS: NURTURING CHILDREN AS AMBASSADORS FOR WELFARE SCHEMES

State: Assam

Poshan Club is an efficacious innovation that aims at nurturing children as key drivers for societal, attitudinal, and behavioral changes in health, wellness, nutritive care, swachhata and fitness. In each school a group of 6-12 individuals are identified who take lead in forming a Poshan club under the supervision of a Ressource Teacher, and motivate the fellow students to design and carry out various thematic activities. By promoting peer learning, the Poshan Clubs address the lack of quality educators & local role models on one hand, while on the other hand offset the general apathy of the students toward developmental goals.

Kokrajhar has one of the highest rates of child marriages in the country, which often leads to school dropout, maternal mortality, infant mortality, and malnutrition in the district. To this end, the Poshan Clubs have been quite effective in highlighting the ill-effects of this practice.

The Poshan Clubs presently have more than 16000 students. The Clubs regularly conduct nutritive outreach programs, yoga, self-defense training programs, hands-on sessions on disaster management, and awareness campaigns on menstrual hygiene, and health. The Poshan Clubs conduct Bal

Sabhas and village outreach programmes on themes related to environment and Swacchhta. The importance of a clean and healthy environment for healthy body and sound mind are highlighted in these programmes. This has led to increased awareness among the population regarding environment protection, importance of hygiene and the need to avoid child marriage.

The school authorities use the Poshan clubs as a forum to nurture the students' overall personality development. The clubs also provide a forum for online and offline interaction and formal integration of youth into the decision-making process. To generate a sense of competition, the system is incentivized. The best-performing school every month wins a trip to the DC office and a chance to interact with the DC and senior district/Council officials.

The Poshan Clubs have a great potential for replication with the convergence of various departments working towards the common goal of the development of society. The initiative can be easily implemented and recreated in schools due to its ease of execution and effortless engagement of students.

Broad Objectives

The program aims to spread awareness related to environment and hygiene and empower them to form self-help groups and Poshan Clubs, by achieving the following objectives:

- Children as Change Leaders and equipping them with multi-faceted skills.
- Spread awareness on wide range of topics including environment and hygiene.
- Highlight the importance of girl child and the hazards involved in child marriage.
- Inculcate respect toward natural resources.
- Promote balanced diet by planting nutritious plants.
- Design innovative activities aligned with themes highlighted in the thematic calendar designed by the Poshan Clubs.

Implementation Strategy

Each school has a resource teacher, who works under the supervision of the Cluster Resource Centre Coordinators (CRCC). Every Saturday the students take up activities as per an indicative list developed through intensive brainstorming with all Departments and leading consultants. To realize the objectives of the Poshan Clubs, the following implementation strategy is adopted:

- **Welcoming the Girl Child:** Every time a girl child is born, the concerned NHM unit informs the CRCC and arranges the visit of Poshan club members to greet the parents. Poshan club also plants fruit-bearing and valuable trees as a mark of welcome to

the girl child.

- **Promotion of Nutritious Diet:** From time-to-time, Poshan clubs conduct potluck lunch/dinner, where traditional recipes of different tribal and ethnic groups are prepared with locally available nutritious forest produce. With the assistance of the Agriculture Dept, Nutri gardens were built in schools and Anganwadis.
- **Care for Severe Acute Malnutrition (SAM) Children:** Through the social welfare dept, the Poshan club members visit houses in the neighborhood and engage with SAM children who are often found to benefit from the sensory stimulation.
- **Mentoring & Counseling:** Officials of different departments, youth icons and role models conduct mentoring & counseling sessions to address and advocate the concerns of the children. They share their experiences and success stories to motivate and harness the creativity of



the young students.

- **Nurturing technology-driven youngsters:** In keeping with the child's aptitude for technology, Poshan clubs conduct awareness camps, and hands-on training sessions on how to use the available infrastructure to develop prototypes and demo units.
- **Snapshot Kokrajhar Application:** An App was developed where the students report their innovations. The App helps the students to post some of their issues/ concerns related to their innovation and also seek support to address these issues.
- **ICT Training:** Under the dedicated aegis of the Poshan Clubs, ICT training is conducted through SMART classes, where the children can interact through the tablets provided to them.

Poshan clubs have successfully disseminated social messages of



healthy and happy family through plantation drives organized by schools in houses of newborn girl child, besides participation in community Annaprashana. Over 3000 cleanliness drives were instituted and more than 200 anti-drugs, anti-tobacco campaigns have been organized. Routine visits to houses of drop-out students have been made with a view to bringing them back to school.

Outcomes

- Poshan Clubs have played a significant role in driving attitudinal changes across all sections of citizens through effective awareness generation on Government schemes.
- It has helped in the holistic development of the students, by increasing their knowledge base, instilling confidence and hands-on experience. It has inculcated a sense of responsibility in all stakeholders of society.
- Active involvement of Poshan Clubs vis-à-vis for effectively reducing child marriages have helped to streamline the information regarding child marriage and have immensely assisted the Administration in intervention.
- Poshan clubs have facilitated the convergence of various departments like Education & Administration, Social Welfare, Forestry, Sports and Health departments, which have together taken up the responsibility of overall development of the community.

Smt. Varnali Deka, IAS

District Commissioner

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MASHAAL-E-GAASH – A PEOPLE DRIVEN INITIATIVE TO PROMOTE LITERACY

State: Jammu & Kashmir

MASHAAL-E-GAASH is a literacy program implemented in the Ganderbal district of Jammu and Kashmir by the District Administration, which is based on the concept of “By the People” and “For the People”. The concept “For the People” means it is designed to assist the district’s adult population in achieving basic literacy, and “By the People”, means that all activities are carried out by volunteer civil societies and social workers. This programme is the epitome of how Civil Societies, NGOs, and Government Agencies may come together to work towards a common objective.

Prior to the implementation of the adult-literacy initiative, most women in Self-Help Groups (SHGs) were illiterate and it was difficult for them to carry out bank and financial related matters. Due to their illiteracy, they were not able to fully benefit from government welfare and other developmental schemes. Ganderbal district being the region with lowest literacy rate in J&K, the district administration has taken up the challenge of improving the literacy rate in the district. To address the issue, a comprehensive program

MASHAAL-E-GAASH, was implemented to address the huge literacy gap.

The Department of Rural Development and Panchayati Raj provided assistance to Anganwadi workers as part of this literacy programme, so that they could keep a Panchayat-level directory of the identified beneficiaries of this initiative. A model curriculum was designed by the Department of School Education with support from the Integrated Child Health Scheme (ICHS) staff with active involvement of the beneficiaries. The designated beneficiaries were required to learn the following standards, which were included in the curriculum such as (a) writing of a person’s name and address (b) signature (the ability to sign); (c) English or Urdu alphabets, (d) writing numerals 0–9 digits, (e) identification of various traffic & directional sign boards; etc.

The effort covered the entire area, and it gave preferential attention to underprivileged groups in society. The “Man to Man” mapping plan with the motto “Each-One, Teach-One” was developed to provide education.

The district administration used a decentralized mode of execution for the MASHAAL-E-GAASH initiative, making any literate person eligible to volunteer. The goal was to better assist the intended recipients in achieving basic reading levels by bringing education to their doors.

MASHAAL-E-GAASH initiative is a novel idea and can be replicated to promote adult literacy across India.

Broad Objectives

- To build awareness on literacy amongst the citizens of the Ganderbal district.
- To devise a participatory “By the People” and “For the People” approach for improving literacy
- Develop teams for Each-One, Teach-One initiative
- To improve the overall literacy of Ganderbal district.
- To develop monitoring mechanism for effective implementation of MASHAAL-E-GAASH.

Implementation Strategy

- **Creating literacy awareness:** Literacy awareness was promoted amongst the beneficiaries through Panchayati Raj Institutions, Mosque Loud Speakers, Panchayat Ghar Pictorial Posters, Anganwadi Workers, Internet News Portals, NRLM Volunteers, WhatsApp Group Messaging, and Mahila Shakti Kendra Employees.
- **Each-One, Teach-One initiative:** Under the slogan “ Each-One, Teach-One,” the identified beneficiaries were assigned to a single teacher who was in charge of instructing them with the designed curriculum.

- **Evaluation & Record Keeping:** The Department of School Education was tasked with carrying out the evaluation according to predetermined guidelines before submitting it to the District Administration for record-keeping purposes.
- **Five-layered monitoring system:** To compare the actual progress with the predicted improvement, a robust five-layered monitoring system has been adopted which will go through third-party verification and authentication. The Monitoring Mechanism served as a vehicle for grievance resolution as well. The five levels are:
 - Overall monitoring by the District Magistrate (DM). The DM conducts monthly review meetings with all of the Nodal officers at various levels in person.
 - District-level monitoring by the Chief Educational Officer of the district and Nodal officer of MASHAAL-E-GAASH.
 - Block level monitoring by the zonal education officer.



- Panchayat level monitoring by the Nodal Officer,
- Village-level monitoring by the teacher at Village/panchayat.

In addition to submitting test results to the district administration, instructors often conducted assessments. The NRLM and ICDS workers were engaged in ongoing field monitoring.

Outcomes

- The initiative has a huge impact on the literacy of the community
- Improved literacy has provided better employment opportunities to the beneficiaries.
- The beneficiaries could better communicate with the tourists to the valley, and this has resulted in their financial well-being.
- Due to their literacy, the beneficiaries are better placed to fully utilize various welfare schemes of the Government.
- Beneficiaries of this program are now confident to do signatures.

- They are now empowered to carry out their banking and financial activities on their own.

Sri Shyambir, IAS

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ACTIVE AND INQUIRY-BASED LEARNING FOR HOLISTIC DEVELOPMENT

State: Himachal Pradesh

The National Curriculum Framework (NCF) has recommended the following five guiding principles for effective teaching-learning processes:

- Connecting knowledge to life outside school.
- Ensuring that learning shifts from rote methods.
- Enriching curriculum so that it goes beyond text.
- Making examinations more flexible and integrating them with classroom life.
- Nurture an overriding identity.

Keeping in view these guiding principles, the Government High School Jasai, in Hamirpur District of Himachal Pradesh has implemented the same in the curriculum pertaining to various school subjects.

Prior to the effective implementation of NCF, the primary focus of schools in Hamirpur District was to impart education through classroom teaching. This practice had little scope to include the ideas of students in the

Study Plan. There was almost nil exposure to day-to-day interactions with institutions outside the schools such as banks, shops, etc., which made it difficult for the students to understand the basic concepts of what was being taught in schools. Further, the schools did not have proper lab facilities and necessary infrastructure to draw the interest of the students towards attending the school. Thus, the prevalent systems had no role in imparting holistic education to the children.

To counter this, the Government High School, Jasai had taken up the initiative of promoting active and inquiry based learning, in order to impart holistic education by adopting strategies that encourage and harness the creativity of the children. In addition to regular classroom sessions, which have been made more interactive, the school curriculum focused on the practice of active learning methods, such as, using mind maps, conducting experiments in the laboratories, and undertaking field visits for project works. To inculcate the respect toward environment, the children are encouraged to beautify the school garden and also devise and implement procedures for undertaking clean and green activities.

