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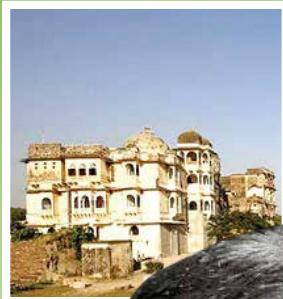
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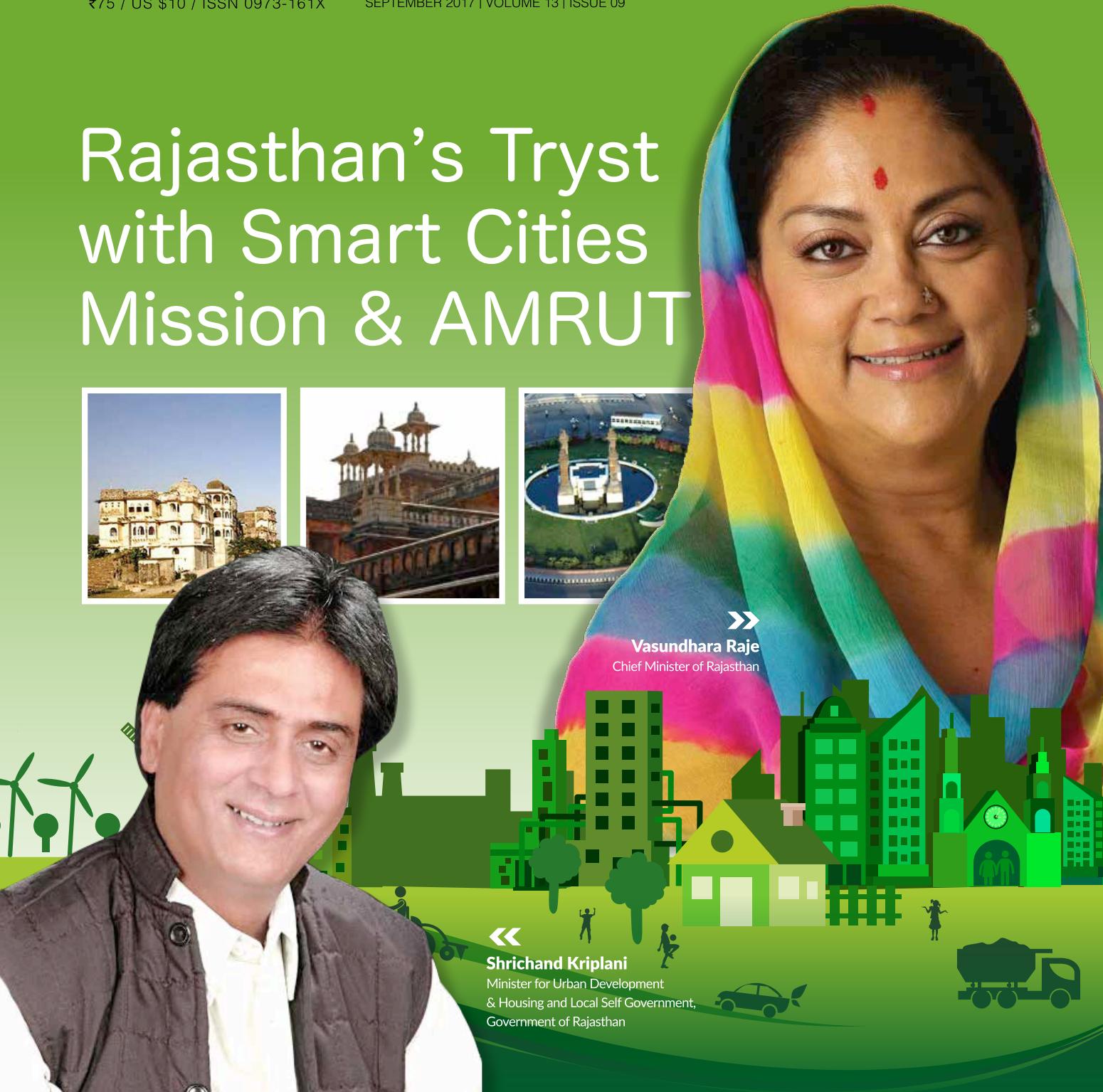


# Rajasthan's Tryst with Smart Cities Mission & AMRUT



»  
**Vasundhara Raje**  
 Chief Minister of Rajasthan

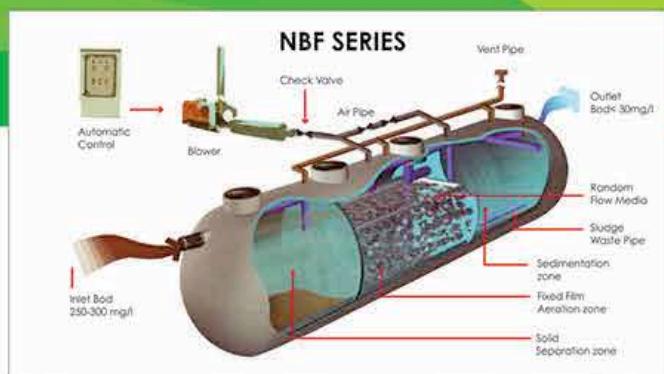
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**Shrichand Kriplani**  
 Minister for Urban Development  
 & Housing and Local Self Government,  
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# CONNECTING THOUGHT LEADERS

Founded in 2005, eGov magazine is published in both print and online formats. Innovative use of ICT in Governance is at the heart of our all eGov initiatives.



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### Smart City Summit

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### PSU Summit

**Vishnu Deo Sai**  
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### 11<sup>th</sup> eINDIA

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and Electronics and Information Technology,  
Government of India



### Urban Development Summit

**KT Rama Rao**  
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Urban Development, Government of Telangana

## > MAGAZINE

It compiles ICT-related advancements being introduced, exercised by various government organisations via eGovernance module.

## > NEWS

Dealing with various key developments and policy-related decisions that define Indian governance style at large, this section throws light on the most important aspects.

## > WEBSITE

With a reach of sixty lakhs, the website is pushing the Digital India campaign of the Government of India. It highlights various dimensions of anything and everything related to the changing trends of governance in India .

## > EVENT REPORTS

This segment narrates the discussions and deliberations of participants at the occasional conferences held nationally or internationally.

## > CASE STUDIES

It deals with in-depth detail of various projects being implemented in any part of the country, worth inspiring others in providing solutions.

## > VIDEOS

The youtube channel 'EletsTV' deals with live recorded versions of tech-experts and key decision makers who participate in key debates or discussion of Elets knowledge conferences.

## > INTERVIEWS

This section highlights various stakeholders, bureaucrats and policy makers influencing governance in the country.

## Kota – The Birth of Smart City in Rajasthan

Rajasthan, the State widely identified as a land of deserts and camels, rich traditions and folklores, is set to be known for its Smart Cities soon. Its four cities – Kota, Jaipur, Udaipur, and Ajmer -- have been selected under the Smart Cities Mission.

Kota is drawing a lot of attention for the way it is undergoing a major transformation. The latest issue of egov magazine has attempted to unravel the thought, the approach and the methodologies engaged in its emergence as a Smart City.

It makes an interesting study to understand some of the unique smart initiatives being undertaken by the Rajasthan Government. A glimpse of the vision has been provided by Shrichand Kriplani, Minister for Urban Development and Housing and Local Self Government, Government of Rajasthan and Dr Manjit Singh, Principal Secretary, and State Mission Director of Smart Cities and AMRUT.

From Kota, the City's Mayor Mahesh Vijay, Collector and District Magistrate Rohit Gupta, and Urban Improvement Trust's Chairman RK Mehta share their insights into the different aspects of ongoing developmental work and projects.

From other cities are Sidharth Sihag, Commissioner, Udaipur Municipal Corporation, Dr Priyanka Soni, Commissioner, Karnal Municipal Corporation, and Mahendra Bahadur Singh, District Magistrate, Banda, to name a few interviewees of this special edition.

Some of the prominent personalities being covered in this edition include Syedain Abbasi, Joint Secretary, Ministry of Steel, Government of India and Rajesh Aggarwal, Joint Secretary, Ministry of Tribal Affairs, Government of India.

We have also carried the interviews of B Dayanand, Commissioner for Transport and Road Safety, Department of Transport, Government of Karnataka, and Rajat Bansal, Municipal Commissioner, Raipur.

Sharing the industry perspective in this issue of the magazine are Minimol Korulla, Vice-President, Maccaferri Environmental Solutions Pvt Ltd and S K Vaish-Regional Sales Manager, Industrial North, Exide Industries Ltd.

It offers us a great sense of pride to share that the latest – Kota Smart City Summit – is Elets Technomedia's 22nd Smart City Summit. The ongoing series of summits is a celebration of the spirit of Smart Cities Mission initiated by the Narendra Modi government.

Showcasing the role and significance of Public Sector Undertakings in the country's economic growth, the latest issue of egov magazine also carries a report of the 3rd PSU Summit, 2017 which was graced by Vishnu Deo Sai, Minister of State, Ministry for Steel, Government of India, as the Chief Guest.

Hoping our latest bouquet of stories, interviews, and articles will interest our readers, we look forward to their invaluable feedback.



**DR RAVI GUPTA**

Editor-in-Chief and CEO  
egov magazine, Elets Technomedia Pvt Ltd

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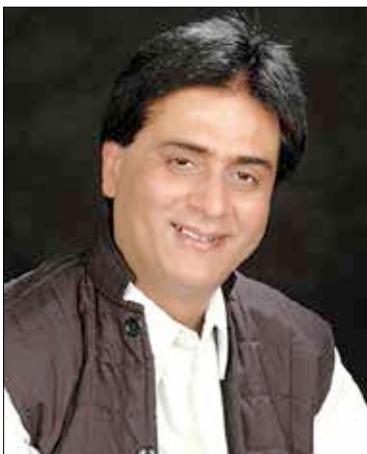
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3rd Elets PSU SUMMIT



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**Shrichand Kriplani**

Minister for Urban Development & Housing and Local Self Government  
Government of Rajasthan

*"The Government of Rajasthan is focussing on an all-round development of the State. Apart from the Smart Cities Mission, we are closely monitoring the growth of our all 29 AMRUT cities."*

# Making Rajasthan More Livable Abode for All

We have already made substantial growth ensuring development of our cities and communities. The Government is not leaving any stone unturned to make the cities of Rajasthan safer, cleaner, affordable and liveable, says **Shrichand Kriplani**, Minister for Urban Development and Housing and Local Self Government, Government of Rajasthan, in conversation with **Kartik Sharma** and **Harshal Y Desai** of the **Elets News Network (ENN)**.



**It has been a great month for the State of Rajasthan as the Central government has inaugurated projects worth Rs 15,000 crores, how do you view this development?**

This is certainly a great time for the people of Rajasthan as these infrastructure projects have been inaugurated in the State. Infrastructure is the most necessary component for the development, and we are fortunate that under the leadership of

Honourable Prime Minister of India Shri Narendra Modi and Honourable Chief Minister of Rajasthan Smt Vasundhara Raje, Rajasthan is actually witnessing the growth. I believe these projects will play a vital role in boosting the sustainable economic growth in the State. These 12 national highways projects, as rightly mentioned by our Honourable Prime Minister and Honourable Chief Minister, will be gateways to progress.

The Government of Rajasthan is

working hard to fulfil its promises; we are glad to state that we have already made substantial growth ensuring development of our cities and communities.

### **Smart Cities Mission is the most talked about initiative of the Government of India, how do you perceive this initiative?**

The Government of Rajasthan has been making every possible effort to ensure effective implementation of Smart City projects. In all the four cities i.e., Ajmer, Udaipur, Jaipur and Kota, crores of projects have already been implemented. It should be noted that it takes time to implement projects.

The Government is not leaving any stone unturned to make the cities of Rajasthan safer, cleaner, affordable and liveable. Be it e-governance project, LED-based street light project, efforts to make the urban areas Open Defecation Free (ODF), installation of CCTVs in cities, Air Quality Monitoring Systems, Rejuvenation of Rajasthan School of Arts, initiatives such as Smart Classrooms, Smart Toilets, Rehabilitation of Bawaris, Waste to Energy (there are hundreds of more such initiatives), and other crucial schemes, we are committed to implement them all with complete success ratio in all the four cities.

### **What are the plans to develop other cities, especially where the sewage and water supply management need to be focussed a lot?**

Every city, every town, and every village is important. The Government of Rajasthan is focussing on an all-round development of the State. Apart from the Smart Cities Mission, we are closely monitoring the growth of our all 29 AMRUT cities.

Under AMRUT, Rajasthan Urban



Drinking Water Sewerage and Infrastructure Corporation Limited (RUDSICO), has given an order for executing a sewerage project which will have treatment facilities. This project will witness construction of more than 350 km of sewerage network with a total eight sewage treatment plants of a total capacity of over 24 million litres on everyday basis. These plants will use batch reactor (SBR) technology. Sewage treatment and water supply are the prime focus areas for the Government of Rajasthan and we are going to spend huge amount to improve the infrastructure and services.

### **Please shed some light on the significance of the 6-Lane Cable Styled Bridge across river Chambal at Kota.**

This bridge has been built at a cost of Rs 278 crores and it marks the completion of the East-West corridor. Since the bridge will facilitate transportation of heavy vehicles without the need to enter the city of Kota, it will have positive impact on pollution.

### **Transportation is another crucial element that needs to be improved. Kindly elaborate.**

It is indeed. We are working on strengthening our infrastructure for better transportation within the States. We are enabling our buses with GPS. Further, all the Smart City SPVs in the four cities are making individual efforts to streamline the transport services within their domain. Few projects like bike sharing are being undertaken innovatively in all the Smart Cities. Municipal Corporation and Smart Cities SPVs are also working on creating better and sustainable space for parking within the cities.

### **How the Ministry of Urban Development and Housing is gearing up to materialise the projects?**

We are committed to ensure all-round development of our cities, following a systematic and scientific approach. We are working to make our cities liveable. Through our various departments including Jaipur Metro Rail Corporation, Jaipur Development Authority, Rajasthan Housing Board & Town Planning, Urban Improvement Trusts (UITs) and other development authorities, we are contributing to the development of the State of Rajasthan. 

# KOTA Shaping Up as Smart City in Rajasthan

Rajasthan, the State long been known as a land of deserts and camels, and widely mentioned for its rich traditional culture and vibrant life even in abroad, is fast acquiring a new identity for its multi-pronged development in various sectors. Since being selected under the Smart Cities Mission Kota, one of the four Rajasthani cities chosen in this category, is undergoing a major transformation, explores Arpit Gupta of Elets News Network (ENN).



**I**t is pertinent to mention that Rajasthan is the first major State to have Smart City plans approved for all of its four mission cities following barely two rounds of competition.

Kota is one of the four cities, other than Jaipur, Udaipur, and Ajmer, selected under 'Smart City' project in the State. It makes an interesting study to understand some of the unique smart initiatives being undertaken by the State Government to enable and support Kota's emergence as a Smart City.

### Six-Lane Cable Stayed Bridge

Just a week ago Prime Minister Narendra Modi inaugurated a 6-Lane Cable Stayed Bridge across Chambal River at Kota. The 1.4 km-long hanging bridge has been erected without any pillar and is said to be an engineering marvel in the State.

Built at a cost of Rs 278 crores, this bridge marks the completion of the East-West corridor and is meant to enable heavy vehicles to bypass Kota city, reducing pollution and traffic snarls. The wildlife friendly shape of the bridge ensures minimum noise pollution.

### Abhay Command Centre

Earlier this year in March, Chief Minister Vasundhara Raje inaugurated an Abhay Command Centre for smart policing at the Hemu Kalani Bhawan, first in Kota division. It was the second of its kind in the State, the first centre being in Jaipur.



The Chief Minister Vasundhara Raje flagging-off the Kota-Jaipur flight at Kota Airport.

It is hoped that the unique smart initiative in the form of the Abhay Command Centre may help in smart policing, crime control, traffic management and controlling law and order. The Chief Minister also flagged off 29 strong rider scooter policewomen squad which aims to provide support and help to women in public places.

### Intra-State Kota and Jaipur Air-facility

The first commercial flight between Kota and Jaipur was recently flagged off by the Chief Minister from Kota airport. Air service between Kota and Jaipur would be provided by Supreme Airlines. A daily flight from Kota has been started, with the help of a nine-seater aircraft and costing Rs 2,499 for adults and Rs 500 for children.

Rajasthan is the first State in the country where the Government has

initiated intra-State airline services. The State government's scheme for air connectivity among the bigger cities of the State would help boost up tourism, industrial growth and help achieve new dimensions of success in education, medical, and health sectors. The air connectivity in Kota would also largely help students and their parents who rush to Kota for coaching from all parts of the country.

### Selfie with Plantation Drive

Under Mukhyamantri Swawlamban Abhiyan (MJS), the Kota administration has been given a target of planting five lakh saplings, while local self bodies have been asked to plant 5,000 saplings. Under Selfie with Plantation drive, residents have been asked to take their selfies with the plantation work done by them through the Smart Kota app, which will reflect the person's selfie, along with location of the plantation, on Google map of Kota.

Notably, Kota Smart City Limited (KSCL), Kota Municipal Corporation (NMC) and the Kota district administration have developed a mobile app named 'Smart Kota' to implement the Smart City project.



Prime Minister Narendra Modi launching various projects in Kota

A new feature of 'Plantation Leaderboard' has also been added recently to the app, through which people, departments, organisations doing maximum plantations in a day are shown as 'plantation leader' for the day.

## Solid Waste Management

Kota Municipal Corporation aims to develop an integrated and efficient Solid Waste Management system with proper segregation at source, door-to-door collection, efficient transportation and scientific processing and disposal. Smart components covered under Pan City are:

- GIS-based Mapping of all routes and GPS/ GSM based real time tracking of existing and well as new vehicles;
- Smart community bins with fill sensors and information transfer through GSM/ GPRS

However, door-to-door collection has already been implemented in two wards and proposed to be extended city-wide. Four 200 litres and 100 litres capacity community bins have been placed in all 65 wards. Two-stage waste collection and transportation is being followed through 100 handcarts, seven auto tippers, 17 dumper placers, seven trucks, two refuse collectors, and 68 tractor trailers.

Electronic weighing machine is also installed in the trenching ground and waste to energy project is proposed on PPP mode.

## Safety / Security

Kota has good public safety record. Average response time for distress calls is four minutes, supported by 19 police stations and 14 GPS enabled PCR Vans. RajCop, an app-based platform has been launched for efficient delivery of

## Dr Vikram Jindal, Commissioner, Municipal Corporation of Kota City, in an exclusive interview with Elets News Network (ENN) revealed:



"We are focussing majorly on strengthening the police department through solutions that can help police

personnel issue eChallans and track vehicles using CCTV cameras."

"Transportation system is being streamlined to make the most of available GPS technology, enabling people to know the exact location of their buses and book their tickets online."

"Across the city, efforts are on to build modular bus shelters which will be equipped with a public convenience facility, a bicycle sharing platform, a small shop, etc. The modular design can be installed instantly. We have plans to install a tracking system to monitor the waste."

"We are now planning to make parking spaces over these drains to expand parking spaces in the city. Further, in the health domain, we are trying to digitise health records of citizens and link it with Aadhaar cards."

"The Corporation is also exploring possibilities of creating libraries and book banks for common man."

"Beautification of the city's Dussehra Ground is another major project we are working on. It will be built as a huge complex."

