Empowering Citizen
Process Centricity to Citizen Centricity

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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

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<th>Trends</th>
<th>Emerging Technologies</th>
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<td>• Core infrastructure: advent of Personal Computers &amp; networking components</td>
<td>• Mobility</td>
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<td>• Mobile penetration</td>
<td>• Digital Commerce</td>
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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

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

- **State**
  - Centre releases fund to State
  - Fund transferred to Districts, blocks
- **DPO**
- **CDPO**
- **AWC**
  - Cash delivered to AWC
- **Vendors**
  - Cash Payment made to vendors and food suppliers

### Proposed Process Flow

- **State**
  - Centre releases fund to State
  - Fund transferred to Districts, blocks
- **DPO**
- **CDPO**
  - Enable CDPO, AWCs and Vendors with Mobile wallet facility
- **AWC**
- **Vendors**
Process transformation: How can mobile wallet help?

Key Benefits...

- Cashless Process
- Real time Monitoring
- Increased Efficiency
- Validation simplified

Introduce Mobile Wallet

- Get Functionaries registered
- Tag bank account
- Real time tracking of transactions
- Flexibility of transaction process

Benefits Incurred

- Accountable Mobile transactions
- Reduced leakage
- Improved fund utilization

Mobile Wallet – payment services operated under financial regulation and performed via mobile devices

Cash from the process removed !!!
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)

- Database & web Server
  - Health Information System
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

Quality
- Quality Infrastructure
- Quality Content

Governance at Schools
- Teacher Absenteeism
- Tracking Mechanism

Governance at Education Department
- Decision support system
- Efficient fund management
- Awareness of vocational and continued education

Desired End-State
- Multi-modal delivery approach
- Platform to collaboration and co-creation
- Content must be rich in experience and be available in language of choice
- Facility for physically challenged students
- Training, on-boarding and participation of local educational champions
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!