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मुख्य सचिव का गोपनीय कक्ष  
आ.स.स.: 5303  
दिनांक: 25/12/07



ध्रुव विजय सिंह, आई.ए.एस  
DHRUV VIJAI SINGH, IAS  
अपर सचिव  
ADDITIONAL SECRETARY

AS (Per)  
18/07  
31/12/07

भारत सरकार  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
प्रशासनिक सुधार और लोक शिकायत विभाग  
सरदार पटेल भवन, संसद मार्ग  
नई दिल्ली-110001  
GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES  
SARDAR PATEL BHAVAN, SANSAD MARG  
NEW DELHI-110001

D.O No. K-13015/8/2007- e-Gov-A

Dated: 17<sup>th</sup> December, 2007

Dear Shri Targay,

The Eleventh National Conference on e-Governance on "Integrated Citizen Services – Issues and Challenges" is being organized by Department of Administrative Reforms and Public Grievances in collaboration with the State Government of Haryana in February, 2008, at Panchkula, Haryana. Senior Officers of State and Central Government including IT Secretaries, Resource Persons and Intellectuals from the Industries, Academic Institutions and civil society organizations would participate in this Conference to discuss and exchange views and share experiences relating to various governance and e-governance initiatives. You may be aware that the Chief Guest shall present National Awards for e-Governance. More than 1000 delegates are expected to attend this Conference. Further details of the Conference are available at this Department's website: <http://darpg.nic.in>.

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We propose to publish a Compendium for the 11<sup>th</sup> National Conference on e-Governance on the themes to be discussed during this Conference for which papers are invited. A brochure laying down the themes, rules and procedure for submission of Papers and their evaluation is enclosed herewith. The last date for submission of papers is **15<sup>th</sup> January, 2008** and the papers are to be submitted online by email to [compendium.egov@gmail.com](mailto:compendium.egov@gmail.com) or [paper.arpg@nic.in](mailto:paper.arpg@nic.in).

3. I request you to kindly give wide publicity to this request and send contributions for this Compendium. The best paper of the compendium would be selected by a panel of experts and would be awarded in the Valedictory Session of the Conference.

With regards.

Yours sincerely,  
  
(D.V.Singh)

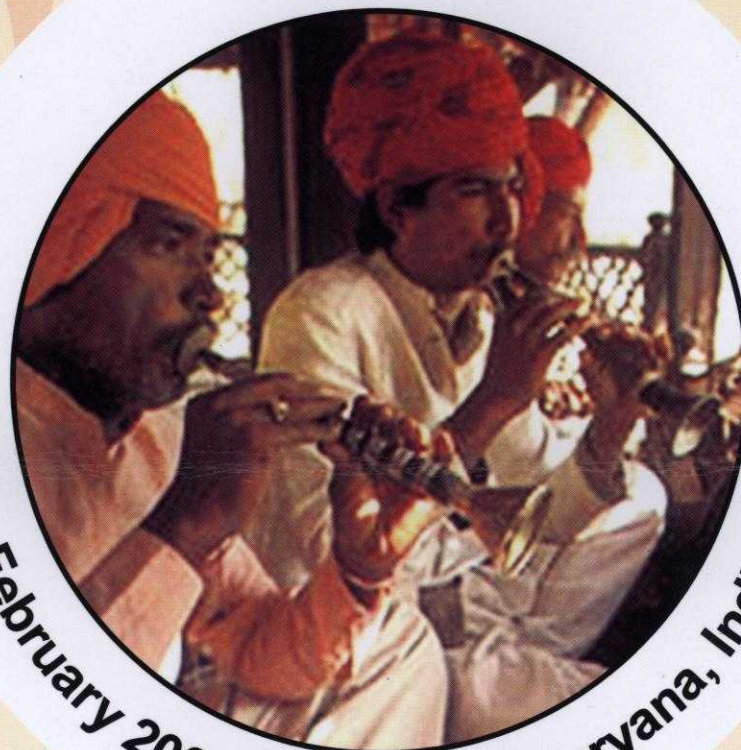
Passed on to AS (IT)  
31/12/07

AS (Per)  
AS (IT) ✓  
1.1.2008  
AS (IT)

To  
Shri Chhering Targay, IAS  
Chief Secretary  
Government of Andaman & Nicobar  
Port Blair-744101

# 11th National Conference on e-Governance

Integrated Citizen Services – Issues and Challenges



February 2008, Panchkula, Haryana, India

## e-Governance Compendium 2008 Call for Papers

**Organized by**

Department of Administrative Reforms & Public Grievances (Govt. of India)