"We are ambitiously working on making Kota Municipal Corporation paperless."

"We have planned to develop a ring road around the Kishore Sagar lake. We have a river and a couple of water bodies in Kota. We have created several parks around these water bodies. We are trying to connect the Canal Road with Kishore Sagar lake and further with riverfront and parks."

"We also have plans to build a chain of restaurants along this track. There are plans to beautify the Chambal Garden as well."

police services and PUKAR App, for safety of women implemented.

Seamless internet services are being provided in every police station. Meanwhile, 800 CCTV cameras have been installed for comprehensive city surveillance. One-stop Crisis Management centre for students with the UNICEF support has also been set up.

## Cultural Aspects and Recreational Assets

Kota's Dussehra festival is famous and enjoys patronage at par with the Mysore and Kullu's Dussehra festivals.

Thousands of national and international tourists throng to Kota during the grand Dussehra festival organised annually at the Dussehra Ground.

In a bid to develop the Dussehra ground as Cultural, Recreational and Commercial centre, the Municipal Corporation has prepared a Master Plan. It will include Ram Lila Ground, auditorium, open theatre, art gallery, convention and exhibition centre, club house, multiplex and service apartments etc.

Kota also has reasonably well-developed recreation facilities including the CV garden, Kishore Sagar lake, Chambal Garden etc. in the city's central part.

Kota holds potential to become base station for eco-tourism circuit of the Mukundara tiger hills resort and Chambal reserve.

Within Kota city, there is scope for beautification and augmenting aesthetic value of city, especially at Kishore Sagar lake and Kotri Talab.

Other initiatives of Government of Rajasthan include a State of the Art and large scale sports complex is proposed at JK pavilion with an outlay of Rs 150 crore.



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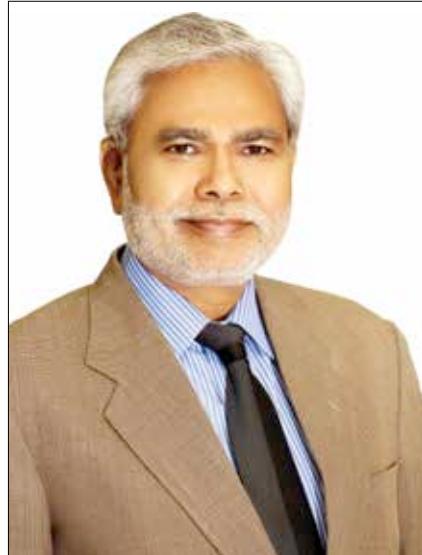
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**Mahesh Vijay**  
Mayor, Kota City

**"Vehicles worth Rs 40 crores are set to be used to the existing fleet that will collect waste from various points in the city on a daily basis."**

# Kota City – Gearing Up to Become Open Defecation Free

Kota has a target of December 2017 to become 100 per cent Open Defecation Free. It is, perhaps, the only place where the share of Municipal Corporation has been increased by two times in comparison to the Central and State Governments for building toilets, says **Mahesh Vijay, Mayor, Kota City**, in conversation with **Kartik Sharma** and **Harshal Y Desai** of **Elets News Network (ENN)**.



**How do you perceive Kota city being selected under the Smart Cities Mission?**

Kota being selected under the Smart Cities Mission is itself an achievement for the citizens of Kota. It is expected that the city would

generate Rs 1,000 crore in next five years. This fund will be utilised for the development of infrastructure. We have planned several projects like development of green belts, sewage systems, tourism, strengthening of water supply etc where the fund will be utilised.

## What plans do you have in the pipeline?

The development projects of Kota will get it recognised on an international level. As the first major initiative, development of Dussehra Ground has started. We are spending about Rs 174 crore in developing this ground on the lines of Pragati Maidan (in New Delhi). The project will be completed in three phases. The city is now under surveillance as CCTV cameras have been placed across the length and breadth of the city. These cameras are being monitored through state-of-the-art control system inaugurated by Honourable Chief Minister Vasundhara Raje recently. We have also launched a mobile application which will allow citizens to communicate with the Municipal Corporation in the comfort of their homes. We are working to introduce smart cards and some other smart services for the city buses.

## What steps have been taken by the Municipal Corporation of Kota under the 'Swachh Bharat Mission'?

We are fortunate to work under the leadership of Prime Minister Narendra Modi and Chief Minister Vasundhara Raje. Swachh Bharat Mission is one of the most ambitious projects of the Central Government and the Government of Rajasthan is making every possible effort to execute it successfully in the State. We, at Kota Municipal Corporation, have taken this project as one of our priorities and ensured that the major components of the mission are in place.

As a pilot project, we have started collecting waste door-to-door in some parts of the city and through that experience, we are all set to start door-to-door collection in all the parts of Kota. All the garbage



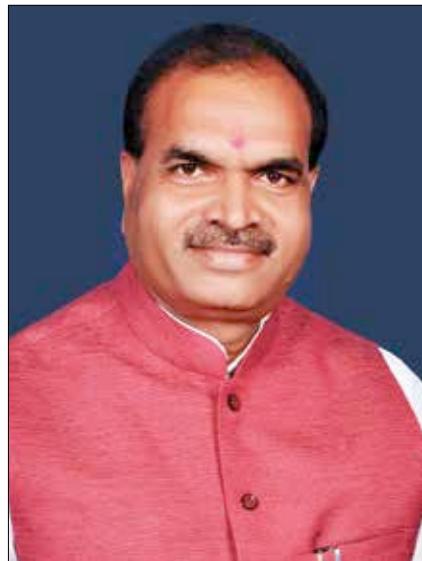
***"The development projects of Kota will get it recognised on an international level. As the first major initiative, development of Dussehra Ground has started. We are spending about Rs 174 crore in developing this ground on the lines of Pragati Maidan (in New Delhi)."***

collection points have been walled, so that the waste is not spilled on the roads. Designer dustbins have been installed recently across the city.

Various awareness programmes for waste collection are being carried out in the city. Further, we are soon going to add vehicles worth Rs 40 crores to our fleet that will collect waste from various points in the city daily.

## Tell us about Kota's roadmap to turn an Open Defecation Free place.

We have been successful in making Kota Open Defecation Free. I appreciate the efforts of Rohit Gupta, CEO of Kota Smart City Limited and Dr Vikram Jindal, Additional CEO of Kota Smart City Limited. The Municipal Corporation of Kota has already identified 12,000 such places where it will build the toilets. We are targeting December 2017 to make the city 100 per cent open defecation free. Kota is perhaps the only place where the share of Municipal Corporation has been increased to two times as that of Central and State Governments for building toilets. 

**R K Mehta**

Chairman

Urban Improvement Trust (UIT), Kota

# UIT Changing Kota's Landscape

The Urban Improvement Trust (UIT) has started a project to improve the sewage system in the city inviting tenders worth Rs 200 crores. There is a plan to start new treatment plant to treat more wastewater also, says R K Mehta, Chairman, UIT, Kota, in conversation with **Harshal Y Desai** of **Elets News Network (ENN)**.



*"The command and control centre in Kota, with its sensor based data feeds and real time monitoring is ensuring the safety of the city."*

**Kota is one of the four places from Rajasthan to be developed under the Smart Cities Mission, how is the State Government planning to develop it?**

Kota is abundant with resources like water and electricity which are perhaps the two most crucial resources for any city to become smart. The city is well-connected with railway lines too. Recently, flight services between Kota and Jaipur have started allowing people to travel here easily. The city, in the past, has been known as an industrial place.

However, the pace of industrialisation has been little slow in the past few years. Soon, we will see Kota like development in other parts of the State. As you are aware, in the sphere of education, Kota has already proved its mettle. The city has great heritage and is known for its historical places.

**How UIT is contributing to transform Kota into a Smart City?**

UIT is an important body that plays crucial role in the city's development. The chairman of UIT holds the

position of Vice Chairman of Kota Smart City Limited as well. We have a great responsibility to help the Municipal Corporation of Kota and Kota Smart City Limited for the execution of the Smart Cities Mission. I am glad that UIT has been successfully participating in the initiatives and playing its role well. Under the guidance of Dr Manjit Singh, Chairman, Kota Smart City Limited, we ensure that we are well on track and moving in the right direction.

#### **Please share your views on making Kota a safer city.**

The Abhay Control and Command Centre, recently been inaugurated by Hon'ble Chief Minister of Rajasthan Vasundhara Raje, is an integrated and holistic infrastructure developed to assist the police department for monitoring traffic and criminal activities with its surveillance. It also has a response management system and an intelligent traffic management system. The command and control centre in Kota, with its sensor based data feeds and real time monitoring is ensuring safety of the city. As a significant step, the Government of Rajasthan has deployed women police personnel to attend emergency calls. E-challan system is also being initiated. The recently inaugurated hanging bridge in Kota will also reduce the number of road accidents and traffic in the city.

#### **What plans do you have for turning Kota beautiful?**

We have started a project to improve the sewage system in the city. UIT itself is going to invite tenders worth Rs 200 crores. We are going to start new treatment plant soon to treat more wastewater. Further, we have also provided significant fund to the Municipal Corporation of Kota which will be used to streamline the waste

## **PM launches projects worth Rs 15,100 crore in Rajasthan**

Prime Minister Narendra Modi inaugurated National Highways projects worth Rs 15,100 crores in Rajasthan. PM inaugurated 12 National Highways projects worth Rs 5,610 crores and did Bhoomi Poojan for 11 projects worth Rs 9,490 crores.

Besides 6-Lane Cable Stayed Bridge across river Chambal at Kota, Modi inaugurated four-laning of Gomati Chauraha - Udaipur section of NH-8 at a cost of Rs 1,129 crore, four-laning of Rajsamand-Bhilwara section of NH-758 at Rs 1,360 Crores, Nagaur Bypass to Netra village on NH-65 at a cost of Rs 301 crore and 48 road safety projects at a cost of Rs 381 crore.

The 11 projects for which Prime Minister did the Bhoomi Poojan include:

- Four-Laning of Bar-Bilara- Jodhpur section of NH-112 at Rs 1,249 crore
- Six-Laning of Kishangarh-Gulabpura section of NH-79A and 79 - Rs 1,184 crore
- Six-Laning of Gulabpura-end of Chittorgarh section of NH-79 - Rs 1,378 crore
- Six-Laning of Chittorgarh to Udaipur section of NH-76 - Rs 1,223 crore
- Six-Laning of new Udaipur Bypass on NH-8 - Rs 726 crore
- Six -Laning from Udaipur to Rajasthan / Gujarat Border section of NH-8 - Rs 1,616 crore, Jaipur Ring Road - Rs 1,668 crore
- Two-Lane paved shoulders section of Balotra to Sanderao (Pkg - II) of NH-325 - Rs 178 crore
- Two-Lane paved shoulders section of Balotra to Sanderao (Pkg - III) of NH-325 - Rs 164 crore
- Four-Lane CC road with safety imp. in Jhalawar city of NH-12 - Rs 80 crore
- Two-Lane ROB and its approaches on NH-709 extension near Sadulpur Railway Station- Rs 24 crores.

Source: PIB

disposal and management system in the city.

A very innovative technology is being used to install underground dustbins in the city. We are also working on beautifying our parks. We plan to add new entertainment facilities in the amusement parks. Sport complex development is also on the cards. We have also proposed the construction of a couple of flyovers in the city to ease the traffic.

We are constantly working on developing infrastructure in the city to make the city liveable and attractive. From parks to sport complex and from sport amusement areas to biological parks, work is under progress. We want to develop city as a green city. I personally feel that citizen engagement is very crucial for turning any city into a smart city. 

**Dr Manjit Singh**

Principal Secretary  
Local Self Government  
State Mission Director – Smart City  
Mission and AMRUT  
Government of Rajasthan

*"The Rajasthan Government is going to spend a huge amount - about Rs 15,000 to 20,000 crores - to improve sewage treatment and water supply projects in about 100 cities in the next four to five years."*

# Rajasthan Pioneering the Smart Cities Mission

The concept of developing Smart Cities is not a short-term goal but long-term plan involving a detailed planning for ensuring the cities are cleaner, safer, and affordable believes **Dr Manjit Singh**, Principal Secretary – Local Self Government & State Mission Director – Smart City Mission and AMRUT, Government of Rajasthan, in conversation with Kartik Sharma of Elets News Network (ENN).

**You have been one of the key officers working for the Government of Rajasthan, with rich experience of working with several departments, how do you perceive good governance?**

I have been in the services for 30 years now and, fortunately, I had the opportunities to work in several departments in various capacities including Transport, Tourism, Excise, Urban Development, and others. As far as the Urban Development Department is concerned, I have been working in this sector for almost 12 to 13 years. Rajasthan is indeed a big State. The Government of India has initiated a

number of flagship programmes including the Pradhan Mantri Awas Yojana, Swachh Bharat Mission, Smart Cities, Atal Mission for Rejuvenation and Transformation (AMRUT), National Urban Livelihood Mission, etc and we are trying our best to implement these schemes in the best possible manner. We are focussing on delivering the projects on time, ensuring maximum benefits to public in the State.

**Which department has been the most challenging one for you in career so far?**

Challenges are everywhere. One should be determined to face the challenges



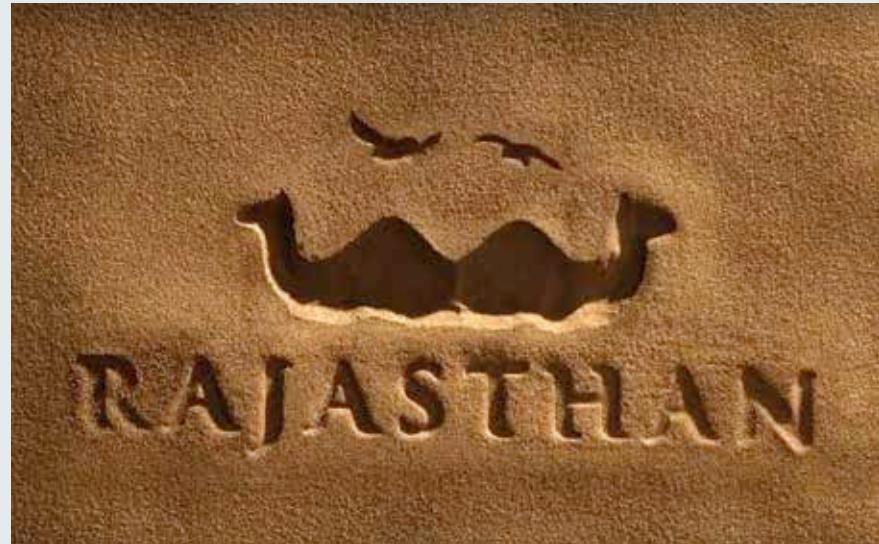
Hawa Mahal, Jaipur

and streamline the systems. We should have that will to perform and keep the public faith intact. When I was in the Transport Department, we had introduced online ticketing system for buses. We were the second State to implement such a project. I also got a chance to work in the Excise Department and introduced online licensing process switching over to conductor system and licensing system.

#### **How do you envision the concept of Smart City projects in the State?**

The concept of developing Smart Cities is not a short-term goal but long-term plan involving a detailed planning for ensuring the cities are cleaner, safer, and affordable. It also needs efforts to make cities suitable for different investments. We are glad that we are well on the track when it comes to implementation of the projects of making all the four cities of Rajasthan smarter. Soon, all the four cities will be better places to live with improved infrastructure, better housing, cleanliness, and waste management systems among other features. We are making efforts to make the best of Information Technology. The State of Rajasthan has been pioneer in LED-based street light project. Master Plan for all ULBs is in place. Further, we are also working on e-governance projects. Besides, we are also in the process of declaring our urban areas Open Defecation Free (ODF) in next two-to-three months. Besides, the State Government is also working on making cities cleaner with proper sewage and garbage treatment mechanism. The Rajasthan Government is going to spend a huge amount - about Rs 15,000 to 20,000 crores - in improving sewage treatment and water supply projects in about 100 cities in the next four-to-five years.

#### **What are the challenges you face while implementing the projects?**



We have several bodies involved in decision-making when it comes to the implementation of the projects. This has been one of the major challenges for us and it is everywhere, which many a times delays the work. But we try to ensure the synchronisation of these processes and make efforts to fasten the decision-making in the best possible manner.

#### **How are you making the best of Information Technology?**

In collaboration with the IT department of the State, we are implementing Smart Raj Project - an e-governance project -- which allows us to have online services for every Urban Local Body through single window system. There are several modules which allow us to streamline various functions like collection of property taxes, management of assets, and collection of advertisement funds. There are various services which are online and can be subscribed by people. People can seek various permissions online and saving their time and energy.

#### **How crucial is the public transport to make a city smarter?**

We are working on increasing the number of city buses enabled with GPS

and CCTVs in major cities. The Bike Sharing Project has been one of the most innovative projects by the Rajasthan Government. We have started this project in four smart cities and it is working fine. We believe this project will ensure easy, eco-friendly and economical transportation for the people.

#### **What are your plans to improve the conditions in other cities of Rajasthan?**

We are making efforts to make every city of Rajasthan a Smart City. In the four cities, selected under the Smart Cities Mission, the rate of implementation of project will be faster, but we are not going to ignore other cities of the State. We are focused on making these cities cleaner and greener. We will ensure that all the best practices are in place in remaining cities of the State.

#### **What message would you like to give to young officers?**

I encourage young officers to work hard and keep taking new initiatives. Believe in yourself, be committed to your work and make every possible effort to deliver what you are supposed to deliver. 



**Mugdha Sinha**

MD, RIICO

Commissioner, Delhi Mumbai Industrial Corridor (DMIC)



*“While specialisation allows you to work in a certain area efficiently, exposure to other sectors help you expand your experience and serve people from different walks of life.”*

# Mugdha Sinha – Streamlining Industrial Development in Rajasthan

The Rajasthan State Industrial Development and Investment Corporation (RIICO) is working as a catalyst for Delhi-Mumbai Industrial Corridor by developing industrial areas, says **Mugdha Sinha**, MD, RIICO, and Commissioner, Delhi Mumbai Industrial Corridor (DMIC), in conversation with **Kartik Sharma** and **Harshal Desai** of Elets News Network (ENN). Excerpts:



**You have been an IAS officer in Rajasthan for 18 years. How has been the journey so far?**

My journey so far, can be best described as 'one of continuous learning and simultaneous delivery'; 'of motivating as a leader and contributing as a team member'. The diversity and nature of work has been both amazing and equally challenging, never a dull moment.

While implementation of government schemes, taking governance to the last man standing as District Collector in four absolutely diverse districts (especially in a State like Rajasthan where the civil society is very aware) gave me an insight into the aspirations of the common man and their expectations from the government. Working at the Centre in the Ministries of Textiles and Commerce gave me an international exposure to trade and industry, where I was involved in some

crucial trade negotiations and policymaking.

I also consider myself fortunate to have worked as staff officer to the Honourable Chief Minister in the State and also to the Union Commerce & Industry Minister at the Centre where I was exposed to the dynamics and nuances of policy making, enabling me to be an informed participant and contributor in an entire lifecycle process of democratic functioning from the grassroots to the policy making end of the spectrum.