Broad Objectives

- To develop interactive pedagogy methods to harness the creativity of school children.
- To orient the educational practices toward holistic development of the children.
- To encourage active and inquiry-based learning through the creation of mind-maps
- To build-up awareness towards environment and inculcate green concepts & practices amongst the school children.
- To promote field-based learning, in order to effectively map the text book concepts with real-life activities
- To promote the concept of working in peer groups for better student-teacher relationships

Implementation Strategy

- **Training of Teachers:** The teachers were trained to understand the thinking process of the students through interactive pedagogy methods. This has helped the teachers to develop mind maps-based teaching assignments, which were tailored to the specific requirement of the student concerned. The teachers were also trained to conduct experiments and undertake project-based learning.
- **Preparation of Mind Maps:** Students prepare mind maps in groups based on certain selected topics and discuss them with the concerned teachers for fine-tuning and presenting the lesson in the classroom. This method proved to be an effective collaborative learning approach.
- **Field-based projects:** Learning was imparted to the students

through field-based projects, which are mapped to the concepts enumerated in the textbooks.

- **Baseline tests to identify the children who need special attention:** The school conducted baseline tests for the students of classes 6th to 8th and identified the children with limited knowledge in basics, reading, writing, and arithmetic skills; and supported them with separate classes to improve their competencies. This has improved their learning processes.
- **Principal-Teacher Meetings for collecting feedback.** Meetings between the Principal and the teachers were conducted regularly for obtaining feedback on the teaching methods. Based on the discussions handouts on the active learning methods for effective implementation of the teaching methods were prepared.
- **Experimentation:** Infrastructure such as, separate laboratories for middle, secondary, and higher secondary classes, were created to facilitate experimentation.



- **Library and Math lab:** A separate school library and a Math Lab were established

Outcomes

- Through field-based projects the children explore the natural and socio-environment.
- The baseline tests conducted has helped the children to enhance their skills.
- The overall awareness on health and the benefits of having a balanced and nutritious diet is promoted by serving nutritious mid-day meals.
- Various sporting events being conducted, has boosted the physical fitness of students.
- The active & inquiry-based pedagogy methods has led to the holistic development of the students. It also improve the children's confidence and their comprehension of various subjects.

Sri Dev Raj Dhiman

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HEALTH



RAPID & COST-EFFECTIVE VISUAL DIAGNOSTIC KIT FOR AFRICAN SWINE FEVER VIRUS

State: Meghalaya

Pig farming is an integral part of the livelihood system of the tribal population of Meghalaya. African Swine Fever (ASF) is a highly contagious and viral hemorrhagic disease that is known to infect pigs and wild boar, with a near 100% fatality rate. Consequently it creates severe economic losses due to its effect on the international trade of pigs and pork products.

India reported its first outbreak to the World Organisation for Animal Health (OIE) in May 2020, with cases reported from Arunachal Pradesh, and Assam. Later, it has spread across the country, with cases being reported from states like Meghalaya, Mizoram, Nagaland, Tripura, Manipur, Uttar Pradesh, etc. According to the National Action Plan for Control, Containment, and Eradication of ASF, all pigs within a kilometer radius of the infected zone need to be culled, whether or not they currently show signs of the disease. ASF is caused by a large, complex enveloped DNA virus of the genus *Asfivirus*, family *Asfarviridae*.

Since no vaccine for ASF is available, the control, prevention, and eradication of ASF largely depend on the application of suitable surveillance measures and strict sanitary procedures. The success of surveillance programs depends on the availability of appropriate diagnostic tests. PCR and real-time PCR-based testing methods are the usual choices for detecting ASFV genomes in blood, serum, and tissue samples. However, these are sophisticated methods that require expensive equipment such as a thermal cycler, a real-time system, a gel-documentation unit, and the reagents needed for PCR, as well as diagnostic kits. Though the machinery is available in the country, the diagnostic kits are imported. In order to address this issue, the scientists at the Department of Veterinary and Animal Husbandry-ICAR, Meghalaya, developed a Saltatory Rolling-Circle Amplification (SRCA) based method for diagnosing ASFV for the first time and evaluated for testing samples from ASF outbreaks. The organization has successfully developed and rigorously evaluated the developed Saltatory Rolling-Circle Amplification (SRCA) method using WOAH-recommended methods (PCR and real-time PCR) for diagnosing ASFV.

A diagnostic kit named “Rapid, Sensitive, and Cost-Effective, Low-Resource Visual Diagnostic Kit for African Swine Fever Virus” was developed. This helped farmers across the State and nearby States to identify and seclude the affected pigs for culling, instead of culling all the pigs. Its simplicity, rapidity, high sensitivity, and specificity make this technique suitable for laboratory, outbreak, and epidemiological investigations of ASF.

This model can be replicated by laboratories involved in any animal disease investigation in other states of India.

Broad Objectives

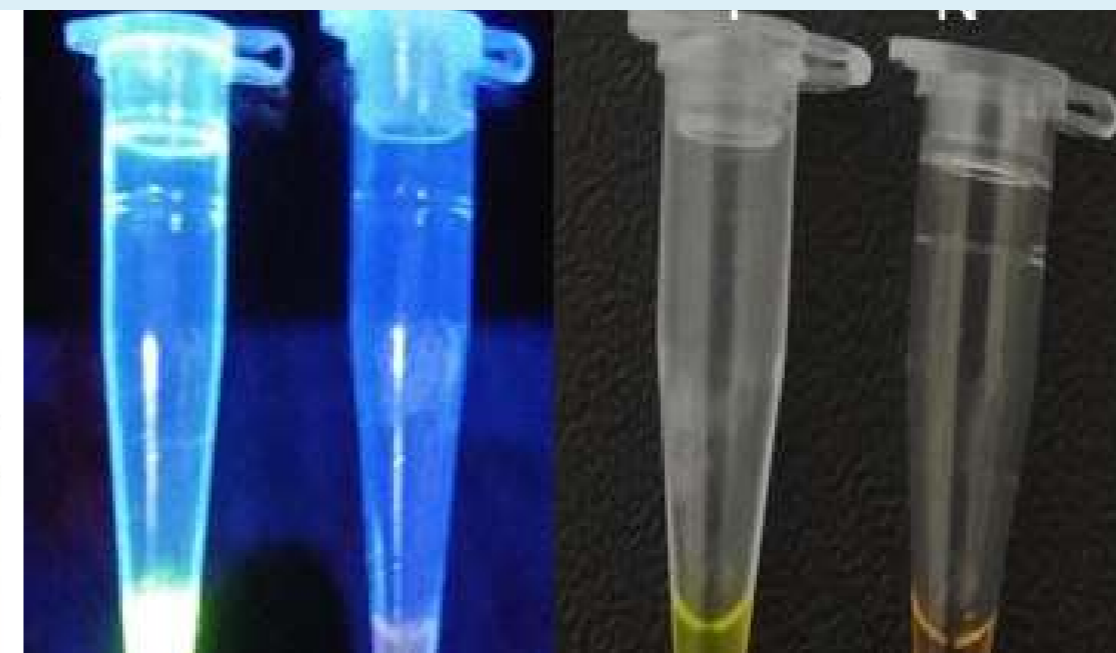
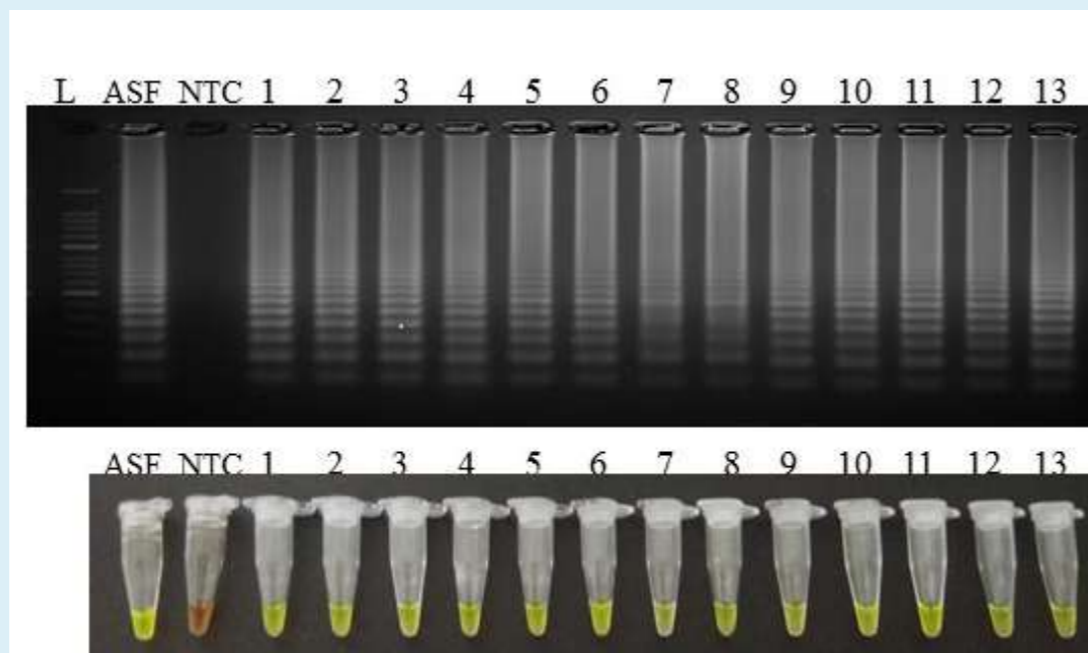
- To develop procedures/methods to diagnose ASFV conforming to WOAH methods.
- To develop Rapid, Sensitive, and Cost-Effective, Low-Resource Visual Diagnostic Kit for African Swine Fever Virus.
- To promote the use of the visual diagnostic kit to detect ASFV in the state of Meghalaya

Implementation Strategy

- ICAR - Research Complex for North Eastern Hill Region, Ministry of Agricultural and Farmers Welfare, GOI developed a Saltatory Rolling-Circle Amplification (SRCA) based method for diagnosing ASFV, and rigorously evaluated the developed SRCA method using WOAH-recommended methods (PCR and real-time PCR).
- SRCA is a novel visual isothermal method that can be performed using only a pair of PCR primers, the best DNA polymerase, and a water bath. Furthermore, the test employs dependable, routinely used, WOAH-recommended simple PCR primers. The SRCA

technique is much faster than endpoint PCR and real-time PCR, requiring only 90 minutes, because it does not involve any costly instruments such as a thermal cycler, a real-time system, a gel-documentation unit, etc. The test displayed 100% specificity and 100 times higher sensitivity than conventional endpoint and real-time PCR. Analytical sensitivity testing using tenfold serially diluted ASFV DNA revealed that the SRCA, endpoint, and real-time PCR could detect as few as 4.84×10^1 , 4.84×10^3 , and 4.84×10^3 copies of ASFV DNA per μL , respectively. The detection limit of the developed SRCA test using dye-based and gel-based result interpretation was 48.4 copies of ASFV DNA per μL .

- The technique was applied in Meghalaya state in collaboration with the Department of Veterinary and Animal Husbandry (Govt. of Meghalaya) for investigating ASF outbreaks.



Outcomes

- The Low-Cost diagnostic technique is completely compliant with the World Health Organization’s “ASSURED” criteria advocated for disease diagnosis, as it is affordable, specific, sensitive, user-friendly, rapid and robust, equipment-free, and deliverable.
- This novel diagnostic test is well suited for use in the field and resource-limited laboratories for simple and rapid detection of the ASF virus. The operation time of the SRCA test is 90 minutes, whereas the conventional end-point PCR and real-time PCR techniques require approximately 4 hours and 3 hours, respectively.
- With rapid and reliable detection, the disease can be prevented by implementing strict biosecurity control measures thereby reducing economic losses.

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INTEGRATION OF AYUSHMAN BHARAT DIGITAL MISSION WITH E-HOSPITAL

State: Ladakh

The Ayushman Bharat Digital Mission (ABDM) aims to support the integrated digital health infrastructure and bridge the existing gap amongst different stakeholders of the healthcare ecosystem, through digital highways. The Mission aims to create an integrated healthcare system that will link practitioners and patients digitally by giving access to real-time health records. This promotes prompt and structured healthcare across the country leading to the creation of a national digital health ecosystem that supports universal health coverage in an efficient, accessible, inclusive, affordable, timely, and safe manner.

