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Digital Governance - New Frontiers

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Introduction

Recap of Digital Governance

- Digital Governance enables Good Governance
- Transparent, Accountable and Efficient Governance
- Role of IT - Technical, Supportive, Innovative & Disruptive

Digital Governance in India

- Create Digital Infrastructure (SDC, SWAN)
- Remove Digital Divide (CSC)
- Build capacity to plan
- Interoperability infrastructure & e-Service delivery (NSDG)
- MCA 21, Passport, UIDAI, Taxation; VAT, MNREGA etc.

A lot has been done.. A lot to do…

New Frontiers

What next after Transparency, Accountability and Efficiency?

What lies beyond …Can we ?

Utilize Increased Reach

Interactive & Proactive Governance

Engage, Empower & Enable Citizens

Increase Citizen's Participation

Digitally Reimagining Future

Doing More with Less
(A Case for Speed & Scale)

1 New Frontiers to solve problem
Doing more with less, to bring in Speed & Scale

2 India done it before, Problem of scale
Passenger Reservation System, Stock Exchange, Core Banking, MCA21, UIDAI etc.

3 Speed and Scale solved by Make for India

4 Make in India for **Unique** India specific problems

5 Focus & Priority today
Education, Employment, Health, Safety, Justice…

Need to serve Largest Democracy (~125 Cr people)

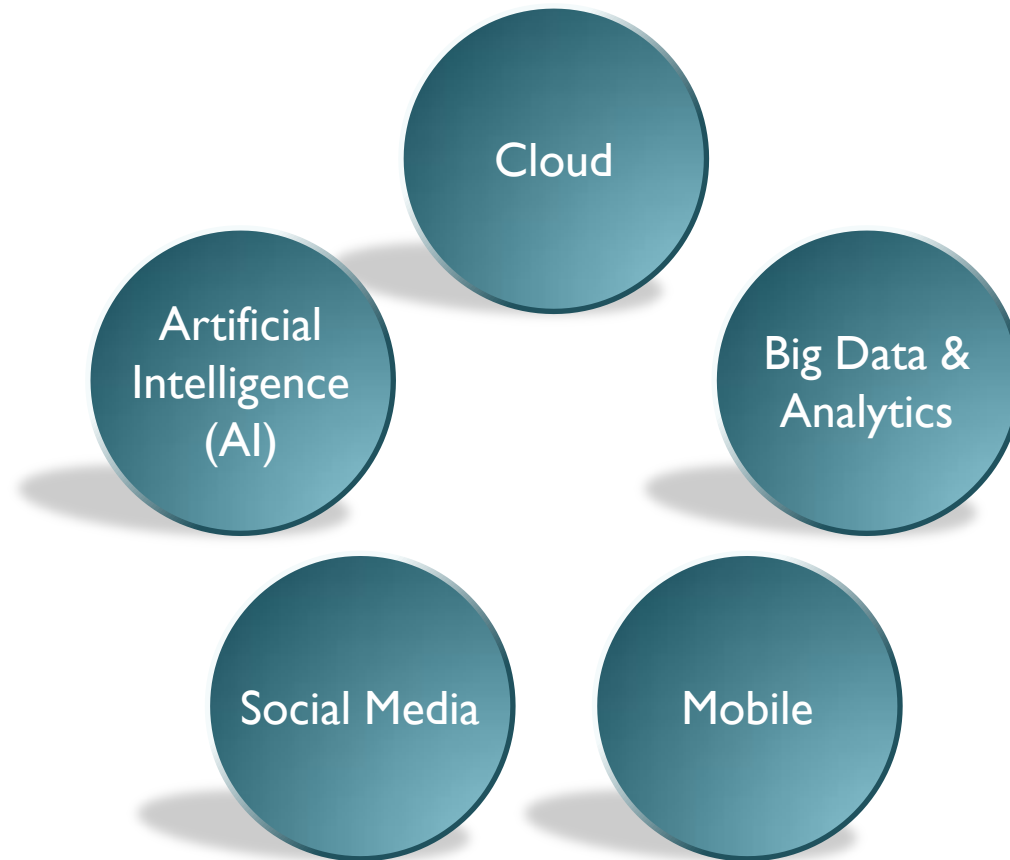# What will make New Frontiers of Digital Work?

Basic Fundamentals

- Single Source of Truth
- Single Transaction Database
- Data Entry at Source
- Connected Nation
- Implement System & Solution
- Robust Back-office
- Choose Right Engagement model
- Security from start

Gaining Maturity

- System to Transform to Platforms
- System to be Secure & Robust
- Audit paradigm to change
- Ease of Use & Quality of Service
- Meeting Growing Aspirations
- Flexibility in Design Updates
- Change Management & Communication

Default Digital Paradigm

Technologies to make it happen

- Cloud
- Big Data & Analytics
- Mobile
- Social Media
- Artificial Intelligence (AI)

Leverage IT for One Nation, One Policy & One Citizen

THANK YOU