



सत्यमेव जयते

Regional Conference, Jaipur

'New Paradigms of Governance'

4-5 October, 2023

Regional Conference at Jaipur 4-5 October 2023

1. Inaugural Session by Hon'ble CM and MOS PP

2. 2 Plenary Sessions

- Administrative Reforms and Effective Redressal of Public Grievances 2019-2024
- Technology in Governance

3. 2022 PM's Award Winners Presentations

- 13 Award winners in 7 categories

4. Rajasthan's best Governance Practices

- PM's Awards winners
- National e-Governance Awards winners
- Best Practices in Governance

Effective Redressal of Public Grievances

10 Step CPGRAMS Reforms

Universalisation of CPGRAMS 7.0

Auto-routing of grievances to the last mile

Technological Enhancements

Automatic flagging of urgent grievances leveraging AI/ML

Language Translation

Portal in 22 scheduled languages along with English

Grievance Redressal Index

Ranking of Ministries / Departments on their performance

Feedback Call Centre

50 seater call center to collect feedback directly from citizens

One Nation – One Portal

Integration of State Portal and other Govt portals with CPGRAMS

Inclusivity and Outreach

Empowering the remotest citizen to file grievances

Training and Capacity building

Conducted via ISTM and SEVOTTAM scheme enabling effective grievance resolution

Monitoring Process

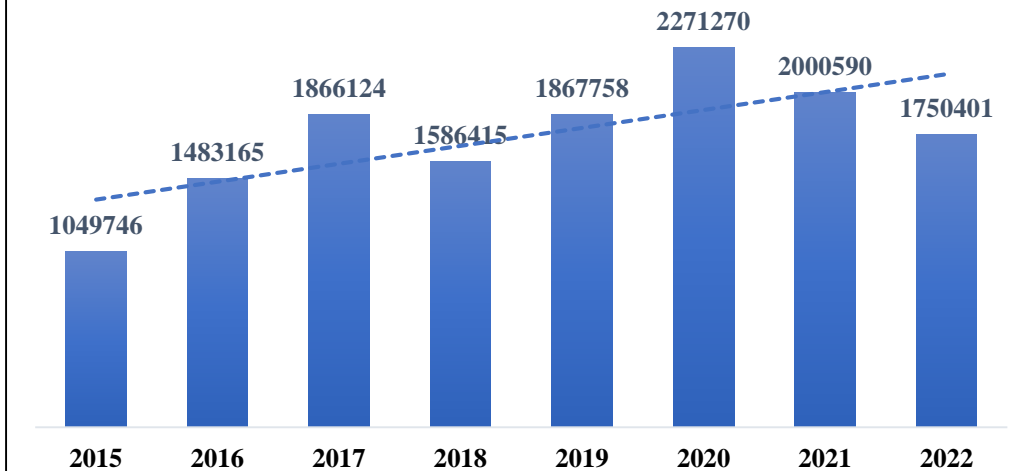
Monthly Reports for both the Central Ministries / Departments and States/UTs

Data Strategy Unit

Established at DARPG for insightful data analytics

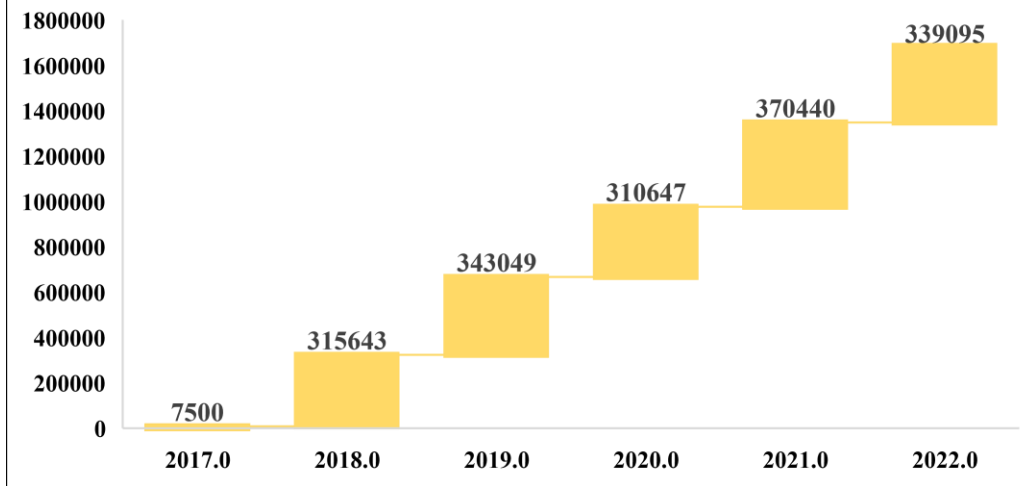
CPGRAMS 7.0 – Impact

Grievances Received



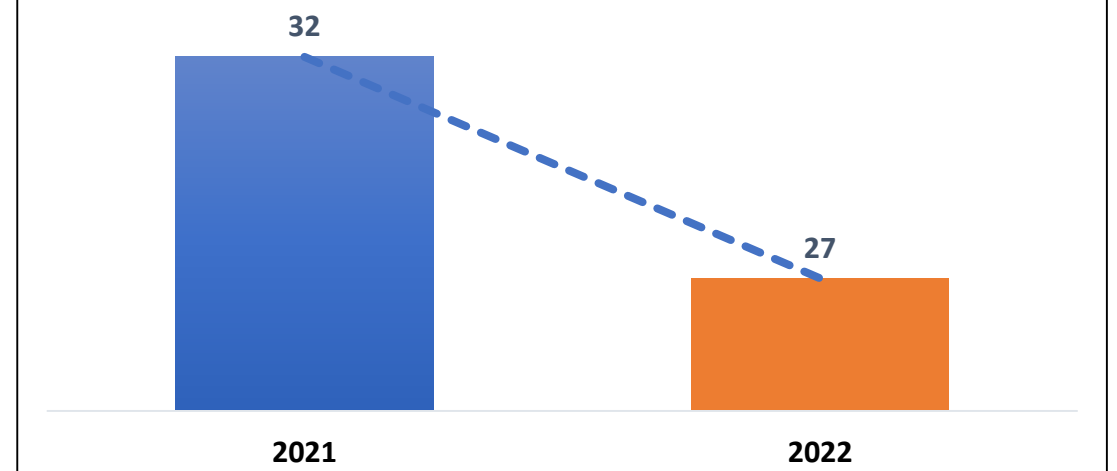
2 fold increase in the number of grievances received from 2015 to 2022

Citizen Registered on CPGRAMS Portal



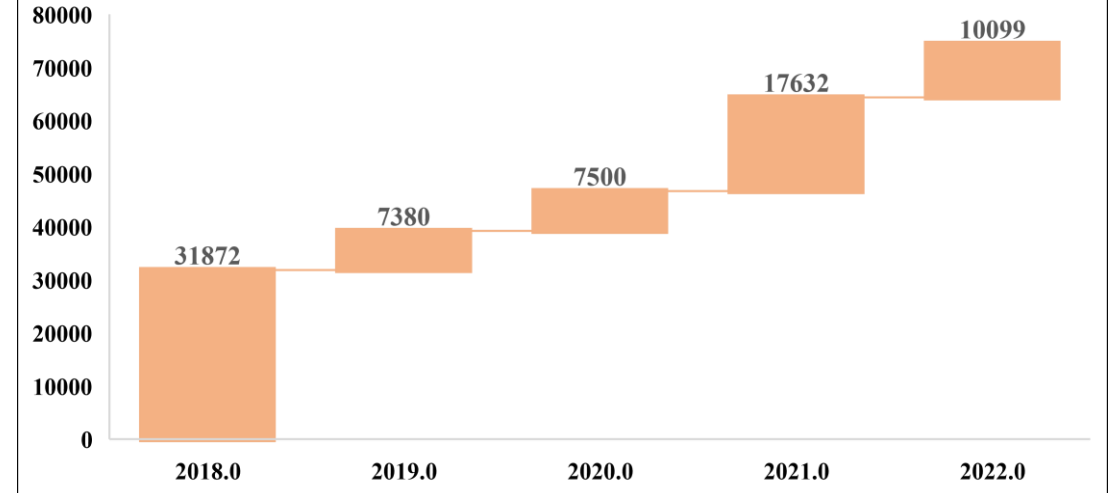
16, 86,374 citizen accounts are registered on CPGRAMS portal

Average Organization Disposal Time on CPGRAMS



Average Organization Disposal time has fallen from 32 days in 2021 to 27 days in 2022

