

# Evolving e-Government

## Multiple Channels of e-Service Delivery

- ❑ Evolution : Means a Genesis > Growth > Transformation
- ❑ Embedded in e-Governance is Inclusive Growth and Disintermediation
- ❑ The realm of inclusive growth is expanding
- ❑ It is imperative that delivery channel gets closer to the beneficiary & faster in its reach

- Bank - the last mile connectivity in e-service delivery involving payment and settlement
- Has to be seamlessly integrated :
  - with the information channel giving details of the beneficiary of the service and
  - the payment and settlement channel transferring the fund to his/her account

❑ Alternate Delivery Channels – Internet Banking & Mobile Banking strengthens the Payment & Settlement leg.

❑ Integrated site for receiving and disseminating information on beneficiary based on unique identification number

❑ MIS on the delivery status

❑ Robust refund mechanism for failed payments

# Challenges in Evolution

- ❑ Delivery of a service, financial or otherwise fails if it doesn't reach the intended beneficiary
- ❑ Validation of identity is of paramount importance
- ❑ Vast number of individuals/ civic entities whose identity is yet to be captured / documented
- ❑ Time to establish identity delays the process considerably

- ❑ A person can furnish around 52 documents as proof of identity for various purposes
- ❑ Each of this is captured / validated and owned by a separate agency
- ❑ Examples are : Electoral Card, Driver's License, Passport etc., etc.,
- ❑ These will continue to co-exist in the foreseeable future

- ❑ Each of the above has various levels of data integrity - making most of them not totally reliable (exceptions could be there)
- ❑ Calls for a case of an integrated data pool & strengthens the case for initiatives like e-KYC and Bio-metric identification
- ❑ De-duplication of identity using such a data-pool has to happen – a must for validation and speedy delivery

- ❑ Equally important in the times to come is capturing “Data foot-print”
- ❑ It should enable the common citizen to understand and ask for what is rightfully due to him
- ❑ Are we ready to taken on these challenges and take e-Governance to its most noble end ?