



**NATIONAL
CONFERENCE
ON e-GOVERNANCE**
30th & 31st January 2014, Kochi

Empowering Citizen Process Centricity to Citizen Centricity

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30 January 2014

Content

- Megatrends
- Process Centricity to Citizen Centricity : Emerging Technologies
- Empower Citizen by providing faster decision making system
- Demonstrate our point of view on few Citizen Centric Services

Megatrends

Over last few decades, significant changes have swept through India:

- Above average growth has increased nation's wealth as well as per capita income. Significantly benefitted urban, English speaking community- inclusive growth is still a challenge
- Country today, a technology super power and massive implementation and adoption of IT Infrastructure is underway
- India is largest market for mobile technology with largest penetration
- Though physical infrastructure remains a challenge, digital infrastructure has grown manifold
- With reduction of poverty and illiteracy, increased awareness of rights, there is a higher demand of accessing services- anytime, anywhere

Process centricity to citizen centricity: Trends and Emerging Technologies

Trends

- Core infrastructure : advent of Personal Computers & networking components
- Mobile penetration
- Open Standards, Open Source
- Enterprise Resource Packages and Application Software

Emerging Technologies

- Mobility
- Digital Commerce
- Cloud
- Data-warehousing
- Enterprise Resource Packages
- Social Media
- Analytics

Data warehousing - Empowering citizens by faster and better decision making system

How Data Warehousing can help

- Flow of information on real-time basis
- Data Accuracy and Reliability
- Impact Analysis
- Advocacy through ICT
- Knowledge Management



- Reports
- Analytics
- Dashboard

**ENRICHED
DATA
QUALITY**

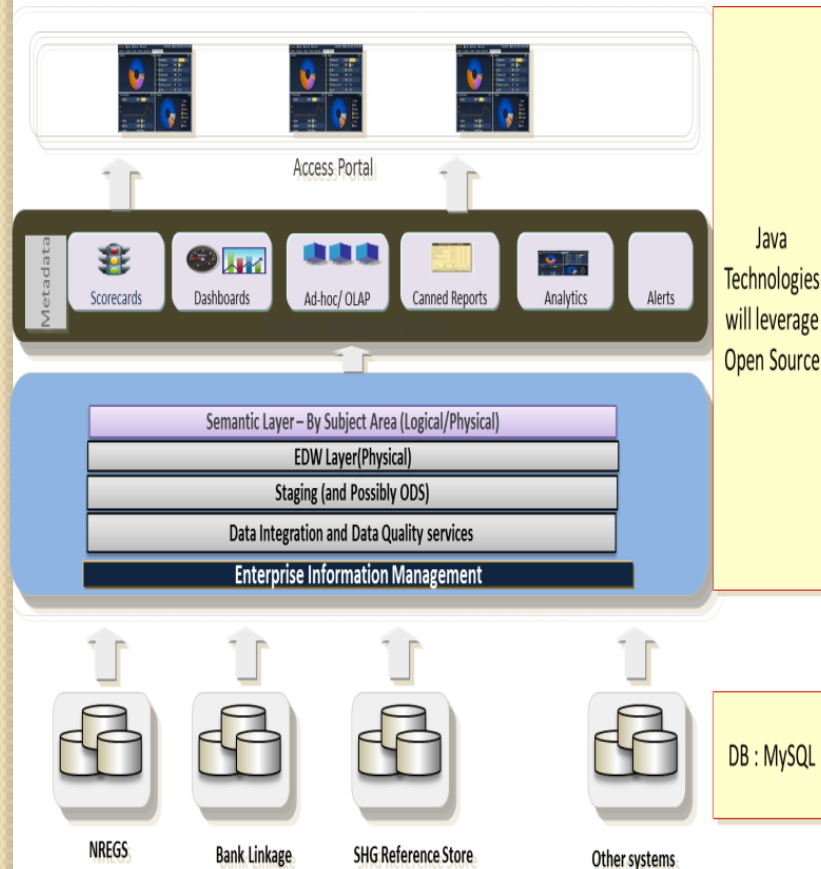
**Citizens'
Record**

**Real time
Monitoring**

**Fund Flow
Requirement**

**Data
Analysis/
Data Quality**

Tracking of poorest of poor (PoP) in Society of Elimination of Rural Poverty (SERP)- Infosys Exp