The Union Territory of Ladakh, as part of the Digital India Program, launched the e-Hospital Platform, developed by NIC. This was initially launched in Sonam Norboo Memorial District Hospital, Leh, and subsequently in District Hospital Kargil.

In Ladakh, the scenario prior to the implementation of ABDM was significantly dependent on the maintenance and use of manual records. The risk of losing or misplacing the records either by healthcare professionals/institutions and/or by patients was quite high, which led to low recovery

of the important data. Given the dependence on manual record keeping and prescription dispensing, patients were unable to access their past health records unless they had preserved all hard copies of previous diagnoses and investigations, which led to a low diagnosis rate by healthcare professionals. Prior to the digitization of health records, a lot of paperwork was used. Each department providing health services worked individually based on their own objectives and or/goals, without having a common platform to integrate them together. Hence, to solve these issues, e-hospital was launched.

The UT Ladakh has outstanding performance in the implementation of ABDM despite many challenges like topography, climatic conditions, connectivity issues, etc. ABDM has subscribed to the National Health Authority (NHA)'s offline mode for Ayushman Bharath Health Account (ABHA) registration, and today almost 100% of the population is enrolled for the ABHA cards.

As part of digitalization, this platform provides various online options to the beneficiaries (Patients) and the hospital administration, like Registration, Appointment, ADT, Laboratory, Radiology, Billing, etc.

About 24 Hospitals of UT Ladakh have been on-board on the e-hospital platform.

Integration of the ABDM model can be used for replication in other States /UTs, in order to strengthen the public/government sector hospitals, as well as provide quality and accurate healthcare to the masses.

Broad Objectives

- Effective implementation of Ayushman Bharat Digital Mission scheme in healthcare sector.
- To digitize the ABHA registration, and the issue of ABHA cards to the entire population of Ladakh.
- To integrate ABDM to hospitals, and prepare a platform for the development of e-Hospitals.
- To create e-Registry of health facilities & resources, and healthcare professionals.
- Digitization of entire health records.

Implementation Strategy

- **ABHA Registration:** 100% population is enrolled for the ABHA number. Data entry operators have been appointed to generate ABHA IDs for all the patients visiting the health facilities in person. To achieve this milestone, wherever an internet connection was available ABHA ID generation campaign was carried out. In locations where an internet connection was not available, NHA extended ABHA in a limited resource setting module for offline ABHA generation, where few Designated Facilities of UT Ladakh were enabled to create offline ABHA IDs.

- **Health Facility Registry (HFR):** 100% of the health facilities are registered under this component of HFR, enabling them to get connected to India's digital health ecosystem. The facility where an internet connection was not available, the Officer was encouraged to visit block headquarters where internet was available to complete the registration process.
- **Healthcare Professionals Registry (HPR):** 100% of the healthcare professionals at H&WCs, PHCs, CHCs, and District Hospitals in UT Ladakh are registered in HPR enabling them to deliver healthcare services digitally.
- **ABHA App:** Utilization of the ABHA app has contributed widely to generating individual ABHA IDs, and using them to self-register for health facilities.
- **Appointment of data-entry operators:** To assist doctors in managing their records, data entry operators have been appointed in OPDs, and IPDs at District Hospital Leh and Kargil.



Outcomes

- e- Hospital has helped in easy access to record-keeping and less time-consuming.
- ABDM has helped in bringing all health services/benefits to a common platform by linking them with ABHA numbers.
- Digitization of the entire Health records has helped in every sense of eco-friendly development of the society.
- Barcode implementation in patient cards, order slips, and specimen tubes has reduced errors and search time.
- The app enables patients to book appointments for revisits resulting in lesser wait-time to meet the doctors.
- Pharmacy automation has reduced errors in medication and decreased the medicine dispensing time.
- Integration of Analyzers has increased the accuracy of laboratory observation data.

- Automation of laboratories has helped in reducing the backlog of reports and sharing by SMS, and patient portal.

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DRONE DELIVERY NETWORK FOR HEALTHCARE SERVICES

State: Meghalaya

Meghalaya Drone Delivery System, a one-of-a-kind innovation, aims at providing timely healthcare facilities to patients residing in locations characterized by a challenging road network infrastructure and hard terrain, amongst multiple other issues related to difficult terrains such as ghats.

The geographical locations of various Primary Healthcare Centres (PHC) in Meghalaya are far & remote and are not approachable by road directly. The ghat sections of the topography make the delivery of medicines from Central Civil Hospital to those in remote areas, an arduous task, taking many hours to reach the destination. The critical time to provide treatment poses a big problem. To address this, The Drone Delivery Network for Healthcare services was initiated by the Government, so that the PHCs can supply medicines through drone technology. The drone delivery network system complies with all norms of drone usage regulations prescribed in 2021, while providing an innovative public health logistics through drones.

Several, pilot tests on the usage of drones were conducted, before successfully operationalizing the drone delivery network. The flights from a Civil Hospital

to two Primary Health Centres (PHCs) in West Khasi Hills District, which were considered very difficult to reach were successfully completed.

The Government of Meghalaya launched Asia's first Drone Station at Jengjal Sub-divisional Hospital, West Garo Hills District through the Meghalaya Health Systems Strengthening Project (MHSSP). This has been constructed to serve as an efficient means of transport for all the rural health facilities falling within a radius of 50 km. The Drone Station is running routine and emergency deliveries of medical commodities such as vaccines, medicines, diagnostic samples, blood units, and other supplies to and from remote health facilities. One Community Healthcare Centre (Dadenggre) and seven PHCs (Mendipather, Shallang, Samandar, Pedaldoba, Nongalbibra, Asanang, and Manikganj) are being served with drones for now.

The drone delivery network system is an innovation that can be adopted by any State with difficult geographic terrain. The drone stations when integrated with the existing public health supply chain, enable better health outcomes for all citizens.

Broad Objectives

- To develop a drone delivery network system conforming to statutory regulations and safety standards.
- To train personnel in the operation of drones
- To develop drone stations and requisite transport logistics.
- To provide healthcare services to far-remote places in the State of Meghalaya

Implementation Strategy

- **Identifying areas that are not reachable by road:** Before implementing the drone delivery network system, the far and remote areas of Meghalaya which do not have direct roads are identified. The identified areas are mapped and networked to the nearest PHCs / CHCs.
- **Training:** Training is imparted on the operation of drones and the delivery mechanism.
- **Hub and Spoke model:** The model is based on the hub and spoke concept. From Jengjal, the drone carries 3 kgs of medicines or blood samples, etc., and delivers within a radius of 50 km to 11 villages/ PHCs.
- **Safety mechanisms:** The drone operations are being carried out only in fair weather. During monsoon season the drone network is not operational.

Outcomes

- Extensive demonstration of the capability of the drone in terms of consistency, precision, and delivery.

- Reduction in delivery time by 1/5th of the actual time needed. (3-4 hours by road reduced to 30 minutes one way)
- Demonstration of reverse logistics where blood samples have been tested and reports shared within an hour of blood collection.
- The health department achieved a perfect solution in handling public health logistics.
- The PHCs are happy to receive the supplies for timely treatment of patients. The impact of this solution is found to be very high in the fair-weather season.

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POSITIVE PUBLIC HEALTHCARE MANAGEMENT

State: Meghalaya

The Positive Public Healthcare Management (PPHM) model in the state of Meghalaya aims to bring about a paradigm shift from disease management to disease prevention. The project aims at bolstering the core components of the State Health Policy with curative, preventive, and enabling dimensions of public healthcare. A pilot project was initiated in sixty-four villages in January 2022 with open innovation pathways through community sensitisation, universal screening, based on 40 health parameters through an AI application, sample collection for diagnostic inferences and clinical algorithm-based derivations for interpretations and interventions. In deploying the workflow, the leverage of community networks and institutions have been optimised on ground. The program builds impetus to strengthen the public healthcare system with the participation of the private sector and research organisations for driving the changing dynamics of healthcare at large. It has been implemented as a pilot by Smart Village Movement in 64 villages (total population of 30,000) falling under the Bhoirymbong Block, Ri Bhoi district, Meghalaya.

PPHM consists of the following four main stages

Sensitization: Within Sensitization, the aim of the health system is to collaborate with communities to ensure health information sharing, participatory discussions, the creation and use of seasonal diseases calendars, and to support identification of the local determinants of illnesses.

Health Screening: In this strategy the health system seeks to screen the citizens against 40 locally relevant health parameters (comprising NCDs, maternal and child health indicators, substance & drug abuse, oral health etc), and simultaneously create digital health records of all individuals screened.

Investigation: The screening of the population in Meghalaya has been made more comprehensive. In addition to screening, the investigation also includes diagnostic tests which are specific to age group and gender. There are 6 age groups categorised across the range of 0 to 65+ years. The screened individuals then receive the final diagnosis, medical prescriptions as well as lifestyle recommendations (food habits, physical activity) from the medical practitioners. In some cases the patients, are further referred to specialists as per the requirement.

Intervention: Completing the cycle, the health system also prioritises timely intervention, telemedicine follow-ups, and leveraging of data to identify health trends and design interventions.

Broad Objectives

- To obtain health information and digitize the health data.
- To develop an application (App) that serves as a common platform where the health records of the participants are available.
- Promoting awareness of obtaining healthcare data.
- Building a healthier, more active and productive population.
- To provide information to the CHC and PHC on the laboratory facilities required by the citizens of the state.

Implementation Strategy

Digitization of Health Data: Under PPHM, digitization of participant data (participant details, their medical history, lab reports, diagnosis, prescription, and follow-up recommendation) has been provisioned with the objective of enabling a smooth interaction between the nurses and doctors. The data of each participant is stored on cloud and made available for research and analysis. Digitization has been enabled using an AI-enabled mobile application, which allows for tech-enabled screening and digitization of records.

Development of an Application to handle health data of the citizens of Meghalaya: An app has been developed specifically for the project. This is a common platform where the health records of the participants are available. The app has been used by the community nurse while screening. It can be used by doctors, thus allowing for smooth interaction between the doctor and the nurse with regard to a participant. The advanced

algorithm capabilities of the app boosted comprehensive screening and reduced screening time, which is a necessity for population-level screening. Adoption of e-sanjeevani platform for teleconsultation of screened participants.

Measures to overcome the challenges in developing and implementing the innovation: While developing and implementing the Innovation, the following challenges were amicably addressed:

- Localising the preventive health measures for citizens as per the resource availability of food, nutrition and current medical pathways.
- Mobilising masses for preventive health checkups for entire population.
- Iteration for AI app to suit standard inferences.

Establishing demand for better healthcare practices by citizens: This strategy was used to ensure the availability of participants for screening, especially during sowing and harvesting seasons.



