

Shri Sanjiwan Sinha
Director General, National Communications Academy–Finance (NCA-F)

Shri Sanjiwan Sinha, a 1994-batch IP&TAFS officer, is the Director General of the National Communications Academy–Finance (NCA-F), Department of Telecommunications, Government of India. He also serves as the Project Director (PMU) in the Department of Telecommunications, Ministry of Communications.

He holds degrees in MBA (Finance), LL.B., and a Ph.D. in Social Science. With a distinguished career spanning the Department of Posts Accounts, Department of Telecommunications, MTNL, BSNL, BBNL, and the Government of Bihar, Shri Sinha has held several important leadership positions and contributed to administrative reforms, institutional development, and public service delivery.

During his cadre postings in DAP, DoT, MTNL, BSNL, and BBNL, he worked towards improving organizational efficiency and service delivery. As Joint CCA, Jharkhand, he operationalized the first website of any CCA office in 2005.

On deputation to the Government of Bihar as Special Secretary, Finance, he introduced an end-to-end Pay Slip Management System for all Gazetted Officers in 2011. The system continues to be operational in Bihar, promoting transparency and efficiency.

As Managing Director, Bihar State Educational Infrastructure Development Corporation, he implemented an organizational structure with centralized planning, tendering, and payment, supported by decentralized physical supervision through the 'Concurrent Monitoring of Projects' application.

As State Project Director, Mid-Day Meal Scheme, Bihar, he implemented a tablet-based monitoring system covering 70,000 schools and 500 Block Resource Persons.

During his tenure as Managing Director, South Bihar Power Distribution Company, he conceptualized and implemented the paperless end-to-end customer service platform 'Suvidha App', which has received over one million downloads and a 4-star rating on the Google Play Store. He also steered the implementation of Smart Prepaid Meters in Bihar, contributing to a behavioural change in consumer service approaches and helping Bihar become the state with the highest number of Smart Prepaid Meter consumers.

As an active member of the Capacity Building Unit (CBU), Shri Sinha was instrumental in preparing the *Framework of Roles, Activities and Competencies (FRAC)* and the *Annual Capacity Building Plan, 2023* for the Department of Telecommunications. Through this effort, the Department of Telecommunications became the first major department in the Government of India to bring out an Annual Capacity Building Plan under Mission Karmayogi.

Shri Sanjiwan Sinha's career reflects his contributions across diverse sectors through administrative leadership, organizational reforms, and initiatives aimed at promoting transparency, efficiency, and innovation in public service.