



24<sup>th</sup> National Conference on e - Governance  
7<sup>th</sup> & 8<sup>th</sup> January 2022

# Proceedings

Theme

India's Techade: Digital Governance in  
a Post Pandemic World

Jointly organized by

**Department of  
Administrative Reforms  
& Public Grievances  
Ministry of Personnel,  
Public Grievances and  
Pensions, Government  
of India**

**Government of  
Telangana**

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

# **DAY 1**

## **7<sup>th</sup> January 2022**

**INAUGURAL SESSION**



*From left to right Shri Jayesh Ranjan, Pr. Secretary (IT), Govt. of Telangana, Shri K.T. Rama Rao, Hon'ble Minister (IT), Govt. of Telangana, Dr. Jitendra Singh, Hon'ble MoS (PP), Govt. of India; Shri S.N. Tripathi, DG, IIPA; Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India; Shri V. Srinivas, Secretary, DARPG, Govt. of India*



*From left to right, Shri S.N. Tripathi, DG, IIPA; Dr. Jitendra Singh, Hon'ble MoS (PP), Govt. of India; Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India*



*Wall of Fame displaying photographs of the awardees of previous years*



*Exhibition stall of Ministry of Rural Development, Government of India*



**Address by Shri V. Srinivas, Secretary, DARPG, Government of India**

Shri V.Srinivas, Secretary, DARPG welcomed Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India; Shri K. T. Rama Rao, Hon'ble Minister for Municipal Administration and Urban Development, Industries and IT and Electronic Communications, Govt. of Telangana; Shri Ajay Prakash Sawhney, Secretary, MeitY, Government of India; Shri Surendra Nath Tripathi, Director General, Indian Institute of Public Administration; Shri Rajendra Kumar, Additional Secretary, MeitY, Government of India; Shri Jayesh Ranjan, Principal secretary to Government of Telangana; Shri NBS Rajput, Joint Secretary, DARPG, Government of India.



In his welcome address, Shri V.Srinivas, Secretary, DARPG mentioned that under the visionary leadership of Prime Minister, Shri Narendra Modi, the e-Governance landscape of India has radically changed in scale, scope and learning paradigms. India has successfully transformed tech obsolete institution into modern day digital institution to benefit millions of Indians.

He proudly stated that the mission of next generation administrative reforms of PM has been diligently translated into reality by DARPG. He talked about the 3 major initiatives witnessed by the Indian roadmap for Next Generation Administrative Reforms in 2021 and each of these were implemented on digital platforms across 1000 government institutions - 1) Successful implementation of the special campaign for disposal of pending matters from Oct 2 - Oct 31, 2021 2) Initiative for increasing efficiency in nation making of the central secretariat from March - Oct 2021 and 3) Good Governance Week between Dec 20-25, 2021 which saw the first nationwide *Prashasan Gaon Ki Aur* Campaign.

He acknowledged Dr. Jitendra Singh's initiatives to enable DARPG to pursue these reforms with diligence and commitment. On this occasion, he extended a warm gratitude to all the Jury members for their valuable time and expertise in shortlisting the received nominations for awards in e-Governance. He individually called out all the award winners- Centre, State, District and Academic Institutions and congratulated them as they would serve as a beacon of e-Governance in the coming years.

Shri V.Srinivas, Secretary, DARPG was proud to acclaim that NCeG brings together practitioners, policy makers, academicians, industry and lead officers to collectively deliberate on contemporary challenges of e-Gov. He highlighted this year's theme- India's Techade- Digital Governance in the Post Pandemic World.

He profoundly discussed about the changes in India's e-Gov model from 2014-2021 wherein he said that e-Gov has simplified the citizen's interface with the Government, brought the two closer and enabled benchmarking of service quality.

**Address by Shri Ajay Prakash Sawhney, Secretary to the Government of India, Ministry of Electronics & Information Technology**

Shri Ajay Prakash Sawhney, Secretary, MeITy appreciated Hyderabad for being the



location as it is closely associated with e-Gov and innovation. He discussed about adversities caused by the pandemic and yet tremendous resilience was displayed by the Government and industry bodies. This clearly reflects the depth of system during this time ex: e-Offices, COWIN platform.

He moved on to talk about the emergence of 42 unicorns reinforcing the fact that India is a fertile ground for new companies and products to emerge. He expressed the idea that today the IT and ITES industries have started to move towards software products instead of software services.

Shri Sawhney's idea gained clarity when he said that now it is possible to dream of solutions that can combine software and hardware both and elaborated on the use of tech and data utilization at numerous platforms like Advanced analytics, AI, Block chain technology, AR, and DR tech, 5G and IOT etc.

Shri Ajay Prakash Sawhney, Secretary, MeITy pointed out that whatever was yesterday considered impossible today was possible due to the use of exciting new emerging range of technology which will add to our already existing foundation. This instilled a ray of hope and motivation amongst the audience and all participants.

He discussed about 3 broad aspects thereby giving a framework to innovate solutions within to help achieve good and sustainable governance- 1) To further simplify the availability, discovery and usage of services by citizens by creating a single sign in on a national level 2) To stitch up the domain platforms and 3) To create a unified range of citizen centric services CSS, e-Seva centers etc. to allow citizens to work in close centers and avail all services that are otherwise available on internet/mobile.

While concluding, he pointed out that institutionalization via national level platforms must be the key goal to achieve.

**Address by Shri K.T. Rama Rao, Hon'ble Minister for Municipal Administration & Urban Development, Industries, Information Technology Electronics & Communications, Government of Telangana**

Shri K.T.Rama Rao, Minister for Information & Technology, Government of Telangana started his speech with a brilliant quote- "The government that actually governs the least is the best government". He acknowledged the fact that lots of process and technology interventions have been made by many Centre and State Governments to increase convenient and transparent technology in service delivery



but still there are issues in the quality of these services with usage of archaic processes.

He remembered the Chief Minister's advice to the IT sector and quoted him-"Developing a nation like India, no matter how fancy the tech is, unless it has the ability to have a larger social impact and help the common man, there is no point in inculcating any form of tech".

He proudly went further in highlighting the objective of Telangana to deliver Government services via technology. He mentioned and acclaimed transparency and accountability to be their key goals in governance. He highlighted few areas where Telangana has done well like m-Seva, T-wallet, T-app Folio, MOU with Govt. of Estonia, IRTDAI, FEST (Friendly electronic services in Transport Dept.) etc.

The following three publications were released by Dr. Jitendra Singh, Hon'ble Union Minister; Shri K. T. Rama Rao, Hon'ble Minister of Govt. of Telangana; Shri Ajay Prakash Sawhney, Secretary, MeitY, Government of India; Shri V. Srinivas, Secretary, DARPG, Government of India, Shri Surendra Nath Tripathi, Director General, Indian Institute of Public Administration; Shri Rajendra Kumar, Additional Secretary, MeitY, Govt. of India; Shri Jayesh Ranjan, Principal secretary to Government of Telangana and Shri NBS Rajput, Joint Secretary, DARPG, Government of India:

1. Citations for National e-Governance Award Winners 2021
2. Compendium of e-Governance Initiatives
3. Excellence in e-Governance



## 24TH NATIONAL CONFERENCE ON E-GOVERNANCE



From left to right Shri Jayesh Ranjan, Pr. Secretary (IT), Govt. of Telangana, Shri S.N. Tripathi, DG, IIPA; Shri K.T. Rama Rao, Hon'ble Minister (IT), Govt. of Telangana, Dr. Jitendra Singh, Hon'ble MoS (PP), Govt. of India, Shri V. Srinivas, Secretary, DARPG, Govt. of India; Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India

Thereafter, a short film on e-Governance was displayed.





**Address by Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India**

Dr. Jitendra Singh, Minister of State in the Ministry of Personnel, public Grievances & Pensions recognized Hyderabad as the city of progress and serves the best example of blend of tradition and modernity. He discussed about the practice of holding regional conferences across the country which help in realizing our Hon'ble Prime Minister's mission to move from NCT.



Conferences in Srinagar, Leh, Jammu, Nagpur, Mumbai, Shillong, Lucknow etc. have paid rich dividends. He stated that these conferences have not only created a strong sense of fellowship but also exchanged best practices. He suggested that the coupling of States could prove beneficial in achieving the larger goals keeping in mind the peculiar requirement of States.

The ability to replicate each other, supplement and come up with new models is a progressive mechanism and look forward towards a Digital India. He went on to appreciate the initiatives in digital governance helping us to tide away the COVID pandemic, for e.g. with flexi time, efficiency of performances have increased significantly.

The Minister concluded by stating that the ultimate goal of governance is to bring ease of living into the lives of citizens which is more citizen centric, transparent, accountable and has an increased focus on timelines. He heartily congratulated all winners for their excellent efforts in the use of technology and production of better systems of governance.

This was followed by distribution of National Awards for e-Governance 2020-21. Gold award, Silver award and Jury award were presented to 26 initiatives under 6 categories of the Award Scheme to Central Ministries/ Departments, State/UT Governments, Districts, Local Bodies, Public Sector Undertakings and Academic & Research Institutions. The award winning teams were felicitated with a trophy and a certificate. The Gold awardees were given a cheque of Rs.2 lakh and Silver awardees were given a cheque of Rs.1 lakh. Film citations were played in the background which briefly introduced the projects.