Key Highlights

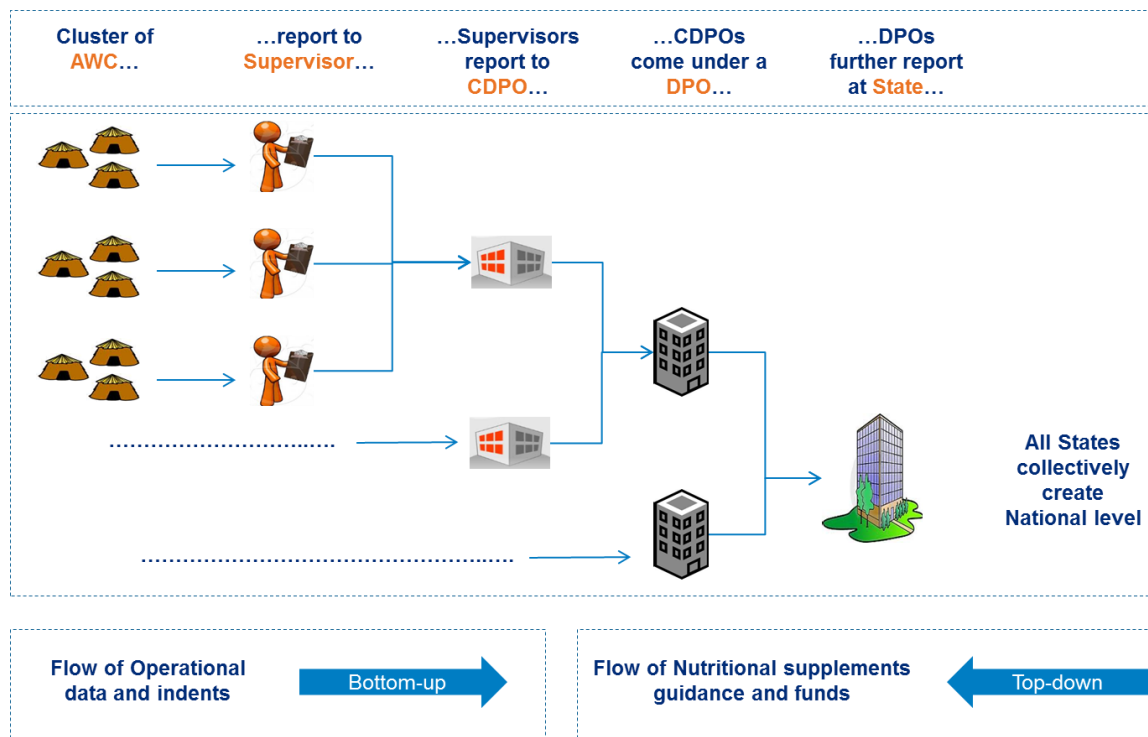
- Captures HH information on PoP
- Intuitive system – icon based, local language
- Decision Support System

Benefits

- Developed tracking mechanism- key to measure the success of this program

It is critical that any software built is simple and intuitive to use, even though the 'technology' behind it may be complex!

