

DARPG organises 20th National e-Governance Webinar on Government Process Re-engineering for Digital Transformation

AgriStack and e-Jagriti, National Award-winning initiatives, showcase technology-enabled transformation in agricultural governance and consumer dispute resolution

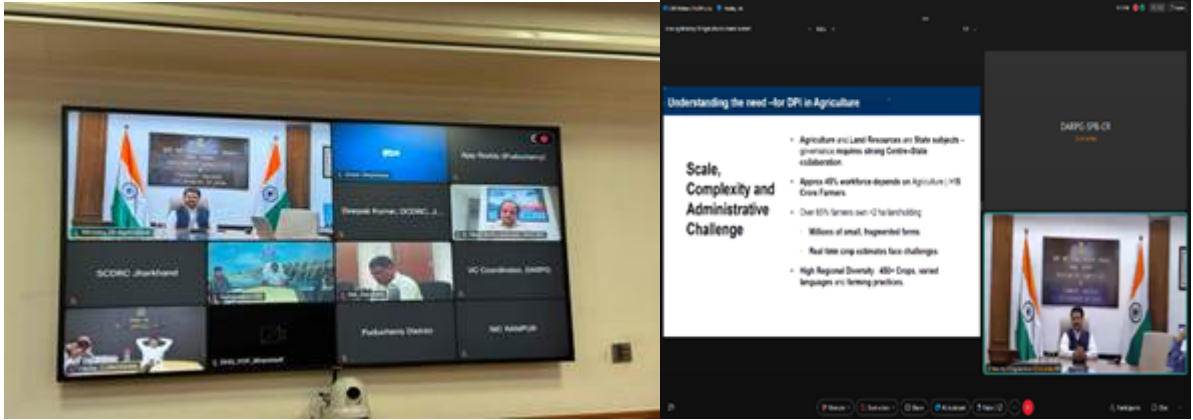
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The Department of Administrative Reforms and Public Grievances (DARPG) organised the 20th National e-Governance Webinar (NeGW) under the theme “Government Process Re-engineering by use of technology for Digital Transformation (Central Level)”. The webinar was chaired by Shri Avanish Kumar Mishra, Joint Secretary, DARPG.



The webinar showcased two National Award-winning initiatives recognised under the Central Level Initiatives category of the National Awards for e-Governance 2026 — AgriStack of the Ministry of Agriculture & Farmers’ Welfare and e-Jagriti of the Ministry of Consumer Affairs. The initiatives demonstrated how technology-enabled process re-engineering can improve efficiency, transparency, accessibility and citizen-centric service delivery.

The following award-winning initiatives were presented:

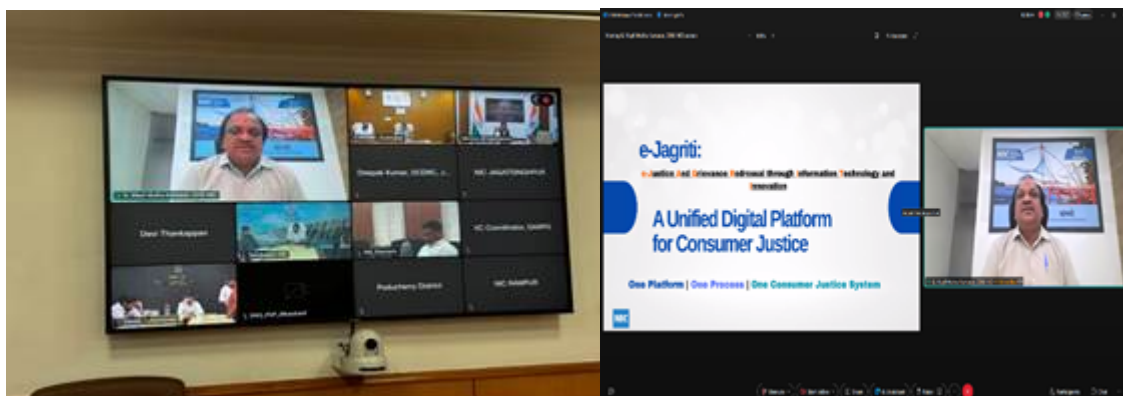


- AgriStack: Dr. Pramod Kumar Meherda, Additional Secretary, Department of Agriculture & Farmers' Welfare, Ministry of Agriculture & Farmers' Welfare, presented the Gold Award-winning AgriStack initiative. AgriStack is a Digital Public Infrastructure initiative aimed at modernising agricultural governance and service delivery across the country.

AgriStack is built around three core registries — the Farmers' Registry, Crop Sown Registry and Geo-referenced Village Maps — providing a digital foundation for verified farmer identification, land holdings and crops sown. The initiative follows a federated architecture, with the registries created, owned and managed by States and Union Territories while ensuring interoperability across the national agricultural ecosystem.

The Digital Crop Survey is operational across 31.36 crore plots in 648 districts, while more than 10 crore unique Farmer IDs have been created and 5.52 lakh geo-referenced village maps have been completed. Farmer IDs are also being integrated with major programmes including PMFBY, PM Asha, MahaDBT and MSP Procurement.

AgriStack demonstrates how technology-driven process re-engineering can strengthen transparency, enable verified delivery of government schemes and reduce dependence on fragmented and manual processes.



- e-Jagriti: Shri G. Mayil Muthu Kumaran, Deputy Director General, National Informatics Centre, presented the Silver Award-winning e-Jagriti initiative, which demonstrates how digital platforms can transform consumer dispute resolution.

e-Jagriti establishes a unified national digital ecosystem for consumer dispute resolution across the National, State and District Consumer Commissions. The platform replaces fragmented legacy systems with a standardised, end-to-end digital workflow covering online filing, digital scrutiny, payment processing, hearings, orders and disposal of cases.

The platform also integrates virtual and hybrid hearings, automated cause lists, real-time notifications, analytics dashboards and mobile application support, enabling consumers and other stakeholders to access and manage consumer dispute resolution processes digitally.

The initiative has transformed traditionally paper-based and time-consuming processes into a seamless digital experience, reducing physical visits and manual dependency while improving transparency, accessibility and efficiency in consumer dispute redressal.

The webinar witnessed participation from senior officials across approximately, 1200+ Officials, including Central Ministries, State Governments, District and Local Bodies, administrations from across the country and officials of DARPG.

At the conclusion of the webinar, Shri Hari K Bhatt, Deputy Secretary, DARPG, delivered the Vote of Thanks. He thanked the speakers and participants and encouraged States, Districts, Local Bodies and Central Ministries to examine the showcased initiatives for adoption and replication in their respective areas of governance.

The webinar reaffirmed the importance of technology-enabled Government Process Re-engineering in transforming public service delivery and strengthening efficient, transparent, accessible and citizen-centric governance.

NKR/Anand

(रिलीज आईडी: 2301987) आगंतुक पटल : 602

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Urdu , हिन्दी , Bengali , Tamil