**National Awards for e-Governance 2020-21**

S.No.	Category	Project Name	Dept./Orgn./State/District	Award
<b>Category I - Excellence in Government Process Re-engineering for Digital Transformation</b>				
(i) Central level initiatives; (ii) State/UT level initiatives; (iii) District level initiatives				
1.	(i) Central level initiatives	eCourts Mission Mode Project	Department of Justice, Ministry of Law & Justice and eCommittee of Supreme Court of India	<b>GOLD</b>
2.		eMARG-Electronic Maintenance of Rural Roads under PMGSY	Ministry of Rural Development, Government of India	<b>SILVER</b>
3.	(ii) State/UT level initiatives	mseva	Punjab Municipal Infrastructure Development Company	<b>GOLD</b>
4.		Smart Ganna Kisan	Cane Commissioner Office, Uttar Pradesh	<b>SILVER</b>
5.	(iii) District level initiatives	GOALMART	Office of the Deputy Commissioner, Goalpara, Assam	<b>GOLD</b>
6.		Silicosis CARE	District Administration, Nagaur, Rajasthan	<b>SILVER</b>
<b>Category II - Universalizing Access including e-Services</b>				
(i) Central level initiatives; (ii) State/UT level initiatives; (iii) District level initiatives				
7.	(i) Central level initiatives	Unified District Information System for Education (UDISE)+ ecosystem	Department of School Education & Literacy, Ministry of Education	<b>SILVER</b>
8.	(ii) State/UT level initiatives	e-shramik sewa	Labour Department, Government of Chhattisgarh	<b>GOLD</b>
9.		Telangana State Mana Isuka Vahanam ("My Sand Vehicle")	Centre for Good Governance, Telangana	<b>SILVER</b>
<b>Category III - Excellence in District level initiative in e-Governance</b>				
(i) North-East States + Hilly States; (ii) UTs (including Delhi); (iii) Other States				
10.	(i) North-East States + Hilly States	Doon Integrated Command & Control Center	District Dehradun, Uttarakhand	<b>GOLD</b>
11.		Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, District Solan, HP	District Solan, Himachal Pradesh	<b>SILVER</b>
12.	(ii) UTs (including Delhi)	Silvassa Citizen Connect Project	Silvassa Municipal Council, Dadra & Nagar Haveli	<b>GOLD</b>
13.		Panchayat Development Index	District Bandipora, Jammu and Kashmir	<b>SILVER</b>
14.	(iii) Other States	Indore-311 Application	District Indore, Madhya Pradesh	<b>GOLD</b>
15.		Gyanodaya, Godda a digital learning program	District Godda, Jharkhand	<b>SILVER</b>

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<b>Category IV-Outstanding research on Citizen Centric Services by Academic/Research Institutions</b>				
16.	Category IV	Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications	Indian Institute of Technology, Roorkee	<b>GOLD</b>
17.	Category IV	An RCT to compare the effectiveness of mobile app based prescription vs. conventional prescription of analgesics and adjuvant ad	All India Institute of Medical Sciences, New Delhi	<b>SILVER</b>
<b>Category V - Excellence in adopting emerging technologies</b>				
18.	Category V	Bhubaneswar Land Use Intelligence System (BLUIS)	General Administration & Public Grievance Department, Government of Odisha	<b>GOLD</b>
19.	Category V	ePIC (e-Platform for IndianOil Customers)	Indian Oil Corporation Ltd.	<b>SILVER</b>
<b>Category VI - Use of ICT in the Management of COVID 19</b>				
<b>(i) Central level initiatives; (ii) State/UT level initiatives; (iii) District level initiatives</b>				
20.	(i) Central level initiatives	COVID19 INDIA PORTAL	Center for Health Informatics, Ministry of Health and Family Welfare	<b>GOLD</b>
21.		COVID Management- Information Dissemination and Awareness	MyGov	<b>SILVER</b>
22.	(ii) State/ UT level initiatives	Social Media Cell Covid Initiatives	Kerala Police Social Media Cell	<b>GOLD</b>
23.		ICMS -(Integrated COVID Management System) DNH&DD	Department of Information Technology, Daman & Diu	<b>SILVER</b>
24.		Karnataka State COVID19 War Room	Karnataka State COVID War Room	<b>JURY</b>
25.	(iii) District level initiatives	Covid Call Centre and Management System	District Srinagar, Jammu and Kashmir Government	<b>GOLD</b>
26.		Technology in Aid to Administration (TIIA)	District Administration Mon, Nagaland	<b>SILVER</b>



**eCourts Mission Mode** initiative of Department of Justice, Ministry of Law & Justice and eCommittee of Supreme Court of India, team led by Shri Barun Mitra, Secretary, Department of Justice



**eMARG-Electronic Maintenance of Rural Roads under PMGSY** initiative of Ministry of Rural Development, Government of India, team led by Ms. Alka Upadhyaya, Chairperson, NHA





**mSeva** initiative of Punjab Municipal Infrastructure Development Company, Department of Local Government, Government of Punjab



**Smart Ganna Kisan** initiative of Sugar Industry & Cane Development Department, Government of Uttar Pradesh, team led by Shri Sanjay R Bhoos Reddy, Commissioner Cane and Sugar, Govt. of UP



**Goalmart** initiative of District Administration Goalpara, Government of Assam, team led by Smt. Varnali Deka, Deputy Commissioner, Kokrajhar



**Silicosis Care** initiative of District Administration Nagaur, Government of Rajasthan, team led by Dr. Jitendra Kumar Soni, District Collector, Nagaur





**Unified District Information System for Education (UDISE)+ ecosystem** initiative of Department of School Education & Literacy, Ministry of Education, Government of India, team represented by Shri Saba Akhtar, Scientist F, NIC



**e-Shramik Sewa** initiative of Labour Department, Government of Chhattisgarh, team led by Shri Alex V.F. Paul Menon, Labour Commissioner, Govt. of Chhattisgarh



**Telangana State Mana Isuka Vahanam ("My Sand Vehicle")** initiative of Centre for Good Governance, Telangana, team led by Shri Rajendra Nimje, Director General, CGG



**Doon Integrated Command & Control Center** initiative of District Administration Dehradun, Government of Uttarakhand, team led by Dr. Ashish Kumar Srivastava, Director ITDA & AS (IT)



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**Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN** initiative of District Administration Solan, Government of Himachal Pradesh, team led by Sh. Rohit Malpani, SP, Cyber Crime (CID), Govt. of HP



**Silvassa Citizen Connect** initiative of Silvassa Municipal Council, U.T. Administration of Dadra & Nagar Haveli and Daman & Diu, team led by Shri Mohit Mishra, SDM, Daman



**Panchayat Development Index** initiative of District Administration Bandipore, Government of Jammu and Kashmir, team led by Dr. Owais Ahmad, Deputy Commissioner, Bandipore



**Indore-311 Application** initiative of District Administration Indore, Government of Madhya Pradesh, team represented by Shri Natwar Sharda, Registrar





**Gyanodaya, Godda a digital learning program** initiative of District Administration Godda, Government of Jharkhand, team represented by Shri Rituraj Choudhary, SDM, Godda



**Development of E-waste based Microwave Absorbing Material for EM shielding and Stealth Applications** initiative of Indian Institute of Technology, Roorkee, team led by Professor Dharmendra Singh



**An RCT to compare the effectiveness of mobile app based prescription vs. conventional prescription of analgesics and adjuvant ad initiative of All India Institute of Medical Sciences, New Delhi, team led by Dr. G. Lakshmanan, Associate Professor, AIIMS**



**Bhubaneswar Land Use Intelligence System (BLUIS) initiative of General Administration & Public Grievance Department, Government of Odisha, team led by Shri Sanjeev Chopra Additional Chief Secretary, Odisha**





**ePIC (e-Platform for Indian Oil Customers)** initiative of Indian Oil Corporation Ltd. , team led by Shri Liton Nandy, Executive Director, IOCL



**COVID19 India Portal** initiative of Center for Health Informatics (CHI), Ministry of Health and Family Welfare, team represented by Shri Ankit Tripathi, Additional Director, CHI

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**COVID Management- Information Dissemination and Awareness** initiative of MyGov, Ministry of Electronics & Information Technology



**Social Media Cell COVID Initiatives** of Kerala Police Social Media Cell, team led by Shri Manoj Abraham, Additional Director General of Police (HQ)





**ICMS -(Integrated COVID Management System) DNH&DD** initiative of Department of Information Technology, Daman & Diu, team led by Shri Danish Ashraf, Secretary (IT)



**Karnataka State COVID19 War Room** initiative of Karnataka State COVID War Room, team led by Shri Munish Moudgil, Head State COVID19 War Room



**COVID Call Centre and Management System** initiative of District Srinagar, Govt. of Jammu and Kashmir, team led by Dr. Shahid Iqbal Choudhary, Secretary, Tribal Affairs Dept., Govt. of J&K



**Technology in Aid to Administration (TIIA)** initiative of District Administration Mon, Nagaland, team led by Shri Thavaseelan K, Deputy Commissioner, Mon



**Vote of thanks by Shri NBS Rajput, Joint Secretary, DARPG, Govt. of India**

Shri NBS Rajput, Joint Secretary, DARPG proposed a formal vote of thanks at the inaugural ceremony of NCeG. He expressed his profound gratitude to Hon'ble MoS, Shri Jitendra Singh for his valuable presence and insights.



On behalf of DARPG, he thanked Hon'ble Minister, Shri K.T. Rama Rao for being in the Conference, expressed gratitude for Shri Ajay Prakash Sawhney, Secretary, MeitY and thanked Shri V. Srinivas, Secretary, DARPG for his constant support and guidance. He heartily thanked all the States and UTs for their active participation to meet the larger goal of development through digitization.

## **Plenary 1- Aatma Nirbhar Bharat: Universalization of Public Services**

### **Introduction by Chair, Shri V. Srinivas, Secretary, DARPG, Govt. of India**

Shri V.Srinivas, Secretary, DARPG welcomed all the dignitaries and panel members and expressed his heartfelt gratitude for their presence.