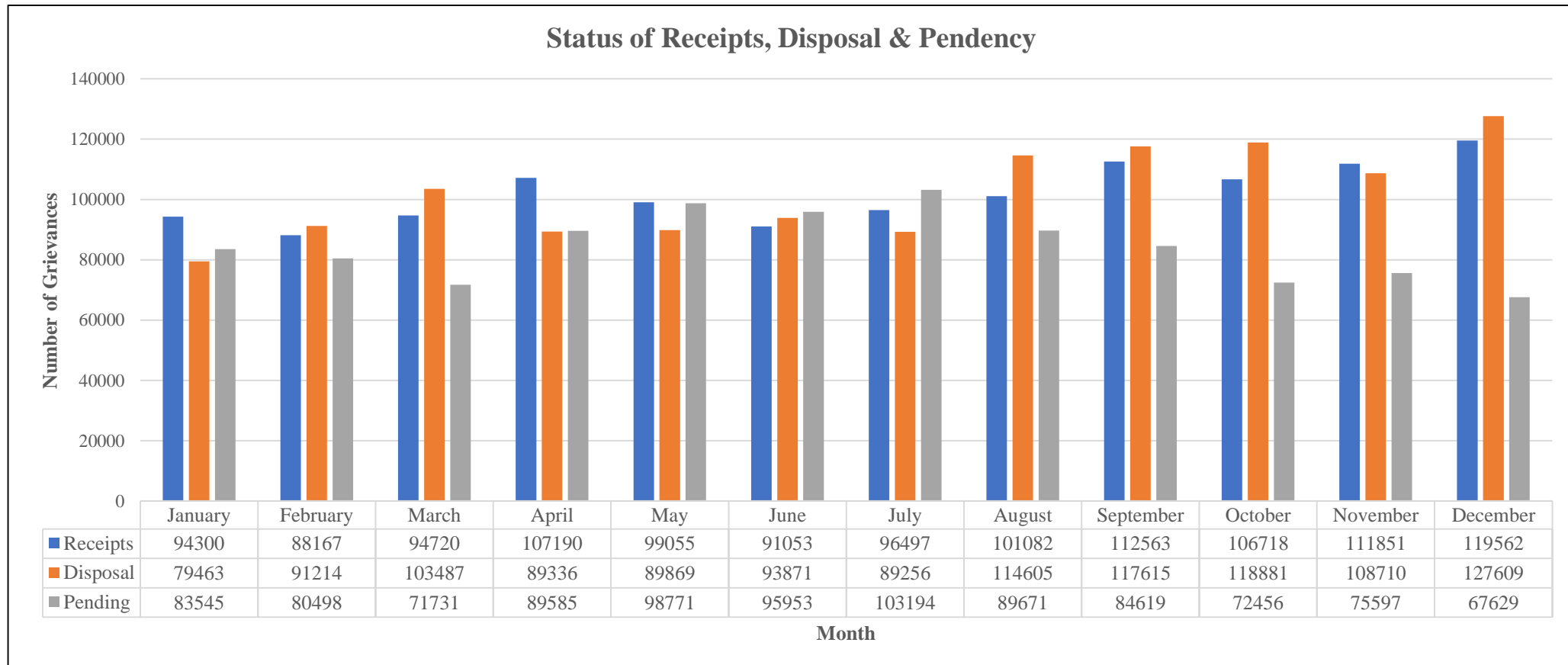
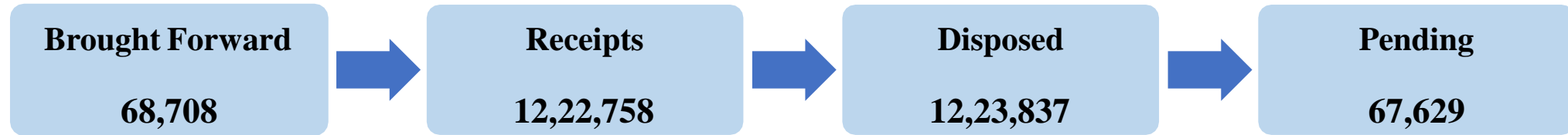
Rise of GROs on CPGRAMS



Timeline: 01/01/2022 – 10/12/2022

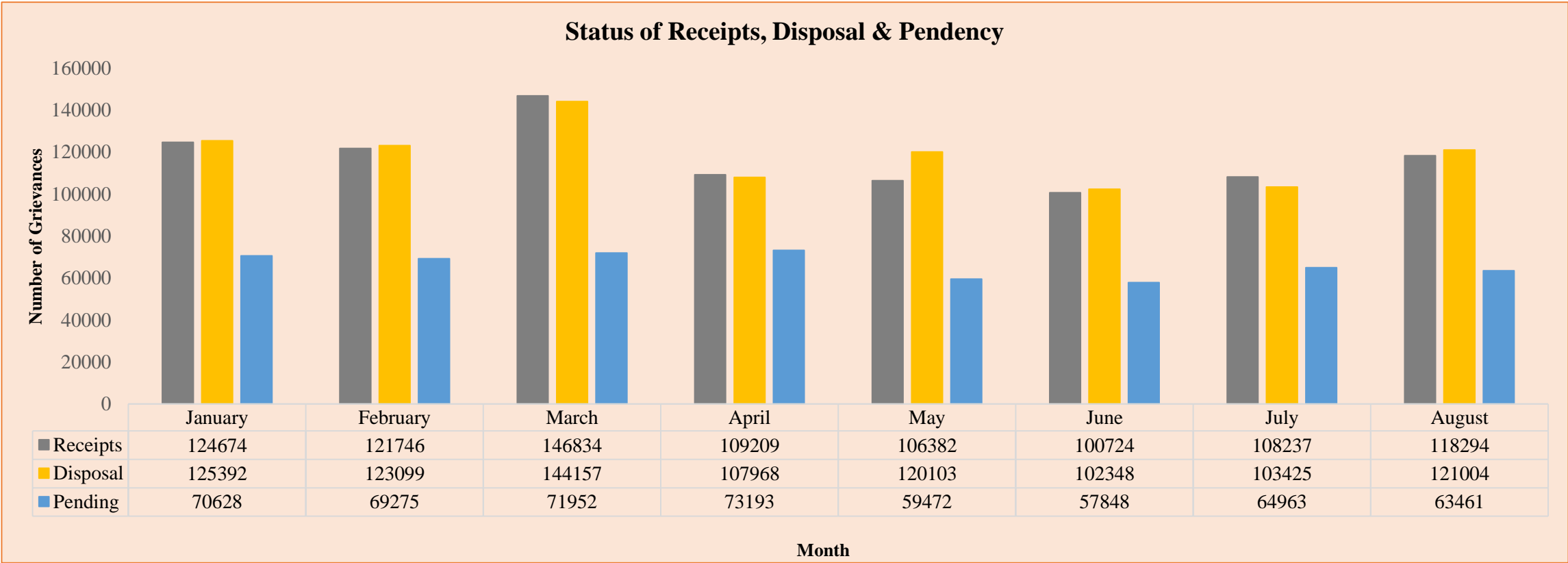
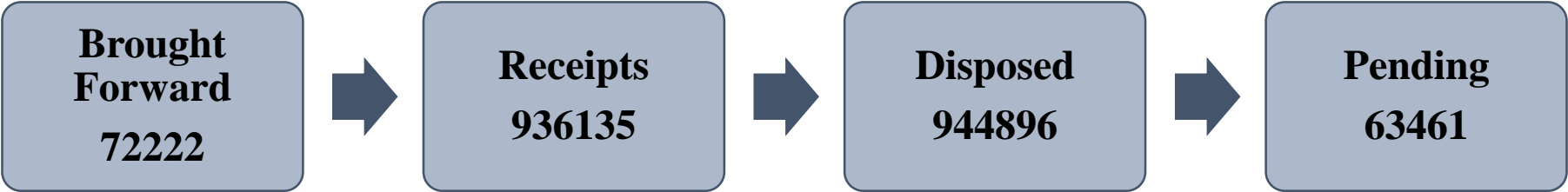
74,483 GROs are mapped on CPGRAMS Portal