**You have worked in four different districts of Rajasthan, what challenges did you face?**

I consider myself lucky to have got an opportunity to serve in four very diverse districts, each with its own very unique character, composition and challenges. In Bundi, my first district, we leveraged its tourism potential and the civil society's active involvement and enthusiasm by using the local Bundi Festival, documenting the 300 old baoris or stepwells in the district, highlighting its rock paintings and creating a buzz around tourism. Based on our work on Stepwells we got a budget of Rs 2 crores for renovation of stepwells in Bundi. The civil society's active engagement created "Shiksha Aapke Dwar" into a mass movement for enrollment of children into school. We initiated schemes like "Sarathi Yojana" for helping needy individuals with aid in kind where no government scheme existed. Being a rice rich district, it gave me an insight into farmer's issues and politics around irrigation and need for conversation and optimal utilisation of water.

However, my next postings at Hanumangarh and Sri Ganganagar, also primarily agrarian like Bundi, but with a different system of canal irrigation and problems of rich landowners with poor tenant farmers gave me interesting



**"In Jhunjhunu district, we clamped down heavily on illegal mining, illegal extraction of ground water (since most parts of it were in dark zone)"**

insights into inter-state water issues. Since both were bordering districts to Punjab and Haryana, the law and order issues also assumed a different dimension, with challenges sometimes getting triggered from across the border. Implementing Mahatma Gandhi National Rural Employment Guarantee Act (MNREGA) scheme in both these districts required customising them to the character of the district with premium on scarce land and hence we looked at innovative ways of using MNREGA labour for canal lining.

In Jhunjhunu district, we clamped down heavily on illegal mining, illegal extraction of ground water (since most parts of it were in dark zone) and also on encroachment of lands of SC/ST by land mafias, because of which I was

transferred.

The districts require you to both lead by example as in cricket and to work as part of the team of officers as in football, what you do where depends on the demands of the situation.

**Being a popular officer of the State, what advice would you like to give to young IAS officers?**

Being part of the Indian Administrative Service is indeed a rare opportunity and I am extremely grateful for this chance and honour and I hope to strive continuously to make it worthwhile for generations to aspire to be here in the service of the people and the constitution of the country.

My experience of Jhunjhunu, has emboldened my resolve, for it validates that fairness, justice, truth and voice of people matter in the long run. I also believe that you can do every right thing within the ambit of rules and regulations and that both 'honesty and efficiency' can co-exist and must be given a chance and encouragement.

For those who look up to being in the Civil Service, I only hope you are here for the right reasons of serving the people as their trustee with full

transparency, accountability, responsiveness and sense of responsibility. Because our dedication and commitment to what we call the people, is actually for the society of which we will be a part at the age of 60. So it is for us and everybody around that we strive and there is no 'us and them'. If you understand that, the service will give you satisfaction and society will appreciate your contribution.

My talisman is a couplet I read on a temple wall in Bundi- "*Jo apne pad se kaam karte hai, wo kabhie na kabhie bhutpurv ho jaate hai. Par jo apne karm se kaam karte hai, wo sadev abhutpurv rehte hai.*"

Do not fear in the advancement of your duty; let your conscience and constitution of the country be your guiding light. As some one has said-

"Satya pareshann so sakta hai, parajit nahi."

#### **Did you face any challenges being a woman officer?**

An Officer is trained to be one. The faculties of mind, and heart and the many qualities becoming of an officer that we bring to our assignments do not have a gender. Therefore, if we continue to be anonymous (and let our work speak), professional, transparent, accountable, responsive, responsible, compassionate, and officer like at all times, people will continue to see us as one irrespective of whether we wear the pant or sari with bangles and bindi.

I say this because I have worked in two out of four districts where no women had served before as DC since more than six decades of independence and it did not matter that I was a woman because I was an officer first and always. The challenges are built around perceptions; break the perceptions and ceilings with your work.



#### **You have worked both in the Central and the State government. How was the experience?**

Like I said earlier, after having worked in the State for around 12 years I went on Central Deputation and worked there for 5 years, and now am back to the State. Our system of service in the country has been so beautifully designed that an officer in his/her entire timespan in the job, is able to move seamlessly from implementation to policy; from state to centre; from one area of specialization to another, gathering both in-depth knowledge and aerial perspective across sectors that every new task turns out to be a value addition both for the officer and the assignment.

I have been extremely lucky to have worked in four very diverse districts and been exposed to work of three different Ministries-Textiles, Commerce and DIPP at the Centre. It was gratifying to work in staff positions of CM's office and Union Minister's Office; to rub shoulders with the common man and with International dignitaries all at the same time. With phenomenal exposure and learning also comes phenomenal sense of responsibility and I hope to offer this to the very people who have made it all possible.

#### **Which sectors are close to your heart?**

I love my work, whatever assignment be it. Every 'new' assignment is an exposure into a sector I have not had exposure to before and hence the novelty to understand its nuances is both challenging and refreshing. As for an opportunity to continue to specialize in the 'same' sector, give you a more in-depth and 360 degree understanding of the issues and perhaps with more time to nurture ideas and to take them to their logical conclusions, which is also very satisfying. Currently, I am doing the latter, having moved from Udyog Bhawan GOI to Udyog Bhawan GOR, I hope to leverage my previous experience to my current assignment.

#### **You are now assigned additional charge as Commissioner of DMIC. How will it affect your work?**

Commissioner DMIC is a full fledged and not additional charge and it synergises perfectly with the work I do as MD RIICO, as we are both catalyst for industrialisation and investment in the State. New opportunities under DMIC and experience of RIICO will be mutually beneficial to both the organisations. 



**Ravi Jain**

Commissioner  
Jaipur Municipal Corporation

**F**or the implementation of the Smart City project, a Special Purpose Vehicle (SPV) was formed in March 2016 which was made the nodal agency to take up works proposed under the Smart City proposal.

The objective of Smart Cities Mission is to promote cities that provide infrastructure and give a decent quality of life to its citizens, and a clean and sustainable environment by application of smart solutions.

The focus of Jaipur Smart City Limited is on sustainable and inclusive development and the idea is to look at compact areas, create a replicable model which will act like a lighthouse to other aspiring cities.

The Smart Cities Mission can be replicated both within and outside the Smart City, catalysing the creation of similar Smart Cities in various parts of the country.

# Jaipur To Turn Into A World Class Smart City

Jaipur, popularly known as the Pink City that draws lakhs of tourists monthly from across the country and abroad, is now all set to be developed into a World Class Smart City. The capital city of Rajasthan was positioned at third place when the first list of Smart Cities Mission was declared by the Ministry of Urban Development and Housing – now Ministry of Housing and Urban Affairs, **Elets News Network (ENN)** explores the City's ongoing development into a World Class Smart City.

## Essential Components:

Smart Heritage and Tourism Precinct (SHT), Smart Mobility, Smart and Sustainable Civic Infrastructure, Smart Multi-Modal Mobility, Smart and Solid Waste Management, etc, are the main components being focussed to turn Pink City into a Smart City.

As per the statistics available, under the SHT, about 11 projects have been decided or planned, which cover all major heritage buildings and infrastructure in the Area Based Development (ABD) area. Further, with the help of Integrated Traffic Management System and various other measures, JSCL is making efforts to streamline transportation and parking within the city.

Development of smart multi-level parking, smart roads, public bicycle sharing schemes, etc are some other initiatives. JSCL is also working on plans to ensure smart and sustainable civic infrastructure which will include projects to ensure air quality monitoring, electric supply, automated online water quality monitoring, installation of CCTV cameras, rehabilitation of old sewer lines, smart toilets and Wi-Fi connectivity.

The facelift of walled city has already started and plans to build raised platforms are already underway. Further an art gallery, e-rickshaw stand and car parking will also be constructed.

The authority has huge plans to execute initiatives related to solid waste management. Like other cities, door-to-door waste collection, waste segregation, awareness campaigns to educate citizens on the significance of waste management, etc, are already in place.

Recently, 30,000 ragpickers were engaged by JSCL to segregate solid waste in the city. The move will reduce financial burden on Jaipur Municipal Corporation and JSCL who are currently engaged in collecting waste. According to officials, the corporation is planning to hire a NGO that will identify these ragpickers.

Wi-Fi zones are being created in various parts of the Pink City. JSCL is working on ensuring seamless connectivity around the city. Further, 15 schools have been identified where Jaipur Smart City Limited is going to induct smart classrooms. 



**Ravi Aggarwal**  
Managing Director  
Rajasthan State Gas Limited (RSGL)

*"RSGL has joined hands with the industries in Rajasthan for win-win situation by convincing them for better price realisation through high quality of product produced by using natural gas which ensures less carbon and uniform heating and uninterrupted supply."*

# RSGL Leading The Clean Energy Revolution In Rajasthan

Rajasthan State Gas Limited (RSGL) has developed blueprint for involving dynamic strategies to optimise natural gas availability through domestic gas, LNG, waste to biogas, developing industrial clusters for providing anchor loads to the gas pipeline infrastructure, LNG hubs at strategic locations and setting CNG and LCNG corridors connecting all the key cities in the Rajasthan, says **Ravi Aggarwal**, Managing Director, RSGL, in conversation with **Kartik Sharma** of **Elets News Network (ENN)**.



Business Transfer Agreement (BTA) signed for CGD Kota Transfer by Ravi Agarwal, MD, RSGL and P K Pal, Chief Executive Officer, GAIL Gas in the auspicious presence of Hon'ble CM GoR and Hon'ble Minister of State (IC), MoPNG.

**RSGL has become a showcase for the industries in adopting innovative model for meeting State aspiration. Please Elaborate.**

The Government of Rajasthan is implementing various reforms that are germane to the ease of doing business

and has identified development of the gas infrastructure as a key agenda for economic growth and systematic planning of industrialisation to meet socio-economic aspiration of the people. The State Government has generated key enablers for all the industries through single window clearance, allotting plot at strategic

locations and making workable solutions for RSGL and end users. The collaborative efforts with the industries are being ensured by synchronizing gas availability as per the project planning. The involvement of RSGL with the user industry for optimising the cost for the technology opted and in space use besides other commercial aspects has earned excellent rapport with the customers. RSGL is involved with the government for a systematic development of energy needs for Smart Cities and industrial clusters through setting up CNG corridors and retail infrastructures.

**Availability of gas is a concern for the industrial revolution in the State. How RSGL is taking up steps in changing Rajasthan industrial scenario?**

The availability of clean energy is the key issue for systematic development of identified industrial clusters. The State Government has authorised RSGL as a nodal player for setting retail gas infrastructure in the State through the collaborative efforts with the government and the industries.

RSGL has rather adopted collaboration as a key driver with Rajasthan State Industrial Development and Investment Corporation (RIICO) in developing identified industrial clusters. RSGL has also taken up connectivity to the M/s Global Ceramic at Ghiloth to setup state-of-the-art ceramic zone and the project involving decompression unit, transportation of natural gas through the cascades from Neemrana to the M/s Global Ceramic premises has been completed in record time.

RSGL has developed blueprint for involving dynamic strategies to optimise natural gas availability through domestic gas, LNG, waste to biogas, developing industrial clusters for providing anchor loads to the gas



RSGL signed MoU with RIICO to expand the natural gas downstream distribution network in Rajasthan.

***"RSGL is involved with the government for a systematic development of energy needs for Smart Cities and industrial clusters through setting up CNG corridors and retail infrastructures."***

pipeline infrastructure, LNG hubs at strategic locations and setting CNG and LCNG corridors connecting all the key cities in the Rajasthan.

**After opening CNG corridor between Delhi and Jaipur, what is the plan of RSGL for setting up a similar corridor connecting other key cities?**

RSGL opened first CNG highway between Delhi to Jaipur (along NH-08) as per Government of Rajasthan

budget mandate by commissioning mega CNG Station at Neemrana and Daughter Booster Station (DBS) at Kukas near Jaipur. RSGL has entered into agreement with Indian Oil Corporation Limited (IOCL) for augmenting CNG in the State. Business Transfer Agreement (BTA) between RSGL and GAIL Gas Limited for transfer of Kota CGD assets in favour of RSGL was signed on 18th April, 2017 in presence of Hon'ble Minister of State (I/C), Ministry of Petroleum and Natural Gas and Hon'ble Chief Minister, Government of Rajasthan.

RSGL has taken proactive steps for setting CNG Corridor connecting Bhilwara-Chittorgarh/Udaipur, Kota-Jaipur and inter-state CNG Corridor between Kota-Mumbai to become front runner State in setting CNG Corridor connecting important key cities. The breakthrough technology is planned for making gas available through the long tube cascades in the identified industrial clusters along Neemrana -Jaipur, Kota-Baran-Jhalawar, adjoining areas of Ghiloth and Chittorgarh-Bhilwara-Udaipur sectors.

**Affordability of clean fuel in comparison to other competitive fuel at a less price is dampening factor for the industries. How RSGL is addressing this issue?**

At one point where polluted fuel like husk, High Speed Diesel (HSD) etc is discouraging industries for switching over to Natural gas, RSGL has joined hands with the industries in Rajasthan for win-win situation by convincing them for better price realisation through high quality of product produced by using natural gas which ensures less carbon and uniform heating and uninterrupted supply. No one now doubt about the capabilities of RSGL in taking up challenges which may sound impossible as earlier. RSGL has demonstrated its capabilities to transform impossible into improbable and then into probable. RSGL has become a model for country, a business entity fulfilling state aspiration for meeting socio economic aspiration of the people.

**How can the State Government contribute to the development of World Heritage Cities like Jaipur and Udaipur?**

The source of gas for the Geographical Area (GA) of Jaipur and Udaipur is to be ensured for the development of CGD network. The non-availability of gas connectivity leaves a vital and an important gap between the CGD entity



The collaborative agreement was signed between Indian Oil Corporation Limited (IOCL) and RSGL in the presence of Aparna Arora, Principal Secretary, Government of Rajasthan to augment additional CNG requirement.

***"RSGL has demonstrated its capabilities to transform impossible into improbable and then into probable. RSGL has become a model for country, a business entity fulfilling state aspiration for meeting socio economic aspiration of the people."***

and agency responsible for providing trunk transmission gas line connectivity. In context of Rajasthan, Jaipur is the capital and largest city of the State of Rajasthan and Udaipur is most sought after tourist destination of the State.

Jaipur, also known as the Pink City of India, which has a rich history of modern civilisation, art and culture. The city was planned according to Indian Vastu Shastra.

The architecture, culture, and planning of Jaipur is complex and unique. Udaipur is a beautiful city, known for its picturesque lakes, also called 'the City of Lakes'. Udaipur has many more attractions that catch the attention of the tourists with their charm. The massive forts of Udaipur attracts tourists with their sheer structure and architecture. The beautiful temples create a sense of aestheticism with their spiritual ecstasy.

There is need for cohesive approach involving the State Government, PNGRB and the entities responsible for setting transmission pipeline for synchronising completion of gas infrastructure, CGD network and the industries for using gas in the desired time cycle. 



# Ajmer's Mobile Library Helping Poor Students



**Gaurav Goyal**

Collector and District Magistrate  
Ajmer

**O**n 14<sup>th</sup> August 2016, the Chief Minister of Rajasthan, Vasundhara Raje, inaugurated a book bank and mobile library started under the stewardship of the Mayor, Dharmendra Gehlot and Collector and District Magistrate of Ajmer, Gaurav Goyal in Ajmer.

## The Book Bank

The noble cause driving this initiative is collection of academic and non-academic books from students or people in general who do not need them, and then their distribution among the needy students or people. Under this initiative, camps are being organised in private schools of the city and many famous donors of the city are being contacted to donate their books. The collected books are kept in the book bank to be delivered to the needy, especially students of government schools, as there is limited availability of

In its effort to make learning process more inclusive, District Administration and Ajmer Municipal Corporation under the leadership of Collector and District Magistrate of Ajmer, **Gaurav Goyal**, has undertaken two major innovative initiatives - a novel book bank to bank upon for building a promising future of thousands of children and a mobile library to inculcate a culture of reading in the historical city, observes Elets News Network (ENN).

## Amazing Ajmer Mobile Application to Increase Citizen Engagement:

The Municipal Corporation of Ajmer has also launched a mobile application which is aimed at increasing citizen partnership in the development of the city. This application was launched in the presence of Collector and District Magistrate Gaurav Goyal and Municipal Commissioner Himanshu Gupta.

According to Gupta, the mobile application will prove to be a crucial platform to collect views and feedback of people which will further help the administration to streamline things.



**Himanshu Gupta**  
Commissioner  
Ajmer Municipal Corporation

books in government-run schools. Besides, there are many schools which do not have proper libraries.

More than 3,000 different books have been collected so far and delivered to students school-wise. Even some students participated in this novel cause and donated books which were later

distributed in government primary schools.

## Mobile Library

Ajmer Municipal Corporation is also running a mobile library along with the book bank. Through the mobile library, every fortnight the books are being sent to different areas to distribute books to the needy students.

To keep the mobile library affordable for all, the annual fee is kept as low as Rs 20, allowing students to get the books issued for two weeks. Proper arrangements for students have also been put in place so that they can read the books in a comfortable ambience.

Kindle, a mobile device to read books online, is already made available at the library for facilitating e-reading. Computer operators at the library also arrange soft copies for the students if need be. Besides, a list of available books is maintained and updated for easy identification.

Many educational institutions are highly appreciative of the mobile library and some of them are also organising seminars on their impact on the book reading culture in educational institutes. 



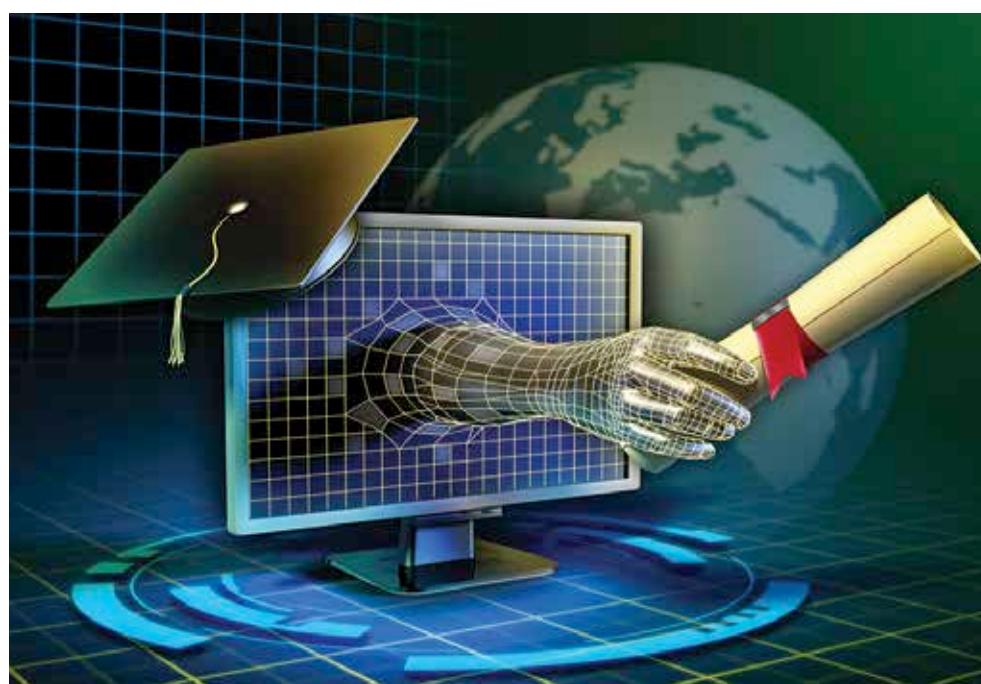
**Ashutosh A T Pednekar**

Commissioner College Education and  
Special Secretary Higher Education,  
Government of Rajasthan

*"In order to make the skill based learning more effective the government is keen to strengthen the vocational education at Higher education level."*

# Crafting Technology-Enhanced Innovation in Higher Education

The Government of Rajasthan has adopted innovative learning methodologies to improve the higher education landscape in Rajasthan. The government is also focussing on ICT based skilful learning to make the youth employable, says **Ashutosh A T Pednekar**, Commissioner, College Education and Special Secretary Higher Education, Government of Rajasthan in an interview with **Kartik Sharma** of **Elets News Network (ENN)**



**What are the plans of the Government of Rajasthan to provide quality higher education to the youngsters of the State?**

Rajasthan has a vast higher education system both in terms of numbers, their age and antiquity, as well as the types of institutions defined by source of

funding and the nature of management. Rajasthan occupies place in top six States in terms of highest number of colleges in India including Uttar Pradesh, Andhra Pradesh, Maharashtra, Karnataka and Tamil Nadu. The system draws its strength from the young population as well as the aspirations for greater economic and social mobility

associated with higher education.