### **Mr. Tao Chee Hao, Director, Planning and Prioritization Directorate, Singapore Smart National Digital Government Office (SNDGO)**



Mr. Tao Chee Hao, Director, Planning and Prioritization Directorate, Singapore Smart National Digital Government Office started his address by recalling their Prime Minister, Mr. Lee Hsien Loong's initiative in 2014 called the smart nation vision which focuses on nation building effort. He affirmed that they believe technology plays an important role in Singapore's development and at the same time, it is important to know how to use technology for citizens

benefits, for improving opportunities, business and solve problems.

He took the audience on a journey to explain the evolution of use of digital technology in Singapore. It started in the 80s where they had a big automation drive which moved into e-services and now the use of big data and AI has taken the lump.

According to him, smart nation have 4 pillars- Seamless Government services and efficient policy making, economy, society which focuses on digital inclusion and participation, smart cities including transport, homes with sustainability and resilience. He believes that one of the ways to drive progress is to identify strategic national projects that exemplify digital transformation at a national scale and are critical to the success of smart nation.

He discussed at length about such projects like national digital identity, E-payments, Go- Business portal, etc. Developments in Tech which has helped Singapore tide away adversities caused by COVID 19 through mechanisms like Safe entry (national digital check in system to facilitate contact tracing), Trace together using Bluetooth and Gov.sg Whatsapp (ensures citizens receive verified info in their preferred language) were also part of the discussion.

### **Dr. Sangita Reddy, Joint MD, Apollo Hospital**



Dr. Sangita Reddy, Joint MD, Apollo Hospital was very passionate about the impact digitization can create on healthcare. She strongly valued that any work done in digitization has a meaning only if it can impact lives. She pointed out that during the pandemic, digital efforts undertaken by GOI were remarkable and discussed some of them in detail.

She stated that 30945 crores were credited into bank

accounts of women during lockdown and UNORC greatly helped migrants. She appreciated the COWIN app for delivering a significant impact by collecting mammoth data from different sources and collated on one platform. She mentioned some glaring data points on the occasion of celebrating Techade like India offers the lowest cost of 1GB data of internet at just 9 cents. The estimated growth worldwide of data will be about 61% taking us to a whopping 175 zeta bites and with 1.3 billion population, India could be one of the largest contributors of data. India is the third largest startup ecosystem. With these data structures, she attempted to motivate and encourage citizens to actively deploy technology to solve societal issues.

She recommended three things: 1) Clarity for public on the implications of tech usage 2) Ability to scale with active interactions between Centre and State including a rigorous dialogue between Government and citizens. This will build an element of trust amongst the consumers. 2) Digital literacy and infrastructure especially for women.

She remarked that the idea is not to leave anyone behind but to not leave anyone offline. She highlighted the positive aspect on healthcare by speedy access to care because of a continuous care from primary, diagnostic, secondary, tertiary. Transmission of records will save time, enhance treatment, reduce the need for re-testing.

### **Shri Prasad Unnikrishnan, Partner, KPMG**

Shri Prasad Unnikrishnan, Partner, KPMG declared that NeSDA's overall objective is to assess States, UTs and Central Ministries in their efficiency in e-Governance service delivery. He succinctly pointed out that in efficiency they are not measuring the input or the process but the outcomes.



He elaborated that the outcomes assess e-Governance by focusing on the service delivery maturity comparing analysis amongst the States and UTs, highlight good practices to learn and replicate and identify areas of improvement to enhance efficiency in e-Gov service delivery.

He highlighted that NeSDA has constructed a framework for 2021 Indian federal structure by identifying global benchmarks and then customizing it to the Indian structure. Thereafter the focus areas were identified and key G2C and G2B online services provided by States/UTs and Central Ministries were understood.

He talked about these focus areas which included: finance, labour and employment, education, environment, tourism, social welfare etc. 7 assessment parameters were discussed like accessibility, content availability, ease of use, info security and privacy, end service delivery, integrated service delivery.

**Plenary session 2: Innovation – Platformization, Emerging Technologies****Introduction by Chair, Ajay Prakash Sawhney, Secretary, Ministry of electronics and Information Technology, Government of India**

Shri Ajay Prakash Sawhney, Secretary MeiTy began his speech by discussing how platform is one of the most exciting concepts for India and over the course of years there has been an emergence of dominant platforms across globe in the internet age like FB, Google maps etc. He mentioned about UIDAI being an interesting platform within India which not just has a massive database but an ecosystem with large no. of stakeholders and facilities.

He stated that value creation not just happens with the core of the problem but happens at the hand of the entities which become part of the ecosystem. He supported his statement by giving an example of a stadium where it's the team that brings the ultimate value.

He proudly acclaimed UPI to be one of the remarkable platforms as it has given many opportunities for improving digital payments, ensured wide access, enabled countries and MNC to grow rapidly. He was happy to share that today in the sector of FINTECH, India is seen as a leading player with huge momentum.



His ideas became clearer when he explained that a domain platform weaves together different silos and integrates information. He used the example of the healthcare sector where many projects are implemented by states, center, private hospitals, private centers like diagnostic centers. The integration of these different platforms is crucial to match the strength of domains like Facebook etc.

He concluded his address by giving a valuable remark stating that, the focus must be on the people who go onto the platforms where billions of people are looking for services.

**Dr. Rajendra Kumar, Additional Secretary, Ministry of Electronics and Information Technology**

Dr. Rajendra Kumar, Additional Secretary, MeiTy believes that platformization and emerging tech will surely set up the base to achieve the mission of 1 trillion dollar digital economy. He explained that the idea behind platforms is to create an ecosystem of applications and make available seamless activities and connectivity.

It also aims to create a smooth interface for users to access the apps and obtain services without difficulty.



He went further to state that platforms also ensure improved governance through a proactive or predictive approach.

Lastly he covered the domain of emerging tech by highlighting the efforts of MeitY focusing on tech startups. He was proud to say that they have 25+ centers of excellence to develop technology for Government Departments to utilize.

He was hopeful that India will become a global leader once we begin to understand the importance of data which unlocks massive potential in emerging technology and materialized platforms.

**Shri B.V.R Mohan Reddy, Founder and Chairman & Board Member, CYIENT**



Shri B.V.R Mohan Reddy, Founder and Chairman & Board Member, CYIENT exclaimed that COVID brought a lot of transformation and with digitization a new normal has emerged. He stated that the need for platformization has become important because of the massive population and enormous GDP.

He motivated the audience by bringing into focus the collective responsibility of every stakeholder like industry, NGO, Govt., academia and the common citizen. He highlighted two advantages of emerging technology - a) collaborative capability (eg. cloud, anyone can collaborate anywhere in the world) which was not possible in a standalone tech; b) Emergence of newer technologies with innovative spirits are likely to disrupt the current players.

He believed that in order to increase participation, we must go towards open standards, open architecture, interoperability. He focused on the aspect of popularity of platforms which increases with active participation from all stakeholders.

Therefore, platforms must be participative in nature. He discussed about the growing unicorns in the country with an inclination towards the Fintech sector. He urged all the stakeholders and participants to focus on deep technology and make the marketplace very open and competitive to enable sharp levels of growth.

**Shri Prashant Kumar Singh, CEO, GeM**

Shri Prashant Kumar Singh, CEO, GeM discussed about GeM wherein today they have Government buyers on one side and sellers on the other. He mentioned that they have close to 55k buyers and almost 3.4 million sellers. Today they intend to cross 1cr procurement.

He was happy about the fact that with time we have made a lot of improvement and platformization has allowed a huge opportunity for integration, scalability and customized solution for stakeholders.

He mentioned that GeM is trying to incorporate all GI products via blockchain technology to ensure authenticity. He added that as a platform, for the ease of stakeholder, they are integrated with Aadhaar, Income Tax, GST etc. centric onboarding process is seamless.

**Shri Sreeram Ananthsayanam, Partner, Deloitte India**



He began his speech by citing Shri Pranab Mukherjee's words, 'Just like a railway platform, tech platform is at a central location where States, Central Governments can gather and citizens can avail different services on the platform'.

He believed that one must consider certain aspects to build a platform primarily focusing on the aspect of scale. He was certain that platforms must be non-discriminatory, participative and open and Government must lead by collective participation. He put forth an interesting food for thought for everyone about the reemergence of the silk route in the digital format.

He was hopeful that increased creation and use of platforms at scale will be beneficial and putting private sector to better use can yield efficient outcomes.

**Plenary 3- Presentation by Gold Awardees (Centre/State)****Introduction by Shri Surendra Nath Tripathi, Director General, Indian Institute of Public Administration (IIPA)**

Shri Surendra Nath Tripathi, Director General, IIPA welcomed all the plenary members and expressed his gratitude for their presence. He said that those who are trying to find a solution via tech are the real winners and victorious.

He was grateful to DARPG for recognizing their successes by giving them a platform to share their words of wisdom, experiences and their uniqueness towards success. He was appreciative that these kind of development projects on the ground are impactful with the use of technology and solid manpower.

He stated that these projects give a true understanding of how to not ask for more rather deliver more. He believed that when an application is designed for the use of the citizen, the citizen's experience and needs must be kept in focus. He was proud to state that the language of the presenter has changed and graduated from e-Governance to mobile governance.

He motivated the audience that where there is a will there is a way and Shri Narendra Modi's dream of reforms is being successfully implemented on ground leading to good governance.

**Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha**

Shri Sanjeev Chopra, Additional Chief Secretary, Government of Odisha discussed about the process behind the initiation of the BLUIS project. According to him, the intent was to use advanced technology including advanced space tech, imagery and AI to safeguard precision Government land in the capital city of Bhubaneswar. He talked about some pre implementation challenges through his presentation by giving a brief historical context of Bhubaneswar's development.

He stated that it is one of the planned cities which came up in 1940s, designed by a German town planner Otto Koenigsberger, but overtime it has been developed very haphazardly and lot of encroachments have happened. Out of the 10,000 acre of area which is unallotted, 1860 is encroached.

He added that earlier there was a complete dependence on manual procedure in detection of encroachments and the process lacked transparency and accountability.

There was inadequate manpower to identify and monitor encroachment along with an absence of digital database on land allotment and utilization status. Moreover, there



was low participation of people in land governance and an absence of platform for inter-agency coordination.

BLUIS successfully captured these pain points by focusing on identification of encroachment areas and validation of the encroachment by government officials by using mobile application. Smart workflow has brought all stakeholders on a unified platform to ensure synergy and better coordination.

He proudly stated that after implementation of BLUIS, encroachment over Government land measuring approximately Ac 33.210 dec have been removed. The value of the properties safeguarded is about Rs.164 Crores.

### **Shri Lav Agarwal, Joint Secretary, Ministry of Health and Family Welfare**



Shri Lav Agarwal, Joint Secretary, Ministry of Health and Family Welfare began by welcoming all the dignitaries and moved on to discuss about the project initiated by Ministry of Health and Family Welfare along with State Health Departments to manage the COVID19 pandemic. They have developed a comprehensive real-time based IT platform (namely COVID19 INDIA Portal also known as

S3 portal i.e. Special Surveillance System) in month of March, 2020. According to him, this platform provides various features such as BI tools based analytics, facts based decision support system, data collection up to facility level, dashboards, reports, integration with other applications etc. There is a personalised access to National admin (MoHFW and other line Ministries), State Users (MDs, SSO, Secretaries etc.), District users (DM, DC, CMO, DSO etc.).

He elaborated on the various analytics, dashboards and reports namely Patients, Testing & Treatment Analysis, Facility Dashboard, Quarantine Dashboard, Oxygen Dashboard, Hotspot Dashboard, Facility Adoption/Patient & Inventory dashboard, Testing Equipment and Reagents Dashboard. It is integrated with various State level IT applications on COVID19 for seamless data transfer and help in fact based decision support.

He also highlighted about the Hotspot module which was used for identifying COVID19 hotspot areas in country and further the containment zones created and managed. He was happy to discuss the successful outcomes of this project wherein more than 10 crore of patients list data has been recorded and maintained. More than 25 lakhs daily testing data set is getting recorded with more than 19000 registered users.

**Shri Barun Mitra, Secretary, Department of Justice, Government of India**

Shri Barun Mitra, Secretary, Department of Justice started by expressing his gratitude to DARPG, Govt. of Telangana and MeitY for having organized this Conference and for conferring the gold award to the 'eCourts' project. He deliberated on the aim of the project to further the cause of access, inclusion, affordable justice, better interconnectivity, interoperability between

the courts and bridging the digital divide.

He stated that a dynamic role has been played by Dr. Justice D.Y. Chandrachud who gave a great momentum to the eCourts project. In the ambit of the Digital India framework envisioned by Shri Narendra Modi, it was the sagacious council of Justice N.V. Ramana, Hon. CJI and the constant monitoring by Shri Kiren Rijiju, Hon'ble Minister of Law and Justice that has energized the implementation of this project.

He discussed further about some noteworthy achievements like 18735 courts have all been computerized under the eCourts project, VAN connectivity to more than 98.8% of the court complexes has been provided and initiated use of radio frequency, VSAT and submarine cables.

He proudly acclaimed that eCourts have helped to withstand COVID and India has emerged as a global leader in video conferencing with 1.5 crore people heard virtually. Court proceedings are live streamed and 3HCs namely Orissa, Gujarat and Karnataka live streamed the proceedings as per the model livestreaming rules for a balanced regulatory framework.

He added that to provide end to end digital services, they have automated their registry with case info software and created the National Judicial Data grade. It is a judicial data transmission, communication pipeline and is the world's largest real time database of the case status. He supported his speech with an impactful presentation and concluded by talking about transparency and accountability being two interconnected needs of citizens.

**Smt. Surabhi Malik, CEO, Punjab Municipal Infrastructure Development Company(PMIDC)**

Smt. Surabhi Malik, CEO, (PMIDC) discussed about the project 'mSeva' initiated by Punjab Municipal Infrastructure Development Company, Department of Local Government, Government of Punjab. She stated that in order to improve the delivery of citizen services by various Urban Local Bodies (ULBs) including Improvement Trusts and other related authorities, PMIDC on behalf of the Department of Local Government initiated a

comprehensive project for introducing automation and e-Governance in the Department through the use of open technology.

She mentioned that as all of these agencies are independent Government bodies which have some degree of fiscal autonomy, there was a need to standardize practices and procedures across all the ULBs. She highlighted that the larger objective was to help ULBs to become self-sufficient through better revenue realization and better visibility into expenditure to create self-financing citizen centric urban governance and enable citizens to access the municipal services anywhere anytime.

She moved on to elaborate upon the various applications like water/sewerage Billing & collection, Application of new connections, Assessment of property Tax, Apply and issue of Trade License, Apply and issue of Fire NOC, Double Entry accounting system, Street Vendor Registration, Miscellaneous Collections and eHRMS etc. have been implemented across all the Urban Local Bodies.

She was proud to declare that e-Governance platform is currently operational in all the 167 ULBs across the State of Punjab. Over 63+ citizen services are digitized and being delivered through various channels like Sewa Kendras, mSeva mobile app, WhatsApp Chatbot and ULB portals.

**Shri Alex VF Paul Menon, Labour Commissioner, Department of Labour,  
Government of Chhattisgarh**



Shri Alex VF Paul Menon, Labour Commissioner, Department of Labour, Government of Chhattisgarh started his discussion by stating that growth and ease of doing business are two means to win the trust of laborers and industry and thereby adopt a middle path. The project 'e Shramik Sewa' was initiated to ensure labour identification and improving of welfare delivery schemes.

Moreover, the idea of ease of doing business was targeted with a focus on compliance labour laws and its continuous monitoring. He further elaborated on the goals of this project which were to work with labour and protect their economic, physical and social interests through various labour acts.

He was assured that this could significantly contribute to industrial development by harmonising relations between workers and management. He was hopeful that the successful implementation and sustainability of the project will provide social comfort, improvement, financial security, sense of responsibility to the employees.



**Breakout Session 1- Unicorns of 2021: Demonstrating Power of Innovation****Shri M. Srinivas Rao, CEO, T-HUB, Telangana**

Shri M. Srinivas Rao, CEO, T-HUB, Telangana stated that unicorns are the flavour of the day and the number of unicorns doubled last year and there are total 81 now. India is amongst the top 4 global start-up ecosystems. He believes that a robust system and easy funding mechanism are strong facilitators to develop a good start up ecosystem. According to him, with the increased number of incubators and accelerators and large number of internet users, start-ups are rising at a newer, faster pace. Many unicorns are publicly listed in the international market. Fintech and e-Commerce are top sectors in most start-ups.

**Shri Vamshi Reddy, Co-Founder & Managing Director, Apalya Technologies**

In order to understand the sudden growth of unicorns in the country, Shri Vamshi Reddy, Co-Founder & Managing Director, Apalya Technologies stated that there has been an acceleration to digitization after the pandemic. He believes that with an increased user acceptance, UPI payments, last mile delivery and logistic technology has significantly contributed to the increased use of digital methods and ensured a sense of comfort with digitization.

He was certain that these developments provide investors lots of options to invest and spark their interests. Apart from that, maturity of supply chains and much higher liquidity have contributed to the spurt of growth in unicorns. He was impressed that the new generation of investors evaluate companies in a very unique and different format.

The way company validation is carried out has significantly changed. He cited the example of new age companies like CRED which have different ways to understand the market. Another area that he pointed out was education in investment to be an exciting domain that is upcoming these days. According to him, giving youth access to easy credit is like feeding the seeds of innovation and therefore good amount of funding to growing start-ups always acts as a big facilitator for their growth.

**Shri Prashant Muddu, MD&CEO, JOCATA Financial Advisory and Technology**

Shri Prashant Muddu, MD&CEO, JOCATA started by focusing on an easy access to capital which has definitely gotten easier. According to him, the primary factors helping in the growth of start-ups include- firstly, size of the market. He mentioned that until 2017, they were B2C and market size was crucial to be able to grow in that size and

scale. Secondly, age demographics with sound network effect and usability of product has also dramatically changed and grown.



Technology enablement being the third factor has helped in the high growth of start-ups. All these 3 along with liquidity and easy access to funding have greatly contributed to the growing strength of start-ups. He believed that instead of FinTech companies, a lot of companies in wealth management and trading have a lot of headroom to grow.

Therefore, the lending space has a lot of potential to witness high rates of growth. He concluded by saying that from a FinTech perspective, there are two areas of growth- Digital lending module which has grown manifold and there is lesser competition

in this domain. The other area is SAAS based data scoring like building consumer index, business index etc.

#### **Ms. Deepthi Ravula, CEO, WE-Hub, Government of Telangana**



Ms. Deepthi Ravula, CEO, WE-Hub, Government of Telangana believes that today there is an Inherent thirst amongst investors to reach the potential start-ups. She pointed out an important factor of consideration, i.e. how much revenue these start-ups earn and how much value are they able to add to increase employability.