Process transformation in ICDS Scheme



ICDS operates in a hierarchical flow of information and funds in a bottom-up and a top-down manner

Current Issues

Inefficiency

No transaction records easily available for validation

Lack of accountability

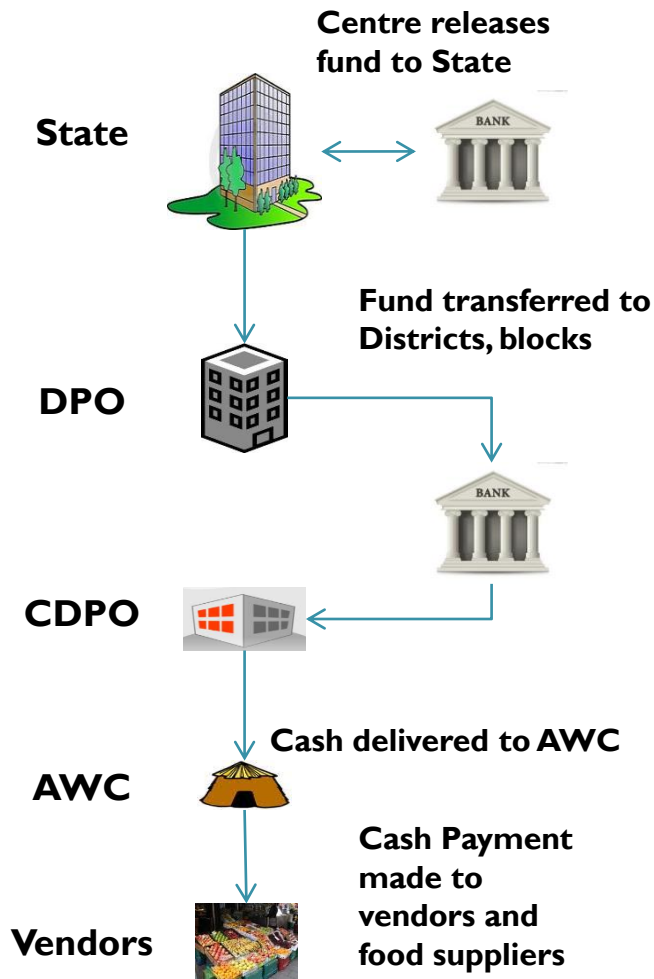
Manual process

Validation

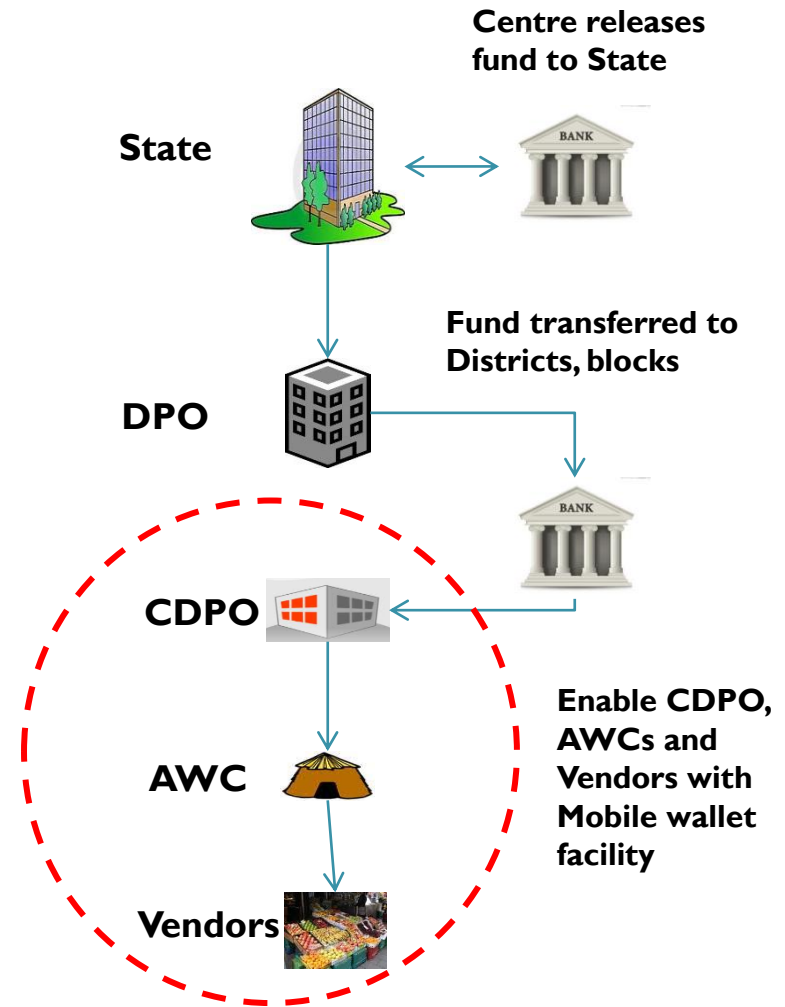
Only manual validation is possible and hence lacks authenticity