Lowest ever Pendency



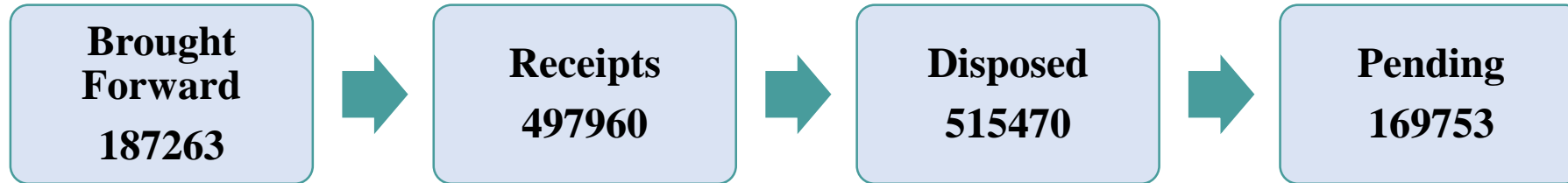
Time Period: 01/01/2022 to 31/12/2022

Status of Grievances on CPGRAMS _Ministries

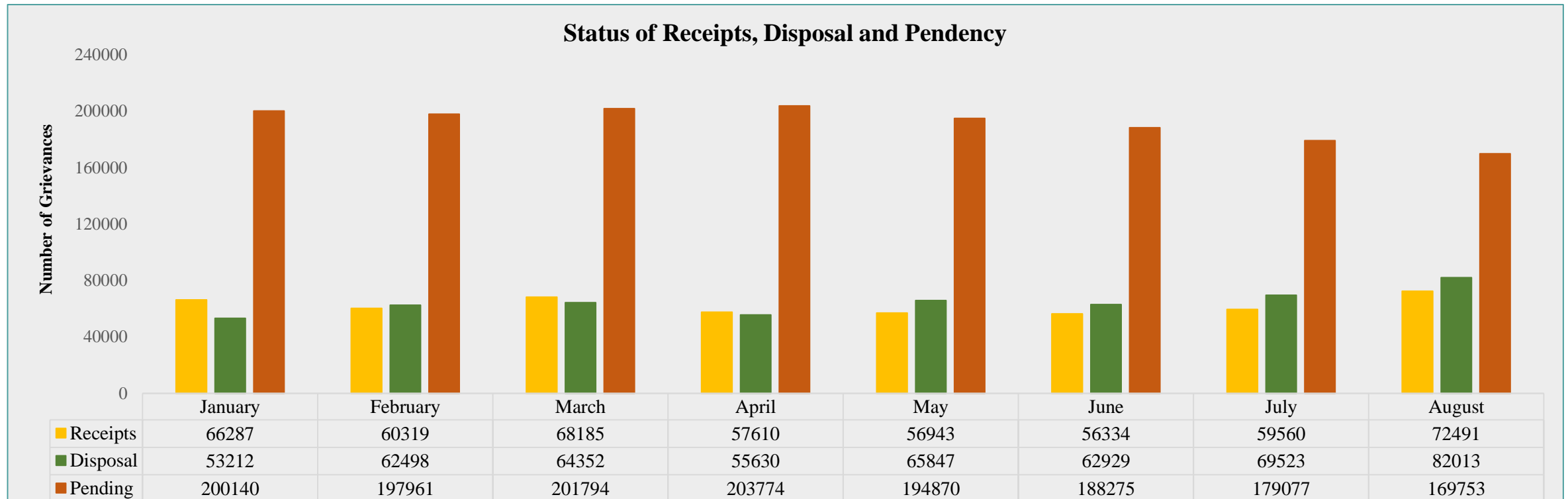


Time Period: 01/01/2023 to 31/08/2023

Status of Grievances on CPGRAMS - States/UTs



Time Period: 01/01/2023 to 31/08/2023



Universalization of CPGRAMS

- CPGRAMS 7.0 version envisages streamlining the grievance redressal process by eliminating the manual reading and forwarding of grievances by Nodal officers. The idea was to introduce auto-forwarding of grievances by changing the method of data collection on the CPGRAMS portal and developing a robust mapping of end-line officers
- The onboarding of the Top 20 Ministries/Departments was initiated in 2019 and the CPGRAMS 7.0 version was introduced first in Department of Posts, in September 2019



One Nation One Portal

- Integration of GoI Portals with CPGRAMS, such as Rail Madad. Circulars issued and meetings held for integration of Air Sewa, and E- Nivaran with CPGRAMS
- Various Central Ministries/Department portals like MSME Portal (Champions), Scores SEBI, Meri Sadak app, CPENGRAMS, PMO Portal, President's Secretariat RB Helpline, have been integrated with CPGRAMS Portal
- Integration with State/UTs Portals: 18 States/UTs leveraging CPGRAMS as their grievance redressal system; Forwards integration for 16 States/UTs and reverse integration for 12 States/UTs has been carried out

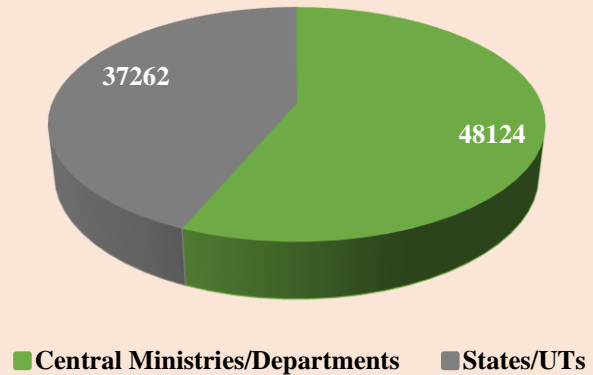


BSNL Feedback Call Centre

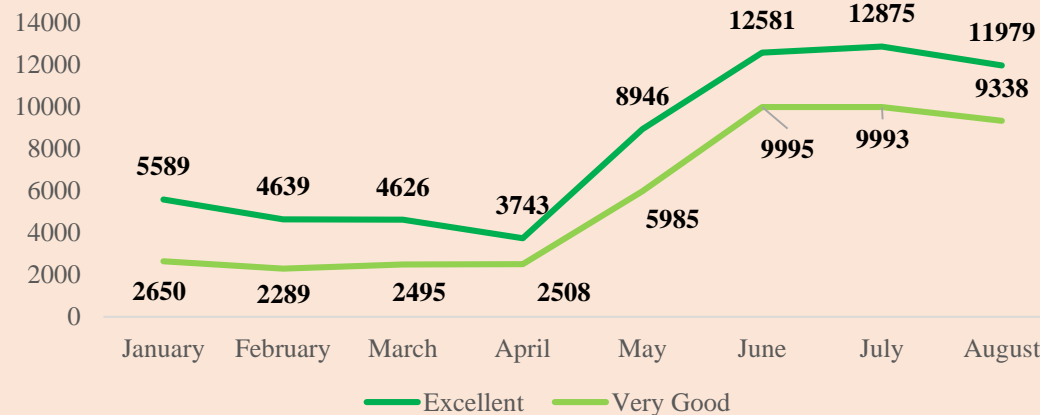
In August 2023,

- **85386** feedbacks were collected
- **32982** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied”
- **21317** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good”

Total Feedbacks Collected - August, 2023



Feedback marked as Excellent & Very Good (2023)



- A total of **110231** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023

Training and Capacity Building

The Sevottam Programme of DARPG revived

Over 500 Modules conducted in 14 states to train 26000 officers

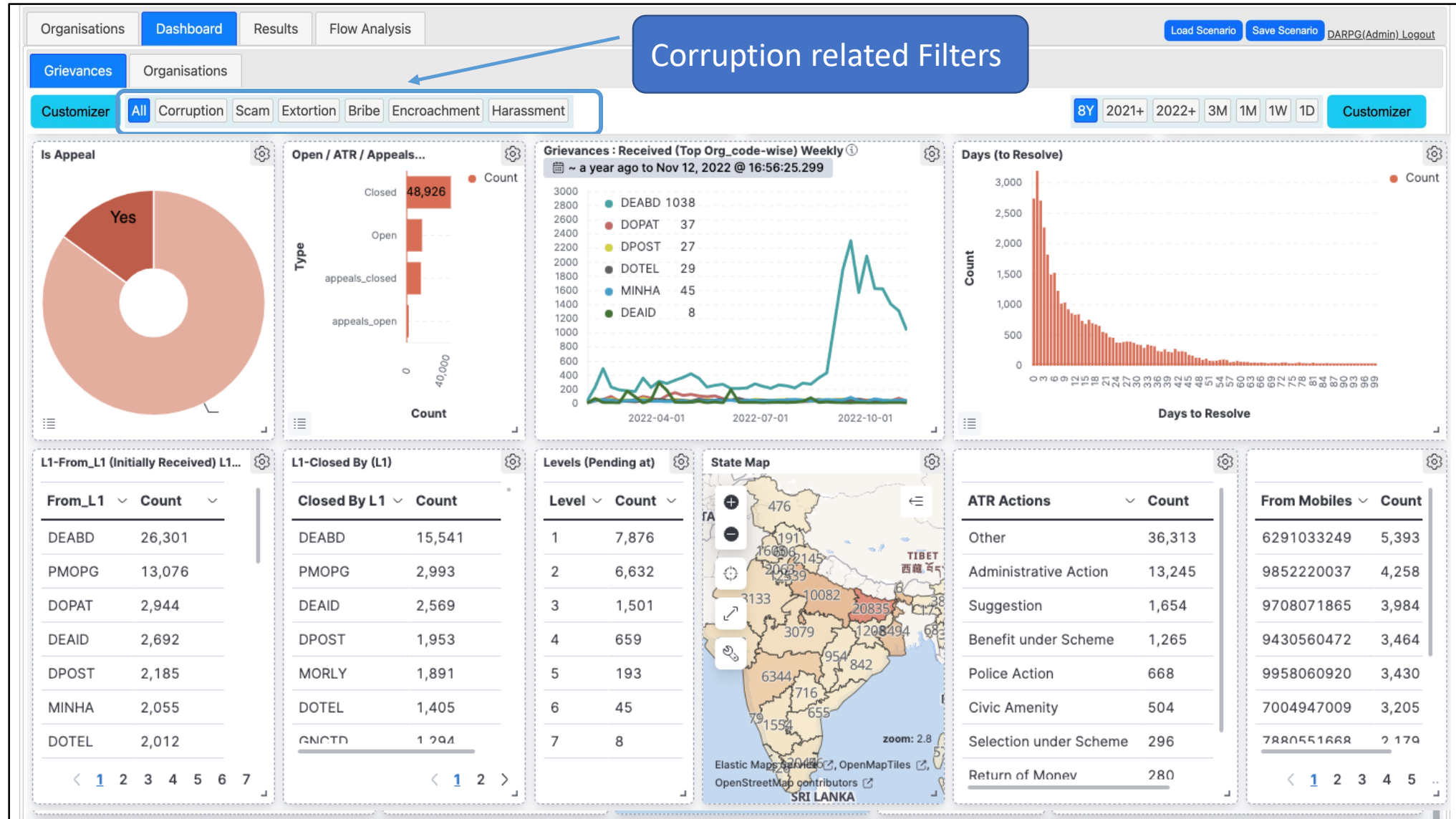
ISTM has undertaken training of 106 Master Trainers