She mentioned about their work in enabling women to be entrepreneurs and helping them enter into the formal economy. She was positive in mentioning about the tons of financial opportunities in Tier 2 and Tier 3 cities and therefore finds it crucial to involve these cities into the process. A lot of start-ups can tap into these huge financial markets.

She was hopeful that the emerging start-ups will work on enabling these entrepreneurs to invest as they would be entering the formal economy for the first time. Lastly, she was of this opinion that it is important to inculcate a sense of discipline in the usage of money of the consumers. She was looking forward to live commerce and social commerce start-ups to be a big thing in the next 5 years.

She was also confident about smart manufacturing and smart logistics to occupy a strong space. Being equally optimistic about agriculture technology and end to end supply chain to be on the forerunner platform. She concluded by saying that no start-

up can thrive without the use of technology, so its high time we start to converge these two dimensions and not consider technology as a separate vertical.

**Smt. Anu Acharya, CEO, Mapmygenome.in**

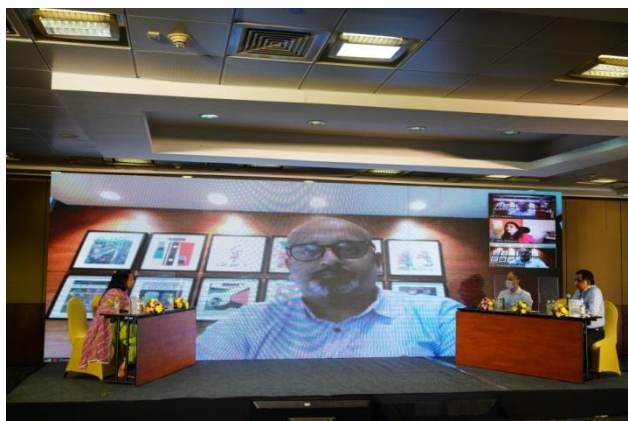


Smt. Anu Acharya, CEO, Mapmygenome started by giving a reference about the field of Genomics in the US where it is normal to give large scale capital funding but it does not happen in India. She believed that India is relatively a new market and it will go on a slower but surer pace.

She added that a lot of unicorns become big as per what the investors want to get out of it. She was impressed by how the mentality of start-up owners have changed and they are willing to dilute at the upfront wherein each of the founder do not hold a lot of equity.

She finds it very exciting and opportunistic for an investor to enter. She went further to discuss about the one positive outcome of the pandemic, i.e. increased level of education and value of sound healthcare systems amongst people. She believes that new age tech start-ups will definitely see a lot of growth.

Combination of different data is another platform where healthcare as a sector will surely grow in terms of the emerging unicorns. She is of the opinion that innovation will emerge in India in terms of indigenous kits to streamline the supply chain like more number of diagnostic centres, equal access, newer kind of tests and medication. She believes that in the next 5 years, there will be greater focus on creation of new products with newer advancement to technology.





**Breakout Session 2: Digital Excellence at District Level****Introduction by Chair, Shri Amit Sharma**

He welcomed the panellists. He set the context for the session and encouraged all the panellists to share their experiences while ensuring digital excellence at the district level.

**Smt Varnali Deka, DC, Kokrajhar, Govt. of Assam, Director, Bodoland Administrative Staff College & Secretary Bodoland Territorial Council**

She discussed about Goalpara district's initiative called 'GoalMart' which was awarded gold in the conference. She briefed the audience on some facts about Goalpara and stated that it has 112 aspirational districts with a very unique topography.

It has a heterogeneous population with large number of minorities. She highlighted some perennial issues in the district like man animal conflict and disaster occurrence which were taken into consideration while formulating the project. She moved further in explaining the goal of the project and the model thus utilised to achieve that. She explained that the model utilised innovative systems and improvements. It is a G2C portal to promote local and rural ethnic agrarian products which have also been recognised by UNDP as one of the best practices of the district.

According to her, the formidable issue of access and reach and the presence of a difficult terrain are the two reasons why GoalMart was envisaged. She was proud to state that GoalMart provides platforms for enlisting, showcasing and selling products of local SHG, artisans, farmers, women. Earlier there was no space for them to sell and had to stay at the mercy of middlemen. The district has many unique products but no platform to reach the wider market and gain a better pricing option. She was optimistic that the project also has a multiplier effect with upstream and downstream linkages.

She highlighted that women, as entrepreneurs, have a very different set of issues as they face restrictions in receiving loans, burden of domestic responsibilities, etc. Women are considered more of a buyer than a seller and they have to do door to door sales which puts their safety at risk. She expressed her pride in stating that GoalMart cuts through these issues and empowers all the entrepreneurs.

**Dr. Ashish Srivastava, Addl. Secretary (IT), Govt. of Uttarakhand and Director, ITDA**



He stated that through the project 'Integrated Command and Control Centre', interventions were done in various sectors, like solid waste management which is the biggest issue in municipal areas. Public safety systems and environment monitoring was another sector that was targeted.

It is extremely helpful in Dehradun which is the first eco sensitive zone of the country. He discussed about some of the e-Governance solutions including mobile app called Doon One App, document management system for smart city, Citizen portal and dashboard for

citizens.

He elaborated upon the project having an Intelligent Traffic Monitoring System which offers automated number plate recognition and density based traffic lights. It allows the integration of vehicle registration data on the VAHAN app. It also allows tracking of vehicle movement and their categorization on real time basis and cohesive traffic management.

He deliberated upon other initiatives for COVID management which include- smart city website, special provisions for migrants, Doon happy meal service for willing food donators and receivers. He was happy that the project benefited the citizens by ensuring accessibility, transparency, citizen services from anywhere anytime.

**Shri Mohit Mishra, Deputy Collector HQ-cum-SDM, Daman**



He mentioned that to encourage citizens to utilise the platform and to provide end to end service delivery, the entire platform is based on these three pillars- 1) On duty officer app for the officer who is in charge of service delivery, monitoring the services etc., 2) Digital House ID provides the house number and the mechanism to locate the property on the Silvassa territory, 3) Online CMS (Complaint Management System) platform for citizens to lodge their grievances smoothly.

According to him, the objective of the project was to make complaints easier to coordinate, monitor, track and resolve and to establish a real-time Communication channel between the citizen and Silvassa Municipal Council employees.

He highlighted that key aspects of the project was to provide Silvassa Municipal Council with an effective tool to identify and target problem areas, monitor complaints, handling performance. He highlights that the project also provides prompt and specific

retrieval of data, flexibility in the system according to the changing environment. He added that it helps in controlling redundancy in storing the same data multiple times. He mentioned that the complaint and grievances related to the citizen recorded are not lost and are read timely.





# **DAY 2**

## **8<sup>TH</sup> January 2022**

## **Plenary 4: Ease of living through Technology Interventions for Good Governance**

### **Introduction by Chair, Dr. K. Rajeswara Rao, Special Secretary, NITI Aayog**



He welcomed all the dignitaries. He stated that as policy makers we have known that India is thriving towards the aim of Digital first nation which transcend the private public boundaries and have permeated all boundaries in our everyday lives. But it is only in the recent several years that citizens have reaped the benefits availed by the Government Departments.

He highlighted that the discussion in this session will give a new perspective to the topic of Ease of Living via Tech Intervention for good governance. He believed that the real time payment system today, like UPI is not just making the lives and transaction easier but also financially empowering the citizens. According to him, there is no best example of e-Gov than that of Aadhaar as a single platform to avail a number of services seamlessly.

### **Shri Abhishek Singh, CEO, MyGov and President & CEO, NeGD**



He believes that it is a good time to reflect on our journey to pursue e-Gov and enabling ease of living. He believes that we must leverage technology and make the interaction between Government office a pleasant experience.

He conveyed the idea that citizens must be at the core of all decision making and be satisfied at the end of the day. He gave a quick overview of the current situation where the citizens have to move from one Government portal to another to get certificates. He believes that we must create a system where all the certificates issued by Government Departments talk to each other by simply redesigning the processes.

He deliberated upon the initiative of DigiLocker which enables this process seamlessly along with platforms like UMANG, Aarogya Setu, etc. He talked about a success story where the Delhi University utilised the digital certificates via the DigiLocker for the purpose of their admissions.

He again highlighted that the idea is to share the information across Government Departments comfortably. He also talked about the national single sign on as being helpful in acting as the one stop authentication platform, ease of user access and improve compliance and security of user access.

**Shri Pallab Saha, Chief Architect, The Open Group**

He discussed about harnessing the power of Digital Governance through platforms and ecosystem. According to him, a foundational capacity is needed to develop a very strong architecture.

He was of the opinion that there are many forms of advanced technology that are used by Government functionaries today. But merely having good technology at the outset is not enough; rather having a strong foundational architecture to ensure its efficacy and efficiency is important. He profoundly stated that usually we only

discuss the success stories but we must also look at some of the failure stories and learn from them. He talked about an article published in Economist about the failure of UPI digital government service. The reason of that failure was that it did not have the requisite architecture in place. Similar was the case of HDFC which functioned on lower efficiency models.

He believed that it is important that we target the common pain points in the digital systems to effectively impact good governance. He highlighted that one way to identify the pain points is to create a citizen journey map to ascertain overall experience. He ended his presentation by elaborating on 9 vectors of Digital governance and benefits of digital platform of good governance.

**Shri T.C. Gupta, Chief Commissioner, Right to Service Commission, Haryana**

He was impressed by the success of DigiLocker and appreciated Shri Abhishek Singh for his presentation. He discussed how the Haryana Government recently conducted State Civil Services Examination and the verification of marksheet was done via Digilocker. He believes that it is a very powerful tool and must be made

mandatory. According to him, tools and facilities are available but it is not being used. He highlighted that the problem lies in under-utilisation of facilities and not lack of facilities. He discussed about an instance where the Right to Service Act was introduced in the country and all the State Governments were asked to implement the act.