Proposed process transformation in ICDS

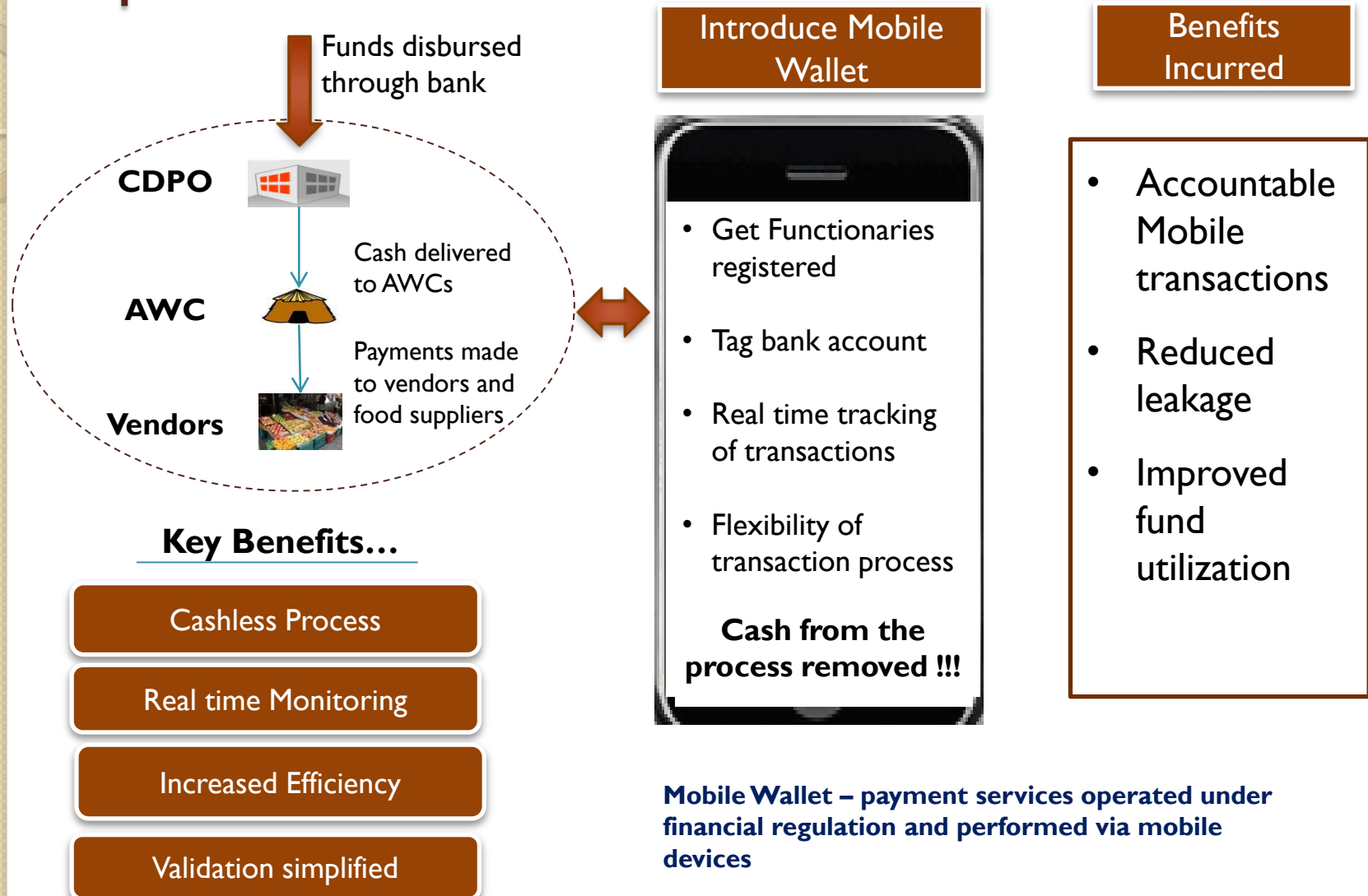
Current Process Flow



Proposed Process Flow



Process transformation: How can mobile wallet help?



Proposed process transformation in health services

Quality of Service

- Affordability
- Accessibility
- Awareness
- Improved Infrastructure

Process, Platform, Technology

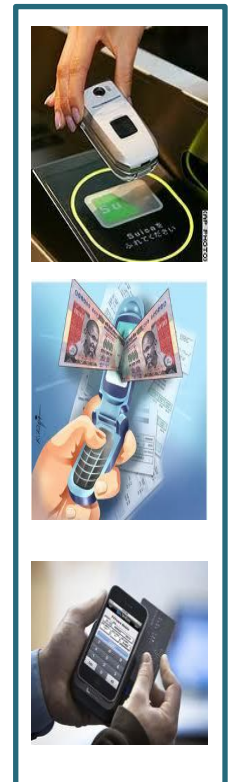
- Real Time Alert
- Remote Consultation
- Improved epidemiological surveillance and control
- Citizen health record
- Scalability

