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सत्यमेव जयते

PRIME MINISTER'S AWARDS

EMPOWERING CITIZENS - LEVERAGING PUBLIC DIGITAL PLATFORMS

TABLE OF CONTENTS

COMPOSITION OF THE SESSION

Plenary Session	Empowering Citizens - Leveraging Public Digital Platforms
Chair	**Shri Ashwini Vaishnaw** Minister of Electronics and Information Technology
Panelists	**Shri Alkesh Kumar Sharma** Secretary Ministry of Electronics & Information Technology Government of India **Shri K. Rajaraman** Secretary Department of Telecommunications Government of India **Shri Parag Jain** Principal Secretary Department of Information Technology Government of Maharashtra **Ms. Debjani Ghosh** President, NASSCOM
Rapporteur	**Shri Abhishek Singh** President & CEO National e-Governance Division Minister of Electronics and Information Technology Government of India

INTRODUCTION

Public Digital Platforms (PDPs) refer to a set of digital solutions which are interoperable, driven by open standards/specifications, enable access to public and private services at population scale and are governed by enabling rules to drive innovation, inclusion, and competition. It fundamentally differs from project-based approach with respect to scope, scale, skills, and impact. Public Digital Platforms focus on making use of building blocks, establishing, and sustaining ecosystem rather than serving limited set of individuals and/or entities. Each of the building blocks delivers one or more than one services to ecosystem and collectively, creates mega impact. Public Digital Platforms unifies existing digital initiatives and has modular provisions for upcoming & new innovative and/or value-added services.

The major objectives of Public Digital Platforms are as follows:

- To strengthen digital ecosystem and take technology led development to all.
- To ensure further ease of living and ease of doing business
- To enable digital services to citizens in universal, personalized, and affordable manner
- To provide level playing competition among service providers for quality services

In the last 8 years, under the guidance and leadership of the Hon'ble Prime Minister, India has implemented several digital transformational projects and some of these include Aadhaar (Digital Identity), Unified Payment Interface (Digital Payment), Digilocker (Paperless Governance), UMANG (Mobile Governance), API Setu (Data Exchange), CoWin Vaccination Platform, Government e-Market Place (Public Procurement), DIKSHA (Digital Education), Ayushman Bharat Digital Health Mission (Digital Healthcare), etc. These digital public platforms are scalable and conform to open standard, open architecture, privacy by design, and security by design.

BRIEF DETAILS ON PUBLIC DIGITAL PLATFORMS

Aadhaar

Brief	• World's largest Digital Identity programme • Provides presence-less foundational identity layer to India Stack • On top of this, various layers and user-cases get built
Objectives	• Building an ID for everyone • Building on the systems strengthening service delivery • Promoting innovation, building ecosystem & creating new solutions
Benefits and Impact	• Provides identity to 1.36 billion residents and facilitated 89 billion e-authentications. • Saving to government exchequer: USD 30 Billion (as on 28 Feb, 2023)

Unified Payment Interface (UPI)

Brief	• India's leading digital payment platform • UPI is an open and interoperable digital payment platform that integrates multiple bank accounts into a single mobile application • Provides cash-less layer to India Stack
Objectives	• Financial Inclusion and Cash Displacement • Sovereign Solution and Multiplier of Economic activity • Enables Open Banking theme – Drives Innovation and Fintech Incubation
Benefits and Impact	• Simple and user-friendly onboarding of users and on-click secure payment from any bank account • Facilitates monthly digital payment transactions of 8 billion by volume and USD 158 Billion by value

DigiLocker

Brief	• Leading paperless initiative that provides private locker to every citizen in Government of India's cloud • DigiLocker is a platform for issuance and verification of documents & certificates digitally • Scope being enhanced for Entity DigiLocker
Objectives	• Ensures authenticity of documents and eliminates usage of fake documents • Provides consent based and secure access to various lifelong documents • Anytime, anywhere access to their documents by the individuals.
Benefits and Impact	• **Secure and Private**: Accessed by user consent, no unverified usage of records, secured platform • **Anytime, anywhere usage**: Shareable and accessible on the move using desktop or mobile • **Environment friendly:** Paperless process reducing cost to the environment • Facilitating 152 Million users and providing 5.6 Billion issued documents

