

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

27th National Conference on e-Governance
Viksit Bharat: Secure and Sustainable e-Service Delivery
(3rd – 4th September, 2024)

Address of V.Srinivas, Secretary, DARPG at the inaugural session dated 3.9.2024

Hon'ble Chief Minister of Government of Maharashtra Shri Eknath Shinde,
Chief Secretary to the Government of Maharashtra, Smt. Sujata Saunik,
Secretary, Ministry of Electronics and Information Technology Shri S. Krishnan,
Additional Secretary DARPG Shri Puneet Yadav,
Principal Secretary, IT, Government of Maharashtra, Shri Parag Jain Nainutia,
Distinguished Delegates

On behalf of the Department of Administrative Reforms and Public Grievances, I extend a warm and hearty welcome to the Hon'ble Chief Minister of Maharashtra Shri Eknath Shinde, to the 27th edition of the National Conference on e-Governance on the theme Viksit Bharat: Secure and Sustainable e-Service Delivery. I would also like to extend a warm welcome to the Chief Secretary to the Government of Maharashtra, Smt. Sujata Saunik, Secretary Ministry of Electronics and Information Technology Shri S.Krishnan and the Principal Secretary of the General Administration (Information Technology), Shri Parag Jain Nainutia to the inaugural session of the 27th NeGC.

The Hon'ble Prime Minister has in his 2021 Independence Day address said "In this decade of Amrit Kaal, we will give priority to Next Generation Reforms. We will ensure that all facilities like service delivery should reach citizens up to the last mile; it should reach the last person seamlessly, without hesitation or any kind of difficulty. For the overall development of the country, unnecessary interference by the government and the government processes in the lives of the people has to be ended"

The Prime Minister in his historic 3rd term in Government has laid down an ambitious and result oriented agenda for Good Governance which envisages each Ministry and Department to formulate initiatives and ideas for implementation as part of 'Panch Pran' (five resolutions) announced in the independence-day address of Prime Minister on 15 August 2022. Each Ministry and Department shall seek to effect qualitative improvements in their grievance redressal systems to make them more sensitive, accessible and meaningful. Whole of Government approach to be adopted in formulating and implementing policies and schemes and concerted steps to be taken for India to become the 3rd largest economy in the shortest possible time. Ease of Living for citizens is a high priority for Government and sustained efforts to be made for reducing the compliance burden and decriminalizing minor offences. A comprehensive exercise to be undertaken to simplify rules and regulations and processes to

ensure these are consistent with the spirit of laws and policies. Suitable incentives for encouraging officers to take full advantage of the capacity building courses and modules available on iGOT Karmayogi portal. Metrics to be developed to foster a competitive spirit amongst States and Districts in order to encourage them to adopt reforms in different areas of governance, particularly in respect of statutory clearances and approvals. Development of comprehensive action plans for implementing the concept of women-led development.

This vision of Next Generation administrative reforms of the Prime Minister has been diligently translated into reality by Department of Administrative Reforms and Public Grievances. Secretariat Reforms, Special Campaigns, Benchmarking of Governance and Services, Redressal of Public Grievances & Improving Service Delivery, recognizing meritocracy and replication of good governance practices formed the core of India's good governance model. Technology adoption in the Central Secretariat also gained significant momentum with ASO's/ SO's/ Under Secretaries undergoing reskilling in Emerging Technologies using i-GOT Mission Karmayogi. The Digital March of the Central Secretariat has had significant spill over effects to Attached/ Subordinate/ Autonomous bodies, all of whom adopted e-Governance practices. State Secretariats adopted e-Office and 16500 services were operationalized as e-Services. Strong Digital Platforms formed the bulwark of the Digital Public Infrastructure push of India in the G20 deliberations as a global public good. CPGRAMS has been recognized as a state-of-the-art grievance redressal system for replication in 56 countries of the Commonwealth.

India's governance model in the years 2019-2024, has undergone radical reforms. e-Governance has simplified a citizen's interface with Government, brought government and citizens closer and enabled benchmarking of service quality. The Central government's e-governance models have benefitted in bringing transparency and openness to government processes. The widespread adoption of e-Office ver 7.0 has created paperless offices in all Ministries/ Departments in the Central Secretariat 93 percent files being handled as e-files and 94 percent receipts being handled as e-receipts. In 2023, CPGRAMS helped redress 21 lac Public Grievances and in 2024 till August 19 lac Public Grievances were redressed. The organizational reforms coupled with significant reforms in Personnel Administration like Mission Karmayogi, Lateral Recruitment, timely promotion policies, regional conferences for replication of good governance practices, recognizing excellence in public administration by scaling up the scheme for PM's Awards for Excellence in Public Administration represent the new paradigm in India's governance model. New India's strong institutions are best symbolized by adoption of e-governance practices. The best manifestation of "Maximum Governance – Minimum Government" policy is a "Digitally Empowered Citizen" and a "Digitally Transformed Institution".

The 27th National e-Governance Conference has 6 Plenary Sessions and 6 Breakout sessions. The sessions will revolve around the sub-themes of Digital Platforms and Digital Public Infrastructure (DPI) for Viksit Bharat, Shaping Service Delivery for Tomorrow, Data Governance: Privacy and Security in the Digital Age, Use of AI in Governance, Creating Sustainability with e-Governance, Cyber-Security and Emergency Response Readiness. The Conference will seek to draw up an implementation roadmap on the role of technology in making governance reach the poorest of the poor, the marginalized and women living in the hinterland. The vision of India's techade can be realized only through a vigorous and all-pervasive digital governance push. For this Closer synergy

amongst researchers, academia, industry and start-ups in the field of e-Governance is necessary. The 27th NeGC addresses this critical policy area. Open Digital Platforms are tremendous force multipliers, and critical for providing affordable, inter-operable technology to India's citizens.

To conclude, I once again extend a warm and hearty welcome to Hon'ble Chief Minister of Maharashtra, the Chief Secretary Maharashtra, the Secretary MeITY and all the distinguished delegates to the event. I would like to thank the Hon'ble Chief Minister and the Chief Secretary Maharashtra for their gracious hospitality extended to all officials. I wish the conference deliberations all success.

Jai Hind.