Governance

Awareness

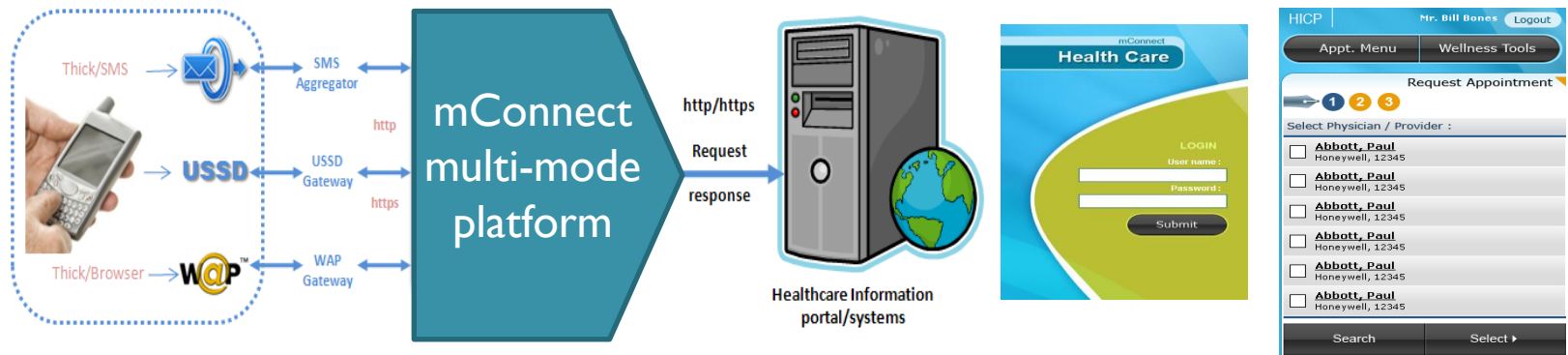


Mobile Healthcare
m-Health



Mobile Payment
m-Pay

Proposed Mobile healthcare solution



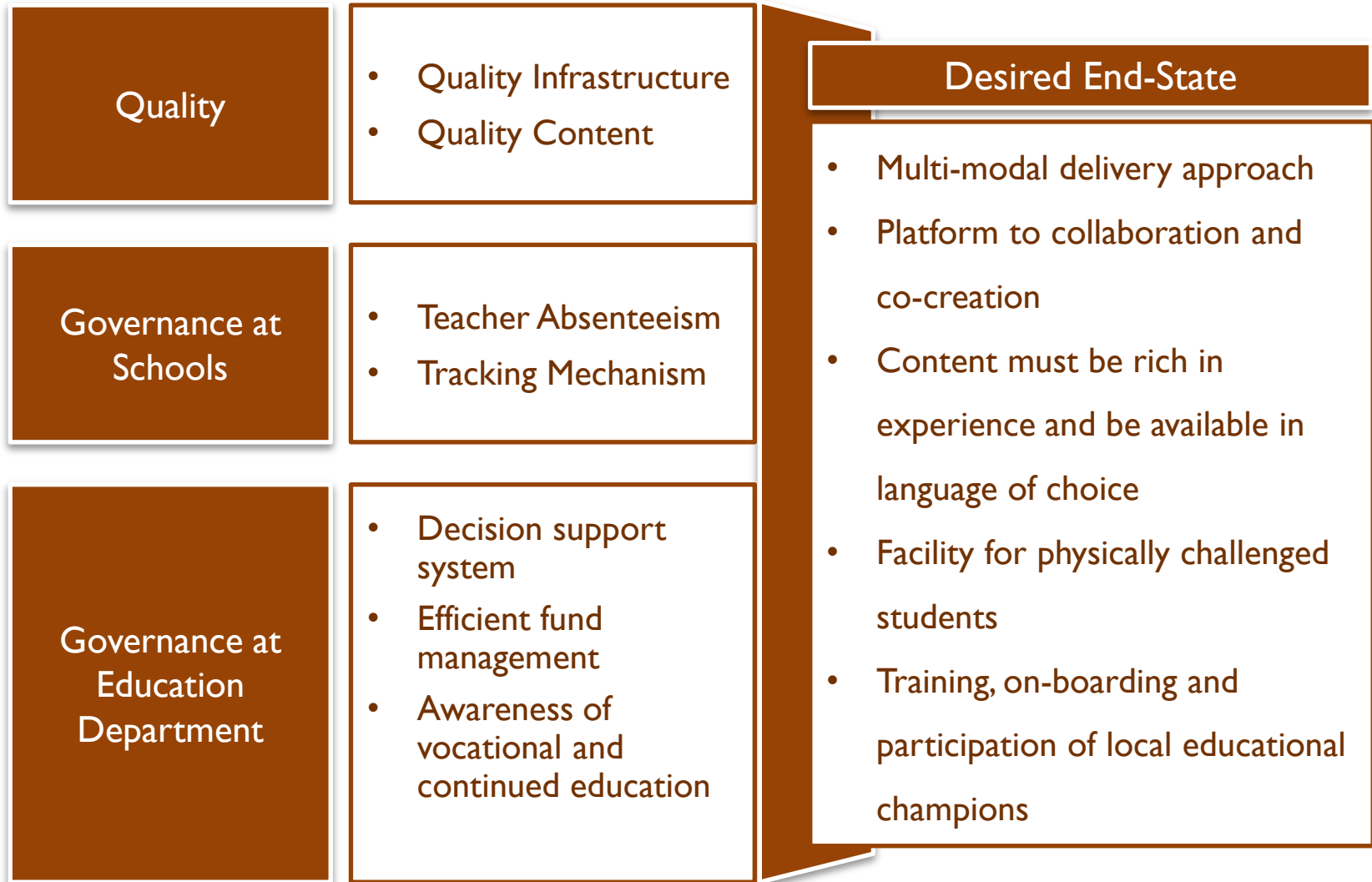
Mobile Health solutions can provide the outreach for health services to the masses, can be ably supported by mobile money services from telecom service providers