Outcomes

- The health data of the citizens visiting the CHC/PHC has been digitized.
- Easily identifiable community spaces - Village employment council halls, Anganwadi centres, and Village community halls are now been used for screening sessions.
- The citizens incur lower costs in seeking healthcare for chronic illnesses, as they can now prevent diseases with the help of the App developed under PPHM.
- This has resulted in a healthier, more active, and productive population in the State.
- Considering the requirements of the Comprehensive Primary Health Care program (which will be further strengthened with the Positive Public Healthcare Management project), the State Government is building the laboratory capabilities of the CHCs and PHCs as well as SCs, which are facilities closer to the communities

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**INFORMATION
TECHNOLOGY**



मुख्यमंत्री सेवा संकल्प - 1100

शिकायत की स्थिति

- पंजीकृत मोबाइल नम्बर के माध्यम से शिकायत की स्थिति जानने की सुविधा
- पंजीकृत मोबाइल नम्बर से दर्ज शिकायतों की संख्या ज्ञात करने की सुविधा
- शिकायत पर की गयी कार्यवाही का विवरण देखने की सुविधा
- निस्तारण के उपरान्त निस्तारण रिपोर्ट देखने की सुविधा





शिकायत/सुझाव दर्ज करें



शिकायत / सुझाव की स्थिति



प्रतिक्रिया दर्ज करें



हिमाचली
NR - शिकायत दर्ज करें



भारत सरकार या अन्य राज्य सरकारों के विभाग से संबंधित अपनी शिकायत दर्ज करने के लिए क्लिक करें

CPGRAMS

कुल विजिटर्स

MUKHYA MAN'TRI SEVA SANKALP 1100

State: Himachal Pradesh

Himachal Pradesh government has started Mukhyamantri Seva Sankalp Helpline Number 1100 for public grievance redressal in the state. People can easily place a call from their mobile phones and share their complaints/suggestions/demands. Along with the Toll-free Helpline number 1100, the State Government has launched Mukhyamantri Seva Sankalp Yojana Portal cmsankalp.hp.gov.in and a mobile application. People/Citizens can register their complaints/suggestions and track the status of the grievance/complaint/suggestion through the url- <https://cmsankalp.hp.gov.in/>

The grievance redressal mechanism before MMSS 1100 were independently operated by each office and there were issues with regards to monitoring pendency, timely resolving of grievances creating dissatisfaction among citizens of the State. Major issues identified with the grievance redressal mechanism before MMSS Project were as follows:

- There was no structured system of registering grievances received from citizens. The grievances were dealt as normal correspondence, and monitoring of action taken was difficult and

not institutionalized.

- Citizens were forced to visit government offices multiple times for grievance redressal.
- The transmission of complaint, and further receipt of report from concerned offices was a time-consuming process leading to delays in resolution of issues. There was no means to ensure a time-bound solution.
- There were no escalation matrix, and timelines defined for the redressal of the complaints. There was no integrated feedback/suggestion system.
- The real time tracking and monitoring of complaints was not possible. Citizens have to visit the offices to know the status of their complaints.
- There was no central repository of data, and department-wise analysis of complaints, which-would have helped in the policy decisions.

The introduction of MMSS 1100 in January 2020, has promoted a higher quality of life. On a socio-economic level, the impact of this innovation is far-reaching and essential for growth. Not only has efficiency improved with new technology, but these organizations are providing efficient results that strengthen the society.

Broad Objectives

- To make grievance redressal process, citizen friendly, transparent, accountable, time-bound, effective and efficient, by automating the processes and functions at various levels of each department.
- Empowerment of citizens by providing required information of the grievance redressal process at each level.
- Provide higher authorities with real time information by leveraging various tools and techniques thereby enabling them to do proper monitoring of grievances and taking appropriate actions/ decisions.
- Reduction in manual and redundant file processing for disposal of the grievance at each level of departments.

Implementation Strategy

- **Establishment of a dedicated call centre:** A dedicated call centre with about 100 employees was created and outsourced to a private entity through a competitive tendering process. MMSS 1100 has been designed keeping in view the tough terrain of the State. Earlier, the citizens had to visit the Government Offices physically, to lodge grievance or enquire about the various schemes provided by the State Government. Further, the citizen had to pay several visits to keep track of the submitted grievance. All these facts have been kept in mind while planning and designing this online solution.

- **Cost-effective grievance redressal system:** The major strategy adopted was to make MMSS 1100 cost-effective. MMSS 1100 provides the service at zero cost making it most effective. The services can be accessed through Toll-Free '1100' making it the cheapest and simple service delivery mechanism. Since MMSS 1100 is an online as well as Toll-Free, platforms like PHP and MySQL were used. The same was further integrated with various government departments keeping in view the needs of the user.
- **Organization of interactive workshops to train the citizens on the use of MMSS 1100:** For implementing the MMSS 1100 scheme, the Department of IT has conducted several Workshops, interactive meets, field visits to sensitize the citizens about the scheme, and to provide training on the use of the IT interventions. In addition, the Department created several WhatsApp groups, MMSS Helpline and an Officers Helpdesk to popularize the scheme.



- **Bottom-up approach for addressing grievances:** The grievances are routed through a Bottom-up approach, where the complaints are sent directly to the field officer (L1 officer). The complaints are escalated to higher level officers (L2, L3 and L4) only if they are not resolved by the lower level officers.
- **Emphasis on Social Relevance:** With MMSS 1100, communication between the people and the State Government has become cheaper, easier, and faster than ever before. This makes a citizen converse with the Government more effectively.
- **Monitoring & Feedback System:** Post resolution, the complaint is closed only after satisfaction-confirmation is taken from the citizen. The centralized data is used for (a) quality and training of the call centre officials, (b) functioning efficiency of the concerned departments, and (c) identifying the demands and priorities of the citizens.
- **Third-party audit of the functioning of MMSS 1100:** A dedicated Third-Party Auditor (M/s KPMG) has been given the

responsibility for quality monitoring and independent audit of the scheme.

Outcomes

- MMSS 1100 has brought various technical benefits. It has increased productivity and brought citizens better services that improve their overall standard of living. The benefits have positively affected the entire population of this State of Himachal Pradesh.
- The service has proved to be cost-effective. Since Himachal Online Seva is fully automated, the citizen can track the status of his/her application by the portal through the provided Application number.
- Mukhya Mantri Seva Sankalp 1100 has minimized the carbon emissions.

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Latest



WEB-BASED WATER SUPPLY CONNECTION, REGISTRATION & PAYMENT SYSTEM

State: Assam

Guwahati Metropolitan Water and Sewerage Board (GMWSB) in its endeavor to provide convenient and modern services to customers and has developed a GIS system that contains extensive geographic data to accurately map the water supply network and the locations where water connection is required.

To make services more accessible to the customers, an Android app and a website have been developed that allows users to apply for water connections from the comfort of their homes. The application process is made simple and user-friendly. The App is backed by staff who are always available to assist customers and address their queries and concerns. The GMSWB also offers multiple payment options through a secure online payment gateway, which allows customers to choose the payment method that suits them best.

Guwahati has been having water supply issues for a long time. As the city started growing, the number of households increased many folds urging the government to take measures to supply clean drinking water to its areas. As per the earlier practice, in order to apply for drinking water, the applicants

were required to visit the GMWSB office in person to manually file their applications. The applications were then manually processed. This process was time-consuming, and inconvenient, and it was difficult to keep track of the applications. The payments for water connections too was done manually, where the customers had to make physical visit to the bank for payment, and then visit the GMWSB office to submit the payment receipts. Due to the manual nature of the process, there was a high chance of misplacing the applications or making data entry errors. This resulted in delays and increased the workload for staff, which affected the overall efficiency of operations. Furthermore, the lack of transparency and real-time monitoring made it challenging for customers to stay informed about the status of their water connection application. This resulted in dissatisfaction among customers, who expected a more modern and efficient process.

The advanced Geocoding techniques enabled the GMWSB to pinpoint the exact location where water connections are required, ensuring that the customers receive their water supply as quickly and efficiently as possible. A grievance system has been implemented to monitor any issues that may

arise and promptly address them. The team has been trained to handle all types of complaints and provide timely assistance to customers. A public dashboard that offers real-time performance and monitoring of house service connections has been provided to customers. The dashboard is accessible from any device with an internet connection, making it easy to access the information.

With its unique features and the aim to provide real-time services to the community, this Web-based water management initiative is replicable with collaboration and support from the IT Department.

Broad Objectives

- To minimize manual intervention in providing water supply services.
- To simplify the process of submitting applications for water connections, and for making payments by developing an online App.
- To develop a GIS system that accurately maps the water supply network.
- To digitize the water supply network records.
- To improve the overall efficiency and transparency in water supply services.

Implementation Strategy

- **Understanding the demands and requirements of water supply services:** Several brainstorming sessions were conducted with both existing and prospective customers to estimate the demand-supply requirements for efficient water supply services.
- **Site visits to record and map the locations:** GMWSB made frequent site visits to gather information regarding the water supply

network

- **Development of GIS system:** A GIS system was developed based on extensive geographic data to accurately map the water supply network and the locations where water connection is required.
- **Development of App for water supply services:** An Android based App was developed to provide the following on-line services. The online payment system helped to keep track of the payments and fund status on a real-time basis. Due to this App, the consumers now apply for water connection from their own place and also make pay their water bills. The online application system has made the following process simple and transparent.
 - Registration and filing of applications for water connection.
 - Tracking of applications
 - Payment of water bills



Outcomes

- Transformation of the existing process of manual application of water supply connection, to complete online solution, so that people can apply and pay the requisite fees at the convenience of their own place.
- The online payment system helped the Board to keep track of the payments and fund status on a real-time basis.
- The digital application process has eliminated the paperwork, thereby boosting green infrastructure.
- With the use of GIS technology in the system, the problem of checking the onsite feasibility of house service connection has been reduced thereby making the process of approving water connection faster and easier.

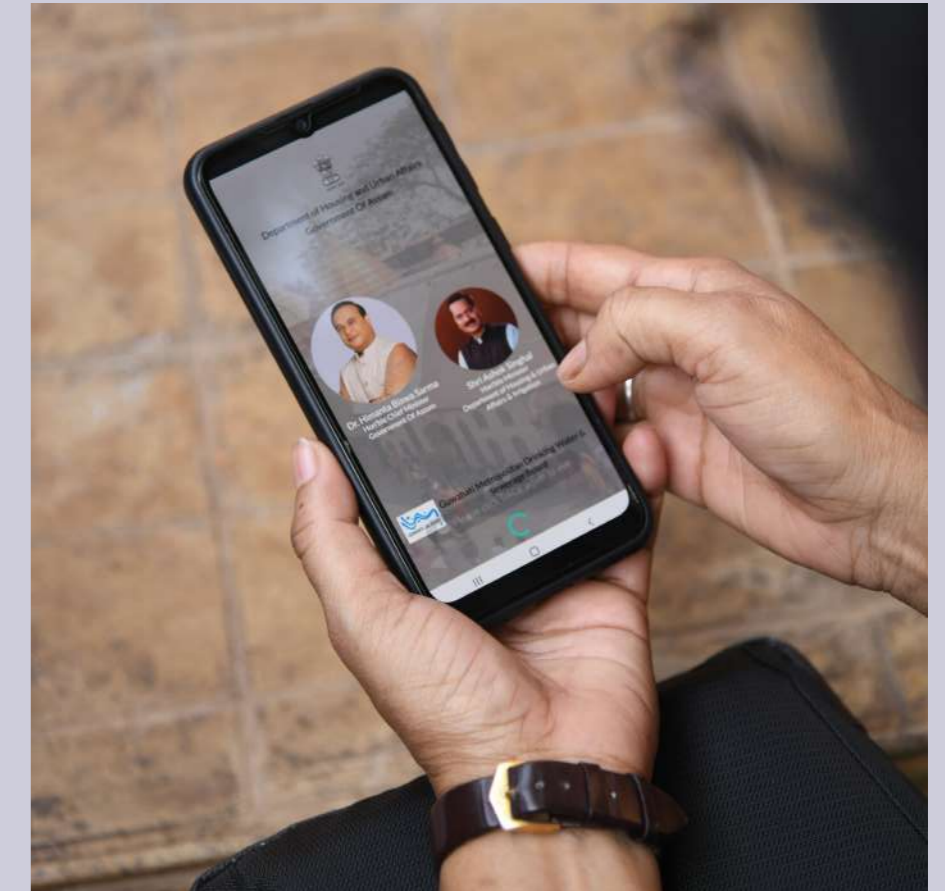
Sri Pallav Gopal Jha, IAS & Ms. Panchami Choudhury, ACS