Ministries/Departments to train 36000 Grievance Officers



Training of State/UT officers at HIPA, Gurugram

DSU-Analytical Dashboard



Grievance Redressal Index - Ministries

- The Index has two dimensions:
 - Timely Disposal of Grievances
 - Quality Disposal of Grievances
- Ministries/Departments are categorized into two groups, based on the number of grievances received, to enable a fair comparison
 - Group A: Ministries/Departments receiving higher number of grievances (i.e. ≥ 500)
 - Group B: Ministries/Departments receiving comparatively lesser number of grievances (i.e. < 500)
- **Group A** contains 51 Ministries/Departments while **Group B** contains 38 Ministries/Departments
- Grievance Redressal Index has been developed on the basis these 5 Parameters:

S. No.	Dimension	Name of Parameter	Orientation	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 30 Days to the Total Grievances Received	Positive	20%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	20%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	30%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	20%
5		Percentage of Appeals Filed to the Total Grievances Received	Negative	10%
Total Weightage				100%

Grievance Redressal Assessment and Index - Ministries

Rankings - Group A – August 2023

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#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
1	Department of Agriculture and Farmers Welfare	13226	0.38	0.21	0.14	0.03	0.754	1
2	Ministry of Water Resources, River Development & Ganga Rejuvenation	2067	0.35	0.18	0.15	0.04	0.727	2
3	Staff Selection Commission	519	0.30	0.19	0.14	0.06	0.692	3
4	Ministry of Cooperation	725	0.39	0.09	0.13	0.06	0.668	4
5	Department of Food and Public Distribution	534	0.36	0.10	0.13	0.06	0.650	5

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
33	Ministry of External Affairs	1563	0.23	0.12	0.06	0.04	0.449	33
34	Department of School Education and Literacy	1383	0.21	0.09	0.07	0.05	0.420	34
35	Central Board of Direct Taxes (Income Tax)	5957	0.14	0.14	0.09	0.04	0.417	35
36	Department of Rural Development	1589	0.15	0.09	0.10	0.03	0.366	36
37	Department of Social Justice and Empowerment	923	0.12	0.06	0.07	0.04	0.295	37

Grievance Redressal Assessment and Index - Ministries

Rankings - Group B – August 2023

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#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
1	Ministry of Development of North Eastern Region	18	0.37	0.28	0.15	0.03	0.833	1
2	NITI Aayog	428	0.41	0.17	0.15	0.03	0.757	2
3	Department of Legal Affairs	490	0.40	0.16	0.15	0.04	0.753	3
4	Ministry of Drinking Water and Sanitation	402	0.39	0.15	0.15	0.03	0.721	4
5	Department of Land Resources	396	0.37	0.14	0.14	0.05	0.704	5

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
49	Department of Defence Production	161	0.27	0.02	0.06	0.04	0.381	49
50	Ministry of Minority Affairs	337	0.18	0.09	0.07	0.05	0.377	50
51	Department of Fertilizers	40	0.15	0.11	0.07	0.04	0.373	51
52	Department of Fisheries	33	0.23	0.07	0.03	0.04	0.368	52
53	Ministry of Power	433	0.11	0.06	0.07	0.03	0.270	53

Grievance Redressal Index –States/UTs

❑ To assist the States/UTs to review and streamline their Grievance Redressal System, and have a comparative assessment with other States/UTs, this Grievance Redressal Index has been developed.

❑ The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

❑ The data used in preparing the Index has been taken from 1st January, 2023 to 31st August, 2023

❑ **States/UTs have been categorized into 4 groups to enable a fair comparison:**

Group A - North Eastern States

Group B - Union Territories

Group C - States with number of grievances more than equal to 17500

Group D - States with number of grievances less than 17500

The GRI has been formulated on the basis of the following 4 Parameters

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 30 Days to the Total Grievances Received	Positive	40%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	30%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	20%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	10%
Total Weightage				100%

Grievance Redressal Index – States/UTs

North Eastern States

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Sikkim	192	66.22%	1
2	Government of Assam	36431	62.30%	2
3	Government of Arunachal Pradesh	375	53.66%	3
4	Government of Meghalaya	495	50.40%	4
5	Government of Tripura	1642	50.06%	5
6	Government of Mizoram	595	25.45%	6
7	Government of Nagaland	938	11.36%	7
8	Government of Manipur	3277	11.04%	8

Union Territories

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Lakshadweep	198	69.90%	1
2	Government of Andaman & Nicobar	823	65.13%	2
3	Government of Ladakh	173	59.65%	3
4	Government of NCT of Delhi	22514	50.57%	4
5	Government of Puducherry	1502	45.97%	5
6	Government of Chandigarh	3282	43.92%	6
7	Government of Jammu and Kashmir	9572	40.03%	7
8	Government of Dadra & Nagar Haveli	237	33.12%	8
9	Government of Daman & Diu	449	28.55%	9

Grievance Redressal Index- Staes/UTs

States with grievances ≥ 20000

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Uttar Pradesh	184394	66.53%	1
2	Government of Jharkhand	25647	53.43%	2
3	Government of Rajasthan	24755	47.33%	3
4	Government of Gujarat	50923	45.33%	4
5	Government of Punjab	42499	41.90%	5
6	Government of Madhya Pradesh	33612	41.42%	6
7	Government of Maharashtra	53618	39.66%	7
8	Government of Bihar	36521	31.93%	8
9	Government of Haryana	32232	31.15%	9
10	Government of West Bengal	21702	9.35%	10

States with grievances < 20000

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Telangana	4084	75.15%	1
2	Government of Chhattisgarh	7502	59.02%	2
3	Government of Kerala	5584	56.09%	3
4	Government of Uttarakhand	11372	53.97%	4
5	Government of Tamil Nadu	18277	45.24%	5
6	Government of Goa	1044	31.77%	6
7	Government of Himachal Pradesh	5109	23.54%	7
8	Government of Karnataka	14997	21.07%	8
9	Government of Andhra Pradesh	9353	17.46%	9
10	Government of Odisha	19303	15.23%	10

Recognizing Meritocracy

Scaling up of the Prime Minister's Awards Scheme & Civil Services Day 2006 – 2023

PM AWARDS

- ✓ **2006-2015** - Awards were conferred under three categories, viz., individual, group and organizations
- ✓ **2015** – 1st restructuring - Focus on excellence in implementation of identified Priority Programs - States grouped in 3 categories (i) North Eastern and Hilly States; (ii) Union Territories and (iii) Other States.
- ✓ **2020** – 2nd restructuring - to recognize the performance of District Collectors towards economic development of the District.
- ✓ **2021** – 3rd restructuring - to encourage Constructive Competition, Innovation, Replication and Institutionalization of Best Practices.

CIVIL SERVICES DAY

- ✓ In 2008 - 2013 CSD observed as 1-day event on 21 April
- ✓ 2015 – 2023 CSD observed as 2-days events on 20-21 April
- ✓ In 2023 the CSD witnessed an all time high participation of around 25,000 participants

Prime Minister's Awards For Excellence In Public Administration

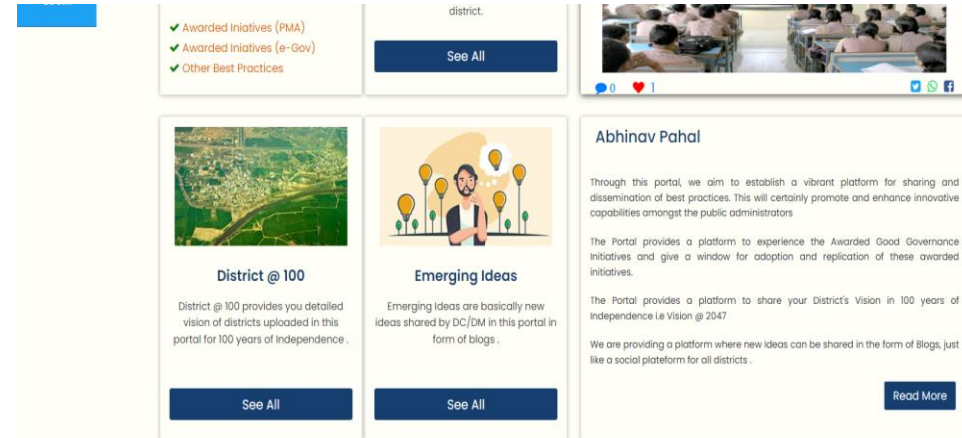
- PM's Awards for Excellence in Public Administration are given to Civil Servants for outstanding performance
- Encourage constructive competition among Districts, States and Central Government Ministries/Departments/ Organizations
- Encourages replication of awarded best practices and innovations in States/UTs.
- For 2022, the categories-
 - Aspirational District Program
 - Samagra Shiksha Abhiyan
 - Har Ghar Jal Yojana
 - Ayushman Bharat- Health and Wellness Centers
 - Innovation Category



PM conferring award at 16th Civil Services Day

Initiatives - For Replication of Best Practices

- Regional Conferences have helped in presenting the best governance practices and have been held at Srinagar, Bengaluru, Itanagar, Mumbai, Bhopal in the last one year
- 18 National Good Governance Webinars conducted
- DARPG has curated a weekly Sansad Television series 'Abhinav Pahel' on PM Award winning initiatives -
- An innovation portal <https://darpg-innovation.nic.in> has been developed for facilitating replication through documentation of the award winning initiatives