E-Sanjeevani

Brief	• Cloud-based real-time population scale telemedicine platform • Enables Video-Audio consultations between Doctor-Patient • Implemented in Hub & Spoke architecture
Objectives	• To enable access of quality health services for populace in rural areas • To reduce out of pocket expense (on health services) for patients • To bridge rural-urban digital health divide
Benefits and Impact	• Ushered a digital health revolution in the country • People can avail healthcare from anywhere anytime basis • e-Prescriptions generated by e-Sanjeevani are free from medical errors • Served over 92 million patients • Established 15,465 Hubs & Operationalised in 112,987 Health & Wellness Centers as Spokes

DIKSHA

Brief	• World's largest, most diverse school education platform • DIGITAL INFRASTRUCTURE FOR KNOWLEDGE SHARING (DIKSHA) offers engaging learning material, relevant to the prescribed school curriculum, to teachers, students, and parents • DIKSHA is built on free open-source platform "SUNBIRD", 'Made in India', and 'Made for the World'.
Objectives	• Enables curation of resources for chapters & topics in textbooks to digitally enable students & teachers • Enhance higher order competencies of learners and connect learning with real life solutions
Benefits and Impact	• Ease of access to relevant digital content across the nation and enable continuity of learning • Enabling learning in 9,589 courses • 167 Million Enrollments & 137 Million Course Completions

UMANG

Brief	• A single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies • Making available services in multiple Indian regional languages
Objectives	• Empowers citizens, using m-power (mobile power) • Get citizens rid of the need to download myriad of apps - relief from fake apps menace
Benefits and Impact	• Integrated government systems and services onto a single unified mobile app • 1690 services from 320 departments of Central and 33 State/UT Governments • Facilitated 51 Million registered users & 3.45 Billion Transactions

API Setu

Brief	• An API platform to enable swift, transparent, safe, and reliable information sharing across applications and to promote innovation by linking systems and data • It promotes data and API driven culture
Objectives	• To facilitate implementation of Open API Policy • To enable seamless service delivery making government systems interoperable • To promote 'API first' approach, enabling an ecosystem of value-added services and related cost savings
Benefits and Impact	• Creating an ecosystem of APIs and drive digital transformational journey of stakeholders • 2640+ APIs are made available • 1500+Organisations are onboarded

MyGov

Brief	• A platform for citizen engagement • It promotes participatory governance • MyGov State Instance - Arunachal Pradesh, Assam, Chhattisgarh, Dadra and Nagar Haveli and Daman and Diu, Goa, Gujarat, Haryana, Jammu And Kashmir, Karnataka, Madhya Pradesh, Maharashtra, Manipur, Mizoram, Tripura, Jharkhand, Nagaland, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Rajasthan, Tamil Nadu
Objectives	• To engage with citizens for awareness and communication on government schemes, services, and initiatives • To crowdsource the ideas, design, and development for improve existing initiatives and for new initiatives. • To reach out to citizens through multiple modes viz. web, mobile, assisted mode and through global & domestic popular social media channels
Benefits and Impact	• 3 Crore MyGov Saathis • 13.8 lakh Tasks Submissions; 54.14 lakh Comments in Discussions • Anchoring hackathons and facilitating start-ups – Faceless Tax Assessment being done through DIVYA HD Video Solution, a start-up product chosen and supported through App Innovation Challenge

MyScheme

Brief	• Eligibility based service discovery platform • Enabling citizens to discover profile-based government services
Objectives	• To make available all government services along with eligibility criteria at a place • To enable service delivery in personalized manner
Benefits and Impact	• 200+ Services are onboarded • 13 States/UTs namely Andhra Pradesh, Delhi, Gujarat, Haryana, Jammu & Kashmir, Karnataka, Manipur, Meghalaya, Odisha, Tamil Nadu, Telangana, Tripura, West Bengal on-boarded

Meri Pehchaan

Brief	• National Single Sign-On Platform • One Citizen login for accessing multiple public services from various departments • It provides Single-Sign-On (SSO) along with Password, OTP, Digital Certificate and Biometric (fingerprint/iris) as configurable authentication factors
Objectives	• To provide access to multiple online applications or services through single set of credentials • To eliminates the need to repeatedly prove their identities to different applications and hold different credentials for each application • To save time, efforts, and cost to build the authentication systems for every service independently
Benefits and Impact	• 5700+ Services on-boarded • More than 12 Crore transactions

BharatNet

Brief	• World's Largest Rural Broadband Programme • Optical Fibre based high speed connectivity across Gram Panchayats
Objectives	• To provide broadband connectivity to all 2.5 lakh Gram Panchayats across India
Benefits and Impact	• OFC laid across 6.14 lakh Km • 1.9 lakh GPs to which OFC Connected & Equipment Installed • Monthly data consumption (Wi-Fi & FTTH): 25800+ TB