### **What initiatives are incorporated by Department of College Education to enhance higher education space of Rajasthan?**

In order to deal with issues of access, equity, management, efficiency, pedagogy and quality, the Department of Higher Education, Government of Rajasthan, has taken the following initiatives:

- Implement e-Governance in higher education through higher education portal
- Availability of smart classroom in colleges
- Provide Wi-Fi facilities to students and faculty
- To encourage Massive Open Online Courses (MOOCs).
- Big Data Challenge and Hackathon on regular basis
- Library computerisation in higher education institutes (HEIs)
- Spoken tutorials for FOSS courses
- Digital class rooms in Girls colleges under CSR
- Establishment of smart science labs
- Establishment of Crowd Sourced Social Platform for education
- Linking colleges with INFLIBNET facility of UGC
- Implementation of GIS mapping in HEIs
- Promotion of industry-academia linkages.
- Online test for students to access skill and aptitude on regular basis.

### **Please explain about the policy architecture of the state government for making the students skillful to compete globally?**

Nowadays the government is focusing more on equipping students with the vocational and entrepreneurial skills. These skills will make the students suitable for jobs in corporates of their respective streams.

In order to make the skill based learning more effective the government has ordered to strengthen the vocational education at college level. In their efforts, the respective departments of government are trying to attract more students to skill based courses at Polytechnics through aggressive marketing and appropriate counselling.

***"In order to make the skill based learning more effective the government has ordered to strengthen the vocational education at college level."***

Curriculum revision has been done for universities to make their regular courses more flexible. Skill oriented add on courses in colleges to be taken by students while pursuing degree education in Arts, Commerce and Science. Through industry university interaction, the universities have to identify subjects in high demand and diversify their courses.

### **What steps have been taken by the government to overcome the challenges while connecting the tribal population of the state with the mainstream education?**

It is necessary to made good quality education easily accessible to the tribal population to bring them in the mainstream of development. The government has proactively taken the following steps to achieve the desired outcome.

- Public spending to focus more on remote and un-accessible areas- Equal infrastructure, attractive salaries, hostels and few institutions of excellence.

- Subsidised higher education for Non income tax payees, SC/ST and free education to SC/ST girls.
- Subsidised education to girls in rural areas.
- Encourage donor participation in Girls education, SC/ST education.
- Special Coaching Classes in Colleges of far flung areas be encouraged to facilitate updation of knowledge.
- Proficiency of enhancement in English language classes will be introduced.
- Online Video conferencing, Internet and Intranet connectivity of colleges, libraries, universities and the commissionerate.

### **What are the expansion plans of the state government in terms of education to envisaged new job and also the opportunities for self-employment?**

In Rajasthan, Agriculture & allied activities still provide over 60% of all jobs, with industry (mainly construction and manufacturing) and services (mainly trade, hospitality, Government and Community Services) accounting for the rest of employment. The State Government has been creating a number of job opportunities under various sectors, but the increase in the job has been more than offset by the rapid growth of population.

The state government is also focussing on self-employment. The facilities for vocational guidance and assistance for self- employment to the educated persons are, therefore, being given emphasis. Expansion in education, medical and health, and housing facilities is envisaged creating new opportunities for self-employment. Technical training facilities will also be improved and it will be imparted in emerging areas to cater to the changing needs and pattern of industrialization and advancement of technology. 

**Rohit Gupta**

Collector and District Magistrate  
Kota  
CEO, Kota Smart City Limited, Kota

**"More than 800 cameras will be installed and will help us in keeping better vigil for security as well as civic amenities of the city."**

# Kota- Treading the Development Path

Kota has developed a citywide app where people can register their complaints. A portal for senior citizens, under the leadership of Rotary Club Kota, is also being prepared, says **Rohit Gupta**, Collector and District Magistrate, Kota, and CEO, Kota Smart City Limited, in conversation with **Harshal Y Desai** of **Elets News Network (ENN)**.



## **What are some of the projects the Kota Smart City Limited is working on?**

Kota Smart City Limited has been working on several projects which include strengthening and building of digital infrastructure, transportation and parking, LED lighting project, bus shelters, etc. Our Smart City initiatives also include a number of beautification projects of parks and public places, building of integrated cultural complex and Kotdi Canal Front project. Further, providing sewage network and 24x7 water supply to citizens of Kota is also an integral part of the mission and is a top priority.

We have already developed a citywide app where people can register their complaints. A portal for senior citizens, under the leadership of Rotary Club Kota, is also being prepared. An e-book bank project (KotaReads) has also been initiated through which people can choose their favourite books and read them in the comfort of their homes. Digitisation of health records is also being done in partnership with MedCorps which will be available to citizens free of cost.

## **What is the idea behind the "Selfie with Plantation" campaign started recently?**

Kota district administration had

started "Selfie with Plantation" campaign to promote greenery. Under this campaign, we requested and encouraged citizens to plant trees and take selfie while doing so. The photos were to be uploaded through Kota city mobile application. These photos were reflected on Google map also. We had added a feature of 'Plantation Leaderboard' which reflected names of people and groups who did maximum plantation. 14,000 trees have been planted so far and the campaign has been extremely successful.

**What are your plans for the beautification and infrastructure projects of the city? What is the status of Dussehra ground project?**

We are developing Dussehra ground on the lines of Pragati ground. This project will be developed and completed in three phases. The first phase of the project is underway and we are spending Rs 77.55 crores on the project. The first phase of the project will be completed by April, 2018. We have also invited tenders for the second phase of the project. The third phase of the project will be most interesting where we will build smart community halls and club house within the premise.

Further, in the entire city of Kota – including the areas covered under Kota Municipal Corporation and Urban Improvement Trust (UIT) – 50,000 LED lights are being installed. So far, we have been able to install about 32,500 LED lights.

We have also proposed to develop and beautify 35 of total 95 parks which are in the Area Based Development region. We are also promoting the use of solar energy and have already proposed installation of solar panels on all government buildings in the city. We

are also working on building an Integrated Cultural Complex and a canal waterfront project connecting Kothadi pond with Kishore Sagar pond. A detailed project report for this project is being prepared.

City Nallas, which are presently in a very bad situation, is another matter of concern. There are plans to develop them aesthetically and also enhance the treatment facilities for water flowing through them.

**"Smart Classrooms in government schools, installation of solar pumps at various water bodies (bawadis), are some of the other initiatives which will make a great impact."**

**What are your plans pertaining to transportation and parking?**

To strengthen parking management, we have proposed to construct parking lots at various places in the city. Detailed Project Report (DPR) for developing two of such parking lots has also been prepared. The administration is also promoting the use of non-motorised transportation system and has created about 15 cycle sheds in the city where people can hire cycles on affordable rates. Kota Smart City buses are already working in the city. We have now proposed building smart bus shelters.

**What initiatives have been taken by Kota to be a part of Swachh Bharat Mission?**

We are working on streamlining waste disposal system in the city, and to ensure this, we have proposed GPS-based Vehicle Tracking System. Through this initiative, we wish to ensure that our vehicles which are deployed for collecting waste, functions properly. There is also a proposal to strengthen the sewage system in the residential colonies under UIT and Rajasthan Urban Infrastructure Development Project (RUIDP) areas.

The project will also ensure proper sewage connection in the residential areas where there are sewage lines now. In a State High Powered Steering Committee (SHPSC) meeting, organised on August 3, 2017, it was decided that the fund for this project will be converged from the National River Conservation Plan (NRCP) and the Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSNP).

**What are other development plans for Kota?**

The administration is determined to implement and execute projects for overall development of the city of Kota. We believe that in the near future, the city of Kota will see tremendous development all around. A state-of-the-art command and control center has been already inaugurated by Chief Minister of Rajasthan Vasundhra Raje.

Project for house to house gas connection has also been proposed.

Smart Classrooms in government schools, installation of solar pumps at various water bodies (bawadis), installation of sanitary napkin vending machines, and preparing detailed e-health records for the citizens of Kota are some of the other initiatives which will make a great impact. 

**Dr Vikram Jindal**

Municipal Commissioner  
Kota Municipal Corporation  
Additional Chief Executive Officer  
Kota Smart City Limited

*"The Department of Information Technology and Communication (DoITC) is building an integrated Command-and-Control Centre. This centre will take feed from CCTV cameras across the city."*

# Kota Marching Towards a Smarter Future

Kota Municipal Corporation is strengthening the police department by equipping police personnel with solutions that can allow them to issue eChallan and track any vehicle with the help of CCTV cameras, says **Dr Vikram Jindal**, Municipal Commissioner, Kota Municipal Corporation, and Additional Chief Executive Officer, Kota Smart City Limited, in conversation with **Kartik Sharma** and **Harshal Desai** of **Elets News Network (ENN)**.



## **What are the key components of a 'Smart City'?**

Cleanliness is the most important component of a 'Smart City'. If a city is clean, its waste disposal management is smart and efficient, and the garbage is handled resourcefully – we can claim that we are on the right track to become a smart city. Second noteworthy component of a smart city is making it encroachment-free. We need roads which are wide enough to enable people travel without hurdles. Besides, we should have enough open spaces – parks, pavements and gardens for citizens where they can stroll and exercise.

These might not be the so-called

traditional components, but I believe these are the basic necessities and are of great importance to make a city smarter.

## **Which areas are you planning to focus on in Kota?**

Our requirements for making the city of Kota smarter are completely different from the rest of the world. We have to streamline the basic system and, at the same time, make the most of available advanced information technologies to ensure smart policing, smart mobility, smart street lighting, etc.

We are focussing majorly on

strengthening the police department through solutions that can help police personnel issue eChallans and track vehicles using CCTV cameras. We are also working on streamlining our transportation system and are determined to make the best of available GPS technology which will allow people to know the exact location of their buses and book their tickets online. We have been working on building modular bus shelters across the city which will be equipped with a toilet, a bicycle sharing platform, a small shop, etc. The modular design can be installed instantly. We are also planning to install a tracking system to monitor the waste.

Open drains are a big issue in Kota. We are now planning to make parking spaces over these drains to expand parking spaces in the city. Further, in the health domain, we are trying to digitise health records of citizens and link it with Aadhaar cards. The Corporation is also exploring possibilities of creating libraries and book banks for common man.

Beautification of the city's Dussehra Ground is another major project we are working on. It will be built as a huge complex.

#### **What initiative has the Municipal Corporation taken to go paperless?**

We are ambitiously working on making Kota Municipal Corporation paperless. This is something which I personally feel will boost the efficiency of the Corporation and strengthen transparency in our operations. We will be assisted by BSNL in this project and if everything goes well, in the next one month we will start using the same.

#### **What are your plans to boost tourism in the city?**

We have planned to develop a ring



Kota will soon have designer garbage bins across the city

road around the Kishore Sagar lake. We have a river and a couple of water bodies in Kota. We have created several parks around these water bodies. We are trying to connect the Canal Road with Kishore Sagar lake and further with riverfront and parks. We plan to develop a track along these areas. We also have plans to build a chain of restaurants along this track. There are plans to beautify the Chambal Garden as well.

#### **Please apprise us of the Command-and-Control Centre?**

The Department of Information Technology and Communication (DoITC) is building an integrated Command-and-Control Centre here. This centre will take feed from CCTV cameras across the city and will be used by both Municipal Corporation and the police department.

#### **What inspired you to join administrative services and leave medical profession?**

I loved medical profession. But I

wanted to contribute to the society through administrative services. I want to ensure that people visit a doctor less frequently. I am determined to ensure an environment where people can lead a hygienic life. I am aiming at creating a society where people are more alert on possible medical implications and they can be educated enough to avoid some of the medical issue.

#### **What inspires you in executing responsibilities? What message would you like to give to IAS officers and aspirants?**

A Municipal Commissioner can do a lot to improve the city and its people. I just want to ensure that I take every right step to do this. I would like to make the most of this opportunity and deliver to the people of Kota.

I am a very health-conscious person. I believe that a healthy mind lives in a healthy body. I suggest all to give due importance to their physical health. Do exercises daily.

**Sidharth Sihag**

Commissioner

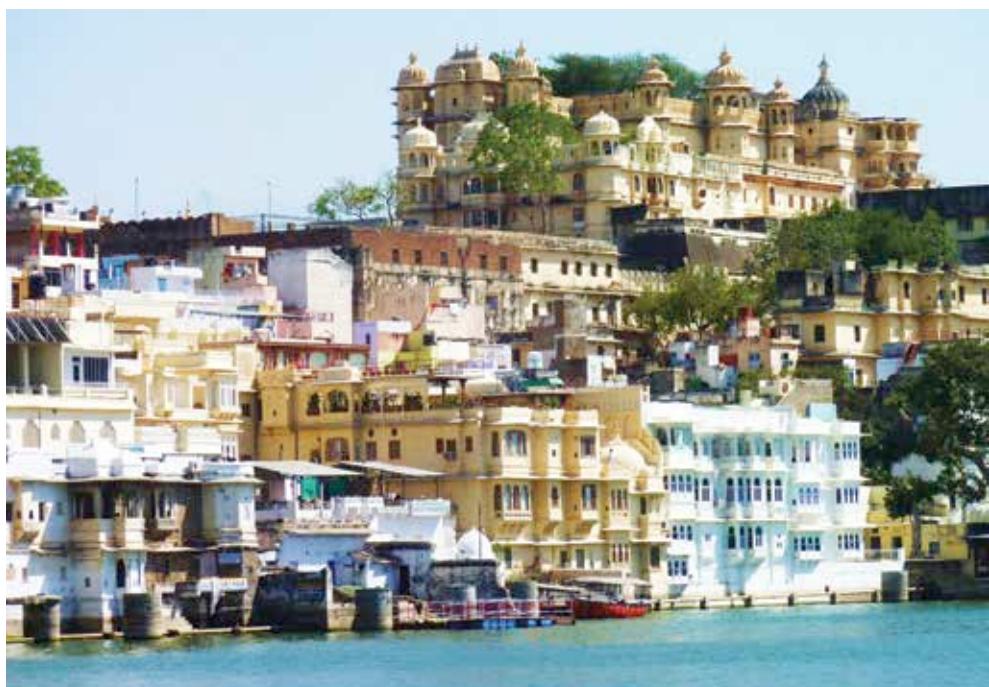
Municipal Corporation, Udaipur, and  
CEO, Udaipur Smart City Limited

*"We organise lake festival annually, educating people on water conservation and other significant elements related to lake protection.*

*De-weeding machine has been purchased to keep the lake free from water hyacinth and other weeds."*

# Udaipur – A Tourist City to Smart City

Udaipur is among the most beautiful cities of India. It's quite popular among tourists for its attractive and amazing places, natural beauty and cultural heritage. This is one of the most important segments where the municipal corporation wants to focus while developing the city, says **Sidharth Sihag**, Commissioner, Municipal Corporation, Udaipur, and CEO, Udaipur Smart City Limited, in conversation with **Kartik Sharma** and **Harshal Y Desai** of Elets News Network (ENN).



Udaipur City

**What is your vision for Udaipur? How are you planning to implement Smart City projects in the city?**

We are going to develop the infrastructure in such a way that it benefits the citizens as well as the tourists. We are also working towards 24X7 water supply and to

increase the share of renewable energy from current three-four per cent to around 15 per cent. We've huge plans to develop infrastructure for supplying electricity by building network for underground cables. It will enable us to protect the beauty of heritage structures in the city and at the same time increase the electricity supply.

To strengthen the transportation in the city, we've plans to build adequate parking spaces and already encouraging e-rickshaws' usage. Further, we are planning to streamline the public transportation system. So, steadily we are moving towards making Udaipur a Smart City.

#### **How are you streamlining the sewage management systems and making the city of Udaipur Open Defecation Free?**

Sewage management is another component we are working to improve. We have already started door-to-door collection of waste on a full scale. Udaipur has already been declared Open Defecation Free (ODF) city – the first city in Rajasthan to achieve this milestone.

The ODF campaign is one of the most ambitious projects of the Government of India. In the last few months, we've significantly increased our capacities to build public toilets for the common man. We cannot tolerate open defecation in a tourist city like Udaipur. Besides building the infrastructure, we are running several campaigns on making people aware about the harmful effects of open defection.

#### **How are you making use of the Information Technology to make Udaipur smart?**

Technology is indeed a great enabler and it is the basis of all the development projects in the city. Be it developing surveillance systems, integrated traffic management system, or monitoring criminal activities around the city. We have huge plans to develop robust surveillance systems. We have chosen the position of cameras in such a way that we can track people who are littering the lakes. Through this monitoring, we will also track the status of dustbins.



Udaipur's City Palace in the evening

*"We have huge plans to develop robust surveillance systems. We have chosen the position of cameras in such a way that we can track people who are littering the lakes. Through this monitoring, we will also track the status of dustbins."*

#### **How are you planning to beautify the lakes of Udaipur?**

We are ensuring that no wastewater is dumped in lakes. There are cash rewards for information on people and industries polluting lakes and notices for the same have been put along the lakeside.

We are going to use solar energy to power the boats so that lakes are not polluted due to the discharge of petrol or diesel. Solar energy-empowered water taxis are going to be launched soon in Udaipur. It will boost tourism, saving revenue.

Jetties have already been constructed at Swaroop Sagar and two more have been proposed-one at Swaroop Sagar and the other at Majhi Ghat.

We also organise annual Lake Festival, educating public on water conservation and other significant elements related to lake protection. We have also purchased de-weeding machine to keep the lake free from water hyacinth and other weeds.

#### **How Udaipur citizens are being engaged to develop it as a Smart City?**

We keep seeking public suggestions, meeting trade bodies, hotel associations and ensuring their views are also considered while making Smart City projects. 



**Rajesh Aggarwal**

Joint Secretary  
Ministry of Tribal Affairs  
Government of India

*"Our basic idea is to remove middlemen and various layers of the system to provide facilities to the beneficiaries directly."*

# Digital Evolution Creating New Avenues for Tribals Welfare

Technology has increased accessibility and simplified the way to lead a life. It is today giving wings to even tribal women who are using smartphones with great ease, says **Rajesh Aggarwal**, Joint Secretary, Ministry of Tribal Affairs, Government of India, in conversation with **Shivani Tyagi** of **Elets News Network (ENN)**.