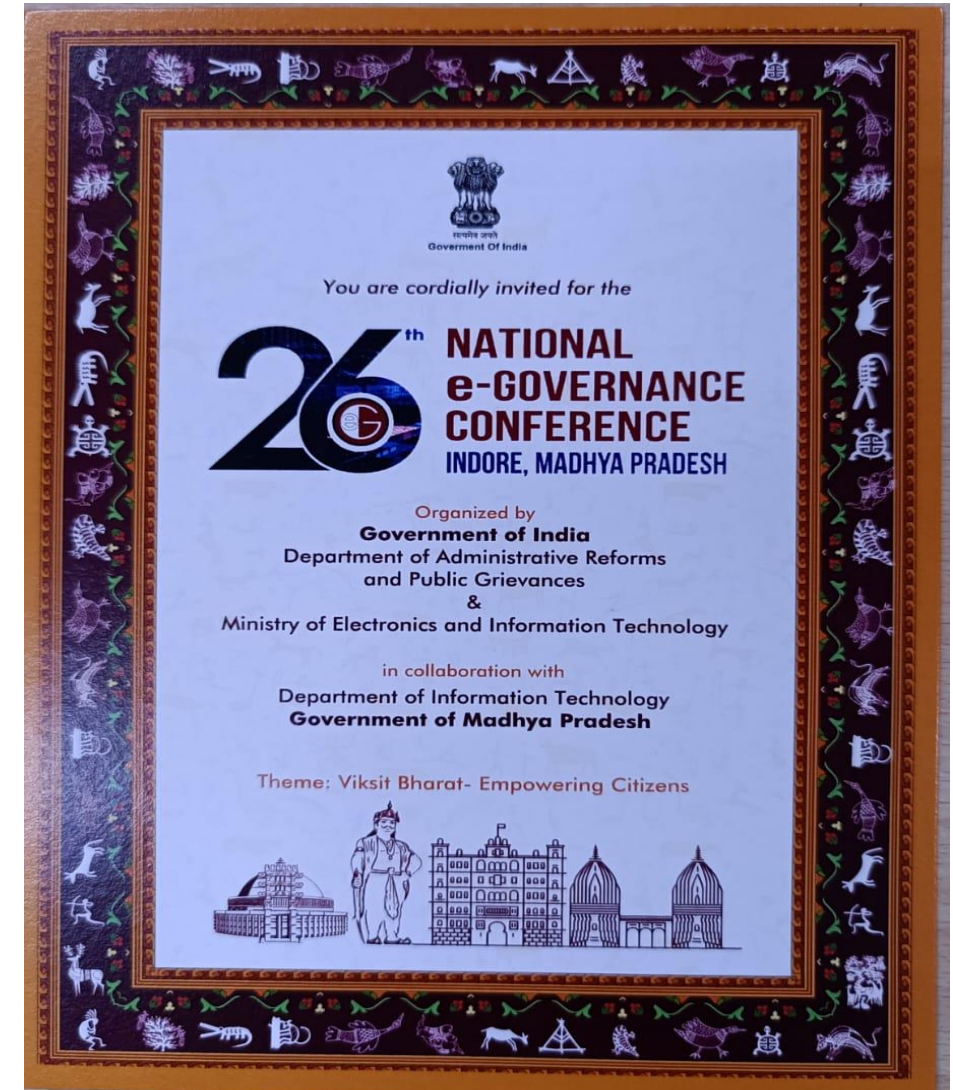
"You are the pioneers in the India Service, and the future of this service will depend much upon the foundation and traditions that will be laid by you, by your character and abilities and by your spirit of service. You can look forward to your future with trust and confidence, and if you serve in the true spirit of service I am sure you will have your best reward. I shall ask you, therefore, to devote yourselves to your studies fully conscious of the responsibilities and opportunities that await you and seek from what you hear instruction with an humble mind. I wish all of godspeed"



e-Governance Awards & Conference



- DARPG organizes National e-Gov Conference every year to discuss & exchange experience of various e gov initiatives and roadmap ahead
- The 26th National Conference on e-Governance held in Indore, Madhya Pradesh on 25th -26th August, 2023
- The theme of the 26th Conference was “Viksit Bharat – Empowering Citizens”
- 16 NAeG 2023 under 5 categories was conferred in the 26th NCeG



Benchmarking Governance

Good Governance Index 2021- Sectors & Indicators

Objectives of GGI

Compare the State of Governance in the States and UTs based on collated quantitative data

Enable States and UTs to formulate & implement suitable strategies for improving Governance

Focus on outcome and output oriented approaches and administration

S No.	Governance Sectors	No. of Indicators
1.	Agriculture and Allied	8
2.	Commerce & Industry	5
3.	Human Resource Development	7
4.	Public Health	6
5.	Public Infrastructure & Utilities	6
6.	Economic Governance	4
7.	Social Welfare & Development	10
8.	Judiciary & Public Safety	5
9.	Environment	4
10.	Citizen Centric Governance	3
	Total	58

District Good Governance Indicators

- India's first DGGI was designed and developed for the UT of Jammu and Kashmir - launched by the Home Minister of India on 22 January 2022
- The DGGI Gujarat was released by Chief Minister, Gujarat at Kevadia on 21st May, 2023.
- The District Good Governance Index of Arunachal Pradesh was released on 8th June 2023

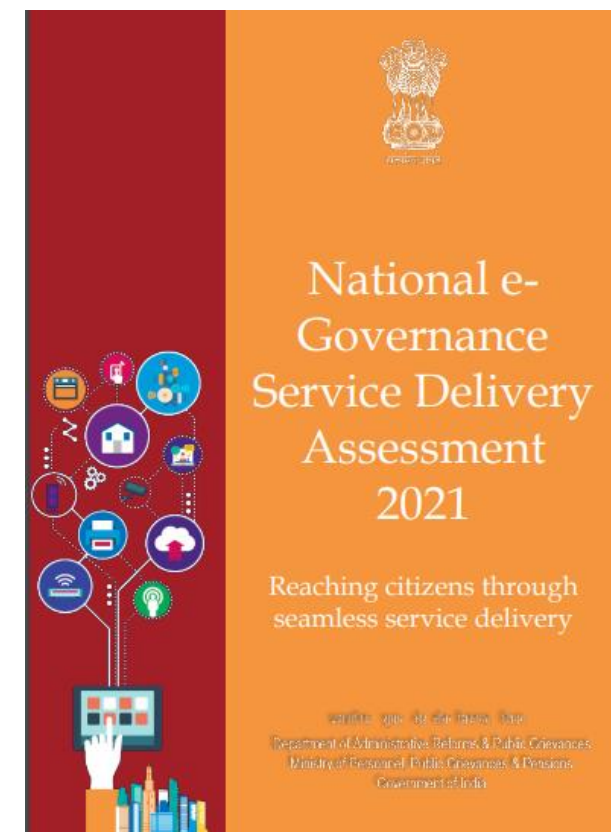
National eService Delivery Assessment 2021

Objective

- To assess States, Union Territories and Central Ministries in their efficiency in e-Governance service delivery.

Key Outcomes of the NeSDA study

- Assess the eGovernance service delivery maturity – comparative analysis amongst States / UTs
- Highlight good practices to learn and replicate
- Identify areas of improvement to enhance efficiency in eGovernance service delivery



NeSDA – Way Forward | Objective

Saturation of e-Services



- Increase in delivery of **total e-Services**
- Provision of all **56 mandatory services**
- **Identification of all G2B and G2C services provided**

Promote faceless and suo-moto entitlement-based delivery of services



- Monitor improvement in the number of services provided facelessly, i.e., without any physical visits, paperwork and human intervention. Provision of e-services to the citizens as per their entitlement, based on their socio-economic status

Rise in use of Unified / Centralized Portals for delivery of e-Services



- **Adoption of integrated service delivery through unified portal** provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust

Identification of bottlenecks and Dissemination of Best Practices



- Recognize the existing knowledge gaps and learn from best practices

Special Campaigns

Achievements of “Prashasan Gaon ki Aur 2022”

Parameter	GGW 2021	GGW 2022	Percentage Increase (%)
Grievances Redressed in CPGRAMS and State Grievance Portal	667963	5400299	708%
Applications disposed under Service Delivery	28969557	31487203	9%
Best Good Governance Practice	265	982	271%
Success Stories of Public Grievances	236	593	151%
Vision Document District@100	-	277	-



Secretariat Reforms



Swachhata Campaign & Reducing Pendency



Increasing Efficiency in Decision Making



E-Office Analytics



Key Highlights

Special Campaign 2.0

Swachhata Campaign



Cleanliness
Campaign Sites
1,01,582

**17 times larger than Special
Campaign 2021**



Space Freed
89.85 lac sq. ft

**7 times larger than Special
Campaign 2021**



Revenue Earned
Rs. 370.83 Cr
**6 times larger than Special
Campaign 2021**

Reduction in Pendency



Public Grievances
Disposed
4,56,411 (96.94%)

Record Management



Files Reviewed
64,92,104

Files Weeded Out
37,27,101 (99.6%)