Department of Information Technology (Govt. of India)

GOVERNMENT OF HARYANA

# Themes for the Compendium

## Enabling environment for implementation of e-Governance

- Frameworks and guidelines for e-Governance
- Policies and strategies for e-Governance
- Interoperability and standards
- Security and Privacy
- Enterprise Architectures
- e-Governance ontology
- Public trust and acceptability
- Legal and cultural aspects of integrated public service delivery
- Shifting internal government focus to external customer focus

## Integrated delivery of eServices

- One-stop-shop service delivery
- Mobile government
- Media integration (such as integrating VoIP and mobile phones with eServices)
- Multi-channel delivery strategies
- Public-private participation in public service delivery
- Customer charter frameworks
- Change management and organizational realignment
- User Personalization

## e-Governance and Development

- Case studies on international and regional projects / good practices
- Role of e-Governance in development
- Teaching e-Governance
- Tools and methodologies for e-Governance research
- Organizational Innovation and Knowledge Management
- Impact of e-Governance on Economy

## e-Governance and Health

- e-Prescribing
- Electronic Health Records
- Medical Tourism and e-Governance
- ICT in Community Health Care -Role of Medical Informatics
- Electronic Healthcare records - Issues and challenges
- Diffusion of ICT for proactive and pervasive healthcare
- Telemedicine - Role and Relevance for rural health care



## e-Governance and Education

- Virtual Classroom
- e-Learning and Education Portals
- e-Libraries
- Bridging the digital divide through ICT Education
- ICT Education
- Digital Literacy & Livelihoods - Issues & Challenges
- Re-skilling for Knowledge society
- Meeting needs of informal sector

## e-Governance and Rural Sector

- Geographical Information Systems (GIS)
- Community Centres / Common Service Centres
- Integrated Land Reforms
- Evolution of the e-Farmer: Linking rural sector to the end-consumers
- Adoption of ICTs in Agricultural Management
- ICT enabled approach for participatory decision making & land sustainability
- Situating ICT in Agriculture - Readiness, Accessibility & Usability - Issues & Challenges
- ICT, Networking and Knowledge Systems in Agriculture and Rural Development



## Rules for Paper Submission

- Papers are invited from administration, academia, industry and individuals.
- Papers should be original, unpublished and in English language only.
- The page limit for each paper is 5-6 pages in the prescribed template and the theme forming the basis for the paper should be mentioned clearly.
- All papers should reach the Compendium Committee on or before 15th January, 2008.
- By submitting paper, the author makes a commitment to allow publication of his/her paper in the compendium.
- Names of author(s), communication address (postal and e-mail), and the phone/fax numbers should also be indicated.
- Papers that are not falling under one of the themes given, written in poor style, with grammar problems or longer than 6 pages shall not be accepted.
- Selected papers from those received will be published in the compendium.
- Selected entries shall be awarded during the Conference. Details will be posted on the web whenever finalized.

## Paper Evaluation Criteria

- Each paper will be evaluated by an expert panel constituted for this purpose.
- All decisions given by the Compendium Committee are final and binding. No clarifications will be entertained in this regard.
- The Compendium Committee has ownership rights for all papers submitted.
- Evaluation of papers is based on the following criteria:
  - Relevance - clearly stated, logically consistent and a good fit for the chosen theme
  - Importance – ideas are timely, cutting-edge, and make significant contributions to the theme chosen for the paper
  - Exemplar – includes examples of the application of concepts used in the paper
  - Lessons – key learnings from the discussion/content in the paper
  - Choices – listing of alternatives considered at various points with reasoning and explanation
  - Content – detailed listing of assumptions (including the implicit assumptions) and premises on which the paper is based
  - Presentation – organization and presentation of ideas in a clear and logical way (including definition of terms before usage of minimum forward reference)
  - Writing style – clear and concise flow of the paper with correct English grammatical usage avoiding ambiguity, slang and incomplete sentences

## Important Dates

Paper submission deadline	<b>15 January 2008</b>
Paper acceptance / rejection notification	<b>20 January 2008</b>

## Brochure and Template Download Link

<http://www.darpg.nic.in>

## Online Paper Submission

All papers should be submitted online by e-mail to [paper.arpg@nic.in](mailto:paper.arpg@nic.in) and [compendium.egov@gmail.com](mailto:compendium.egov@gmail.com)

## Contact Information for any query / clarification

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