## **What role is Ministry of Tribal Affairs playing to bring change in the lives of tribes to transform India?**

Ministry of Tribal Affairs is playing a pivotal role for the betterment of tribes. First of all, we need to understand that there are some tribes still living in jungles. They sometimes are deprived of basic amenities, without proper infrastructure, healthcare system, or even electricity. We are trying to fill these various gaps. At the moment, we have a population of 10.45 crore tribals, in which about 85% of the population lives in rural areas and 15% in urban areas. Tribes in rural areas and remote areas are rooted to traditional tribal culture and ethos, which sometimes keep them away from the advanced methods of agriculture, education, health practices and infrastructure, etc.

Many mining and infrastructure projects are established in those areas where the beneficiaries are other people while displaced people more or less happen to be tribals.

So, the ministry's role is basically bridging these gaps whether it is health or education for them. We are focusing on basic amenities like electricity,

mobile connectivity, roads and transport services, health and education etc.

Technology has changed the lives of tribal people and the Government and private companies are setting up infrastructure like mobile towers in these villages. Due to these efforts, even the illiterate tribal women can be seen conversing on mobile phones in their rice fields.

## **How DBT is beneficial for tribes to align them with the policies of Central Government?**

I define DBT as 'Delhi Se beneficiary Tak' (from Delhi to beneficiary). Basic idea is to remove middlemen and various layers of the system to provide facilities to the beneficiaries directly. Basic approval process may remain the same, but final fund flow happens directly to the beneficiary. For example, if we are giving scholarships to the students, the approval process will remain the same: teacher will recommend the student, then principal verifies it, then district/state level officer will verify, and then the Ministry will release the funds. The money will directly be transferred to student's bank account. So, the approval process

will remain the same, but the fund flow will be smooth.

The fundamental thought is that if a government sanctions one rupee for the beneficiary, he/she will get full one rupee. However, in tribal areas, we have to ensure that people have their bank account. Under Jandhan Yojana, people have opened their bank accounts so that the money can be transferred. After that we have to see these people have nearby banking points to withdraw money easily.

That is still a major challenge in tribal areas. Bank Mitras are there, but internet is proving to be the critical gap. In remote villages, sometimes internet doesn't work, or mobile coverage is not there - then it is difficult for people, who have to travel longer distance to the nearest bank branch. But people are happy that if government is paying Rs 200 under MNREGA, they will be getting full Rs 200. So, we have seen very positive reaction from the beneficiaries.

### You have been talking about digital transformation since inception, how do you look at the journey?

The journey so far has been exciting. The transformation started when the internet started arriving in India, practically in 1997-1998. E-governance has actually started from that point and now it's more driven by telecom revolution. Four years ago in the country where our mobile traffic overtook the desktop traffic and now practically 85% of traffic in the country is mobile-based. So, the government system is also moving in this direction.

Then a lot of private sector i.e. retail and e-commerce has changed the focus from government to internal computerisation to citizen-facing because now the new generation wants every government service to be online. So, the government in last 6-7 years, as



we have seen, whether we were computerising sales tax or computerising any other department, the focus changed from computerising the government process (backend) to citizen interface (frontend). The young generation does not want to go to government offices – they want services on their mobile.

### How do you perceive BFSI sector's evolution?

We must realise that e-governance is probably only 1-2% of overall digital scenario in the country. People should not be doing hundreds of transactions with Government every month. The number must reduce dramatically. So, we should also look at whether the private sector is getting computerised enough; e-commerce sector, private insurance sector, banking sector etc.

In the banking sector, private banks and government banks have almost reached the international level, computerisation and credit card, debit card, loans approval process, private banks are using algorithm, many of them are using chat bots.

In terms of cyber security, we still need to do more work. As far as our insurance sector is concerned, we are much behind in comparison to

international scenario, as far as IT usage is concerned. In the areas like farm field insurance, vehicle insurance, we are still using manual methods. A lot of progress need to be made in these areas.

Another aspect of financial inclusion is the exclusion part. Digital payment system and loan system these are two critical components of financial sector.

Loan rates are coming down which helps our industry, but the flip part is that saving rates go down. Financial literacy and awareness rate are still low in India which needs to be improved steadily.

Loan accessibility still remains the problem to get loans and micro banking sector is not taking place. Micro banking sector has unfortunately not evolved over the time. Although banks like Bandhan Bank, other non-banking financial companies did come up. But still a lot of regulation is still required for them.

Mudra scheme can do some gap filling but not cover the entire gap. The government will not be able to do the entire thing. Private sector has to take the lead in this with proper regulations so that they can get enough money in the market to lend it to people.

**Syedain Abbasi**

Joint Secretary  
Ministry of Steel  
Government of India

*"Ministry of Steel has made interventions like imposition on minimum import prices as emergency measures, imposition of safeguard duties, anti-dumping duties, and all this has resulted in a significant turnaround."*

# Steel Sector— Marching Ahead Transforming India

Today, India is third largest steel producer of the world. It is hoped to become world's second largest producer in a couple of years, says **Syedain Abbasi**, Joint Secretary, Ministry of Steel, Government of India, in conversation with **Shivani Tyagi** of **Elets News Network (ENN)**.



**The Government of India seems to be making an endeavour to transform India in various aspects, what role is the Ministry of Steel playing in this transformation?**

Globally, over the last three years, steel has been one of the most volatile sectors of the industry. In 2014 -15 and 2016, there was a major crisis of steel all over the world. In 2014-15, in India, steel import increased by 74 per cent in

comparison to previous year and imports jumped by another 30 odd per cent in 2015-16. Further, in 2015-16, over a period of three months, international price of steel dropped by almost 50 percent and at one time steel flats were trading at \$260-270 FOB China.

All of this led to huge crisis in Indian steel industry. This crisis is visible everywhere, with a number of major steel players seeing a sharp reduction in profits and some even saw actual

cash losses. The Government of India made number of interventions like imposition of minimum import price, followed by imposition of safeguard and anti dumping duties. All this resulted in a significant turnaround with our imports halving and exports going up by 100 per cent in 2016-17 and first quarter of 2017-18. While the crisis in the global steel industry still continues, on account of the decisive steps taken to protect Indian Steel Industry from unfair trade practices like dumping etc, we have managed to put the worst behind us.

To ensure that the steel sector grows in a sustainable manner in the long term, the steel ministry has also come out with the National Steel policy and the Domestically Manufactured Iron & Steel Products (DMI&SP) Policy, which provides preference to Indian steel product in government / government agency procurement. With these various steps, Indian Steel industry is well positioned to reach a production capacity of 300 million tones of steel by 2030-31.

### **How significant role is of the steel sector in writing India's growth story?**

Steel sector is playing a very important key role in the economic growth of the country. Any country whose economic growth is increasing rapidly, is over the back of a strong steel industry be it Europe, Japan, Germany, the US, or China. We have seen the strength of steel industry emerging globally. We are the third largest producer of steel and I believe, in a couple of years, we will be the second largest steel industry in the world. As we are moving ahead now, we are looking at the opportunities and ways to increase the demand of steel. Domestically while we are the third largest country in the world but our per capita consumption is still very low, it is

about 61-62 kg per capita, whereas China has 400 kg per capita. So we need to bridge this huge gap. Right now our steel industry is on track, so we are targeting 2030-31, our steel consumption will increase from 150-180 kg per capita. There is a problem regarding financial stress because of previous debts but now with the formation of National Company, the debt will eventually go.



### **How technology has been leveraged in the steel sector to bring accountability and transparency in the country?**

There are many technological advancements taking place in the steel sector. Companies like JSW, Tata have tie ups for automotive steel. They are now making highest strength of automotive steel. Some companies have gone beyond these technological tie-ups if these tie-ups, if these tie-ups developed X strength of the steel. SAIL is looking for the tie-ups in the automotive steel.

Similarly, for electrical grid which are again high in steel, Cold Rolled Non-Oriented (CRNO) which is used in fans and Cold-Rolled Grain-Oriented (CRGO) which is used in high end applications. Thyssenkrupp

Global Diversified Industrial Group has set up a small plant here.

A number of companies have joined together indigenous programme for that R&D programme which is supported by the Ministry of Steel. Some companies are also exploring technological tie up with the global leaders to produce that category of steel. As far as ministries are concerned, we have taken many initiatives for the upgradation like project tracking is being done by the technological tools. We have Pragati portal where we can put our issues directly addressed to the PMO and those issues were monitored and addressed by the PM office. Apart from that, many of the PSUs have took a lot of steps on technological advancement, the SAIL is totally on ERP solutions. NMDC is already moving towards ERP Solutions. So technology has made a huge difference.

### **What is the nature of challenges being faced by the steel sector?**

The biggest challenges in steel sectors are two-fold; one is financial stress which is there in the sector and need to be resolved quickly. Lot of medium, small iron producers have shut down, although their plants are perfectly in a good state. These plants can be revived easily if this entire debt hangover goes away, for that the resolutions have started and hopefully it will be resolved in 9-12 months. Another challenge we have is that we need to take action on material side, we want predictability in pricing, it should be affordable which also requires predictability of policy. So steps like iron ore auctions, coal auction have created lot of predictability. Such things will create stability in the sector. These are the challenges we are working on and hopefully they will be resolved. 

**Dr Shalini Rajneesh**

Principal Secretary  
Department of Health and Family Welfare, Government of Karnataka

**"Aarogya Bhagya (free healthcare) is the latest in a long list of popular schemes offered by the state government. Healthcare facilities will be provided through an Aadhaar-linked universal health card. The scheme will become operational on November 1, 2017."**

# Karnataka: Free Healthcare for all from November 1

On 28 August, 2017, the Karnataka Cabinet approved a Universal Health Coverage (UHC) Scheme, aimed at providing free medical assistance to 14 million households in the State. **Dr Shalini Rajneesh**, Principal Secretary, Department of Health and Family Welfare, Government of Karnataka, shares the details of UHC, its key objectives and roadmap, in an interview with **T Radhakrishna** of **Elets News Network (ENN)**.

## **How significant is the UHC and its benefits for public?**

Karnataka is the first state in the country to announce UHC for its people with effect from November 1, 2017. The implementation of UHC in Karnataka is in tandem with the global developments of achieving new health goals under State Development Goals-3.

UHC in Karnataka will enable access to free primary, secondary and tertiary care to all persons with special benefits to deprived actions of society. The non-deprived categories are given an option to enroll @ Rs 300 per annum for rural and @ Rs 700 per annum for urban areas. Primary care would be available free of cost across all institutions. For secondary care, government hospitals will provide free treatment for 1,000 procedures and 500 additional procedures would be provided free of cost in collaboration with private sector. Tertiary care would be provided in both government and identified private institutions, with whom the government has signed a memorandum of understanding.

## **What are the efforts going into the scheme and needful**

## **resources being created as part the above scheme?**

UHC in Karnataka will converge seven existing schemes e.g. Vajpayee Arogya Shree (VAS - 69% outreach) for BPL; Rajeev Arogya Bhagya (RAB-19% outreach) for APL; Jyothi Sanjeevini Scheme (JSS- 5% outreach) for State Government employees; for cooperative farmers (Yeshaswini), for children Rashtra Bal Swasthya Karyakram (RBSK) and for road traffic accident victims Mukhya Mantri Harish Santhvana (MSHS) and other departments like Education, Women and Child, Labour, Rural Development health schemes will all get converged within the umbrella of UHC.

UHC cards linked to Aadhaar will be made available to the patients to prevent overlap and duplication of funds. Pooling of resources from various existing state and central government schemes amount to Rs 1,000 crore would provide financial sustainability to UHC. Better awareness both at the field level, through ASHA/ ANMs, on different packages, hospitals empanelled, entitlements, etc. is being carried out to build clarity among people to call one helpline no. through

single scheme to allow easy navigation of patients without any red-tapism.

### Who are the key stakeholders of the scheme and expected budget allocations for the implementation of the scheme?

The key stakeholders of the scheme would include the diverse units under the Health Department starting from PHC/CHC/Taluka and District Hospitals. Besides, super-specialty hospitals called Centres of Excellence under medical Education and Government Medical Colleges will take a huge responsibility for Secondary (70%) and Tertiary care (30%).

Further, to initiate the enrolment process, sufficient coordination efforts are being made with Food and Supplies department and Panchayati Raj department to get most accurate information of beneficiaries from deprived and vulnerable sections of the State. State has also initiated the process of finalising MoUs with the hospitals and doctors who would provide care under the UHC scheme. Simultaneously, coordination efforts are being conducted at field level where both the community and community workers (ASHAs, ANMs etc.) are being mobilised as they would play a key role in making UHC a successful scheme in Karnataka.

### What are the expectations of the government from the scheme and opportunities available for the private sector in the scheme?

The UHC scheme is expected to put Karnataka at the forefront of providing free and extensive healthcare to a wider variety of its population thereby serving as a model for other States. UHC is expected to tackle the problem of high out of pocket expenditure around Rs 5,000 per person and provide its citizens with a protective net of health assurance sponsored by the State.

BENEFICIARY DETAILS	
Category I	Priority Households, Farmers, Other Dependent Households, Displaced laborers, Media persons, Poorakshakas, Animal bite victims, SC/ST people, Members of co-operative societies, Government Employees and public servants
Category II	Other Category of People (Those who are not covered under any segments of Category I)
Cashless Treatment	
Cashless Treatment	

**Procedure to Avail Health Services**

- PRIMARY CARE**: All primary care services being available in government facilities for all groups of population (A and B categories) will be free of cost in the State.
- EMERGENCY CARE**: In emergencies defined for both accidents & medical / surgical emergencies, treatment can be provided in the nearest facility available irrespective of Government or Private to ensure "TREATMENT FIRST AND PAYMENT NEXT". Further, after stabilization of 48 hours, treatment can be shifted to the nearest private hospital with referral facility for continued treatment. The average expenditure is Rs. 25000. **EMERGENCY SERVICES CALL 108**
- SECONDARY CARE**: About 1000 procedures like those in the government facilities, which will be provided free of cost to the entire population of Karnataka including A and B categories.
- COMPLICATED SECONDARY PROCEDURES**: For people suffering under A-category free treatment will be provided at primary care facility for specific 116 complicated secondary diseases. For people suffering under B-category free treatment will be given as cashless basis, for which, contribution of Rs. 300 and Rs. 700 per year per person will be collected for people of rural and urban areas respectively.
- TERTIARY CARE**: Free treatment will be provided to all people suffering under categories A & B (102 tertiary diseases) at Government and private hospitals through Reference System. For people suffering under B category, treatment will be given as cashless basis, for which, contribution of Rs. 300 and Rs. 700 per year per person will be collected for people of rural and urban areas respectively.

**CALL**: 1800 425 8330

In this regard, ample opportunities will open up for private sector to collaborate with the government. Since private sector pioneers in some of the super specialty care, trauma services etc. attract highly talented manpower, the same could be integrated to work with the government and carry forward the UHC agenda. Private sector can contribute in both aiding the State in providing services as well as promoting state of art research in development of new drugs and devices which could make health-care more qualitative and affordable. Further opportunities for private sector will open in newer areas where the Government is venturing, e.g. telemedicine, teleradiology, IT linkages through E-hospitals, mobile apps, etc.

### The CSR initiatives are on the rise in the State. Your plans from department for spreading the right message to private and public participation?

There have been many activities which the State has undertaken especially in the field of IT where private partnership and CSR has yielded positive results. The State is attempting to capture the

individual health data at source by giving tablets to ANMs.

Here, Samsung has joined hands with the State and has distributed few thousand TABS to ANMs. Apart from that SAST will also give Tabs to its Arogyamitras. Similarly, Biocon Ltd has started doing pilot with us at some PHCs using diagnostic software to ensure that IT is used to the extent possible.

### Food safety is a concern, kindly share some important steps in the State? Similarly for drugs control.

Attempts are being made for setting up HTA (Health Technology Assessment) cell with support from bodies such as the World Bank. Such expertise will aid the State in monitoring areas such as Drug control etc. Food Safety cadre has been now created. Besides, training is given to collaborative department officials like Rural and Urban Development, where in trade licensing authorities are made to review and regulate the observation of FSSAI mandates. A 'Healthizen' mobile app is launched to take feedback from people about rampant food safety violations.



**Shivdular Singh Dhillon**

CEO

Punjab Heritage Tourism Promotion Board

*"We are in the process of bringing out an app that will provide complete information regarding all the tourist attractions – distance from Amritsar, route, places to visit, where to stay etc. This will help tourists plan their time and visit in the State."*

# Celebrating Tourism In Punjab



The reins of promotion of heritage and tourism in Punjab could not have been in better hands. An avid traveller and passionate art lover himself, the CEO of Punjab Heritage Tourism Promotion Board, **Shivdular Singh Dhillon**, has an inherent sense of taking tourism ahead. Endowed with a rich legacy and heritage dating back to thousands of years, it is this treasure of history that the State government is promoting to make a mark not just at domestic level but also globally, explores **Priya Yadav** of **Elets News Network (ENN)** in an interview with him.

## **What does Punjab have to offer that attracts tourists from all over the globe to the State?**

Punjab has a rich history that dates back to thousands of years. As such there are many monuments of the bygone era that speak for themselves. Punjab was an important link between

the Central Asian countries and the rest of the country during the Mughal period. From pre-Mughal to Mughal and post- Mughal era, each age has had a prominent impact on art, culture, and architecture in the State. From forts which reflect strength, to temples that bear a testimony to important landmarks in history, to excellent

craftsmanship on tombs, mosques, Punjab is as secular as secular can get, something that people are not aware of. The rich heritage of the State has been a secret for a long time for travellers and now all efforts are being made to unveil this secret.

### **What are the biggest challenges in attracting more tourists to the State?**

The number of tourists thronging to the State is not a problem. We are blessed with the biggest tourist attractions -the Golden Temple-which alone sees over one lakh visitors every day. This is the highest in the world. So the challenge we face is not to get more tourists but to retain the tourists we already have in huge numbers. We have to find ways to ensure that the tourists coming to the Golden Temple also visit many other attractions that we have, like the majestic fort of Amritsar that housed the famous diamond Kohinoor. Not just Amritsar, we have marvels of architecture all over the State and we need to ensure that the tourists also visit these places along with the Golden Temple.

### **What is being done to ensure that tourists visit other places also?**

There are a number of steps we have taken in that direction. Our attempt is to



***"We have to find ways so that the tourists coming to Golden Temple also visit many other attractions that we have like the majestic fort of Amritsar that housed the famous Kohinoor."***

increase awareness about the beauty and splendour of other monuments of heritage value that are spread across the



State. Also, we are tying up with private taxi services so that they too can share information with tourists when they are visiting Amritsar. We are also in the process of bringing out an app that will provide complete information regarding all the tourist attractions -- distance from Amritsar, route, places to visit and stay etc. This will help tourists plan and visit to the State.

### **Punjab has so many cultures and traditions of its own, what steps are being taken to showcase the many cultures and traditions of Punjab?**

We are not just preserving these old monuments by using the latest techniques and retain their splendour but also adding to the architectural splendour by constructing buildings like Virasat-e-Khalsa - a museum of Sikhism, located in the holy town of Anandpur Sahib. The museum celebrates 500 years of the Sikh history and the 300th anniversary of the birth of Khalsa based on the scriptures written by the 10th and last guru, Guru Gobind Singh. It is a unique museum that celebrates the traditions and cultures of the State. A similar attempt is being made across the State, where old buildings are being converted into museums and artefacts saved for the future generations to see and cherish the past. 