Guwahati Metropolitan Water and Sewerage Board

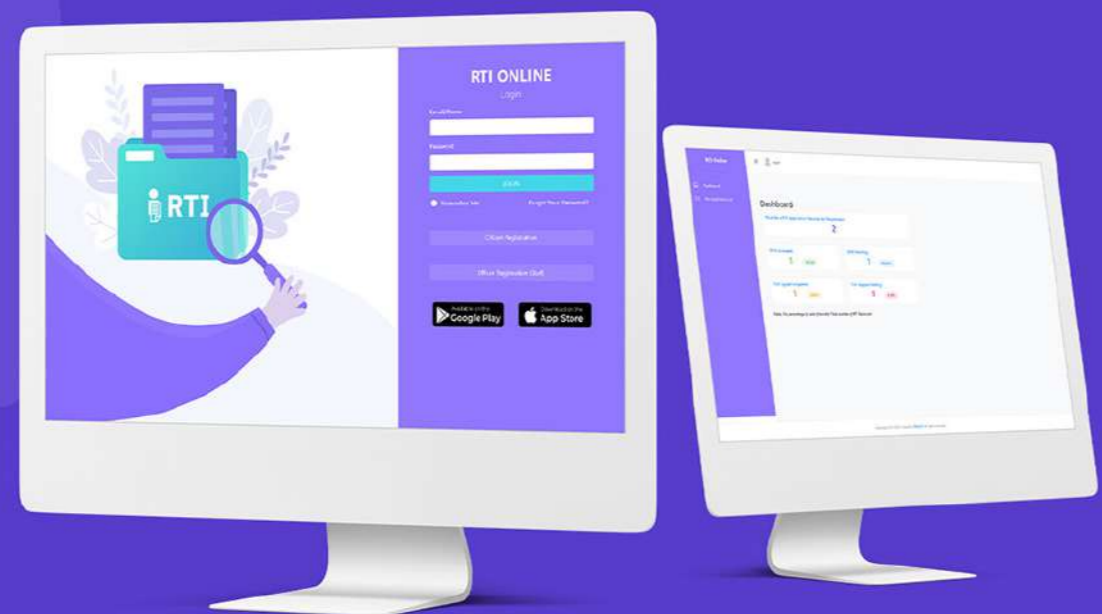
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RTI ONLINE



<https://rti.mizoram.gov.in>



RTI ONLINE TO PROMOTE ACCOUNTABILITY AND FOR EASE-OF FILING REQUESTS

State: Mizoram

RTI Online, is an initiative by the Department of General Administration (GAD) and Mizoram Information Commission (MIC) to educate the citizens about the activities of the Government and promote accountability in the working of the Government. The initiative mandates timely response to citizen requests for Government information. RTI Online website also facilitates online payment for RTI fees. This app is available on the Google Play Store and the AppStore.

The earlier efforts related to RTI queries relied on manual operations. The response to the queries involved physical movement of relevant files between various departments, which was time consuming. Therefore, the turn-around time to provide response to citizens was considerably high. Further, the citizens had to physically verify status of their RTI applications.

In order to provide a solution to the above-mentioned issues, “RTI Online” has been conceptualized and developed. The RTI online system has the following features:

- Centralized online operations from the MIC office for processing all RTI requests and applications from the citizens.
- Citizens can submit and track their applications online from the portal, and receive timely notifications on the status.
- Digitization of RTI record keeping for Report, which facilitates self-appraisal of the response system.
- By identifying the bottlenecks, the RTI response efficiency can be improved.
- Report generation from the system.

RTI Online system is a one-stop solution to access information from Government Departments which can be adopted by any state for better and efficient functioning.

Broad Objectives

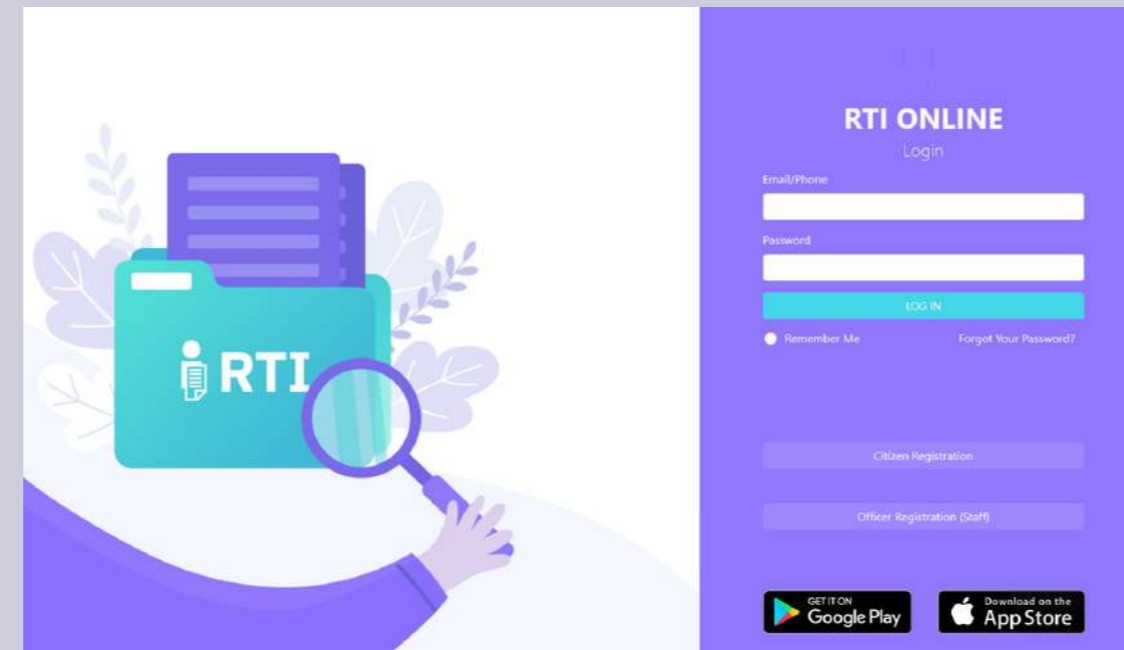
- Simplify the process of filing RTI Applications by providing an online solution.
- To minimize the physical movement of RTI related documents to concerned Departments.
- Reduce the turn-around time in responding to the queries
- Develop an online portal for all RTI operations
- Digitize the data related to RTI queries
- Improve the overall efficiency and transparency related to RTI queries

Implementation Strategy

- **Project Steering Committee:** To monitor & review the progress of implementation, a Project Steering Committee was constituted under the Chairmanship of Deputy Secretary, GAD.
- **Software development & its validation:** Mizoram State e-Governance Society has developed the software system free of cost and has taken up the system operations and maintenance. The software was thoroughly validated with inputs from Project Steering Committee.
- **Training:** The department staff involved in addressing RTI queries and filing responses were trained in the operation and maintenance of the software. Training programs were also conducted to the citizens to empower them to raise online RTI queries.
- **Monitoring Mechanism:** An effective monitoring mechanism was developed to improve the overall efficiency of the RTI operations.

Outcomes

- The use of an online web portal-based system has enabled all departments to access the RTI processes from one location, thereby centralizing the management by the nodal department.
- Tracking of request status and report generation has increased the efficiency of the departments involved.
- The transformation of the manual to an online process has reduced the use of stationery, files, etc. by almost 80% in all departments.
- The system has enabled the RTI processes to be handled online, reducing the carbon footprint of the departments.
- The transformation from a manual to an online process has reduced the use of stationery, files, etc. by almost 80% in all departments.
- The use of an online web portal-based system has enabled all



departments to access the RTI processes from one location, thereby centralizing the management by the nodal department. Tracking of request status and report generation has increased the efficiency of the departments involved.

- Citizens can request and receive information from government departments directly from the portal, eliminating the need for manual intervention and tracking of their requests. This has seen an estimated increase of information provided to citizens by almost 50% from the manual process at a reduced timeframe.

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Notifications

1. Government Order Notification
[Read more...](#)
2. DSC Approve Order [Read more...](#)
3. How to register through Epramaan [Read more...](#)
4. Required Documents for online services [Read more...](#)
5. Required Documents for online services for Imphal East District [Read more...](#)

e-Services

- Revenue
- RD and PR/ MAHUD/ Health
- RTI
- Social Welfare
- Election
- Education
- Employment Exchange
- Youth Affairs and Sports


Quick Links

- Government of Manipur
- Exam Results
- Elector Search by EPIC
- NEDFI
- MSPDCL
- MPSC Online
- CPIS (Formely MGEL)
- Social Welfare Department
- REVENUE DEPARTMENT(New)
- HOME DEPARTMENT(New)
- Manipur Info Comm(Appeal/Compl)

Login

Citizen / CSC Department

[Click here to Login With ePramaan](#)



Har Ghar Tiranga
13th-15th August 2022



MANIPUR E-DISTRICT PORTAL

State: Manipur

The 'Manipur e-District Portal' is aimed as an enabling software tool for single-point access to all services offered by the Government of Manipur, through its constituent departments. The portal provides online information related to the functions & services provided by various departments of the Government of Manipur. This information can be accessed online by the citizens, tourists, investors and business houses.

Before the deployment of the Manipur e-District Portal, the common citizens were required to approach different Government departments for obtaining various services such as certificates for income domicile, caste, birth, death, etc. The waiting time for availing government services was high in manual processes. Hence it was felt necessary to develop an appropriate online solution to access such information.

The Manipur e-District Portal educates the citizens, and business houses about their rights & benefits of schemes offered by the Government, and the eligibility requirements for availing these benefits and schemes. The portal envisions, reducing the duplicity of operations and thereby improving the operational efficiency of the entire system. The portal provides access to information related to business processes, applicable rules and legislations. It also provides information on expected completion time of the services offered by the Government. The portal monitors the turn around time of the services offered by the various departments with an aim to identify the bottle necks and improve their response time.

The Manipur e-District Portal is a transparent and reliable source of information that reduces administrative burden on the Government, while providing better Quality of Service to its citizens, tourists, potential investors and business houses.

Broad Objectives

- Provide a user-friendly, anywhere, and all-time access to government services thereby ensuring reliability, efficiency, transparency, and accountability.
- Facilitate a hassle-free environment and reduce the administrative burden of concerned department in disseminating the information.
- Reduce the completion and turnaround time of the services offered by various departments.
- Providing services within and beyond the boundaries of the State of Manipur.
- Enable the government officials to work on an 'anywhere, anytime' basis thereby increasing their productivity.

Implementation Strategy

- **Identifying the list of services to be covered by the Portal:** The first step in the implementation of the e-District is finalizing the list of services that are to be taken up under the project. Accordingly, about of 6 to 10 ten services were identified and incorporated in the Portal.
- **Developing IT Support Infrastructure:** The IT support infrastructure necessary for developing the portal was identified. This included the development of State Wide Area Networks (SWANs), State Data Centers (SDCs), and Common Service Centers (CSCs).
- **Training:** Training programs were organised on the operation of SWANs, SDCs, CSCs, and the personnel identified for the operation of these centres were trained. The officials of the concerned departments and common citizens were provided training on the

operation of the Portal.

- **Monitoring & Review:** The progress on the implementation of the portal was monitored and reviewed from time-to-time to guide the team and offer course-corrections wherever required.

