

## **Conference on “Leveraging Private Sector expertise & capabilities towards efficient and sustainable delivery of Government Services in India” held**

### **Speakers emphasize on ‘Consolidated End to End solutions’ with ‘value-additions’ to the e-government services as the next wave of governance reforms with the help of technology, people and processes**

The Conference on “Leveraging Private Sector expertise & capabilities towards efficient and sustainable delivery of Government Services in India” was held here today. The conference was organized by the Department of Administrative Reforms and Public Grievances (DARPG) in association with FICCI. The conference provided a platform to exchange ideas about ushering of e-Governance in the country to fulfill the Prime Minister Shri Narendra Modi’s dream of achieving ‘Digital India’.

Addressing the conference, the Union Minister of State (Independent Charge) Development of North-Eastern Region (DoNER), MoS PMO, Personnel, Public Grievances & Pensions, Atomic Energy and Space, Dr Jitendra Singh said that India has already entered into a public private mode of functioning. He said that India was hugely dependent on the public sector when she got independence in 1947. Now we are into a phase of evolution, he added. Dr Jitendra Singh said that the question is how best we utilise the available avenues.

The Minister said that private sector should play the role of ‘job creators’ and not ‘job seekers’. They should work in direction of ‘Start up India, Stand up India’ initiative of the Prime Minister, Shri Narendra Modi. He said that efforts of the private sector should be ‘citizen centric’ and their efforts will be viable only when they are socially relevant.

Throwing light on the other initiatives of the government, Dr Jitendra Singh said that from January 1, 2016, the interviews for all Group C and Group D posts which are now reclassified as Group C posts will be done away with.

Earlier the day, while delivering the Key note address at the event Shri R. S. Sharma, Chairman, TRAI said that the innovative idea of transforming governance through competitive business models for the services provided by the government is indeed unique and path breaking. He explained that he has been a firm believer of the ‘centrality of technology’ in governance. He also recalled his experiences how use of technology began as a facilitator in administration about 3 decades ago. He said that transformation has happened and a lot needs to be done in this direction. India is at the cusp of revolution, he added. Emphasizing upon the consolidation of solutions, he said that there are similar type of programmes in India being run at various levels, but there are multiple solutions being implemented for them. The time has come to consolidate the solutions of one type of programmes, he emphasized. He also said that back-end processes need to be strengthened along with the front-end services. He said that ‘Digital India’ programme has mainly three components namely digital infrastructure, software services and digital empowerment of people. He said that digital empowerment will lead to the enhanced reach of services to the citizens. He also discussed various initiatives being taken by the government like electronic KYC, digital locker and other end-to-end online systems in place.

Later, Shri Devendra Chaudhry, Secretary, DARPG said that future governance reforms would have to be driven by technology, people and processes. He said that focus of reforms has now shifted from ‘administration’ to ‘governance’. The future is GATI – GOVERNANCE WITH ACCOUNTABILITY, TRANSPARENCY AND INNOVATION. The expectations of the citizens have increased, so various

initiatives need to be taken in this direction. He said that ‘consolidated solutions’ and ‘value-additions’ to the existing services are the key solutions to meet this challenge. Shri Chaudhry said that 18% of the world’s internet usage is going to be from India in the coming years, which will provide a market space for e-commerce to the private players. So the challenge today is to put in place the available technology, to which private players can be key drivers, he added.

Shri BVR Mohan Reddy, Chairman, NASSCOM said that e-Governance is increasingly viewed as an enabler and facilitator of ‘Good Governance’. The aim of e-governance is to improve the quality, cost, accessibility and speed of delivering Government information and services. There are several issues which need to be ironed out for making a win-win partnership for both Government and IT industry in e-governance. He suggested that a high level task force comprising of senior government officials and members of the industry can be formed with clear defined terms of reference and timeline.

Shri Vikas Aggarwal, Executive Director, Ernst & Young LLP said that ‘Digital India’ aims at digitalempowerment of the citizens. His suggestions included grouping of services around user requirements and behavior patterns and the convergence of services. He also saidthat various issues like privacy and security related aspects need to be addressed.

After the inaugural session, Panel Discussions were also held on (i) Success stories of e-Governance in India, (ii) Building successful e-Commerce models for Government services – the next level of Governance Reforms (iii) Strengthening collaboration between e-Commerce players with Government sector.

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