**Mahendra Bahadur Singh**

District Magistrate  
Banda, Uttar Pradesh

# Banda Gears Up for Development

Having hogged the headlines for being top ranked in terms of paying a proper heed to public grievances, **Mahendra Bahadur Singh**, District Magistrate, Banda, Uttar Pradesh, in conversation with **Arpit Gupta** of **Elets News Network (ENN)** shares how Banda has maintained the numero uno position in addressing citizens' problems, as local officials have been appointed in each area to tackle up all the public related issues on a priority.



*"I started conducting open Gram Sabhas where we ensured that citizens names were added in the ration cards. At the same time, fake names were discarded from the ration cards."*

**What kind of developmental initiatives you have undertaken in Banda? What challenges are you facing while implementing them?**

When I came to Banda as District Magistrate, I realised that the state of residential areas, school, hospitals and other public places was not in a good condition. To improve it, I conducted meetings with citizens and officials. We created awareness about cleanliness and education and took feedback not only from the public but the government officials as well, which helped us in improving the services. In addition, we also promoted information through social media by creating various WhatsApp groups. With this initiative, we were able

to exchange knowledge, upcoming initiatives, and collect feedback from the public - all at the same time.

We need to engage citizens to achieve the desired goals of development. I started doing open Gram Sabhas where we ensured that citizens names were added in the ration cards. At the same time, fake names were discarded from the ration cards. Till now, more than 10 per cent names have been added and 16 per cent names have been deleted under this campaign.

We also added and deleted names under the Pradhan Mantri Awas Yojana through these open Gram Sabhas. People gained confidence in the administration through

these sabhas as we were directly in touch with them. People in Banda are still not aware about the labour welfare schemes of the Government of India. For example, in Bundelkhand region, the Government is giving Rs 55,000 for marriage. If the child is going to a primary school, there is a provision of scholarships worth Rs 100-Rs 12,000 monthly. There is a provision for aid for expecting mothers and their children thereafter. In case of accident, Rs 5 lakh is granted to the grieving family under the Government scheme.

Through open meetings, we have made people aware of such initiatives.

Banda is one of the leading districts in spending money under the National Health Mission. The Government is providing Rs 15,000 per year to health sub centres for repair works. Through untied fund, we have taken a major drive for anti larval. We have ensured that sanitation workers are present in every village too. We have taken fogging programmes in the cities.

People in villages have started focussing on cleanliness, education for all etc. In almost all the villages, people started building toilets in support of cleanliness drive. It has been directed to all concerned officials to take up issues of residents on a priority basis and provide them with proper solution.

### **How adoption of social media has helped you to reach the last mile?**

Through active social media presence, we were able to improvise our initiatives and public facilities. With the help of social media, we connected with a large number of people and fostered new initiatives which helped us increase our exposure to the common man and also broaden our reach to them.

It has revolutionised the way we communicate now and is increasing our public engagement as well. We are in direct conversation with the public due



to social media. There were two priorities set by our Chief Minister Yogi Adityanath. The first one was cleanliness and other one was redressal of public grievances.

Banda has maintained the numero uno position in solving citizens' problems.

We have appointed local officials in each area to take up all the issues related to public and address them immediately. With this, we are able to reach even the grassroot level issues.

We have also taken initiatives to stop Anna Pratha - a tradition of leaving the cattle abandoned.

Some of the initiatives are to organise workshops in the villages and make people aware so that they themselves stop this system, to form groups in each village so that owners of roaming cattle can be cautioned in time, to establish cattle houses in each village, to lodge roaming cattle in cattle houses and inform the same to the cattle owners, and creation of more Gaushalas so that cattle can be kept safe.

### **What initiatives have been taken up to promote education in Banda?**

We are giving more attention to the expansion of education by enhancing the

resources. We have instructed teachers and authorities to follow proper attendance rules and teaching methods. These initiatives have led to more number of enrolments and attendance in primary schools. This has reduced absenteeism, while increasing learning achievement for students and enhanced teaching experience for students. Additionally, we have appointed officials for schools who do random checking in schools whether there are proper arrangements for students or not, distribution of rations, learning modules, etc. I personally take reviews of all these programmes on a weekly basis.

We also award teachers, officials and all others who perform up to the mark and punish the culprits too.

### **What steps have been taken by you to integrate technology and provide services in a better way to citizens?**

E-governance services are being incorporated to provide better services to the people. Now, with the help of technology, people can avail any documentation online. By incorporating technology, public can easily get information about all the ongoing initiatives of government. We have centralised our services and will continue to do so in the future as well. 

# If You Think Big—Think Raipur

Evolved to encourage innovation and support real talent, Think Raipur is the special initiative of Rajat Bansal, Commissioner, Raipur Municipal Corporation, Government of Chhattisgarh, explores Arpit Gupta of Elets News Network (ENN) in a special interview.



## What is the overview of Think Raipur?

Think Raipur is a wide-scale organised event aimed to encourage and invite ideas from people across the country to create India's first people-powered smart city – built on the pillars of innovation from the people themselves.

Right from simple one-step ideas to complex innovations, all projects selected under Think Raipur will aim to make Raipur smarter, better and more holistic.

Participants will have the opportunity to transform their innovations -- something as simple as a summer project or a research endeavour -- into real world entrepreneurial ideas.

## How can someone participate or benefit from Think Raipur?

Certainly, one can participate in it with the help of steps like:

- Call the toll-free number 1800-200-1990 to register yourself
- Start using #ThinkRaipur and tag

your Raipur Smart City and your college in every social media post you create and put up. The more you post, the further up the leaderboard you get. The college with the most number of posts get additional points during evaluation

- Attend the launch event @ NITRaipur on 9th and 10th September, 2017
- Note your deadline and submit your ideas in the stipulated time period
- Evaluation of ideas will take into account the concept, viability and sustainability
- Post final date of submission, top ideas shall be selected via strict evaluation criteria to receive awards
- Funding up to Rs 1 Crore will be made available for the most viable and implementable ideas.
- Selection and finalisation of ideas rests solely at the discretion of the Thinktank, and no further discussions shall be entertained on the same.

## How can someone submit his or her ideas to leverage Think Raipur initiative?



The structure is based on the “Pitch Your Project” concept.

It is organised to provide participants with an opportunity that can transform their innovation -- something as simple and small scale initiative as their summer project or a research endeavour -- into real world entrepreneurial ideas.

Here, we examine your ability to evaluate the market, customer needs, and product usability. Your plan of action to safeguard the intellectual rights of your product (majorly by creating entry barrier) and your future research goals associated with the same product or plans to launch parallel products.

#### **Does one have to undergo screening? What is the procedure to evaluate?**

There are namely two rounds:

##### **Screening Round -**

Participating teams need to fill up the abstract form detailing the abstract of their idea. Shortlisting for the next round will be done basis of this abstract.

##### **Final Round -**

Shortlisted participants have to give a presentation of their abstract in front of the ThinkTank. They will make a detailed presentation of 15-20 minutes elaborating on their project and implementation plan.

5-10 minutes are reserved for questions raised by judges, if any.

#### **What is the eligibility to participate?**

Participation is open to all. The participants should be Indian

citizens. Top three ideas shall be selected on the basis of:

##### **Innovation and Relevance**

This criterion checks the creative aspect of the idea and its real-world impact in terms of the city of Raipur. The idea needs to be fresh, innovative and relevant to improving life in the city.

##### **Sustainability**

The ideas need to not just be implementable but sustain in the long run. The best ideas are ones that have potential to grow, expand or evolve as the city grows with time.

##### **Viability**

This criterion checks whether the idea is implementable or not. The participant is required to have done viability checks for the idea they submit. In case of shortlisting to the second round, the same will need to be detailed out and presented.

#### **What can one hope for on being shortlisted for Think Raipur?**

Every selected idea is recognised and rewarded. Prizes up to Rs 5 lakhs to be won.

##### **Institutional**

##### **Students**

- Call the toll-free number 1800-200-1990 to register yourself
- Use #ThinkRaipur and tag your Raipur Smart City and your college in every social media post

you create and put up.

- Spread the word and get maximum support for your college till 9th Sept, 2017
- Attend the launch event @ NITRaipur on 9th and 10th September, 2017
- Note your deadline and submit your ideas in the stipulated time period
- Keep an eye on your inbox for periodic updates
- Ideas need to be on the lines of:
  - Hariyar Raipur
  - Compassionate Raipur
  - Rising Raipur
  - Shining Raipur
  - Badhiya Raipur
  - Digital Raipur
  - Any other ideas to make Raipur a true people's smart city.

##### **Clubs**

Create a Mor Raipur Club within your institution. This club will comprise the student ambassadors as well as enterprising young individuals. Upon commencement of Think Raipur and its allied projects, the Mor Raipur Club will be the one-point contact between Smart-City Raipur and the Institution.



**Dr Priyanka Soni**

Commissioner  
Karnal Municipal Corporation

*"We are working towards making a responsive government in Karnal that would be sensitive to residents' needs. We have two-pronged approach for the city to make it a Smart City."*

# Karnal

## A Rural Town Enroute to Becoming Smart

We are aspiring to have energy efficient street lighting which is solar-based. We are trying to make the city safe and secure for women, says **Dr Priyanka Soni**, Commissioner, Karnal Municipal Corporation, in conversation with **Priya Yadav** of **Elets News Network (ENN)** underlines the town's strengths and challenges ahead.



### How would you describe Karnal?

Karnal is not a big place. It's a small town which has a lot of historic value. Its biggest advantage is its strategic location, as it is between Delhi and Chandigarh. Its population is also about 3.5 lakh and there are 20 municipal wards, with the Municipal Corporation having 20 councillors. It does not have much of industry as of now and the major area is residential area. But still, there are rice milling agencies and agriculture implement manufacturers who are exporters and now we have lot of BPOs coming up.

### What are the biggest challenges in transforming Karnal into a Smart City?

Karnal does not have much industry to its name and that is something that we need to work on aggressively. The city is old and as such has seen lot of haphazard development. Parking is a major problem, the markets are congested and new parking spaces need to be created besides removing age old encroachments. Agriculturally, this is a rice belt and the consumption of water is very high. Water is a major issue as all the deep wells are in danger zone and we are depleting ground water at a very high speed.

Another challenge is how to make citizens net savvy enough to get redressal online when many cannot use even the basic components of IT. Also, we are outsourcing so many services to third party and I am doubtful how we can protect all the data generated.

#### **What plans do you have for developing Karnal as a Smart City?**

We are working towards making a responsive government in Karnal that would be sensitive to the needs of residents. We have two-pronged approach for the city to make it a Smart City. One, we have identified old areas that need to be redeveloped and second, we will initiate new projects.

#### **Can you share some information about the old areas of the city being developed?**

There is a Mughal canal in the city that has been existing when Mughals used to rule this area. It has been a constant source of disease and pollution since ages and in fact, the army base camp that was in Karnal earlier, was moved to Ambala because of malaria breakouts here. Now, we have covered the canal and on both sides shops have been developed.

We are going to develop the Panchpura Road that is the main commercial road running through the city and also the old GT road that earlier used to pass right through the city. But now it has been commercialised as the centre of the city and is being further developed as that. We plan to ensure a lot of housing for the poor. We are planning to develop Karan Taal which has a historic value.

#### **What projects are being undertaken for redevelopment in the city?**

The old bus stand in Karnal is going to be moved outside the city and this area is going to be used as a public place, a convention hall and as an institutional area. We are going to plan an exhibition



centre in place of Anaj Mandi . The Sabzi Mandi has been shifted and the space is being used as parking will be developed as incubation centre for agricultural entrepreneurs.

We are developing a convention centre on the panchayat land. We are able to do good projects as there is a lot of government land right in the middle of the city. There was a huge old municipal building which was in a dilapidated condition. So, we have demolished it and we are going to develop it as a parking and commercial space which will decongest the old town area.

We are going to start fresh development in three areas - the old bus stand, old vegetable market and Mughal canal.

#### **How are residents going to be made stakeholders in the Smart City project?**

We are making an effort to ensure there is a responsive government. As such, we have conceived a lot of projects that will look at specific areas. For instance, we are going to streamline all vendors who are as of now working in a haphazard manner. We are going to make a platform for them and give them smart cards for transactions.

Under Project Pragati, commercial services are going to be given a shot in the arm, project 'Pehal' will see creation

of commercial places for startups, project 'Mela' will see coming up of exhibition and promotion spaces, project Ashiana is about relocating 264 slum dwelling families.

#### **What plans do you have in the pipeline for improving civic amenities?**

We have a good solid waste management plan in place that is running efficiently. We are going in for more rainwater harvesting projects. The sewage and water are not with the corporation and we have requested the government to hand over to us and it will be handed over by January next year.

We are aspiring to have energy efficient street lighting which is solar-based. We are trying to make the city safe and secure for women. For this, we have already conducted safety audit in the corporation area. We have given marks according to the safety measures they have implemented. Also, we are coming up with an integrated command and control centre, called 'Kanishka' that will integrate IT, transport and surveillance.

#### **What is the financial outlay of the Smart City project in Karnal?**

We have made an estimate of Rs 1,295 crore for the project. Of this, Rs 1,000 crore will come from the Smart Cities Mission and Rs 132 crore through Private Public Partnership. 

**B Dayananda**

Commissioner  
Transport and Road Safety  
Department of Transport  
Government of Karnataka

*"The selected services of the Department are being rendered through a mobile app, integrated with Karnataka-Mobile one project of the e-Governance Department."*

# Karnataka

## Transport Department Goes 'Smart'

The Transport Department is trying to make governance citizen-friendly and cost-effective by increasingly relying on online services to bring accountability and transparency into the system. The basic idea of Smart Cities is to smartly utilise the available resources to sustain every function of urban livelihood, says **B Dayananda**, Commissioner for Transport and Road Safety, Department of Transport, Government of Karnataka, in conversation with **Ritika Srivastava** of **Elets News Network (ENN)**.



### What is the mandate of Karnataka's Transport Department Karnataka?

The Transport Department is trying to make governance citizen-friendly and cost-effective. We are increasingly relying on online services to bring accountability and transparency into the system. Mobile apps for transport services are getting popular day-by-day. We have also formed e-groups through which we get feedback

from citizens. We are also monitoring developmental programmes and activities with the aid of cyber tour of worksites.

We aim to make the mobility smarter as well as safer. Hence, we are increasing the use of technology based monitoring, enforcement and inspection of vehicles to ensure safer and cleaner vehicles, creating safe licensed drivers using technology-based transparent and effective

training and evaluation of driving license applicants.

We are developing digital database and online facilities for regulating and issuing permits to commercial vehicles under the ambit of Transport Department.

### **How is Karnataka adopting ICT for transforming transport sector?**

The Transport Department, as a first step towards implementation of ICT, took up computerisation of records of all the vehicles and driving licenses in 2009. A Smart Card project under the caption 'Computerised Service Delivery System' which has been at transport offices in Karnataka' was started in February, 2009. The project was implemented under the Public Private Partnership model. The project has so far covered all 61 Regional Transport Offices (RTOs), 15 checkposts and nine supervisory offices.

Till June, 2017, about 1.05 crore smart card Driving Licences (DLs) and 1.40 crore smart card Registration Certificates (RC) were issued across the State.

**Karnataka State Wide Area Network (KSWAN):** KSWAN has been provided by the e-Governance Department to all the RTOs of the State. Using KSWAN, data transfer to State Register and National Register of DL and RC and other agencies has been undertaken.

**Online Application Services:** The department has introduced online application services to issue learners license, driving license and register vehicles at all the RTOs in the State from October, 2013.

**e-Payment System:** e-Payment system has been implemented and integrated with Khajane-2 system of the State's Treasury Department of the State. As on 10th August, 2017, a sum of Rs127.12 crores has been collected from 4,89,522 vehicles' registration. Online collection of driving license fee has also been introduced through Sarathi-4 application.

### **Services thorough Citizen Service Centres:**

Two services, namely, issuance of Vehicle RC extract and issue of driving licence extract are being rendered through the citizen service centres of Bangalore-one (B-1) and Karnataka-one (K-1) centres since December, 2012. A citizen can visit the nearest B1 or K1 centre and obtain the DL/RC extract by paying the prescribed fee of Rs 18 for each of the documents.

**Services thorough Mobile App:** The selected services of the Department are being rendered through a mobile app, integrated with Karnataka-Mobile one project of the e-Governance Department. They can easily obtain RC or DL extract in the form of PDF by making online payment through the app. As on 31st March, 2017, a total of 1,08,114 RC extracts and 8,943 DL extracts have been issued through the app. The Mobile app can be downloaded by giving a missed call to 1800 425 425 425.

### **In the era of Smart Cities, how sustainable and effective 'Transport Mobility' can play an important role to change the urban landscape?**

The basic idea of Smart Cities is to smartly utilise available resources to sustain every function of urban livelihood while ensuring least externalities and maintaining resources for future generations as well. In that sense, sustainability becomes the core requirement for a city to become smart. Achieving this can have permanent impact on increased liveability of Smart Cities. Better land use and transport integration will help contain urban sprawl and reduce travel distances.

### **What are the challenges of building an effective and tech-driven urban transport mechanism?**

One of the major challenges is the fragmented governance structure of the urban transport system where multiple agencies work with overlapping roles. Also, there is more top down decision-

making in the urban transport system as opposed to bottom up.

We often see lack of customisation and research based development of technical solutions for urban transport in India, where traffic and driving behaviour are fundamentally different than those observed in rich economies.

### **What initiatives are being planned by the Karnataka Transport Department?**

**Implementation of Vahan-4:** It is a centralised and web-based application developed by the Ministry of Road, Transport and Highways, and is related to vehicle registration services. Customisation of Department's requirements is in final stages. Pilot-run in one RTO and one senior RTO is also under progress.

**e-Challan System:** The Department has initiated implementation of e-Challan, a web-based application/mobile based app developed by NIC, Delhi. This app helps in carrying out effective enforcement activities.

**E-Permits for Autorickshaws:** It is being proposed to issue e-permits for autorickshaws in Bengaluru. The e-permit will be issued in a secured paper along with a QR code, Aadhaar authentication and other security features.

**GPS:** The Department has proposed for GPS fitment to all the stage carriages, school buses and taxis in the State. The GPS devices will also be enabled with GPRS connectivity via which all these vehicles' categories can be tracked in real time, ensuring safety and achieving better enforcement of various type of violations.

**Fitment of Speed Governor to Transport Vehicles:** Being implemented since 2015, integration of details of fitment of speed governor with Vahan Software is taken up. The pilot implementation has been commenced at RTO, Yelahanka, (KA-50). 

**Minimol Korulla**

Vice-President  
Maccaferri Environmental Solutions  
Pvt Ltd

**"Maccaferri ensures the continuous research and development to improve existing and development of new solutions through innovative ideas, from the practical experience gained while solving clients' problems across the globe."**

# Maccaferri India A Green Perspective for Smart Cities

Maccaferri India has done over 1,000 cost effective and eco-friendly structures spreading across India in both public and private sector, writes **Minimol Korulla**, Vice-President, Maccaferri Environmental Solutions Pvt Ltd for Elets News Network (ENN).

Maccaferri –over 135 year-old multi-national company which is operating in India since 1998. It provides innovative engineering solutions for environmental sustainability.

Maccaferri can be described as a technical reference and total solution provider for simple to complex, weak soil slide to rock slope instability and erosion problems. The Maccaferri's expertise ranges from simple erosion control measures, landslide and rock fall mitigation measures including the hilly terrains of complex geomorphological status, pavement stabilisation, vertical reinforced soil retaining walls, lining solutions for water bodies, drainage provision for urban infrastructure, river training and coastal protection systems, flood control structures, landfill stabilisation, ground improvement solutions, solutions for emergency situations etc. Maccaferri India has done more than 1,000 cost-effective and eco-friendly structures spreading geographically across India in both public sector and private sector. Most of these structures are successfully completed in record time and these living structures, with their ecological value enhancement, are our best credentials.