E-Files Closed
1,11,687

Special Campaign 3.0- Saturation Approach for all Field Offices

1. Identify Pendency:

- MP's References; Parliamentary Assurances;
- PMO IDs; IMC References; State Govt References
- PG Cases; PG Appeals, Easing of Rules/ Processes

2. Records Management Practices

- Files to be reviewed –
 - A Category files for Transfer to NAI;
 - B category files to Record Rooms;
 - C category files for weeding as per RRS
- Record Rooms to be visited
- Capacity Building of Record Officers
- E-Files for closure

Special Campaign 3.0 Targets

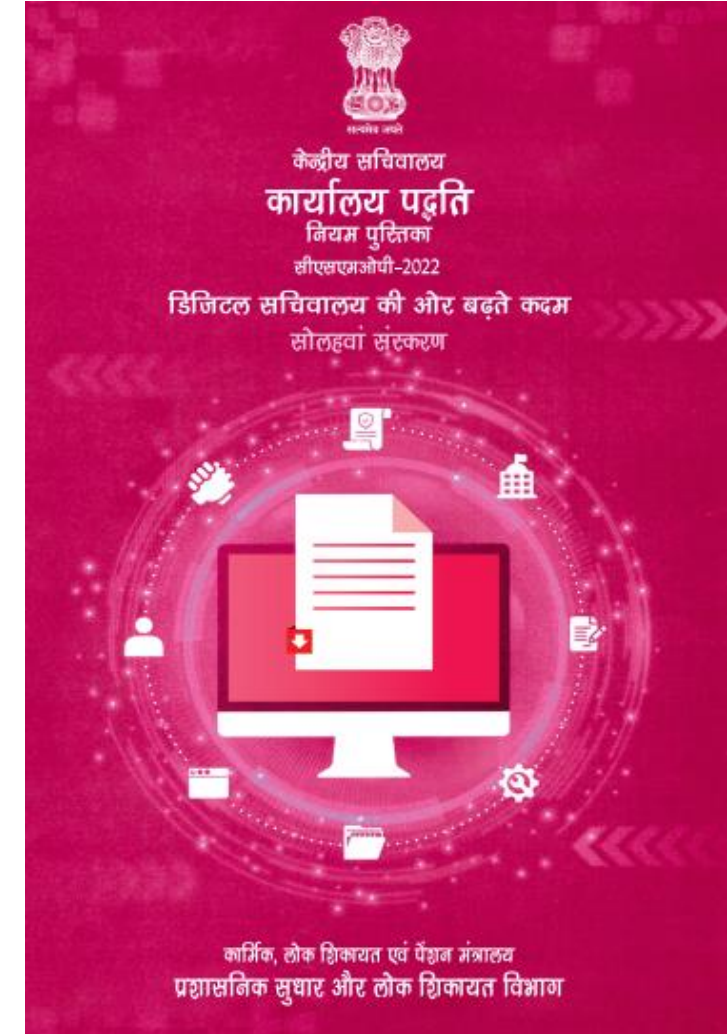
- Setting Targets: what can be achieved

	SPECIAL CAMPAIGN 2.0	SPECIAL CAMPAIGN 3.0 Tentative Targets
CLEANLINESS CAMPAIGN SITES	1.01 lakh	1.50 Lakh
SPACE FREED	89.95 lakh Sq Ft.	100 Lakh Sq ft
REVENUE EARNED FROM SCRAP DISPOSAL	371.88 cr.	Rs. 400 cr

Increasing Efficiency in Decision Making (IEDM)



4- Ds of IEDM



16th edition of Central Secretarial Manual of Office Procedures (Bilingual)

Technology in Governance

E- Office

Work from AnyWhere Portal

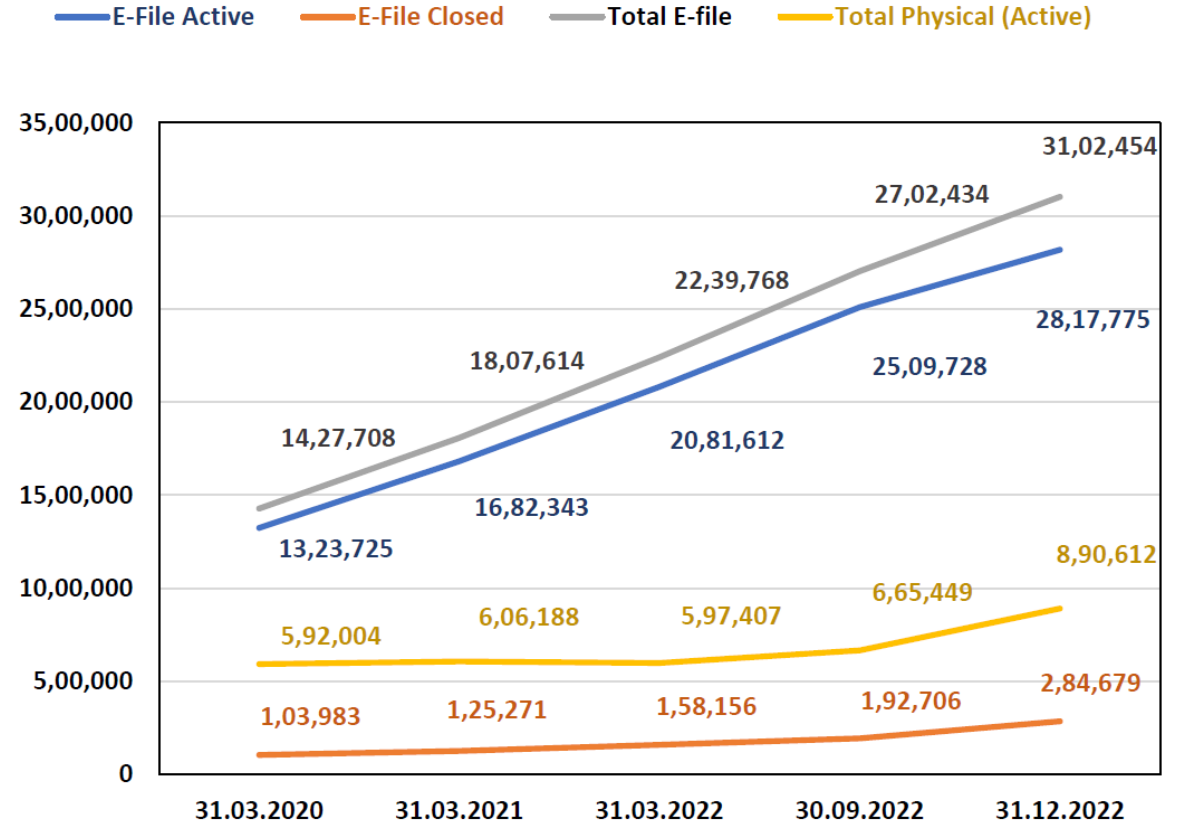
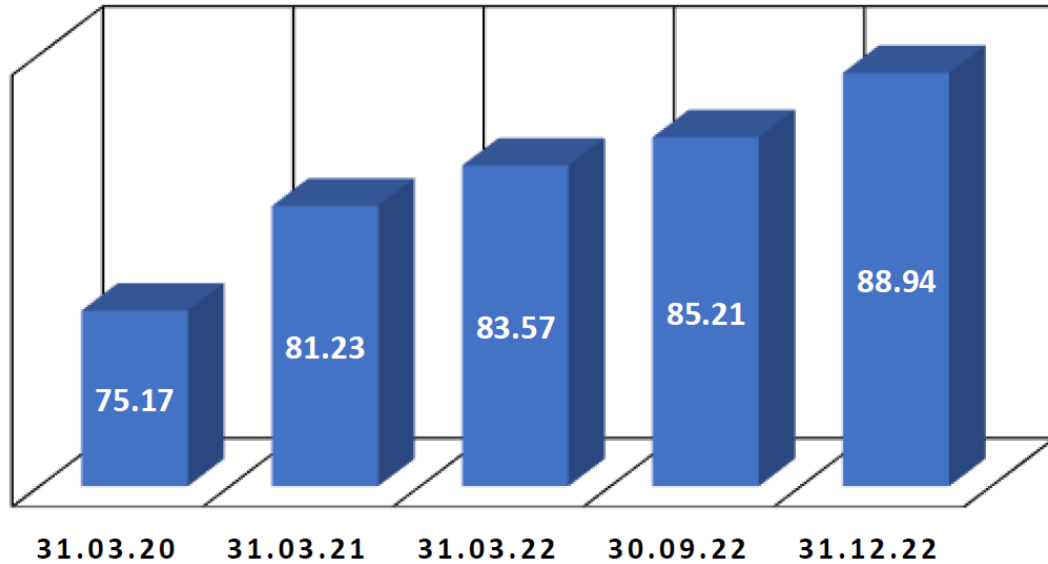


The screenshot displays the eOffice 7.0 interface. At the top, there's a header with the Government of India emblem, the 'WA work from anywhere' logo, and the National Informatics Centre (NIC) logo. Below the header, a navigation bar includes a 'Set Status' dropdown with options like Busy, MEETING, TEA BREAK, LUNCH BREAK, OTHERS, and a TIMELINE view. The main workspace is divided into several panels: a left sidebar with navigation links (Home, Calendar, Mail, eOffice Services, Tasks, To do list, Notes, Departmental Apps), a central area with a 'Calendar' view for Thursday, 22nd October 2020, showing events like 'eOffice work distribution', 'Discussion on renewal of eOffice and SPARROW', and 'WAW video progress update'; an 'eFile' section with tabs for 'eFile' and 'Receipts'; a 'Media Gallery' showing a video of a meeting; and a 'Notice Board' with security advisories. On the right, a 'Team' list shows members like Sanjita Kapur, Kamal, Saroja Kumar Patro, Mohit Gupta, and Raj, along with a 'Connect' section for Directory, VC Room, Quick Connect, and Events.