Through the act, it was believed that services will be delivered to the citizens within the due time frame. As per the act, a timeline must be mentioned and adhered to in providing these services but it is not being implemented properly.

He added that there is an appeal system attached to the act but citizens are not interested to file appeals rather just want their desired services in time. Therefore, he talked about the initiative of Haryana Government in introducing an auto appeal system through which they could ensure the services being delivered in due time.



He explained the system which files an appeal automatically on behalf of the citizen if the service is delayed from the promised time. It also has a system of transferring the appeal to higher authority in case the previous authority wasn't helpful.

**Shri Sanjay R. Bhoosreddy, Commissioner Cane and Sugar, Government of Uttar Pradesh**

He was discussing about the Smart Gana Kisan project. He began by talking about the condition of sugar mills before the introduction of this project. He mentioned that the larger objective of the project was to double the farmers' income and ensure ease of doing business.



He added that the Department of Cane and Sugar Industry has successfully implemented Project for cane purchase system in the State. He stated that the objective of the initiative is to ensure technology driven, transparent, hassle free, time saving, minimal human interface which is environment friendly, effective, efficient.

He was happy to state that the project established an equitable cane marketing platform in the State; benefitting all the stakeholders, i.e. farmers, sugar mills and government machinery.

He proudly acclaimed that the project empowered the farmers with easy access of information through "E-Ganna App" on mobiles and website. He announced the success of the project with sound credibility established by this system which resulted in registration of around 10.67 lakh new farmer members in the Cane Development Societies. It also increased an overall supply of sugarcane to the mills resulting in an additional income of Rs.3,480 crore to the farmers.

## **Plenary 5: Government Process Re-engineering and Citizen's participation in government processes**

### **Shri G Narendra Nath, JS, National Security Council Secretariat**



He began talking about a scheme called National Security Directive (NSD) for the telecom sector and talked about beta testing to be important for a good user experience. He extended his argument by discussing about extensive stakeholder management. He believed that interaction and consultation are crucial steps and one cannot skip that.

He expanded that many individuals are not willing to share all the information with all the stakeholders at an open forum, hence individual meetings should be conducted to give them a comfortable space to share all the needed information. According to him, there is a lot of data being collated and stored and having the right information about credible domains is very important to avoid phishing attacks.

He is of the opinion that banking domains must also have such credibility and faithful domains to avoid attacks. He mentioned that capacity building exercises are important to utilise digital platforms safely and effectively. He discussed about information security delegation awareness programs of MeitY and appreciated their efforts in generation of content to train school teachers and basic cyber hygiene.

He added that ISD also has a vertical in graduate and PG programs in cyber security for building the skill set. He strongly believes that having a cyber-security culture in all departments is very important.

He talked about the National critical information protection centre to come up with quality frameworks for cyber security personnel to gain the necessary training in the delivery of skill sets. He was proud to share that they have partnered with Quality Council of India (QCI) to come up with a framework to identify skill sets for professional certification.

### **Shri Amit Sharma, CEO, J&K e-Governance Agency (JaKeGA), Government of J&K**

He discussed about how government process reengineering has happened in J&K. He discussed about the implementation of e-Office done by JaKeGA wherein they have gone 100% paperless in all departments of J&K.



He took the audience back to the historical practice being carried out in J&K called Darbar move. It is a 149-year-old practice to switch between capitals to escape the harsh weather and all official documents would be needed to also be transferred, hundreds of trucks, accommodating migrants. The expenses amounted to be about Rs.80 crore. He expanded that e-Office was made in 4 stages wherein the first stage involved scanning

of data, centralised scanning centre in the civil secretariat in Jammu. The second stage comprised of scanning of files which needed to be processed via an OCR pipeline and converted in PDFs. The PDFs were then moved through secure network and stored in SDC (State Data Centre) as a part of third stage and finally they are migrated to DMS (Document Management System).

He happily stated that this system has made both the secretariat functional at both capitals at all times. He was clear on the upcoming challenges include training and handholding, scanning of remaining documents and proper connectivity. He talked about the 2 factor authentication which has been recently introduced to make the process safer.

Their way forward is to give access to citizens (Janta ki Bhagidari) over monitoring and public overview of works been executed and increase resources for transparency. He ended his presentation by talking about the practice where public suggestions are invited over a radio platform called Awaam ki Awaaz which is handled by the Lieutenant Governor. Through this method, they ensure active citizen participation in the governance methods.

### **Shri Brijesh Singh, Additional DGP, Maharashtra Police**



He elaborated on the concept of Business process reengineering wherein he mentioned that it is not about technology but about processes. He shared an anecdote from history about Alexander going to Cornea and he was presented with a technical task.

He was told to solve the knots and once he does he will be given the access to the city. He took out his sword and cuts the knots, called Gordian

Knots. According to him, this was a perfect example of Government processes re-engineering.

He idealised Alexander for not accepting the constraints of the system. He went further in discussing about a similar instance from Spain. He expanded that the Spanish Government wanted to reform the public transport and they wanted crude data to be able to make changes.

Having worked in the transport division before he was able to understand that collecting transport data is very difficult. So he continued to share that in Barcelona, the Government enrolled 400 citizens and told them to collect data when they travel in public transport.

According to him, everything boils down to how one implements the policies. He admired the Spanish Government's move to involve the citizens directly in bringing changes in the system.



He added that process re-engineering needs a good focus on cultural aspects and user journey mapping to tap the change management approach. It is crucial to hear the users and understand their difficulty and barriers.

**Shri Karthikeyan Neelakandan, Vice President, Infosys**

He highlighted that there have been 3 national scale transformations, namely Income Tax, Department of Post, GST; and all of these have an in built consent mechanism, trust, simple, light weight, accountability and transparency ensured.

He added that Income Tax Return (ITR) filing and processing has become a lot easier where it has shown the results as quicker and less tedious. He recollected that earlier the citizens had to send a lot of documents. He was appreciative that an average time for processing returns has been significantly reduced by leveraging power of technology and business processes.

He was proud that rectification requests have reduced because of simplification of forms saving a lot of time for tax payers and department. He recounted that refund issue earlier used to be all manual with a lot of documents that needed to be submitted but now it is a very easy solution which has far greater customer satisfaction.

He mentioned that the other possible good solutions include near RT access to tax info to users, accurately prefilled ITR forms, faster processing to meet tax payers' expectation, MIS- data mining/data exchange across departments. He added that they have helped to digitise the Department of posts.

He was happy that now with the new changes, it takes just a matter of 3 days to get the services one needs. He shared that even data going back to pre-independence was digitized.

**Plenary 6: Replicability and sustainability in e-Governance-Best Practices****Introduction by Chair, Dr. Charru Malhotra, Head-Centre of e-Gov & Associate Professor, IIPA**

She believes that few important concepts that one should never lose sight of include: transparency, accountability, efficiency, effectiveness, strong interfaces with a single sign on and collated info from multiple sources in multilingual format. She stated that the model of PPT (People, Process and Technology) approach is to sustain and replicate. The vertical under People include aspects like teams, leadership, change management, capacity building and advocacy. The process part should be simple, efficient, citizen centric and cost effective. Technological aspects like open standards, Interoperability, IndEA, Scalability, security, privacy, agility.

**Dr. Ashish Kumar Goel, Additional Secretary, Ministry of Rural Development**

He discussed about two major components of e-Governance: replicability and sustainability. He believes that now IT systems are modular, scalable, flexible and has different elements which are pluggable, e.g. Aadhaar, One Nation One Portal is easy as the IT system is efficient now and transfer of data from one system to another is much easier now. Therefore, replicability can be ensured and created with ease now.

He raised an important question that is how to make any initiative stick and ensure sustainability. He explained that even if the initiative is providing convenience to citizens, it can fail because of the resistance by employees. Therefore, in the face of this and bad design, the sustainability is a causality. He gave few anecdotes from his experience being a collector in 2004 where they had to computerize land records from the past 10 years.

He was proud to say that he successfully met the goal during his term of office and concluded that a strong leader and a regulatory change are two dimensions to transform any persisting scenario. He cited instances from his experience as the MD of UP Railways and introduction of ITMS (Intelligent Transport Management System).

He stated that the problem of employee resistance is solved via regulatory framework and ease of doing the act. In the 'e-Marg' project, they have been trying to make State Government to spend on roads maintenance and this process required a total business process re-engineering from inspection to verification of bills.

The project made mandatory on the part of executive engineer that all the payment, processing of bills will be done only through this portal. He was happy to state the results which showed a 30% increase in maintenance expenditure by the date in just

one year despite COVID restrictions. Therefore, regulatory/payment based or approval helps in IT systems stick.

### **Dr. Jitendra Kumar Soni, District Collector - Nagaur, Government of Rajasthan**



According to him coordination is key. He discussed about the project 'Silicosis Care' developed by the Nagaur District. He gave a brief background of the District which has an area of 7500 sq. km. It has 3 major minerals and 12 minor minerals.

He highlighted that increased surface mining activity causes pieces of silica to enter into human body and can permanently damage lungs. He communicated that with the use of Google sheets and excel, 2000 people can be reached and taken care of. Alive patients get Rs.1500 pension plus Rs.3000, for children if they are below the age of 18 years, along with some other benefits.

He was happy to state that since 2014, Silicosis patients have begun to receive a lot more awareness about access to these benefits. He shared an anecdote from his field experience and learnings that a lot of people, before coming to the collector's chamber, need an educated person along, as they find it difficult to communicate their cause. So through this project, the Government outwardly reaches the patients and helps them tide over a fatal disease.