Maccaferri's unique contributions

with products and systems that have least impact on the environment are widely acknowledged and acclaimed across the globe. Flexibility, greening possibility due to the ability to blend with environment, seismic performance, maximised use of local materials, cost effectiveness, speed of construction and less carbon footprint of our systems, provide a competitive edge over conventional systems. With the main motto of attaining 100 per cent clients satisfaction, Maccaferri strives to be considered as a partner and fully fledged solution provider for clients with our services from highly skilled resource strength ranging from design to monitoring performance of structures, i.e., design, supply, site supervision, technical support, installation, monitoring, during and after the construction.

Maccaferri ensures the continuous research and development to improve existing and development of new solutions through innovative ideas, from the practical experience gained while solving clients' problems across the globe. Continuous growth of the company is based on long-held values of innovation, integrity, excellent service and respect for the environment. 



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**S K Vaish**

Regional Sales Manager  
Industrial-North, Exide Industries Ltd

*"Exide has also gone in for a massive drive to make its huge dealer network adopt digital payment mechanism. Exide has facilitated the process through tie ups with third parties like Eze Tap for point of sale payment acceptance machines and other payment gateways etc."*

# Exide Batteries – A Power Solution Beyond Continents

Exide batteries are exported all over the world under its various brand names. It has a huge dealer network in 46 countries spread across five continents, says **S K Vaish**, Regional Sales Manager, Industrial-North, Exide Industries Ltd, in conversation with **Elets News Network (ENN)**.



## Give us an overview of Exide Industries Ltd.

Exide Industries Ltd is the country's largest manufacturer of lead acid storage batteries and power storage solutions provider. With seven international standard factories spread across the nation for producing batteries, the company offers one of the widest ranges of batteries for every conceivable application in automotive as well as industrial segments. Exide also has manufacturing facilities in Sri Lanka and does business globally through its subsidiaries and international affiliates.

Exide's products are sold globally, particularly in developed markets like Australia, Japan and Western Europe, under its own brand names.

Exide's strong brand pull, established in India for about a 100 years, is supplemented by its nationwide dealer network and a very strong Research and Development centre. With the help of its collaborators - Shin Kobe and Furukawa of Japan and East Penn of the US - Exide has consistently remained at the cutting edge of international battery technology and introduced various pioneering products and power storage solutions in the

Indian and global markets.

Exide's vast product range, that includes everything from the smallest UPS batteries to the giant submarine batteries, find applications in automotive, two-wheelers, inverters, UPS, power, telecom and railways, among others. Exide is also present in the non-conventional energy business where it designs and integrates solar and wind power solutions for use in remote areas of the country.

Exide's customer list includes some of the top-most international names in industries as diverse as automotive, earth moving equipment, telecom and UPS manufacturers.

Exide has recently branched out into the synergistic business of manufacturing and marketing its own range of home UPS systems, thereby offering a total end to end solution to its customers.

With an annual total income of Rs 8,702.53 crore (as on 31st March, 2017), the company is the largest among the branded lead acid storage battery businesses in India. The company has been consistently profitable and dividend paying ever since its inception.

#### **What technical collaborations have you done with other countries?**

We have technical collaborations with two Japanese battery manufacturers Furukawa and Shin Kobe. We also have technical collaborations with East Penn Manufacturing Company of the USA and E-Coult Energy Storage Solutions of Australia.

#### **What are some of the popular products of Exide?**

Exide is the market leader in automotive and industrial batteries. Most cars in India run on Exide. Exide's



range of tubular batteries for home UPS and Solar are also popular in power deficient areas of the country. Our focus is to offer a total energy solution for Solar Power Packs for both domestic and industrial application.

#### **Give us some idea about Exide's global presence.**

Exide's batteries are exported all over the world under its various brand names. It has a huge dealer network in 46 countries spread across five continents. Exide also has its own subsidiaries in Sri Lanka, Singapore and UK. The largest battery maker in Sri Lanka is majority owned (61.5 per cent) by Exide Industries.

#### **Since the country is moving towards e-governance, what digital initiatives have been introduced by the company?**

Apart from fulfilling all the statutory requirements towards e-governance, Exide has made it easier for customers to buy batteries online through its app ExideCare. Exide has also gone in for a massive drive to make its huge dealer network adopt digital payment mechanism. Exide has facilitated the process through tie-ups with third parties like Eze Tap for point of sale payment acceptance

machines and other payment gateways etc.

#### **Considering the challenging market conditions, what plans do you have in the pipeline?**

Our aim is to remain and consolidate our position as the market leader as well as technology leader in the country. We are taking steps to remain in the forefront of technology which is fast evolving the world over. We are planning to enter the Lithium-ion battery market through both domestic as well as foreign collaboration. Towards this, we are in talks with various agencies including the IITs in India and other technology partners abroad.

We are also environmentally conscious. We are the only large battery maker in the country with its own smelting units. We already have two such units in Bengaluru and Pune. A third is in the process of being set up in the east. In the renewable energy space, we have our range of solar batteries that are popular in areas where grid power is not available. We are also planning a foray into ultra batteries through our technical collaboration with the world leaders in this field to offer battery energy storage solutions for utility grid application. 

**Dr Charru Malhotra**

Associate Professor (e-Governance and ICT), Indian Institute of Public Administration, New Delhi

**“Citizen-centric focus coupled with a citizen-inclusive design approach to e-governance could together lend a more realistic flavour to the attainment of good governance.”**

# Co-Creating Governance Using Emerging Technologies

The e-governance ecosystem mainly comprises three major parts – Technology, Governance and Citizens. Technology is the tool, Governance is the outcome, and Citizens are the real reason for which this entire ecosystem exists. However, it is only by bridling the ever-changing facets of technology that an impervious system of governance could be designed so that the ultimate goal of good governance could be accomplished using e-governance, writes **Dr Charru Malhotra**, Associate Professor (e-Governance and ICT), Indian Institute of Public Administration-IIPA, New Delhi, for **Elets News Network (ENN)**.

## **Emerging Technologies – Disruptive or Transformative?**

Though ICTs for a long time have facilitated to surmount several governance ills, however, the multifarious options of emerging technologies and their respective applications could be indeed mind-boggling. These newer forms of emerging technologies are capable of completely displacing the ‘comfort zone’ of an established technology that is why such technologies are also often referred to as ‘disruptive’. Newer ways of doing things and newer forms of groundbreaking products emerge, which may end up creating a completely new industry and hence are also referred as ‘transformative’. Inspired by ‘Gartner Hype Cycle for Emerging Technologies’ report (2017), some of the instances and examples of emerging technologies can be summarised in three distinctive categories of Artificial Intelligence (AI) everywhere, Transparently immersive experiences and Digital platforms.

A sustained delivery of governance outcomes through the application of

these multifarious technology options is assured only if citizens accept these technology based governance systems in a multilateral manner, which can be further guaranteed only if these initiatives are proactively responsive to the landscapes defined by citizens themselves.

Therefore, we need to treat ‘citizens’ (and not ‘technology’) as the start point as well as the end-reason in the design of these initiatives. This mandates a citizen-centric (‘for’ the citizens) as well as a citizen-inclusive approach (‘by’ the citizens), thereby leading to ‘co-creation’ of ICT based governance spaces.

## **Co-Creating e-Governance to Tame Technology**

The dictum is “not what to choose but how to choose” to ensure that these emerging technologies transform and not disrupt the governance processes. A simple linear mapping of the three components of e-governance viz. Governance, Technology, and Citizens would help to unpretentiously represent the co-creation approach

The starting point of this co-creation approach is a joint-delineation of citizens' expectations of governance to attain specific governance goals, the priority-focus of which again is jointly evolved by the citizens and the governance-actors . These governance goals could be rewardingly consummated by a combination of technologies which are chosen depending on its features and advantages, again decided by responding to the socio-cultural context of its ultimate beneficiary- the citizen.

### **Representing the Three Constituents of the Co-Creation Approach**

In this co-creation approach, the needs and aspirations of the citizens vocalised by citizens themselves are the sole criteria for technology selection and not the other way around, where the technology trends or respective vendors' dictate. For this reason, the technology titles/names/labels must be kept incognito at the preliminary level of project planning and designing. Citizens being the best judge of their needs must be allowed to create, access, utilise and share the related information and knowledge.

This would enable individuals, communities, and citizens to achieve their full potential in promoting sustainable development and improving their quality of life using the emerging technologies. The co-creation approach insists that it is citizens' expectations that must serve as a sieve to choose the technology for which the culture of governance too must change from 'bureaucratic' to 'participatory'.

The observation that a 'symbiotic stakeholder synergy between the citizens and the varied governance actors leads to success of ICT-initiatives', was affirmed in the Citizen Consultation Round (CCR) , also referred as *Nagrik Paramash Daur*, conducted by author at Indian



Institute of Public Administration (IIPA), New Delhi, in October, 2009 . CCR saw the participation of 73 villagers from several Indian villages to understand the hitherto unrepresented contextual reality of the rural spaces/ social processes prevailing in rural India from the citizens' perspective, despite their education, caste, gender, professional and other diversity, using a series of collaborative and systematic mechanisms (Malhotra, Chariar, Das & Krishnaswamy, 2011).

The active participation of villagers in Corporate Citizenship Report (CCR) indicated that villagers are indeed quite vocal, lucid and expressive, especially when empowered with relevant information through ice-breaking sessions and facilitated by experts. In CCR, the villagers also expressed their willingness to become part of the ICT implementation processes, if consulted. Overcoming their limited awareness of Information Technology (IT), they articulated their generic governance needs and also specific needs for IT awareness, training and issues to be considered whilst designing more responsive e-Governance initiatives.

In the present Digital India times, MyGov ([mygov.in](http://mygov.in)) too is an important social-media initiative of the Government of India that is expected to create responsive ecosystems for participatory governance in India. However, India, with all its diversity,

needs to adopt a multi-channel strategy of citizen participation in the processes of Governance, that relies on not just Internet based collaboration channels (portals, crowd sourcing apps, push/ pull SMS services, multi-site video conferencing) but also 'seeks' citizens' participation using non-Internet collaboration mechanisms (radio channels a la' a more interactive Mann ki Baat version, community radio) . Conclusively, saying in its utopian form, the Governance must nurture fully interconnected spaces where citizens may not just access but are also able to co-create and strengthen the governance adjuncts as per their legit needs and aspirations, using technology as a meaningful tool and not the starting point of the design process. Citizen-centric focus coupled with a citizen-inclusive design approach to e-governance could together lend a more realistic flavour to the attainment of good governance wherein the newer forms of technologies would serve only as means to the end and never the end itself.

(Dr Charru Malhotra is presently Associate Professor (e-Governance and ICT) at Indian Institute of Public Administration (IIPA), New Delhi, and has more than 26 years of professional experience in the field of ICT, Software Engineering/MIS, e-Governance and Training – out of which the last 12 years have been as trainer/UN Consultant in the field of e-Governance, Smart Cities, Smart Villages and Training of Trainers.). 



# NATURE TECH

Enviro Protection Ltd.

[www.naturetech.org.in](http://www.naturetech.org.in)

Since its commencement in November 2016, we at Naturetech have been working hard towards creating awareness amongst different stakeholder about its solutions and technologies. With this vision in mind, Naturetech has acquired projects worth 120 Crore INR in the last one-year, says Harshad Fatehpuria, Director, Naturetech Enviro Protection Ltd.

*At NatureTech, we offer our clients lean and rapid solutions towards their waste water management system. Our full stack design and engineering teams work as service providers in order to consistently develop new plants, expand and upgrade current waste water management systems throughout the world.*

*With CETP, WWTP and STP as our areas of expertise, we offer state-of-the-art machinery and provide our clients with cutting edge technological solutions to win the fight against pollution.*

**STRIVING TO BRING YOU THE BEST IN TECHNOLOGY.**



**An interview  
with our M.D.,  
Mr. Vipul Desai.**

Please apprise us of your organisation. Which are the areas/industries Nature Tech caters to?

My partner, Mr. Anil Fatehpuria, and I, both started our careers in the textile industry, and have spent 17-18 years establishing ourselves through this industry. Our textile business has also allowed us in gaining knowledge and drawing parallels with industrial challenges and concerns, which is what developed our interest for environmental management. We founded the Palsana Enviro Protection Ltd. (PEPL), which presently is the largest CETP in the textile sector in India with a capacity of 230 MLPD. The PEPL plant currently hosts five modern-day technologies like the SCADA-PLC centralized flow based monitoring system, turbo blowers, Multi-Layered Mesh Belt Drier (MLMBD), Solar Sludge Drying (SSD) and Integrated Fixed Film Activated Sludge Process (IFAS). These technologies have been introduced in India for the first time ever after performing in-depth research and exhaustive studies in order to understand the Indian market. After which, we are now able to provide our solutions to STPs, CETPs and ETPs all over the country through Naturetech.non, feugiat interdum felis.

**How have you been able to grow in past few years?**

Naturetech has acquired projects

worth 120 Crore INR in the last one-year by means of technology supply and it continues to attain several other large and medium scale projects in the government sector, and is growing at a rapid pace. There is inadequate infrastructure in the country that can provide sustainable and customized solutions in the area of conserving and treating wastewater. Naturetech wants to bridge the gaps for the government's progress in this particular area. Our company now hosts a young team of specialized consultants, expert technical design team, service and engineering providers and budding entrepreneurs working together as a highly integrated group for enabling sustainable growth and the enabling the government's 'smart' mission and vision.

**How have you been able to develop expertise in Water/Solid Waste Management?**

Our technology at Naturetech is extremely cost-effective and environmentally friendly, in comparison to the other popular technologies in the country. The CAPEX/OPEX is comparably 10-15% lower in line with other technologies like Activated Sludge Process (ASP), Sequential Batch Reactors (SBR), and Moving Bed Biological Reactor (MBBR) all the while delivery 20 % better results. Further to this, our technologies also ensure reduced land footprint and complete environmental compliance. We as a company take pride in what we have to offer and are confident that the Indian market will benefit from our solutions. We are excited to showcase

our products at the prestigious Smart City Summit in Kota, and aim to reach out to as many sectors as possible.

**What are the main challenges Waste Water or Solid Waste Management organisation usually face in India?**

Spreading awareness on this subject and adjustment to environmental policies becoming more stringent are the two major challenges we face. Increasing population and varying loads due to various factors make it difficult to get results, as operational capacity almost always varies from design parameters. When there is lack of awareness among the masses or to be precise – our customers, we sometime find it difficult to educate them on the benefits of our products. We believe in building long-term and fruitful partnerships with our customers and ensure complete satisfaction, so that we can move forward with complete trust in our partners, vendors and buyers.

**What are your plans for future?**

Naturetech aims at developing strong research and development capabilities and by 2019, we aim to setup a Centre of Excellence in India in order to develop and test next generation technology with an aim of contributing to a Smart India. Besides further value addition in our four existing technologies, we will make effort to expand our expertise in waste segregation, management and treatment and aim at turning our organisation into a global leading sustainable technology provider. Apart from India, we are looking at penetrating into the Middle East, Bangladesh, Sri Lanka, Africa and Far East in the next five years.



# TECHNOLOGIES

*A glance over our latest technologies.*



## IFAS:

The Integrated Fixed Film Activated Sludge (IFAS) is a treatment process that contains Cleartec Biocurlz made of Polypropylene (PP) and PVDC that are fitted in stainless steel cages, which provides optimal conditions for biomass growth and increased biomass age by allowing for larger inner surface area. Larger surface area enables optimum oxygen supply for biomass growth and ensures more

protection for the biofilm produced as a result of bacteria feeding on the impurities.

IFAS is a modern treatment technology and highly beneficial because of its efficiency in treating wastewater, due to increased biomass age and reduced sludge volume index (SVI) on a daily basis; thus, increasing the capacity of the clarifier. In addition to this, increased biomass growth improves nitrification and anoxic zone provides for the removal of nitrates and phosphates from contaminated water. Further to this, the entire process is self-regulatory, low maintenance and self-cleaning. It is also an energy saving technology with a smaller footprint, of land, when compared to SBR, ASP and other fluidized bed technologies.



## MULTI LAYER MESH-BELT DRYER(MLMB):

MLMB is a modular and simple technology utilized to dry solid sludge (mostly primary sludge) by over 90%. The MLMB is a sustainable technology that reuses waste heat generated in turboblowers/blowers at Waste Water Treatment Facility and lacks the need for a fuel furnace. The technology ensures uniform hot air supply and subsequently produces a high quality end product.

MLMB is an important technology that is dealing with the growing issue of managing sludge

production. The dried sludge produced after the process can be repurposed for fuel or fertilizer usage. It also allows for reducing transport and disposal costs whilst enabling increased storage ability due to its dried texture. In line with these benefits, MLMB ensures complete environmental compliance.



## SOLAR SLUDGE DRYING(SSD):

SSD is an automated sludge handling system that utilizes either solar or a combination of solar and convective heat transfer (Solar Floor Heating). By means of forced circulation system, solar concentrators are used to heat the floor of the greenhouse, that provide additional heating conditions for the sludge during adverse weather conditions. It is also a technology that requires minimum labour and can be customized based on individual system requirements.

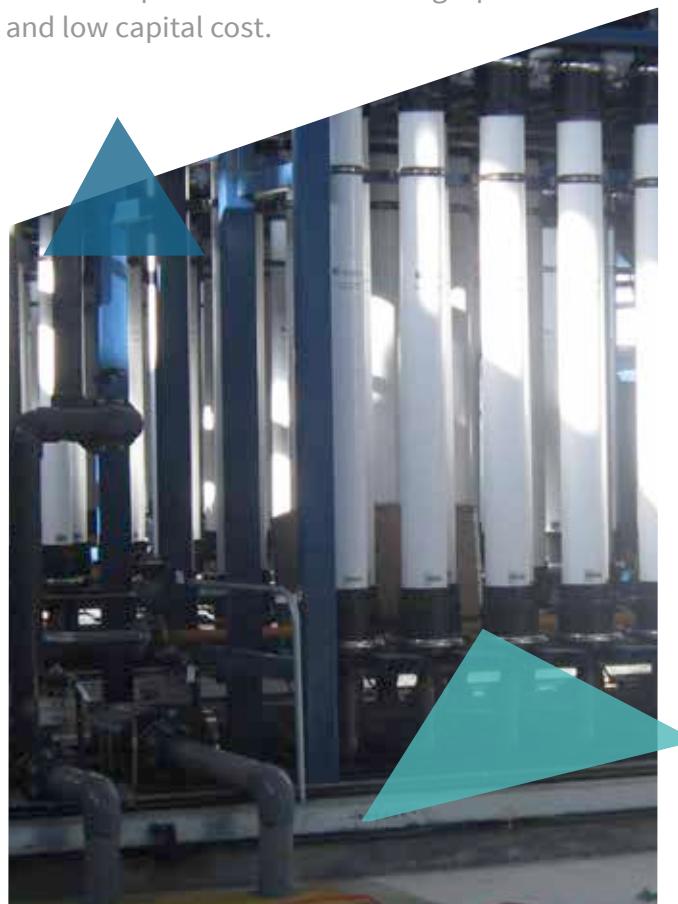
SSD is an extremely beneficial technology as it has a small energy footprint, due to its heavy reliance on solar energy, which in turn allows for very little energy and zero fuel consumption. It can dry sludge by up to 90%, and functions with little dust generation. SSD requires low operation and

maintenance costs and is independent of season and climate.