Total number of Ministries/Departments on e-office 7.0 – **72**
Remaining Ministries/Departments to migrate to e-office 7.0 by February 2023- **3**

E-File adoption in Central Secretariat

E- File Adoption % In Central Government



100 % Digitised: DoSJE, DSIR, MoWCD, DBT, DDWS, Coal, MDONER, MPA, MoES and MoPR

Actions resulting in New Paradigms of Governance

- PM Awards 2019, 2020 and 2021 for Excellence in Public Administration conferred
- CPGRAMS- 10 Step Reform process
- SUSHASAN SAPTAH 2022 from 19-25 December, 2022
- Special Campaign 3.0 from October 2-31 2023
- Secretariat Reforms:
 - *Central Secretariat Manual of Office Procedure 2022 released (Bilingual)*
 - *E-Office 7.0*
- Benchmarking Governance:
 - *GGI 2021 released*
 - *DGGI for J&K, Gujarat & Arunachal Pradesh released*
 - *NeSDA 2021 released*
- National e-Gov Awards for 2021,2022 & 2023 conferred National e-Governance Conferences at Hyderabad, Katra and Indore held
- Five Regional Conferences at Mumbai, Itanagar, Bengaluru, Srinagar and Bhopal held
- 18 National Good Governance Webinars conducted
- Publications and Dissemination with Monthly Reports on CPGRAMS and Secretariat Reforms

Vision India@2047 - Governance

MESSAGE OF THE HON'BLE PRIME MINISTER

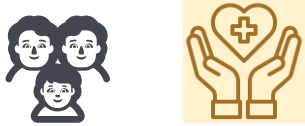
"I urge the civil servants to reach to the last mile citizen and empower them by continuously working towards a perfect and seamless mechanism. We should be committed to three goals: Make a difference in the lives of ordinary people in the country; Develop our schemes and governance models keeping the global context in mind; Wherever we are in the system, our primary responsibility is to maintain the country's unity and integrity

*We should be there to handhold at every stage in the common man's journey of **Sapna to Sankalp to Siddhi**. '**Nation First, Always First**' should always inform our decisions.*

*India will have global footprints in all spheres of life, and for that our **Vision 2047** should also be global."*



Scenario of 2047



**Population 164 Crore, Life
Expectancy 77 years**

(Source: UN)



**GDP: Rs. 3,565 lakh crore
Per Capita Income: Rs. 21.9
lakhs**

Exports: Rs. 856 lakh crore

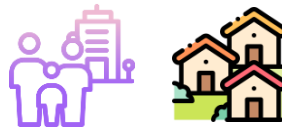
(Source: SGoS-6 estimates)



**Universal Literacy, Zero
Poverty, No Hunger**



**Pucca Houses for all,
100% access to piped
water supply**



**over one billion working
population, 60% of the
population living in cities**



**Universal Access to
Digital Technologies**

Panch Pran of Amrit Kaal



Panch Pran of Amrit Kaal

First Pran - Goal of Developed India

Second Pran - Remove any trace of colonial mindset

Third Pran - Take pride in our roots

Fourth Pran - Unity

Fifth Pran - Sense of duty among the citizens

PM Modi at 76th Independence Day Celebrations

Guiding Principles for Governance

- **India-specific development approach: AatmaNirbhar Bharat, Ease of Living**
- **Equity, inclusiveness and public participation: Development as a *Jan Andolan***
- **Technological leadership**
- **Whole-of-the-country approach: Enabling the **private** and non-government sectors**
- **Whole of the Government approach: Cooperative Competitive Federalism**
- **Reforms as a continuous process**

Key Recommendations

Digital Transformation of Governance

GOVERNANCE@2047

**One Voter List, One
Election, One Voter
Card**

**Specialization in Civil
Services**

**Personalised Communication
with use of Technology**

**National Commission for
Judicial Reforms**

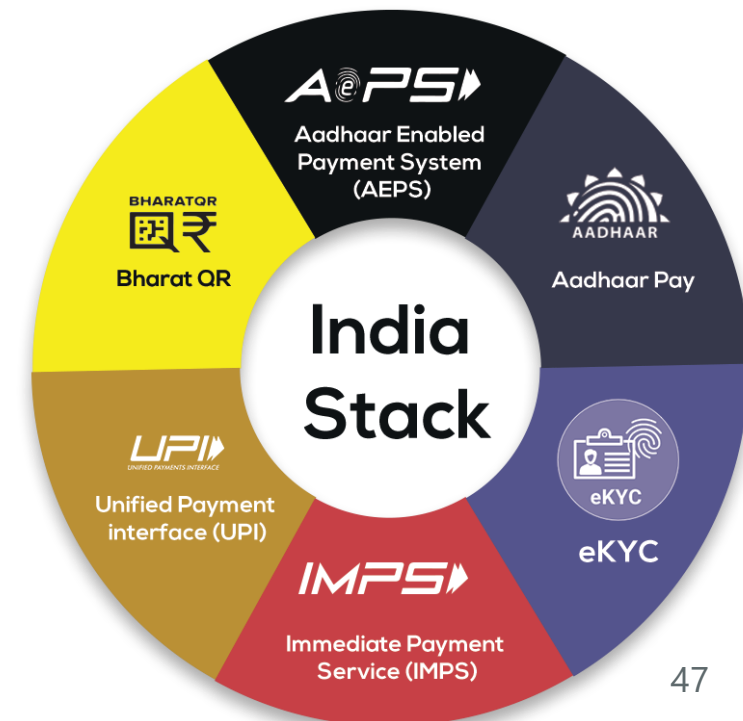
DARPG has a structured Roadmap in place to consistently perform towards the vision



Item	Targeted Outcomes	Status of Implementation/ Continuation
Focus on Young Civil Servants – Expand the ambit of the Initiative	<ol style="list-style-type: none"> 1. Interface between technology, academia, startups Learn from and incorporate global best practices Adoption of modern management techniques and increased appetite for risk taking 4. Regular brainstorming sessions of young civil servants with academics and start-ups 5. Regular review of thematic sectors of the DARPG-IIT Madras collaboration 6. Expand the initiative to other IIT's / IIM's 7. Connect Line Ministries/ Departments for fostering greater degree of specialization 	Ten thematic areas for young officers Energy & Net Zero, Education, Healthcare, Water, Infrastructure, Transport, Urbanization, Fintech, Rural Development & Agriculture, Information Security, Defence

Taking Forward the Aadhar Revolution

- **Unique ID (Aadhaar) as single identifier across all datasets for citizens and legal migrants**
- **Strengthening UMANG to cover all Central and State public services at a single portal (eg. UK's One stop App)**
- **Next Gen Data Stacks as public digital infrastructure:**
 - UPI already implemented
 - National Health Stack and Open Network for Digital Commerce being developed
 - Education-Skills-Employment Stack
 - National Agriculture Stack: Linking farmers with consumers



Technology & Innovation - Symposium at the IIT Madras Research Park

- Development of **deep-technology** Products
 - Industry-Academia partnership with a focus on commercialisation
 - Requires long term engagement
- Development of **Software Applications**
- Development of **Software Products**
 - Is tough and requires long-term collaboration: model similar to deep-tech R&D
 - Most Software companies which have excelled in India have focus on services, not on product development (Zoho and Freshworks buck the trend)