Outcomes

- Record management of certificates issued has undergone a complete transformation. No manual records maintained since the introduction of the e-District Portal.
- Better networking, coordination and convergence of the services where multiple departments are involved.
- There has been a significant reduction in the response time of the services offered by various Departments

The screenshot shows the 'e-District' portal for the Government of Manipur. The main heading is 'Application form for Land Dispute'. The form includes several input fields: 'District' (dropdown menu), 'Sub Division' (dropdown menu), and 'Area/Village Name' (dropdown menu). Below these are fields for 'Name of Pattadar', 'S/o,D/o,E/o', 'Address', 'Aadhaar No', 'Phone No', and 'Email id'. At the bottom, there are fields for 'Patta No.' and 'C.S. Dag.No.'. The left sidebar contains navigation options: 'HOME' (Goto Home), 'DEPARTMENT OF REVENUE' (Submit Land Dispute, Change of Land Use, Submit Demarcation of Land), 'APPLICATION STATUS' (Check Application Status), 'INSTRUCTION MANUAL' (Goto Instruction Manual), and 'DEPARTMENT LOGIN' (Goto Official Login).

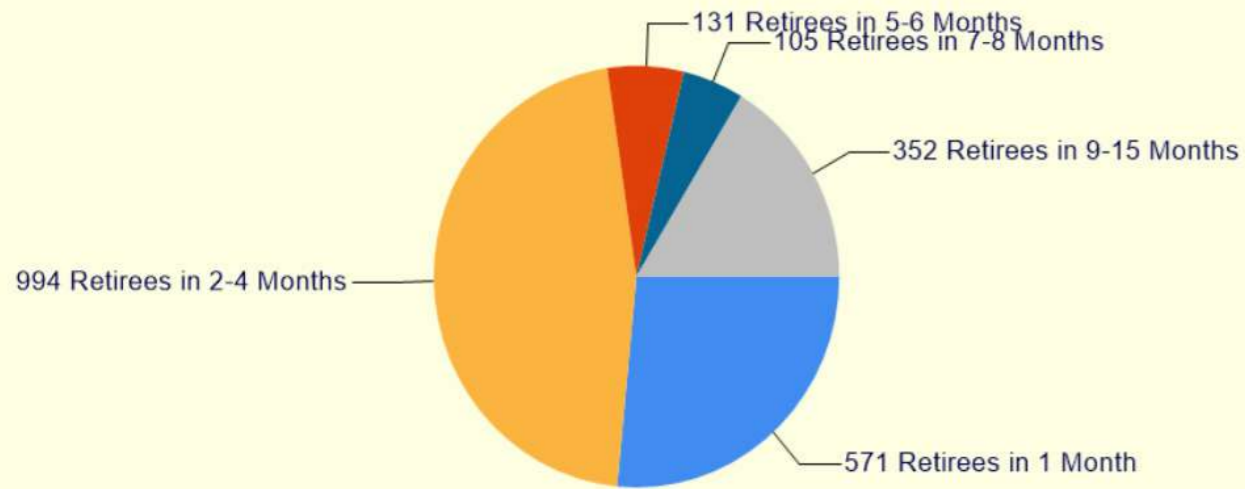


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Kritagyata
Pension Sanction & Payment Tracking System
 (Developed under *Bhavishya* Platform)



	59	Department
	8937	Offices
	2133	Active HOOs
	2153	Retiring Employees
Retirees Registered	23853	Proposals Submitted by HOOs
		20484
		PPO Issued
		17947

KRITAGYATA – ONLINE PENSION SANCTION AND PAYMENT TRACKING SYSTEM

State: Assam

Kritagyata is a one-stop transparent ICT platform that facilitates the online pension sanction and payment tracking for retirees and pensioners of Govt. of Assam. The application was developed by NIC. It provides all the required information and guidance on retirement procedures, automates the calculation of benefits based on individual user specifics, enables real-time application status tracking, and initiates activity and status alerts. The benefits of Kritagyata accrue in the form of timely processing of cases, simpler procedures in terms of filling up and correcting online forms, and online generation of PPOs (Pension Payment Orders). Hon'ble Cabinet has approved the processing of pension cases of Govt. of Assam employees through the Kritagyata portal.

Prior to the implementation of this portal, the settlement of pension cases used to take considerable time as there was no mechanism to track the status of authorization of sanctions and monitor the release of pensionary benefits either by the retiree or by the Departments. Further, the employees nearing retirement are often besieged with problems related to pension issuance, due

to lack of awareness about the government facilities, schemes and revised rules.

This project has been named 'Kritagyata' as a mark of the State Government's gratitude for a lifetime of service received from its retired employees. As a part of this project, 27 nos. of Pension Sewa Kendras (PSKs) across various districts of Assam were set up to serve as facilitation centers for the pensioners regarding the online pension process, submitting life certificates through the Jeevan Pramaan System, and uploading of scanned service books. Integration with the Digi Locker platform is in process and will soon be rolled out which will help the pensioners to obtain their ePPOs (Electronic Pension Payment Orders) directly on the DigiLocker App/Website.

Kritagyata is a novel idea to provide a hassle-free pension system that can be replicated in any State with the intervention of the State Government.

Broad Objectives

- To simplify the process of obtaining pension sanction.
- To provide a transparent and user-friendly platform for the pensioners to track their pension disbursement.
- To develop an online ICT platform for pension related activities.
- Digitize the data related to pension sanction and payment

Implementation Strategy

- **Identification of categories of pensions:** The types of pensions that are provided by the Govt. of Assam are outlined for incorporation into the new system. Superannuation was identified as the major type of pension that covers almost 70% of all pensioners.
- **Online Registration of Head of Offices:** Heads of offices of directorates and field offices of various departments were officially delegated to send online pension cases to the PPO Issuing Authorities. For this, an online registration facility was provided in the system.
- **Integration with different entities involved:** Pension sanction and pension disbursement activity involves various departments like, AG Assam, Director of Pension, State Treasuries, etc. All these entities need to be integrated to ensure seamless data exchange for pension sanction and pension payment. The system has been integrated with various e-Governance applications like CTMIS (State Treasury), P_SAI (AG Assam), and Assam CM Dashboard for exchanging digital data of pensioners to enable end-to-end digital pension sanction, payment, tracking, and monitoring of status.

Outcomes

- Digital storage of authenticated data has enabled the efficient sharing of critical information across various stakeholders for improved monitoring and payment disbursements.
- The portal has resulted in significant reduction in cost of printing, postal, and paper usage, etc.
- Timely receipt of PPOs and Pension Payments by pensioners improved the standard of living of retirees and pensioners. Reduction in the hurdles faced earlier by the retirees for pension after their retirement.
- The number of forms has been significantly reduced due to business process reengineering and the adoption of various vetted standard operating procedures.



Sri Shantanu Gotmare, IAS

Commissioner & Secretary

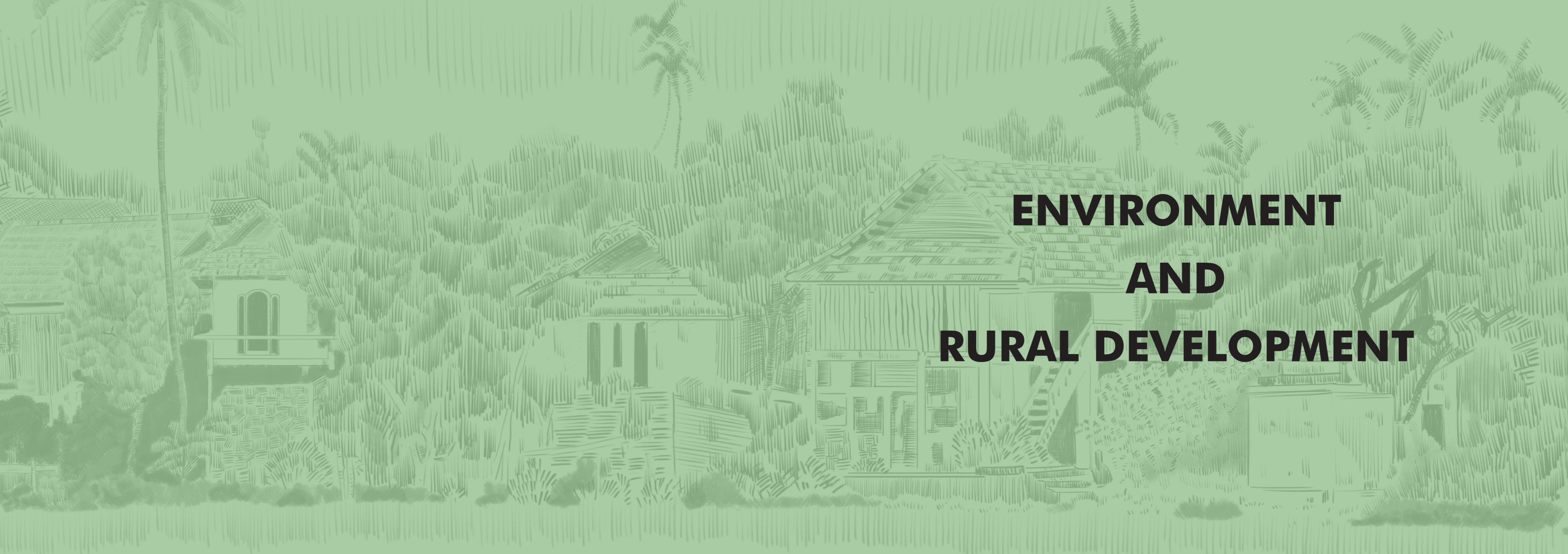
Administrative Reforms, Training, Pension and Public Grievances
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**ENVIRONMENT
AND
RURAL DEVELOPMENT**



VAN-DHAN: BAMBOO BROOMS WITH HANDLES AS ALTERNATES TO PLASTICS

State: Tripura

The Tripura Rehabilitation Plantation Corporation Limited (TRPCL), a Public Sector Undertaking of Govt. of Tripura, has designed brooms with bamboo handles and broom refills as alternate to plastic brooms and handles. The eco-friendly brooms are being produced and marketed under the brand name of VAN DHAN, TRPCL. This initiative was promoted in 2020-21 with the support of the Govt. of India's flagship program of Pradhan Mantri Van Dhan Vikas Karyakram (PMVDVK) and Minor Forest Produce at Minimum Support Price (MFP-MSP). The prime objective of this initiative is to promote the livelihood of the local forest gatherers and traditional bamboo artisans of the state.

Brooms are an essential cleaning tool for every household in India. The broom market predominantly depends on plastic material for producing broom handles, where each broom handle weighs approximately 40 grams. On average every household uses 8 brooms per annum, and hence approximately 300 grams of plastic handle waste per year is generated by each household. As a conservative estimate, about 40,000 tons of broom-

handle plastic waste is generated every year, and a major portion of this waste ends up as land-fills. When scaled up, the bamboo broom-handle designed by TRPCL, can potentially offset the use of up to 40,000 tonnes of plastics annually. Besides mitigating the use of plastics which lead to plastic pollution, the bamboo broom/handle innovation can bring about a quantum change in the livelihood of local forest dwellers and bamboo artisans in Tripura.

Bamboo broom making is a traditional skill of Tripura artisans, and this art is transferred through generations. In order to preserve this skill, it is necessary to ensure that the broom making artisans get due recognition & remuneration for their products. To promote this art TRPCL has taken up the eco-friendly initiative producing bamboo brooms with the help of indigenously available bamboo broom grass. This innovation has created several entrepreneurial and employment opportunities for the poor forest gatherers and bamboo artisans of Tripura. In addition, it has created the demand for marketing bamboo products both in India and abroad. This innovation has addressed the 'AatmaNirbhar Bharat', 'Vocal for Local' and

'Make in India' initiatives of the Indian Government.