Affordability

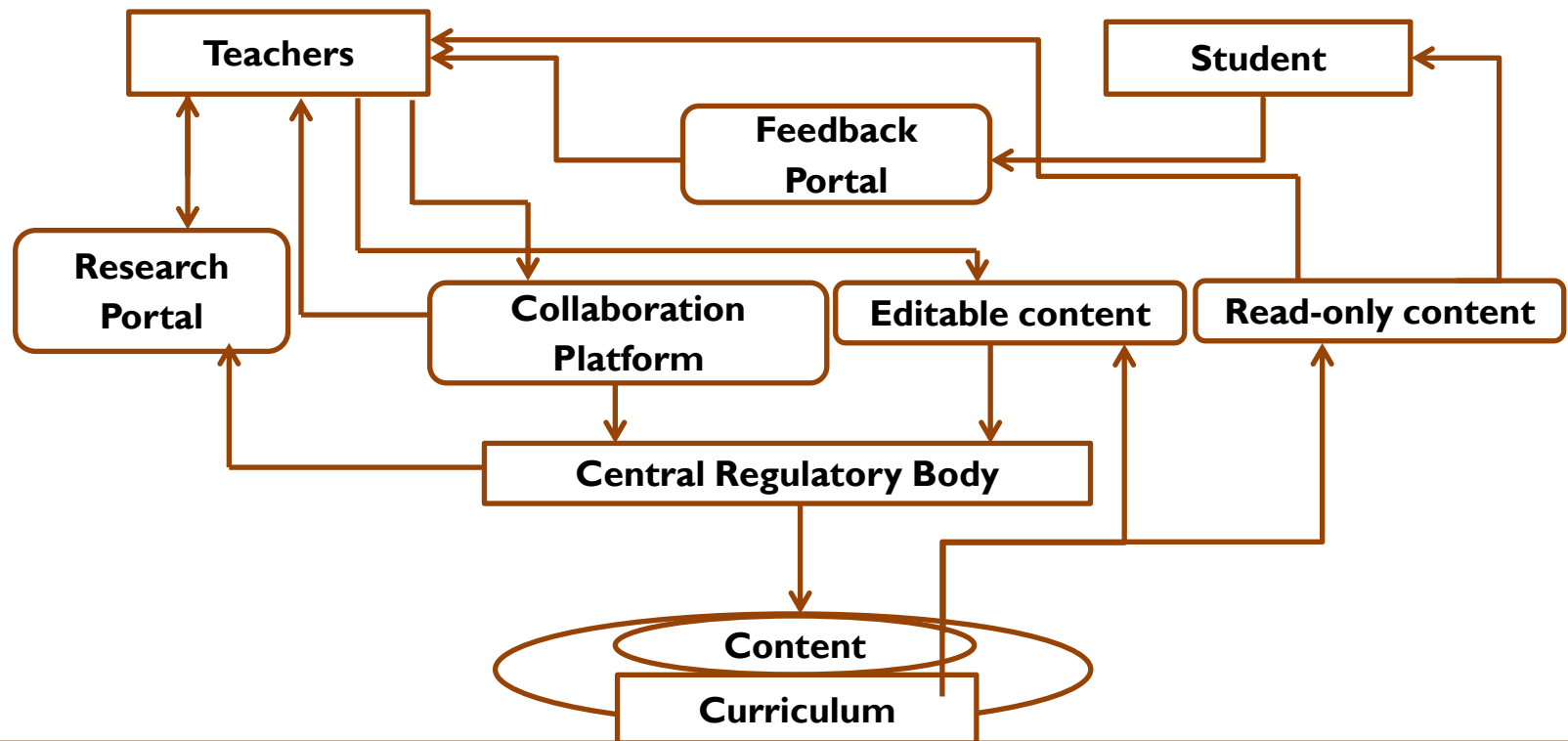
Prevention

Patient Centric

Empower citizen through quality education



School education: Deep dive content generation



- Central body from the educational field for control of content creation and update
- Open research database for teachers and teachers to enhance knowledge and acquire better content
- Collation of teacher generated content. Selection for introduction as course curriculum
- Feedback mechanism for student/teachers

Thank you !