2023-24 BUDGET ANNOUNCEMENTS

The 2023-24 budget announcements emphasized on the *Amrit Kaal and Jan Bhagidari* through *Sabka Saath Sabka Prayas* and inclusion of technology-driven and knowledge-based economy with strong public finances, and a robust financial sector. The efficient implementation of many schemes, with universalisation of targeted benefits, has resulted in inclusive development. Some of the schemes are:

- 11.7 crore household toilets under Swachh Bharat Mission,

- 9.6 crore LPG connections under Ujjawala,

- 220 crore Covid vaccination of 102 crore persons,

- 47.8 crore PM Jan Dhan bank accounts,

- Insurance cover for 44.6 crore persons under PM Suraksha Bima and PM Jeevan Jyoti Yojana, and

- Cash transfer of 2.2 lakh crore to over 11.4 crore farmers under PM Kisan Samman Nidhi.

The announcements acknowledged that India's rising global profile is because of several accomplishments: unique world class digital public infrastructure, e.g., Aadhaar, Co-Win and UPI; Covid vaccination drive in unparalleled scale and speed; proactive role in frontier areas such as achieving the climate related goals, and mission Lifestyle for Environment (LiFE).

The Budget adopts the seven priorities (viz. Inclusive Development, Reaching the Last Mile, Infrastructure and Investment, Unleashing the Potential, Green Growth, Youth Power and Financial Sector), which complement each other and act as the 'Saptarishi' guiding us through the Amrit Kaal.

The major digital initiatives covered in the budget announcements are as follows:

I. **Ease of Living**
   - Mission Karmayogi - continuous learning for lakhs of government employees for improving public service delivery
   - One stop solution for identity and address updating using Aadhaar and DigiLocker
   - Make AI in India and Make AI work for India - 3 Centres of Excellence for Artificial Intelligence (viz. agriculture, health, and sustainable cities)
   - 100 labs for developing applications using 5G services to be set up
   - For more Fintech innovative services, the scope of documents available in DigiLocker to be enhanced
   - E-Courts Phase-III to be launched with an outlay of Rs 7,000 crore
   - Unified Skill India Digital platform

- Digital Public Infrastructure for Agriculture

- National Digital Library for Children and Adolescents

- Aspirational Districts and Blocks Programme - Covering 500 blocks for saturation of essential government services

- Bharat Shared Repository of Inscriptions (Bharat SHRI)

- Pradhan Mantri Kaushal Vikas Yojana 4.0 to be launched to skill lakhs of youth within the next 3 years

- Digital Payments - Fiscal support for the digital public infrastructure to continue in 2023-24

II. Ease of Doing Business

- Trust based governance - 39,000+ compliances reduced

- Entity DigiLocker to be set up for use by MSMEs, large business and charitable trusts

- National Data Governance Policy – for innovation and research by start-ups and academia

- Simplification of Know Your Customer (KYC) process

- Permanent Account Number (PAN) - Common Business Identifier

- Unified Filing Process

- Vivad se Vishwas I – Relief for MSMEs

- Vivad se Vishwas II – Settling Contractual Disputes

- Encourage indigenous production of Lab Grown Diamonds

- Credit Guarantee for MSMEs - infusion of Rs 9,000 crore in the corpus

- Financial Sector Regulations - ease and reduce cost of compliance

- National Financial Information Registry - efficient flow of credit, promote financial inclusion, and foster financial stability

- GIFT IFSC to enhance business activities & setup Data Embassies

- Improving Governance and Investor Protection in Banking Sector

The above initiatives would require use of technologies and Public Digital Platforms for efficient and transparent public service delivery.

DISCUSSION POINTS

Some of the major discussion points to be covered during the session are as follows:

- Leveraging Public Digital Platforms for integrated service delivery across Central Ministries and State Government Departments
- National rollout of Emerging Technologies viz. 5G, Artificial Intelligence, Robotics, IoT, AR/VR, etc. and their impact on Public Digital Platforms
- Innovation quotient and scope enhancement of operational Digital Public Platforms
- Onboarding of State services at Public Digital Platforms
- Data sharing through consent mechanism and APIs
- Awareness, Communication, and Capacity Building on Digital Public Platforms
- Participation of more stakeholders (especially Startups from Tier 2/3 cities) in Public Digital Platforms

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DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
GOVERNMENT OF INDIA