### **Shri Dharmendra Singh, Professor, IIT Roorkee**



He commenced his address by educating the audience about e-Waste generation in the country and it is crucial to know how to reduce it and also to use it for fruitful application. He highlighted that people have very less information and awareness about Electromagnetic (EM) Pollution.

He talks about a process that they have developed wherein all the e-Waste can be put to pieces, then fine powder and then mixed with epoxy and binder using mortar and pestle. Then this can be put to another device with reduced EM radiation.

He was hopeful that developing microwave absorbing materials with e-waste can be a very good potential for different application in ICT, defence sector, environment etc. by providing good electromagnetic shielding and Stealth application in one hand and contributing to solve the problem of discarding of e-Waste on the other.



**Shri I.P.S. Sethi, Deputy Director General, MeitY**



He recollected the time when GOI announced demonetisation and simultaneously a lot of emphasis was given on digital transactions. He mentioned that MeitY was asked to develop a platform to monitor all digital transaction happening via credit card, debit card, NEFT, RTGS etc. and this dashboard was developed by NIC.

He shared that it was a big challenge to bring all the banks on one platform and they did not have the infrastructure ready to introduce digital payment. He recounted the budget speech of 2017-18 wherein the Finance Minister gave Rs.2500 crore for digital payment transactions.

He moved further in discussing that MeitY was given the responsibility of initiating digital payments and Digidhan mission was formed. This dashboard was launched for 16 digital payment transactions and 110 banks are integrated on this dashboard. He was elated to state that from 2017-18 to present, 20 billion transactions have taken place and UPI has been a complete game changer. Growth of payment via UPI has tremendously grown with the efforts of major stakeholders including PMO, MeitY, Reserve Bank of India (RBI), National Payment Corporation of India (NPCI), Smart City Corporations.

**Breakout Session 3- Creating a Technology Innovation Ecosystem State Government of Telangana**

**Shri Jayesh Ranjan, Principal Secretary, Industries & Commerce and Information Technology, Government of Telangana**



He welcomed all the panellists and elaborated on the need of digital infrastructure to be the most crucial development needed in India.

**Shri G.T. Venkateshwar Rao, Commissioner, e-Gov, Mee Seva & MD, Telangana State Technology Services, Department of ITE&C, Govt. of Telangana**



He started by highlighting how Telangana's focus has always been on improving the citizen centric service deliveries. The larger aim has always been to create contactless delivery of services which is presence less and paperless.

He expressed that they have drawn inspiration from a country in Europe, Estonia which has displayed excellence in implementing ideas of Minimum Government and Maximum Governance. He discussed about the pioneering efforts ITE&C Department of Telangana and Transport

Department who developed Friendly Electronic Services of Transport Department (FEST) which is built on Real-Time Digital Authentication of Identity (RTDAI) platform.

The citizens can avail the Transport Department services via a smartphone which has Artificial Intelligence (AI) based live check and big data based demographic screening. He added that there is also the provision of Deep learning based image comparison.

He offered a heart-warming gratitude to all the authorities and stakeholders like State Election Department, Transport, IT, User Department etc. involved to make the project a success.

**Shri Rajendra Nimje, Director General, Centre for Good Governance (CGG), Hyderabad**



He commenced his speech by stating that an entire ecosystem is needed with a multidimensional structure including strong policy support to bring transformational changes in the field of e-Governance and digitization.

He expressed that from the idea to the implementation stage, it is a long journey and many steps are needed in between to ensure scalability and sustainable impact. He conveyed that good governance is the mother of e-Governance and all other steps to deliver Sushasan.

He was proud to communicate that the Centre for Good governance provides a long term support where young ideas are handheld and encouraged to see the light of the day. From policy development till evaluation, CGG ensures a constant support in staying true to the idea of innovation and good governance.

**Ms. L. Rama Devi, Director, Emerging Technologies, Government of Telangana**



She indicated that the emerging technology is engrained in us now and, is therefore, no more an alien concept. She discussed that 3 years back, India had the vision of creating advance technology but now the pace has grown far more. She elaborated on the two pronged approach they followed which involved ecosystem development and Government adoption. She discussed at length that in consultation with industry, academia, start-ups and other stakeholders, policy frameworks are formulated which lay down the State's strategic initiative classified into key pillars of initiative and focus areas. E.g. open data policy,

IoT policy, Drone framework, e-Waste management policy.

She moved on to talk about the first approach i.e. ecosystem development which involved setting up policy frameworks, teams and managing institutions to kick start the project. According to her, the Government adoption approach is based on User case driven method which mainly works to identify innovative solutions and adopt emerging technology. The procedure focuses on identifying pain points, internal brainstorming, finalizing scope of solution and come up with pilot projects. She was happy to state that 2020 has been declared as the year of AI and Telangana Government is creating a vision to accelerate AI readiness and develop a conducive ecosystem in the State.

She conveyed about different major AI projects across Departments like Agriculture, mobility, healthcare, law enforcement, e-Governance. She indicated that block chain is



used for transaction records in multi-stakeholder process across Departments like credit corporation (T-chits, Civil supplier tracking etc.). Drones are proactively adopted across innovative use cases. She talked about Saagu Baagu (Agriculture-Advancement) project which is Telangana's flagship initiative to deploy technology in agriculture and alleviate challenges for agriculture innovation functioning on a PPP model.

**Shri Sujai Karampuri, Director Electronics, Government of Telangana**



He commenced his address by stating the vision of T-Fibre project. According to him, it is to establish state of the art digital network that is long lasting, resilient, secure, scalable to provide affordable, high speed connectivity to all home and Government offices. It largely focuses on providing bandwidth and licensed service providers on non-discriminatory and non-monopolistic manner without entering into competition. He was optimistic that a sophisticated Telangana Network Operations Centre (T-NOC) integration with State Data Centre (SDC) and B2B peering will delve largest intranet in the country and drive down cost for expensive internet services at rural areas making broadband service affordable. He believed that end to end Optical Fiber Cables (OFC) network will connect 53 lakh rural households and 31 lakh urban households, 50,000+ Government institutions.

### **Breakout Session 4: Seamless, End to End service delivery without human interference through technological interventions**

#### **Introduction by Chair, Shri D. C. Misra, Deputy Director General, National Informatics Centre, Government of India**



He started his speech by discussing about the journey of e-Governance in India and focused on the period of 2019-21 where the online service delivery mechanism had to take pace but citizens had to go from portal to portal to access the desired services. But 2022 onwards, he stated that the Government must scale up the service delivery experience to ensure inter-service negotiation and collaboration.

The journey of e-Governance has gone from physical service delivery to electronic service and digital service delivery. The digital service delivery includes unified platform, inter-service collaboration, negotiation, cognition etc.

He mentioned that earlier the results were not optimal as there was low interoperability, little system flexibility for quick change and siloed system, multiple governance experience. He added that today many of the State Governments are using single window platforms, real time transparent information, sharing mechanism but not all the States have universally taken up.

He discussed about Service Plus developed by NIC for all the States which has configurable unified framework for State Department and grievance redressal, facilitates rapid rollout of any service any time by any level of Government and offers a single platform across lifecycle of any service.

He deliberated about e-Taal (Electronic Transaction Aggregator and Analysis). He was certain that the focus must be on whole of Government to offer cohesive system to citizens and interoperation with services centring around connection, cognition and automation.

#### **Dr. D. Sajith Babu, Commissioner of Civil Supplies & Consumer Affairs, Government of Kerala**



He talked about the projects he has been involved so far which include Kerala State Land Bank, e-District project, We Deserve project, Subhiksha KSD to ensure a better produce's share on consumer rupee and KOOTU project which created a platform for the widow/divorcees to register for remarriage.

He discussed at length about few reach out Program in Kasargod district. It includes process re-engineering file clearance mechanism and he was proud to state that they could clear 59373 files out of 61924 files pending for more than 2 years. He elaborated upon another initiative where Google doc

were used for file by passing and speedy replies. With this, they were able to directly forward the petitions via google docs. He stated that through this method they could give replies to all the 1249 petitioners (179 in 2018, 704 in 2019 and 366 in 2020).

He discussed that through innovative methods they were able to create simplified procedures, better time and resource management, quick decisions, timely replies/relief to petitioners and improved trust in Government systems.

**Shri D. Krishna Bhaskar, Director, Dept. of Industries, Government of Telangana**



He talked about the public grievance redressal system in Sircilla district. He gave a brief background about the Sircilla district being the drought prone area. Other issues faced by the district include increased migration, high suicide rates, high Maoists threat etc. He beautifully expressed that grievance is not something to be disposed of but are the building blocks.

He elaborated upon each of these issues. 25% of population migrate to Middle East as plumbers, drivers and mechanics. The suicide rate is more than 50% of the national rate. He explained the significance of stupas developed by Maoists domination in the areas they capture and the Sircilla district has 210 in number. 2/3<sup>rd</sup> of the villages in Sircilla district are affected by the Maoists uprising. He was proud to state that they were able to cater to all these issues through creating the building blocks and punch above our weight.

He highlighted the evolution process by deliberating upon 3 learnings: understanding the failures, inflection point identification and focusing on the concept of subtraction not addition.

He strongly believes that it is easy to solve the grievance by closing it but redressal requires consistent efforts. He briefly discussed about 9 inflection points- employment, improved water quality, digitisation for the Vemulawada Maha Shivratri, Waste management, elections and COVID-19 management.

