



27th National e-Governance Conference, 2024

Jointly organised by

**Department of
Administrative Reforms
& Public Grievances
(DARPG), Ministry of
Personnel, Public
Grievances & Pensions,
Government of India**

**Government of
Maharashtra**

**Ministry of Electronics
and Information
Technology (MeitY),
Government of India**



MUMBAI DECLARATION



**Viksit Bharat: Secure and Sustainable e-Service
Delivery**

3rd & 4th September, 2024

Mumbai, Maharashtra

Mumbai Declaration

The Department of Administrative Reforms & Public Grievances (DAPRG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Maharashtra organized the 27th National Conference on e-Governance at Mumbai during 3rd & 4th September 2024.

The Conference has unanimously adopted the Mumbai declaration outlined below after intensive deliberations during the sessions held over two days.

The Conference resolved that Government of India and State Governments shall collaborate to:

1. Transform citizen services through use of technology by leveraging the artifacts of India Stack that include DigiYatra, Aadhaar, UPI, DigiLocker, UMANG and ONDC. Ensure that DPI initiatives are accessible, affordable, and inclusive, bridging the digital divide and fostering equitable growth.
2. 'Ease of Living' for citizens is a high priority for government. Ministries/ Departments to make sustained efforts for bringing citizens and government closer using technology.
3. Promote collaboration between government, industry, and academia to create a seamless, interoperable, sustainable and secure digital ecosystem. Working collectively towards reaching the Saturation of e-Services in a secured and sustainable manner. Having a special focus on the North-East region for enhancing the coverage of the identified Mandatory e-Services.
4. Each Ministry/ Department to effect qualitative improvements in their Grievance Redressal Systems to make them more sensitive, accessible and meaningful.

5. Building a Next Generation Public Grievance Redressal System to be pursued on priority basis.
6. 'Whole of the Government' approach to be adopted by Ministries/ Departments in formulating and implementing their e-governance policies/ schemes/ and concerted steps to be taken for India to emerge as a leader in e-Governance.
7. Voluntary Aadhaar linking to be encouraged for improving Direct Benefit Transfer in priority sector programmes.
8. Ministries/ Departments to revamp their websites to ensure that they are user friendly, taking into account the global best practices.
9. Suitable incentives to be devised to encourage officers to take full advantage of capacity building courses/ modules available on iGOT Karmayogi portal.
10. Metrics to be developed to foster a competitive spirit among States/ Districts in order to encourage them to adopt e-governance reforms using the NeSDA framework.
11. Ministries/ Departments to take steps to make their IT systems adequately resilient and to sensitize their officers to ensure scrupulous adherence to cyber security guidelines and protocols. This should be a continuing endeavor.
12. Building on the benefits of the NeSDA Framework, the NeSDA to adopt three additional parameters- Open Government Data, e-Participation and Leveraging Emerging Technologies.
13. Adoption of e-Office on a saturation approach in all the offices across India. Strengthen cyber security measures in e-offices by implementing advanced security protocols to protect sensitive government data.

14. Encourage the adoption of emerging technologies like AI, Blockchain, IoT, and cloud computing to transform public services.
15. Strengthen existing data protection laws to address new challenges in the digital age, including cross-border data flows and AI-driven decision-making.
16. Implement the data governance framework to promote data sharing among government entities and make all data, except for items on a negative list, accessible on data.gov.in. Establish protocols for data collection, processing, privacy, anonymization, security, and preservation to support the development of a data-driven economy.
17. Foster a spirit of research and development and process reengineering in ongoing government services.
18. Replication of awarded projects under National Awards for e-Governance 2023 – 24 for dissemination of best practices through Regional conferences - some with focus on 'Women led Development'.