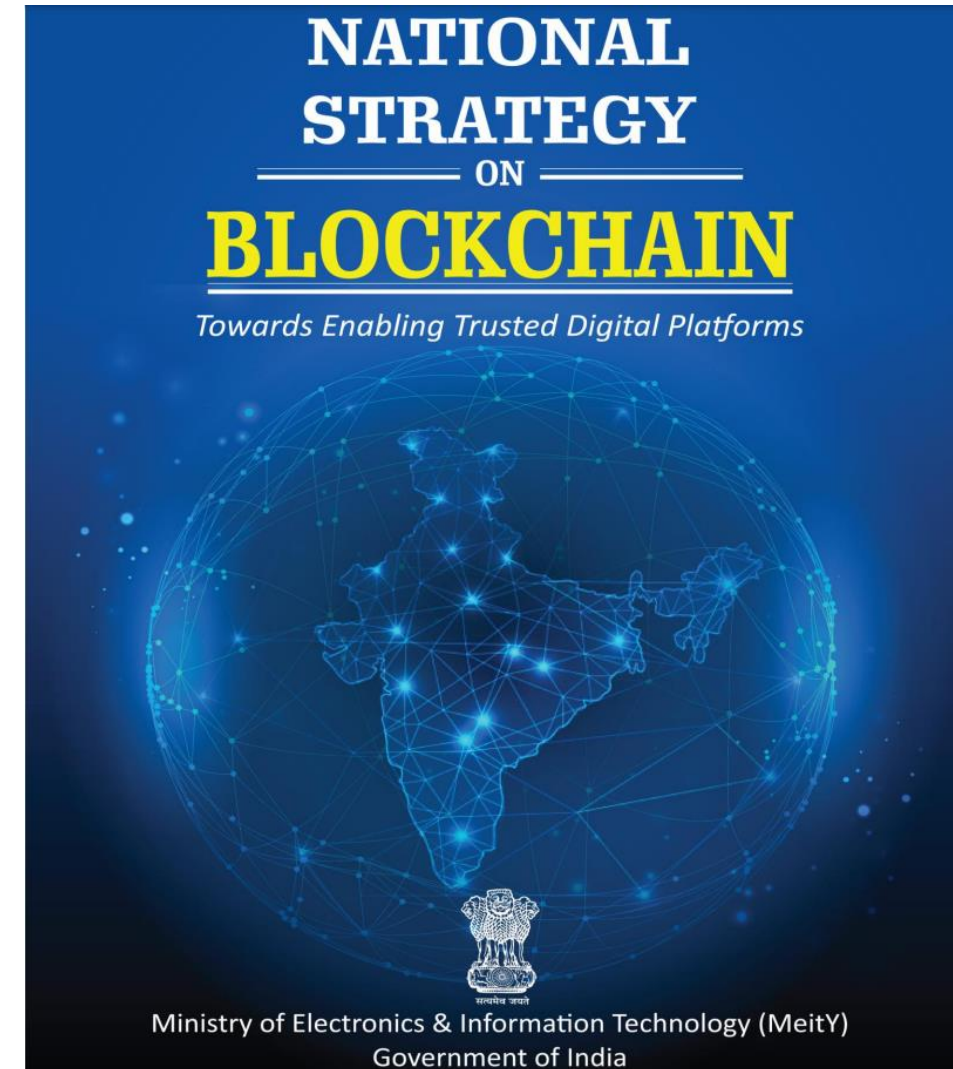


Digital Governance - Symposium at the IIT Madras Research Park

- **Single citizen card:** A single ID with all databases linked at the backend
 - An identity commission to oversee citizen card: multiple modes of authentication
 - Minimise misuse, enhance transparency; easy 2-factor authentication
- All processes to be digital with **digital access from anywhere** (including land registration, driver's license, pensions)
 - All payments linked to all bank accounts of a citizen
 - Creative solutions for citizens with no digital access
 - ML and AI tools to enhance experience and security
- Auto-approved requests → tend towards a 99%+ by 2047: Metrics for service-evaluation

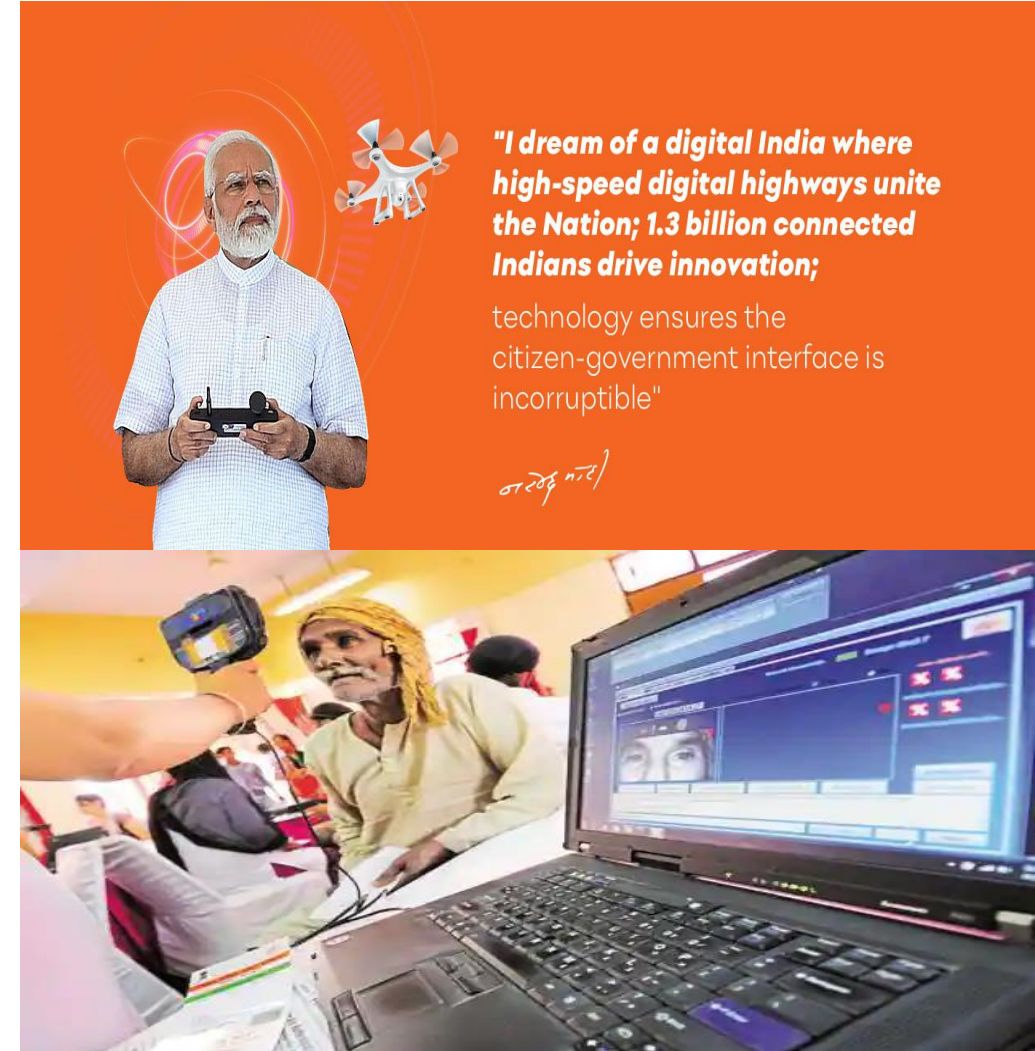
Adoption of Blockchain Solutions in Public Sector

- **Blockchain system** for maintenance of records, verifications, & smart contracts
 - **Land record management:** Andhra Pradesh, Telangana have started pilots
 - **Public procurement** through smart contracts
 - **Central Bank Digital Currency:** RBI is engaged in introduction of CBDC
 - **Court records management**



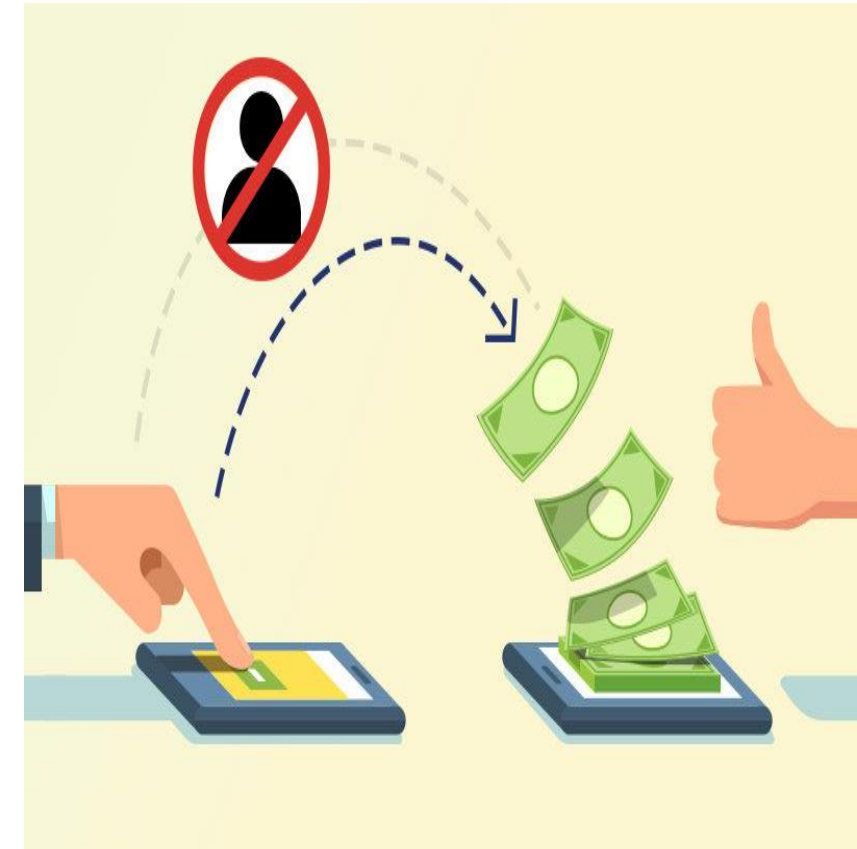
Tech-Driven Public Service Delivery at Last Mile

- **Inclusionary technology** e.g. facial scanners, accessible platforms/applications
- **Voice driven** applications and interface
- **Universal Access to High Speed Internet**
- **Digital delivery** of all certificates and Government documents



Other Key Aspects

- **Rationalizing the role of Government: Private Sector led-Government Regulated**
 - Private sector to provide quality services (eg. health and education)
- **Choice based approach: Citizen having options to choose** (eg. DBT or school vouchers may provide beneficiaries choice & promote competition among schools)
- **Direct income support** in place of multiple direct and indirect subsidies



Thank you