Broad Objectives

TRPCL has initiated the bamboo broom production with the following objectives:

- To promote the production of eco-friendly bamboo brooms from indigenously available forest resources, as an alternate to the use of plastics in broom market.
- To preserve the traditional art of making bamboo brooms by the local artisans of Tripura
- To improve the livelihood of local forest gatherers by incentivizing the collection of forest material used in the production of bamboo brooms.
- To create entrepreneurial and employment opportunities for the tribal communities of the North-Eastern states of India.

Implementation Strategy

With the prime objective of improving the livelihood of local bamboo broom making artisans TRPCL adopted the following strategy to promote the production of bamboo brooms with bamboo handles:

Building awareness about the market potential of locally available forest produce: TRPCL started an aggressive campaign amongst the tribal communities of Tripura on the potential use of local forest materials for the production of various products. Due this awareness drive, the forest dwellers started utilizing the forest materials for making value-added products. This initiative proved to be far more remunerative to the tribal community compared to the earlier practice of merely exporting

these materials to other states.

Creation of Infrastructure for producing bamboo brooms: The Government of Tripura has created common facilities where the local artisans can group together to produce bamboo brooms and bamboo handles. It also created necessary infrastructure to store the raw materials and the finished product.

Promotion of indigenously available forest resources: The Government of Tripura has facilitated the cultivation of raw materials necessary for the production of bamboo brooms. This strategy highlights the utility, value and the uniqueness of the bamboo resources available in the state. This has helped in the effective utilization of these resources, which otherwise were being destroyed while doing the shifting cultivation practice followed by the tribal community and by burning.

Creation of employment opportunities: The production & marketing of bamboo brooms & handles by TRPCL has created

employment opportunities to the local artisans. The employment opportunities have attracted interest of the local populace and has drawn them to consider bamboo broom production as viable employment option.

Training programs: TRPCL has conducted several programs to train the local artisans that focused on (a) bamboo broom & handle making, and (b) turning them into entrepreneurs. Due to the demand of these raw materials the local population has taken keen interest in gathering

Marketing: TRPCL has distributed tool kits to the local artisans to market their products. TRPCL has initiated marketing drive by involving the Honorable Chief Minister and other Ministers and social media.

Outcomes

- The innovation was able to enhance the livelihood of the tribal community of Tripura state.

- The innovation has brought about perceptible improvement in the bamboo handcraft sector, from the production of traditional decorative crafts for which there is limited demand; to the production of utility products, for which there is huge demand both in domestic and international markets.
- Enhanced cultivation of bamboo grass
 - Eco-friendly brooms with bamboo handles and Broom refills designed by replacing the plastic handles with a very attractive ethnic design, can be a solution to avoid 40,000 MT of plastic.
 - With a blend of technology and creativity, TRPC Ltd has brought responsive market demand for well-designed eco-friendly brooms.
 - This innovation can readily be replicated in other States that cultivate bamboo.

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INNOVATIONS IN PROMOTING MUSHROOM AS A TASTY NUTRACEUTICAL SUPPLEMENT

State: Assam

The agro-climate of Kokrajhar district in Assam is highly conducive to mushroom cultivation. Therefore, the district administration of Kokrajhar has chosen mushroom as the product to be promoted under the One District One Product (ODOP) initiative of the Government of India. Mushrooms are vitamin D and folic acid-rich fruiting bodies of fungi. These are low-cost health food which are nutraceutical in nature having massive agro-waste conversion ability. Mushrooms are highly suitable as a tool for developing rural entrepreneurship through sustainable development in compliance with UN sustainable goals SDGs for zero hunger, health & wellbeing.

The population of Kokrajhar, which essentially comprises several tribal and backward communities and minorities, lags in most developmental parameters, like income, hunger & malnutrition, and below-average participation of women in the workforce. In addition, depletion of land, together with an alarming rate of population growth, lack of food and nutrition have emerged as major issues to be addressed. Another issue is

regarding the management of huge amounts of agro-waste generated in the District.

Due to minimal resource requirement, very low capital investment, less water & land requirement, and the presence of potential domestic and international markets; mushroom cultivation & processing has emerged as a popular livelihood option in the district. However, the use of mushrooms as a dietary supplement is besieged with issues such as: low shelf life and lack of a universal taste appeal, especially to the palate of young children.

To counter this, the District administration has come up with the unique idea of developing mushroom derivatives & products with longer shelf life, and offer tastier menu diversity. By linking mushroom cultivation to nutritional outcomes, the scope of ODOP has been enhanced manifold by forging convergences of ODOP with other ongoing schemes-Poshan Abhiyan, Khelo India, Take Home Ration, etc. Emphasis on training and handholding of SHGs has led to viable livelihood options for women. By sourcing funds through CSR, the District has provided support to SHGs for the construction of mushroom huts. Academia and Research linkages with

local universities has led to the creation of a range of delectable long-shelf life products including mushroom cake, chocolate, noodles, etc.

Broad Objectives

The District administration has taken up a number of unique innovations in the successful implementation of ODOP from farm to table and beyond to realize the following objectives:

- To promote the cultivation of mushrooms
- To market mushroom as a good dietary & nutritional supplement
- To provide viable and self-sustaining livelihood of local women by empowering them to develop a range of long-shelf life & tastier products like mushroom cakes, chocolates, noodles, etc.
- To provide training in the use of agro-waste for mushroom cultivation.
- To create entrepreneurial and employment opportunities for the tribal communities of the District.

Implementation Strategy

- **Provide Institutional support:** The District has provided support to the farmers through dedicated schemes under DBT, Prime Minister Employment Generation Programme (PMEGP), Formalization of Micro Food Processing enterprise Scheme (PMFME), Attracting Rural Youth in Agriculture (ARYA) from Krishi Vigyan Kendra (KVK)(Kokrajhar), Department of Agriculture-BTR.
- **Provision of funds:** The District provided funds for mushroom hut construction, spawn, polybags, bamboo for cylinders, sprayers, dryers, weighing machines, etc. under under ARYA & KVK.

- **Training:** The District has provided training to the local population on mushroom cultivation, mushroom processing and production of value-added nutritional functional foods. Training mechanisms like consultancy support and hand-holding in the production, marketing, and trade of their produce have been strengthened and the entire network of farmers and SHGs has been activated through a multi-pronged strategy and convergence-based initiatives of the district. Location-specific training for mushroom, indoor training for medicinal mushroom, super mushroom, training on Vit-D rich value-added products and nutraceuticals of mushroom, consultancy and advisory services on mushroom cultivation, processing, and marketing is provided.
- **24x7 Mushroom helpline & e-commerce support:** The 24-hour Mushroom Helpline (WhatsApp enabled) for spawn, training booking etc, TIC DBT (Bodoland University) App and AxomBazar for e-Commerce have been made available to the



farmers to address the issues of access and ensured that they don't have to wait for next training for clearing doubts and can get their doubts cleared instantly.

- **The Infrastructure Snapshot Kokrajhar App:** This App has served as a platform for farmers to report other issues such as hand-holding for trade, funds, etc. The queries and reports are then forwarded to the concerned Department. This ensured easy redressal of the issues, besides connecting them to a technical person or providing the support they seek instantly.
- **Convergence with other schemes:** ODOP has been converged with initiatives such as Poshan Abhiyan, Khelo India, etc by incorporating 3 categories of mushroom supplements in Mid-Day Meal, Take Home Rations, Hot Cooked Meals.
- **Extending Loans on priority basis:** The district has liaised with local banks and financial institutions to extend loans to ODOP projects on priority. Likewise, Industries Dept, Rural Self Employment Training Institute (RSETI). Panchayat and

Rural Development Dept and schemes like MGNREGA etc have all wrought policy-level convergences to ensure ground-level ODOP implementation.

Outcomes

- The entire network of around 12000 SHGs is being provided training on mushroom cultivation.
- Support for the cultivation of mushroom huts is provided by the District Administration through CSR
- At present, approximately 750 SHGs covering over 7500 households and 5458 farmers are engaged in Mushroom cultivation.
- Around 1800 students of Bodoland University and around 30 students have actively taken up mushroom production and sales in Earn While You Learn mode.
- As on March 2023, 4.88 tons of spawn has been distributed to farmers which has augmented the cumulative production of 73.2 tons of mushroom, contributing to Rs 146,40,000 to GDP.

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PROMOTION & MARKETING OF ORGANIC KIWI FRUIT

State: Nagaland

The Chansu Organic Kiwi is a private organization formed on 13th October 2020 in Pfutsero town under Phek district, Nagaland. The name 'Chansu' comes from the tribe residing in the district, with CH representing the Chakhesang Naga, AN representing the Angami Naga, and SU representing the Sumi Naga. The main objectives and goals of the organization are to tackle and solve the problems of the farmers, with over 1,000 farmers registered and still increasing every year. Kiwi fruits are the major production, but farmers have been facing immeasurable problems due to lack of proper transportation and market knowledge. To address these issues, the farmers of Nagaland decided to form a Farmers Private Organizations and bring all the small and big growers of organic fruits and vegetables under one umbrella headed by Er. Chete Lohe as the CEO. The Chansu Organic Kiwi has tie up with retail chains with companies such as BigBasket, Desai Agro Food, Gatik Fruit Co New Delhi, Udyogprerana real inspiration of foodpreanuers, Orbit Organic Food, AG international, Daman Organic Living etc. In the year 2021-2022, the Organization has

exported approximately 120-150MT of Kiwi's to different states like Delhi, Kolkata, Karnataka, Telangana, Manipur, Assam, Hyderabad etc.

Nagaland mainly depends on agriculture sector which accounts to more than 70% of the total population depending on agriculture for their livelihood. Most of the farmers growing Kiwi in the Phek district of Nagaland are illiterate, unaware of finished products, and ignorant about market channels to sell Kiwi at a remunerative price. It was decided to form a cluster of Kiwi growers and farmers and bring them under one umbrella and hence this Kiwi Growers Association has been formed.

The Organization has been continuously helping the farmers to market their organic products to different parts of the states in India since the last few years. This project covers all the farmers residing in the Phek district. Poor and marginalized farmers and buyers are the beneficiaries.

The Chansu Organic Kiwi Farming Society boosted the economy of farmers, improved the living standards of the farmers, helped the farmers to adopt new technologies, enabled them to secure the remunerative price

for their produce, and made Kiwi cultivation a profitable activity. This project clearly demonstrated and convinced the farmers that there is a 50 to 60 percent increase in income due to Kiwi growing cultivation as compared to unsustainable paddy and shifting cultivation.

Broad Objectives

The broad objectives of the innovation are:

- To establish Entrepreneurship Resource Centre to promote the marketing of Kiwi Fruit
- To provide Quality of Service through “Ease of doing business” network
- Building partnerships with multiple stakeholders and networking with intrastate agencies.

Implementation Strategy

- **Formation of Kiwi Growers Farming Association:** With the support of District administration, a Kiwi Growers Farming Association was formed.
- **Organising regular farmer meetings:** Farmers’ meetings were regularly organised by the Kiwi Growers Farming Association, with the help of local village committees and student unions.
- **Provide Motivation for organic kiwi fruit cultivation:** The District administration and Kiwi Growers Farming Association identified the real Kiwi growers and they were motivated to adopt Kiwi cultivation. Farmers were also motivated by the board of directors in their respective villages.

- **Formation of Chansu Organic Farming Society:** Chansu Organic Farming Society was formed with a Chairman, Secretary, CEO, and Board of Directors. CEO looks after marketing, generating revenue, and maintenance of office records.
- **Provide Horticulture Support:** Horticulture experts were called to the farmers’ meetings organized in the villages and at the district level.