**Smt. Swati Agarwal, Partner, Deloitte India**



She believes that Service Delivery has two broad principles- to have a citizen centric approach and Maximum Governance via Minimum Government with the use of robust technology. She stated that pandemic had hugely facilitated digital transformation and digital adoption.

She gave few examples of case studies she came across during her experience in engaging with various clients. She began by the One Stop Shop Centre in Bangalore where the focus is on digital payments for water, electricity bills, etc. She went on to talk about Nivesh Mitra in UP where the focus is on investors and entrepreneurs. Its primary aspect is applications for approval of investors.



She moved on to discuss about the efforts of Haryana in Karnal district where the focus was on telemedicine. She explained that during the pandemic, there was a huge infrastructure crunch and Haryana was able to set up the service of telemedicine within just 5 days. She added about the initiatives of Government of Andhra Pradesh where digitization of land records was carried out utilising the block chain technology.

She was impressed with the Kerala Infrastructure and Technology for Education (KITE) initiative in Kerala where virtual education classes were focused upon. There are live classes for 30 minutes for 2 hours which are available across platform in 4 languages free of costs.

Lastly she discussed about Telangana and the introduction of Quick Response (QR) code on bags of grains as part of Public Distribution System (PDS) which is used for weight, quantity and source. She concluded by looking forward to more such efforts by Governments which are consolidated, collaborative with least human interface.

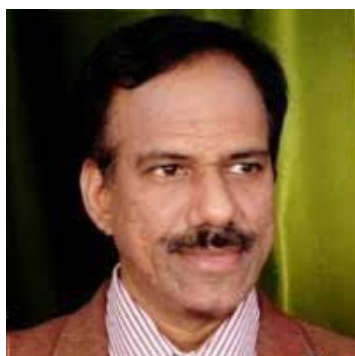
### **Shri Sagar Shah, Client Partner, Fractal Dimension**



He believes that Digital Transformation has taken a user centric mind-set and brought many stakeholders together. He shared examples of an AI app used to diagnose Tuberculosis (TB) and solves the problem of faster diagnosis and non-availability of radiologists and testing systems. The algorithms help in diagnosis by uploading of CT Scan and X-ray and reduce the time of treatment.

He believes that it is important to collate platforms and initiatives rather than focusing on creating incremental efforts. He added the work done by UMANG where 230 services are offered. It's chatbot is efficient and can cater anyone. He urged the audience that we must leverage e-Governance via WhatsApp which is already accessible to most of the people. He highlighted about the work done by BMC to implement social distancing in Mumbai with the use of drones and video surveillance. In order to reduce the number of deaths in Mumbai caused by crossing trains, they developed a mechanism of colouring the tracks which proved to be far more accurate and effective.

### **Shri Sriram Birdavolu, CEO, Cyber Security Centre of Excellence**



His address was focused on cyber security and highlighted that cyber risks are one of the top risks faced by people today. He stated that the Government of Telangana along with Data Security Council of India (DSCI) have two goals- to uplift the cyber ecosystem and to capture the share of billion dollar market.

He highlighted about the pillars which can help achieve those goals: 1) Industry, which includes all large, medium and small companies including start-ups; 2) Government including State, Central and law enforcement agencies; 3)

Academia and R&D to give a sound foundational base to the upcoming initiatives; 4) Increased collaboration with other agencies, countries and companies. He suggested that more conversational AI driven initiatives and automation focused interventions must be carried out to ensure a safer e-Governance transformation.

## **VALEDECTORY SESSION**

**Address by Shri G.T. Venkateshwar Rao, Commissioner, e-Gov, Mee Seva & MD, Telangana State Technology Services, Department of ITE&C, Govt. of Telangana**



He welcomed all the dignitaries on behalf of Government of Telangana. He was happy to announce that over the last two days, sessions have had fruitful discussion. He stated that the underlying message that clearly came across was that the Government that governs least is the best government. The technology can help the Government deliver with a citizen centric approach. At last, he thanked DARPG and MeitY for choosing Hyderabad as the location for the

conference.

**Address by Shri Ajay Prakash Sawhney, Secretary, Ministry of Electronics and Information Technology, Government of India**



He recollected that the National Conference on e-Governance has been an article of faith with DARPG and MeitY now and he was happy that every time they meet, there is a tremendous exchange of information. They have plenty to share as times are changing and the sheer amount of innovation happened at the hands of Central Government, State Government is admirable. He was happy to share that lots of new applications are emerging, leading to growth of nationwide platforms. He was hopeful that once the data protection bill will be in force, it will surely instil confidence amongst users and

innovators to come up with more and more applications.

He deliberated that a National architecture must be created for all the e-Gov applications instead of working in silos. Lastly he discussed about the India ecosystem architecture which is being given a final shape and within the month of January, they hope to release it. He congratulated all the organisers for being so arduous in preparing for the Conference and expressed his pleasure to be part of the session.



**Address by Shri V. Srinivas, Secretary, Department of Administrative Reforms and Public Grievances, Government of India**



He thanked Mr. Ajay Prakash Sawhney for guiding and handholding them through the Conference. He expressed his heartfelt gratitude to Government of Telangana for prompt readiness to conduct the Conference. He was grateful for receiving an enormous amount of personal warmth in Telangana.

He thanked Shri S.N. Tripathi, DG, IIPA for his consistent support for all DARPG events including the Good Governance Week and stated that IIPA has become part of his extended family now. He was grateful to Shri NBS Rajput and Smt. Prisca Mathew for working tirelessly to make this event a huge success.

He recounted that it was a humongous task to shortlist the large number of awards and it took a huge amount of effort to reach the stage of fruition. He proudly acclaimed that it takes about 6 months of constant hard work to make these two days see the light of the day. As the precedence with past e-Governance conferences, he unveiled and read the Hyderabad Declaration which was duly approved at Ministerial level and also jointly between MeitY and DARPG.



### Vote of thanks

**Smt. L. Rama Devi, Director, Emerging Technologies, Government of Telangana**



She complemented the efforts of all the organisers to make this event a huge success. She went on to thank DARPG for inaugurating the Conference, Minister of Telangana, IT for presiding in inauguration ceremony and expressed her gratitude to Shri Ajay Prakash Sawhney for being a pillar of strength.

She stated that the leadership presided by Shri V. Srinivas and Shri Jayesh Ranjan was commendable and gave a special mention to

Shri NBS Rajput, Smt. Prisca Mathew, team from government of Telangana under the leadership of Shri G.T. Venkateshwar Rao for their determined and tireless efforts.

She thanked all the speakers from Central Government, State Government, Private Sector, Academia to participate and share their experiences. At last, she offered her gratitude to their knowledge partner Deloitte for curating a wonderful program. She was happy to share that these Conferences are like festivals that bring all the people from different regions to come together and celebrate the cause of development.



## 24<sup>th</sup> National e-Governance Conference, 2022

Jointly organised by

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

Government of  
Telangana

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



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# HYDERABAD DECLARATION

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**India's Techade: Digital Governance in a Post  
Pandemic World**

7-8 January 2022

Hyderabad, Telangana



### **Hyderabad 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 Telangana organized the 24<sup>th</sup> National Conference on e-Governance at Hyderabad during 7-8 January 2022.

Under the visionary leadership of the Prime Minister, the e-Governance landscape of India has radically changed in scale, scope and learning paradigms. As India celebrates 75<sup>th</sup> year of Independence as Azaadi ka Amrit Mahotsav, the Prime Minister's clarion call for adoption of Next Generation Administrative Reforms for bringing citizens and government closer was the focus of the Conference deliberations. Secretariat Reforms, Swachhta Campaign, Redressal of Public Grievances and Improving Service Delivery which form the core of India's good governance model were deliberated. During the pandemic, the widespread adoption of e-Office helped create paperless offices in the central secretariat and enabled smooth governance functioning. CPGRAMS helped redress 20 lac public grievances in 2021. The National e-Governance Awards were conferred in the Inaugural Session. The Two-day Conference held exchanges of views between the Award winners and Unicorns.

The Conference has unanimously adopted the Hyderabad 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. To bring citizens and government closer through digital platforms.
2. Transform citizen services through use of technology by leveraging the artifacts of India Stack that include Aadhaar, UPI, DigiLocker, UMANG, e Sign and consent framework.
3. Fast track the implementation of the national level public digital platforms in key social sectors viz. Health, Education, Agriculture, etc. by adopting open interoperable architecture for joined up connected services.
4. Operationalize the data governance framework to facilitate data sharing within Government entities as also make available all data on data.gov.in except for a negative list. Enable protocols for data collection, data harvesting, data privacy, data anonymization, data security, and data preservation that can help build a data economy.
5. Foster responsible use of emerging technology such as Artificial Intelligence, Machine Learning, Blockchain, 5G, Augmented Reality, Virtual Reality, etc. for Social Empowerment.
6. Make India the global hub for emerging technology through creation of large pool of skilled resources on futuristic technologies.
7. Ensure resilient Government Infrastructure with robust technological solutions to withstand pandemic like disruptions.
8. Foster a spirit of research and development and process reengineering in ongoing government services.
9. Uplift good governance to higher level through healthy competition among States and UTs and among Central Ministries by benchmarking services.
10. NeSDA 2021 to be adopted in collaboration with MeitY for improving e-Governance landscape,
11. Integration of all State/District portals with CPGRAMS for seamless Redressal of Public Grievances
12. Replication of awarded projects under National Awards for e- Governance 2020 – 21 and their nomination for dissemination of best practices through

Regional conferences.

13. Adoption of e-office version 7.0 in all ministries and departments
14. Use technology for propagating end to end service delivery without human interference to the citizen at the grass root level
15. Make "digital" the primary aspect of government service design and delivery and provide requisite infrastructure to achieve that.

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