## ULTRAFILTRATION(UF):

UF is a tertiary treatment process that allows for excellent filtered water quality. It contains high quality membranes made of patented TIPS (Thermally Induced Phase Separation). These membranes ensure for the highest mechanical strength and chemical tolerance. The 0.1 micron TIPS PVDF membranes allow for removal of solids and water borne pathogens. Additionally, its permanent hydrolytic technology means high permeability and resistance to fouling. UF essentially removes most micro-organisms, including viruses after secondary treatment.

UF contains a wide variety of module configurations to suit any customer requirements and allows for customized flux and cleaning methodology for each application. It is again a technology with a small footprint and enables long operational life and low capital cost.





Where there is  
**SUN** there is  
Exide



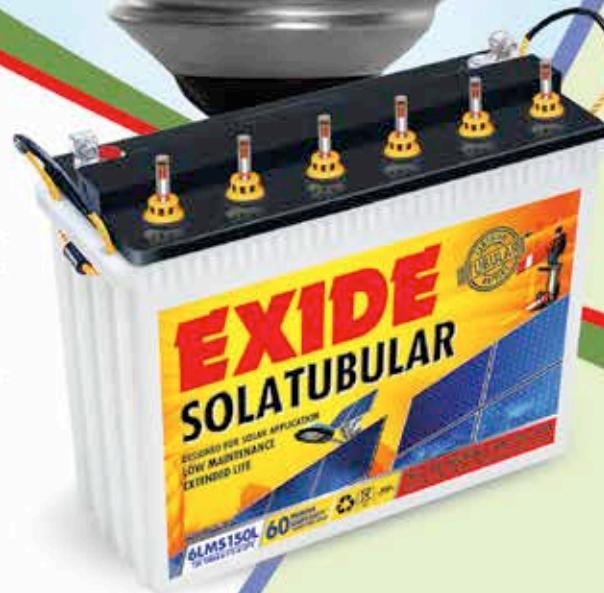
Capture the power of the sun with specialized solar batteries from the House of Exide. Get a choice of state-of-the-art maintenance-free tubular gel batteries of proven toughness. These are robustly designed for extreme conditions with fast recharge capabilities. Now ensure ready power wherever you are!

**EXIDE** Power where you are





Where there is  
**Solar Power**  
there is  
Exide



Capture the power of the sun with specialized solar batteries from the House of Exide. Get a choice of state-of-the-art low-maintenance tubular batteries or maintenance-free tubular gel batteries of proven toughness. Each battery is robustly designed for extreme conditions with fast recharge capabilities. Now ensure ready power wherever you are!

**EXIDE** Power where you are

# CONFERENCE REPORT



**31<sup>st</sup> January 2017, New Delhi**

**CONFERENCE | AWARDS | EXPO**

Venue | THE ROYAL PLAZA

In order to showcase the role of Public Sector Undertakings (PSUs) in the country's economic growth, Elets Technomedia Pvt Ltd organised 3<sup>rd</sup> PSU Summit at Delhi on 31<sup>st</sup> January, 2017.

**Vishnu Deo Sai, Minister of State, Ministry of Steel, Government of India** was the Chief Guest at the summit who also launched the PSU special issue of egov magazine. The day long PSUs summit saw a congregation of PSU and industry leaders and discussions on PSUs' role, their growth and future in the country.

This report highlights the views and opinions of the key speakers at the summit.



*Vishnu Deo Sai, Minister of State, Ministry of Steel, Government of India,  
being felicitated by Dr. Ravi Gupta, CEO of Elets Technomedia Pvt Ltd*

**PSUs DRIVING COUNTRY'S ECONOMIC GROWTH**

“

Public Sector Undertakings (PSUs) have contributed to the development of those areas which were lagging behind even after heavy investments. Many PSUs have grown with high profitability thereby, contributing to not only India's but world's growth as well. PSUs have helped in the growth of infrastructure for transport, communication, electricity generation, railways, banking etc. The Steel Ministry is helping every sector of India to grow. Through its PSUs, the Steel Ministry has also contributed to the skill development in the country. In 2016, a total of 8,137 employees were provided special training by us. PSUs have also trained 400 local people.

They have also built more than 3,000 toilets under the Swachh Vidyalaya scheme.

”

**VISHNU DEO SAI**

Minister of State, Ministry of Steel  
Government of India



*Delegates attending discussion sessions during the summit*

**ROLE OF PSUs IN THE ERA OF MAKE IN INDIA,  
SWACHH BHARAT AND SKILL INDIA**
**PANEL  
DISCUSSION**

**DR U D CHOUBEY**

Director General  
Standing Conference of Public Enterprises (SCOPE)

**“**Public sector enterprises are contributing a lot to the Indian economy. There are 298 Central Public Sector Undertakings in India. Out of that, 235 are in a good shape. These enterprises have an investment of 10.91 lakhs crore altogether. The turnover of these PSUs is around 20 lakhs crore which is almost equivalent to 16.5 times.

**”**


**ANIL SRIVASTAVA**

Joint Secretary  
Ministry of Civil Aviation,  
Government of India

**“**The Ministry of Civil Aviation is associated with three Public Sector Undertakings (PSUs), namely, Air India, Pawan Hans and Airport Authority of India.

We have invested ₹23,000 crore in Air India's turnaround plan. A decision was made for strategic disinvestment in Pawan Hans. The PSU has turnaround its losses in just three -four years. The Airport Authority of India too, is a highly profit making body.

**”**


**S N TRIPATHI**

Additional Secretary  
Ministry of Micro, Small and Medium Enterprises, Government of India

**“**Central Public Sector Undertakings (CPSUs) have proved that there is no dearth of talent in them. We continue to deliver goods on time. The Indian Micro, Small and Medium Enterprises (MSMEs) are second to none. We have got around 60 million such enterprises. They produce around 20,000 products. We want CPSUs, knowledge partners to look at micro and small entrepreneurs in a different light because they are the ones who contribute to businesses, job creations and create a better future for all of us.

**”**


**RAJ KUMAR SRIVASTAVA**

Managing Director  
Karnataka State Electronics Development Corporation Limited

**“**Most of the Public Sector Undertakings are performing after changing their roles over the course of time. The role of PSUs in the 90's was different from what it is today. PSUs dealing with consumer goods are out of business. But the PSUs that were helping in the growth of the ecosystem have continued their business and are doing good. It is only we who think of lesser profit.

No private company can think of less profit. It gives us strength, and with that strength we are able to perform better.

**”**



**TECHNOLOGY PRESENTATION**

**RAJIV ARORA**

Senior Director

Enterprise Business Strategy &  
Digital Transformation, Microsoft

**“** We had one billion mobile users last year in India. Through technology, companies can easily engage customers, provide services, transform these services to a pinpoint in a reduced time and empower the employees in what they are doing. All these four models can really help our public sector if they adopt the cloud technology and deploy it for various small automation processes. With Microsoft data centre in India, we can leverage all these services in the country. **”**



**SELVA KUMARI J**

Managing Director  
Kanpur Electricity Supply Company Limited

**“** We are in touch with the public through social media. Our twitter handle updates the faults in the electric line. Customers get live updates of the supply position in real time. We also have formed an internal group of officers who are active 24X7. We update all the details on facebook as well. We take consumer feedback also after the monitoring is completed. We have our dashboard where you can see response time for grievance redressal. **”**



**HEERA LAL**

Managing Director  
Uttar Pradesh Development Systems Corporation Limited

**“** Our Mega Call Centre is a 500-seater centre where we are taking feedback on set questions to assess our self-governance. We have switched over to governance by public. Through smartphone, voters can access any information, provide feedback and participate in any discussion. The Uttar Pradesh Development Systems Corporation Limited (UPDESCO) is a 40 years old organisation acting as a link between the government and people. We are providing opportunities for research and development, and innovations. **”**



**DIPTIMAN DAS**

Chairman and Managing Director  
EdCIL Limited

**“** EdCIL has an experience of conducting offline examinations. Around 1.5 million candidates underwent a test conducted by us. We wish to increase the number upto four million. The market is vast. Various government bodies are approaching us for conducting fair and transparent examinations. Our whole system is encrypted. We use biometrics and CCTV to conduct the examinations. We have options for reshuffling questions as well as making it very difficult to cheat. **”**



**A K JAIN**  
Managing Director  
Rajasthan Electronics and  
Instruments Limited

“ Rajasthan Electronics & Instruments Limited (REIL) collaborates with the best companies across the globe. We locally develop the technology, make it suitable for India and then we launch it. We don't just buy and sell. We introduced a smart card way back in 1999. A smart card was also offered to Bill Clinton, the former President of United States when he was visiting India. ”



#### PSUs FOR PARTNERING GROWTH



##### PANEL DISCUSSION

**RADHIKA JHA**  
Executive Director  
Power Finance  
Corporation Limited

“ Public Sector Undertakings are the best of the government and the corporates, the best of policy making and professional expertise. We are collaborating with all the state governments on 'Power for All' project. To begin with we have very good synergies. We have data centres, customer care centres situated all across the country. We are targeting 4,401 towns to make them IT enabled this year. ”



**K S POPLI**  
Chairman and Managing Director  
Indian Renewable Energy Development Agency Limited

“ Renewable energies are required because of three major reasons. The first one is climate. The second is energy security and the third is for energy access. For urban areas, we have solar rooftops for houses, commercial establishments etc. Germany has 31 % of renewable energy in their energy mix. Japan has almost 20-25 %, while India has only 8%. ”



**GEORGE KURUVILLA**  
Chairman and Managing Director,  
Broadcast Engineering Consultants  
India Limited

“ With our vast experience in the Radio Frequency Technology, the DTH and fibre, we help in reaching the last mile in the country. So, as it is in smart cities wherein, various modes of transport are reached through a common transmission, and this is where we are marketing ourselves. ”

**DR ASHWINI  
KUMAR SHARMA**

Director General  
National Institute of Electronics and  
Information Technology

**“** Technology is playing a major role in Public Sector Undertakings and private sector as well. We are playing a major role in bringing awareness amongst people for Digital India. We create awareness as to how people can use portal and technology being provided by the PSUs. We are operating in both formal and non-formal sectors. **”**



**M NAGARAJ**

Chairman and Managing Director  
PEC Limited

**“** I firmly believe that Public Sector Undertakings (PSUs) have huge talent and potential. We as a PSU fraternity can play a major role by collaborating more with each other. The Government of India is giving line of credit to projects in countries like Nepal and Sri Lanka which has immense potential even for PSUs. **”**



**M P ESHWAR**

Chairman and  
Managing Director  
Instrumentation Limited

**“** There has to be a clear-cut policy by the government on the one-third of loss making public sector. They cannot be languished for years together. There has to be a wake-up call, timeline and clear cut goals. **”**

**SHUBHA N BHAMBHANI**

Principal General Manager  
Bharat Sanchar Nigam Limited

**“** Through the ambitious project of BharatNet, 2,50,000 Gram Panchayats are being provided internet through optical fibre cable. BSNL in the first phase has covered 50,000 Gram Panchayats with 1.05 lakh kms of fibre cable.

BSNL along with the central government is helping in the nation building. **”**

**KAMLAKAR  
KAUL**

Executive Director  
Telecommunications  
Consultants India Limited

**“** Competition helps the Public Sector Undertakings (PSUs) in improving their work and giving better services to the customers. Under the Digital India initiative, we are consultants to some of the states. We are providing a platform for auctioning of solar power as well. **”**



**LEVERAGING TECHNOLOGY, ENSURING  
TRANSPARENCY AND ACCOUNTABILITY IN PSUs**

**PANEL  
DISCUSSION**



**MUNAWAR KHURSHEED**

Chief Vigilance Officer  
Mahanadi Coalfields Limited

**“** Theft and pilferage of coal, manipulation in coal production, under and over reporting and errors of payments to transport contractors, entry and exit of unauthorised coal tippers, creation of artificial demand, overloading of the train tracks, payments corruption and irregularity in wage payment to contractual employees have been wiped out to a greater extent by the use of technology. IT has been used for better transparency, better deliverance of services and for a better working environment. **”**



**M R KRISHNA**

Chief Vigilance Officer  
Central Public Works Department

**“** After introducing an e-tendering processes in the department, almost 70 % of our complaints related to manipulation and corruption have reduced. The introduction of e-payments in our department has improved the functioning. Through e-project monitoring, all the major projects costing more than Rs five crores are on the web based platform **”**



**A K PODDAR**

Chief Vigilance Officer  
Container Corporation  
of India

**“** All the bills settled at CONCOR are loaded on the website. Location of the containers can be seen on our portal. All the trains passing through the stations are recorded on the server. There is an icon of 'locate your container' on CONCUR website where containers can be located using its number. **”**

**MANOJ KUMAR**

General Manager  
Bharat Electronics Limited

**“** We have nine production units all across the country, 30 service centres and few overseas offices as well. In order to meet the global competition, we introduced SAP Enterprise Resource system in early 2000. All the production unit officers have been linked on SAP. **”**



### H S GABA

Chief General Manager  
Uttar Pradesh State Road  
Transport Corporation

**“** We introduced a completely Integrated Transport system in 2013. Under this scheme, we have a vehicle tracking system, electronic ticketing machines, control rooms at regional and headquarters level, CCTVs and passenger information systems at bus stands. **”**



### K NIRANJAN DEVI

Chief Information Officer  
Hindustan Aeronautics Limited

**“** We are now moving towards the digital manufacturing not only to optimise the manufacturing processes but also to maintain quality leadership. All our operations are on an Enterprise Resource Planning (ERP) system which has given us a great leap in improving our efficiency. We focus on customer satisfaction for which we have customer support dashboards which help us to closely monitor the customer priorities. **”**

### S K UPADHYAY

Joint General Manager – IT  
National Mineral Development Corporation

**“** We are a multinational company. Recently, we have done our in-house online recruitment in the company. Technology is changing very fast, but skill sets of people are not updated to match this change. In the times to come, each company has to learn and at the same time serve the customer according to their needs. **”**



*The panel discussion on 'leveraging technology, ensuring transparency and accountability in PSUs' in progress.*



## RAMESH NARAIN MISRA

Chairman and Managing  
Director  
SJVN Limited

“ Recently, we have awarded a 50 Megawatt power project to Sadla in Gujarat. We are also setting a five Megawatt project of solar power in the same state. In Nepal, we are setting up a hydropower project. In Bhutan, we are setting up a 600 megawatt hydropower project as a joint venture with DGPC. ”



## VINIT GOENKA

Member-Governing Council  
CRIS, Member-IT Taskforce  
Ministry of Shipping and Ministry of Road  
Transport and Highways, Government of India

“ We have more than 165 PSUs with a turnover of more than Rs 10,000 crores put together. We have also privatised hundreds of PSUs but still the number of patents India filed in India is far less than other countries. A part of Corporate Social Responsibility (CSR) fund should be allocated to the children of the employees of the PSUs to fund their IT innovation projects which later on PSUs can buy. ”



PSU leaders with the special issue of eGov magazine

# ELETS 3<sup>RD</sup> PSU SUMMIT 2017 AWARD WINNERS

Leaders from various PSUs were felicitated for their work at the conference



*The PSU leaders were presented with special leadership award from  
Vishnu Deo Sai ,Minister of State, Ministry of Steel, Government of India.*



*IT leaders from various PSUs across India were recognised with special awards at the summit.*



**31<sup>st</sup> January 2017, New Delhi**

**CONFERENCE | AWARDS | EXPO**

**Venue | THE ROYAL PLAZA**

**ELETS TECHNOMEDIA PVT LTD**

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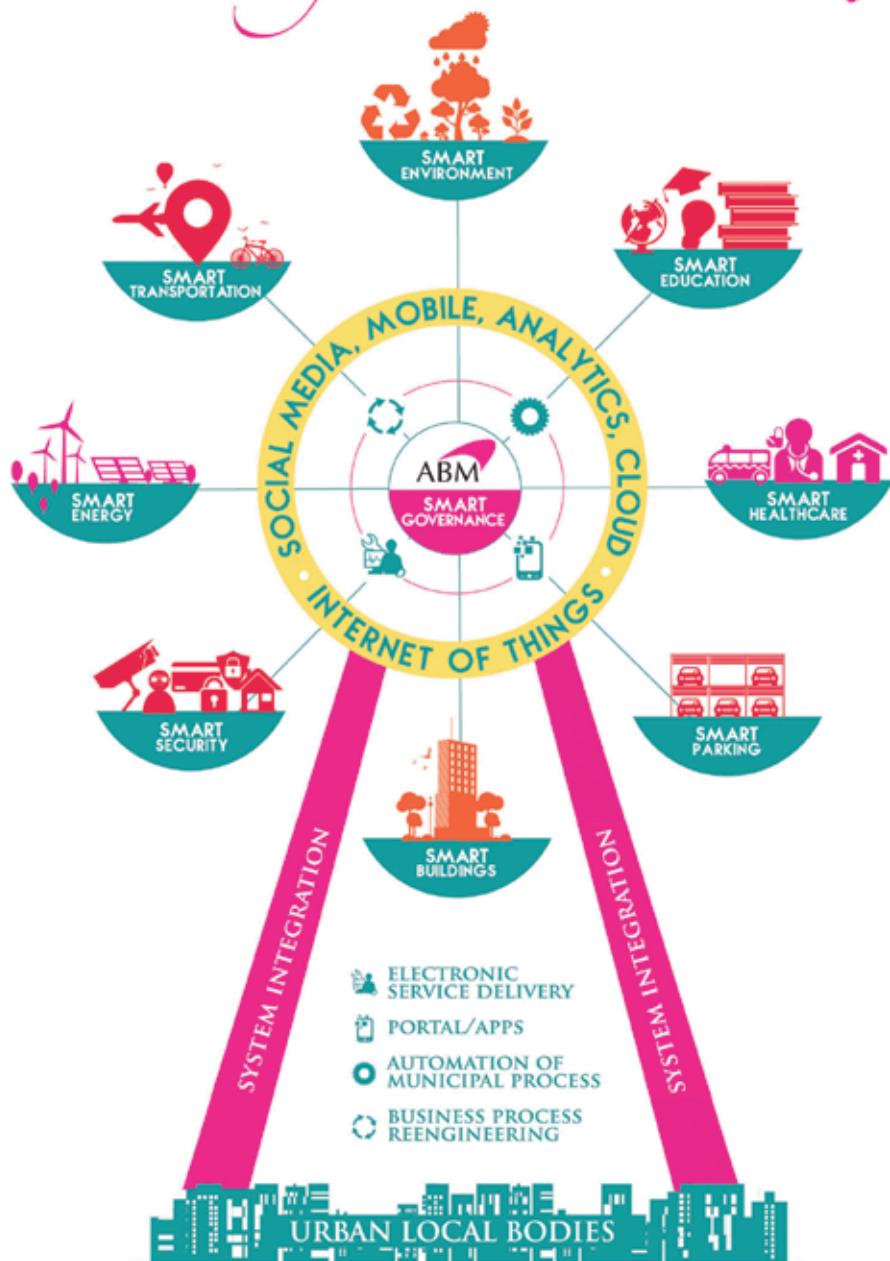
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- Top 10 Emerging IT companies in India: NASSCOM

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