



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

Evolving e-Government: Multiple Channels of e-Service Delivery

E-Service Delivery Channel : Definition

Citizens



Mobile



Call Center



Agent



Web



E-mail



Kiosk



Channel

Front End

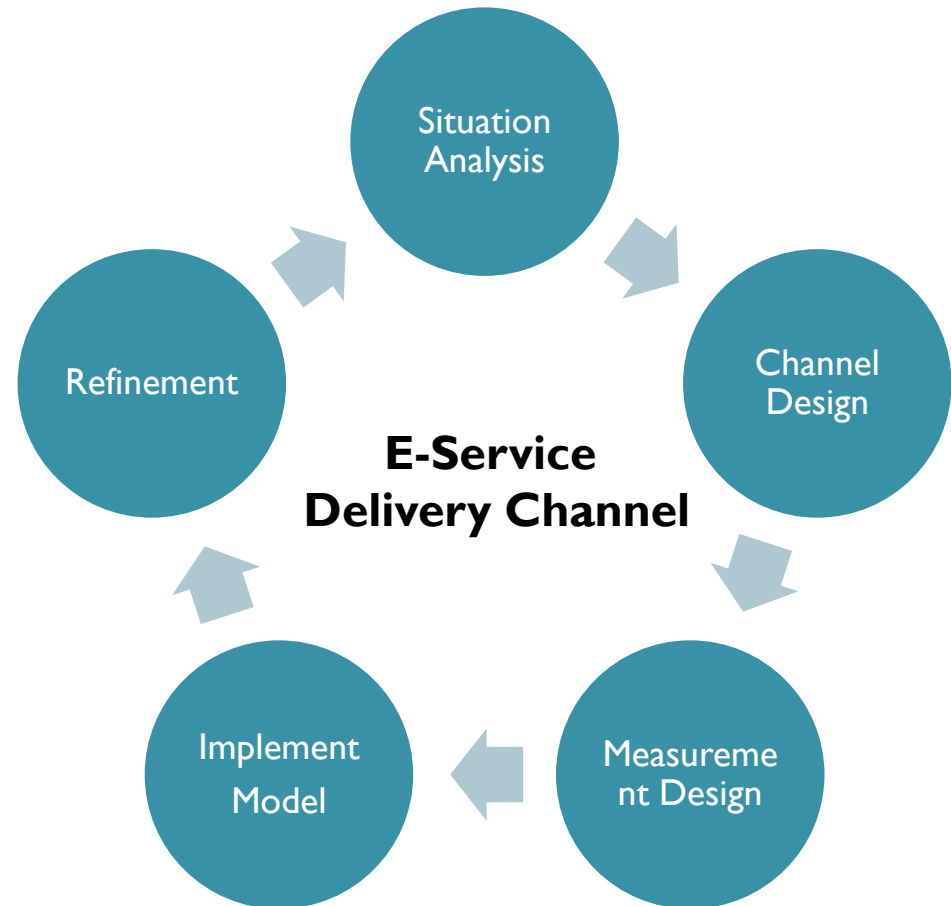
Mid-Office

Back-office
Systems

Services



E-Service Delivery Channel Strategy



SUCCESS FACTORS

- ***Leveraging new technologies***
- ***Working through partnerships***
- ***Demand generation***
- ***Pro-active Monitoring and feedback***

Objectives of the session

- Progress so far ...
- Lessons learnt & Success Stories
- Delivering 'Life Services' – Healthcare, Financial inclusion
- Keeping pace with new technologies
- Working with industry / eco-system partners

Esteemed Panel Members



Shri V. K. Ebrahimkunju



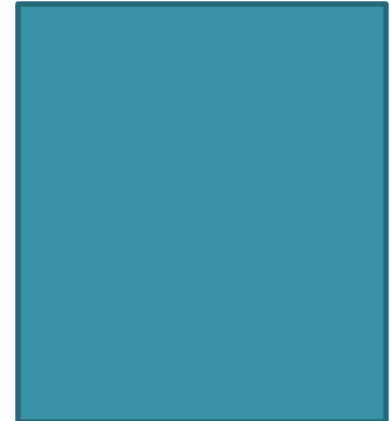
Dr. Rajendra Kumar



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