The techniques adopted by the Chansu Kiwi Organisation can be adopted by any other organization and support farmers.

Outcomes

- The farmers are now able to produce and market their produce at better prices.
- Proper branding and packaging were implemented which resulted in attracting more customers.
- One of the successful farmers shared his experiences with joy



and happiness that after the formation of the Organization he is earning around 7-8 Lakhs every year by selling Kiwis.

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VILLAGERS AS HARBINGERS OF CHANGE TOWARD OPTIMAL UTILIZATION OF RESOURCES

State: Uttarakhand

The innovative project “Harbingers of Change in Remote Hills of Uttarakhand: Solar Powered Water Lifting for Irrigation” revolves around the village Dhaspad, a typical hill village in rural Almora and which was amongst the 87 Gram Panchayats of the district selected for treatment through the World Bank funded Uttarakhand Decentralized Watershed Development Project (Gramya-II). Of the 13 districts of Uttarakhand, the World Bank project was implemented in 8 districts, including Almora, during 2014-22 at a total cost of US \$ 156.00 million shared amongst World Bank (70%), State Govt (25.75%) and Beneficiaries (4.23%).

Dhaspad is a typical hilly village of Almora District with agriculture as its main source of livelihood, dominated by cereals and millets, with very low productivity, barely enough for home consumption. Due to water scarcity, habitats were facing the problem of drinking water, for which they were dependent mainly on seasonal naulas (seeps) and dharas (natural springs). Besides this, water for irrigation was also very scarce and available down the slope in a small rivulet, which used to become extremely lean during

summer. Further, their land holdings were very small & fragmented and scattered throughout the village on sloped terraces having a very limited scope for mechanization. They scarcely had any sources of alternate livelihood and hence migrations were on the rise. Due to these reasons, this project was taken up during 2017-18 as an integral component of the World Bank project.

Due to this intervention and community participation, a number of water bodies were revived. Water sustainability has reduced drudgery and the women were able to give more time to their family. Further, it facilitated the active inclusion of women in decision-making and governance redefined their role in society. The village community learned through experience the value of participatory planning, implementation, and financial disbursement on their own. Consciousness towards Natural resource management was developed among the village masses.

Broad Objectives

The broad objectives of the innovation are:

- To mobilize the local population and establish mechanisms for participatory planning.
- Active inclusion of women in decision-making and governance redefined their role in society.
- To recover and rejuvenate the water bodies.
- Strategic utilization of water resources for cultivation of nutri-cereals (millets), indigenous pulses (Gahat, Bhatt).
- Build awareness in the cultivation of remunerative off-season vegetables and floriculture (Lilium) and MAPs (Echinacea).

Implementation Strategy

A three-pronged approach including a spring shed approach for mapping the recharging zone and installing a submersible water lifting pump downstream to lift water to the Geo membrane tank was followed:

- **Social Mobilization and Participatory Planning:**
 - A decentralized institutional setup - PRI's role in Planning, implementation, and beneficiary needs.
 - Financial autonomy to PRI's - Woman ward member as Co signatory with Gram Pradhan
 - WWMC formation at GP, Accountant and women Motivator to assist PRI's
 - Involvement of NGO's: FNGO & ABSO
 - Prioritization of needs through PRA

- **Interventions Enhancing Water Security**
 - The Spring shed map was generated (superimposing digital elevation model on contour drainage map, aspect map, geological map, land use and cover map, drainage map, slope and topographic wetness index map) and recharge zone was geographically identified and treatments were undertaken accordingly:
 - Water recharging, water harvesting, and water conveyance interventions
 - Focus on water productivity, water budgeting, and increased water use efficiency.
 - Agriculture Crops – Nutri-Cereals (millets), Indigenous pulses (Gahat, Bhatt)
 - Introduction of off-season vegetables and Floriculture (Lilium) and MAPs (Echinacea)

- **Sustainability- through users' Group**
 - Skill development: Technical (O&M), Book-Keeping
 - User's Group/Skill development of stakeholders
 - Corpus Fund

Outcomes

- The two seeps (Naulas) viz. Dharatok and Naudhar have been rejuvenated to 80 to 85% of the optimum capacity during tough summers.
- In Lwaranaula, water availability is stretched to 10 months which was merely for 4 months.
- Out of 7 springs in the village, four had turned to seasonal. Two of them have regained their perennial status. In the other two, water availability for use is now for 9 months against the initial 3 months.

- For a total of 14 streams tracked in the village, five are now perennial. Two have changed from seasonal streams (7 to 9-month water availability) to perennial streams. Water discharge in 3 perennial streams has increased by 27 and 43% respectively during summers. For the rest of the nine seasonal streams, the surface flow period has increased by 46 days to 183 days.
- Use of solar energy for irrigation has saved Rs. 2.58 lakhs annually.
- Increase in cropping intensity by 48% (118 to 166%) attributed to water harvesting structures constructed.
- Net increase in profit of 39 farmers by 283% (from initial 5.20 to 14.71 lakhs)
- Increase in Water Use Efficiency (WUE) from 45% (traditional irrigation system) to 80-85%
- Vegetative cover and water recharge structures have contributed to Gross Environmental Benefits (GEB) like increased soil moisture regime and reduction in soil erosion.



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ENTREPRENEURSHIP TASK FORCE – ONE-STOP MODEL FOR RURAL ENTREPRENEURS

State: Nagaland

Wokha District has adopted a “One Stop Centre Model of assistance for entrepreneurs under the Entrepreneurship Task Force (ETF)” to bring under one roof all the government departments and schemes/services in order to provide holistic support to the businesses/entrepreneurs. The key innovation lies in bringing the Businesses/Entrepreneurs at the centre and focus of all efforts.

It has enabled the departments and various agencies to break their silos and work in unison and in convergent and concerted fashion to support the entrepreneur. Earlier the departments used to have a narrow focus on their schemes missing out on the broad objective of catering to the needs of entrepreneurs.

Prior to the adoption of the “One Stop Centre model”, the entrepreneurs lacked avenues for holistic support and handholding for starting and expanding their businesses. One of the major bottlenecks faced by rural businesses has been inadequate access to credit. The banks have shied away from lending on account of previous experiences of unworthy credit. Further, there was no

single point of contact in the district for rural businesses to obtain guidance and support. The various government departments and schemes worked in silos which limited their effectiveness. Besides thus, some of the local regulations including obtaining trade licenses were costly for new businesses. The formation of Farmer Producer Company (FPO) has been poor and with varying effectiveness. The Community-Based Business Organisations (CBBOs) engaged for the purpose do not have sufficient capacity. Similarly, other aggregation facilities like the Van Dhan Vikas Kendras (VDVK) are also required to be streamlined and expanded.

After the implementation of the scheme, an entrepreneur can get a holistic solution to his/her needs through ETF as various departments and agencies collaborate to provide tailored solutions. The ETF offers a variety of services such as business registration, trade licenses, tax registrations, legal consultation, financial assistance and guidance, skilling and other government-related services. Entrepreneurs can access all these services by visiting a single office. The ETF has been able to closely work with over a hundred businesses/entrepreneurs on projects worth over Rupees Ten

Crores besides engaging with several others in terms of training and upskilling. It has been successful in providing much-needed assistance to entrepreneurs in the district.

Broad Objectives

The broad objectives of the innovation are:

- To establish Entrepreneurship Resource Centre that acts as a one-stop centre to simplify the process of entrepreneurship
- To establish convergent platform for all departments of the Government with aim to facilitate entrepreneurship
- To provide Quality of Service through “Ease of doing business” network
- Building partnerships with multiple stakeholders and networking with intrastate agencies

Implementation Strategy

- **Constitution of broad-level committees**
- **Designating a single point of contact and building of PMU**
- **Making the monitoring body for coordination and convergence**
- **Integration with the Wokha Saathi App for digital outreach**
- **Setting up of Entrepreneur Resource Centre**
- Building partnerships with multiple stakeholders and networking with intrastate agencies
- **Enhanced Credit Linkages:** ETF has worked with banks and departments to improve the DPRs, and provide support to business professionals to handhold the rural businesses. It has also worked

with local bodies to bring about changes in local regulations to facilitate businesses in obtaining various licenses and permits. There is increased uptake in credit, particularly to the MSME and agri sector. The credit is available under various schemes such as CMMFI, and has been utilized efficiently.

- **Skill Support:** Relevant skills based on the demands of the businesses have been provided by ensuring that all the agencies like ITI, KVK, agri, and allied departments work in unison.
- **Market Linkage:** ETF has also endeavored to work with agencies such as Tea Board/TRIFED to provide market linkages. E-commerce through platforms such as TRIFED has been promoted.
- **Leveraging Government Schemes:** The government schemes and assistance are being tailored to the needs of the business/youth/entrepreneurs as departments are able to collaborate together in providing holistic solutions with entrepreneurs as the centre of all efforts.



- **Transparent local body regulations:** Various local body-level regulations dealing with trade licenses have been tweaked to make them more friendly to the rural entrepreneurs also bringing down the cost of starting a business.
- **Promoting Entrepreneurship:** A culture of entrepreneurship has been built and an enabling ecosystem by engagement with all stakeholders such as local bodies, banks, govt departments, and central agencies has been created.

Outcomes

- Over 100 tribal youths with projects over Rs 10 crores have been directly involved with the ETF for handholding and business development.
- Another few hundred youths including women have been imparted skill/upskilling training in various sectors.
- By promoting entrepreneurship as a viable career option, the

- ETF helped create a culture of self-reliance among the tribal youth.
- It has created Local Employment Opportunities.

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ACTIVITIES OF CENTRE FOR



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AWARDEES



Smt Ravinder Kaur & Smt Bindu, Chandigarh.



Smt Varnali Deka, IAS, Assam.



Sri Raam Kumar S, IAS, Meghalaya.



Sri Shyambir, IAS, Jammu & Kashmir.



Sri Dev Raj Dhiman, Himachal Pradesh.



Sri Anil Semwal, Himachal Pradesh.



Sri Sampath Kumar, IAS, Meghalaya.



Dr Arun Prince Milton, Meghalaya.



Dr Phunchok Norboo, Ladakh.



Sri Pallan Gopal Jha, IAS & Smt Panchami Choudhury, ACS, Assam.



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Sri Krishna Kumar, IAS, Manipur.



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CIPS Awards Team with Sri Conrad K Sangma, Hon'ble Chief Minister, Meghalaya.



Sri Prasad Rao Vaddarapu, IFS, Tripura.



Dr Shiv Kumar Upadhaya and Sri Deepak Shah, Uttarakhand.



Valedictory Session



Dr. V K Paul, Member, NITI Aayog addressing the audience.



Sri Chete Lobe, Nagaland.



Sri Anuranjan Singh, Nagaland.



Felicitation of the Chief Guest Sri Conrad K Sangma, Hon'ble Chief Minister, Meghalaya by Dr. Nirmalya Bagchi, Director General, ASCI & Chairman, Steering Committee, CIPS.





Sri Conrad K Sangma, Hon'ble Chief Minister, Meghalaya



Dr Vinod K Paul, Member, NITI Aayog



Dr P V Ramesh, IAS (Retd.), Member, Advisory Council, CIPS



Release of the book "Celebrating Inclusive Innovations" during the CIPS Awards Ceremony.



Dr Anjali Hazarika, Member, Steering Committee & Advisory Council, CIPS



Dr Nirmalya Bagchi, Director General, ASCI & Chairman, Steering Committee, CIPS



Dr Valli Manickam, Director, CIPS



Sri Shaktiar Warjri, Cabinet Minister, Department of Labour, Employment & Skill Development, Sports & Youth Affairs Department, Registration & Stamps Department, Govt of Meghalaya



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