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?