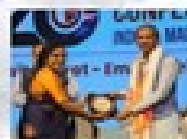
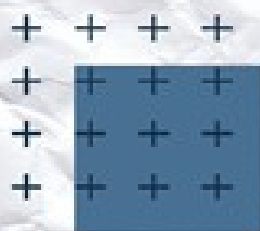




प्रशासनिक सुधार और शिकायत निवारण विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

# 26TH NATIONAL CONFERENCE ON E-GOVERNANCE 2023



VIKSIT BHARAT -  
EMPOWERING CITIZENS

**26th National Conference on e- Governance**

**Theme- Viksit Bharat- Empowering Citizens on  
24th – 25th, August, 2023 at Indore, Madhya Pradesh**

**Schedule**

<b>Time</b>	<b>Program Day – 1 – 24th August, 2023</b>
9.30 – 10.20	Registration
10.20 – 10.30	Inauguration of the Exhibition
<b>Inaugural Session (10.30 -11.30)</b>	
10.30 - 10.35	Welcome and felicitation of Dignitaries by Government of Madhya Pradesh
10.35 - 10.40	Lighting of Lamp
10.40 – 10.45	Welcome Address: Shri Neeraj Mandloi, Principal Secretary, Science & Technology and Urban Development and Housing Department, Government of Madhya Pradesh
10.45 – 10.55	Launch of coffee table book by Government of Madhya Pradesh. Title - Effective use of Geospatial Technology for e-Governance in Madhya Pradesh
10.55 – 11.00	Launch of Block Good Governance Index & Dashboard of Chattarpur District
11.00 – 11.05	Film on Journey of e-Governance in Madhya Pradesh Keynote Address: Shri V.
11.05 – 11.10	Srinivas, Secretary, DARPG
11.10 – 11.15	Address: Shri Om Prakash Saklecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh
11.15 – 11.25	Address: Shri Shivraj Singh Chauhan, Honourable Chief Minister, Madhya Pradesh
11.25 – 11.30	Vote of Thanks by Shri NBS Rajput, Joint Secretary, DARPG
<b>Ceremonial Photograph of Hon'ble CM with the Conference Organisers</b>	
<b>Tea Break (11.30 – 11.45)</b>	
<b>Talk – 11.45 – 12.15</b>	
11.45 – 12.15	Talk by Shri. Ram Sewak Sharma, Ex- CEO, National Health Authority on the theme 'Digital Public Infrastructure'
<b>Plenary Sessions (12.15 -17.45)</b>	
12.15 – 13.45	Plenary Session – I : Digital Transformation for India's Techade
	Plenary Session – VI : Cybersecurity and Good Governance

Time	Program Day – 1 – 24th August, 2023
<b>Lunch (13.45 – 14.30)</b>	
14.30 - 16.00	Plenary Session – II : Emerging Technologies for providing Citizen Centric Services
	Plenary Session – VII : Data Governance initiatives in Innovation & Research
<b>Tea Break (16.00 – 16.15)</b>	
<b>Talk – 11.45 – 12.15</b>	
16.15 – 17.45	Plenary Session – III : District level initiative in e-Governance
	Plenary Session – VIII : Digital Transformation for enhancing Ease of living
<b>Cultural Evening (19.00-20.00)</b>	
	Talk by Shri. Abhishek Singh, President & CEO, NeGD on the theme 'Intergrated Government online Training (iGOT)' (through VC)

# Executive Summary

Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions, Government of India and Ministry of Electronics and Information Technology (MeitY), Government of India, have been jointly organizing the National Conference on e-Governance every year in partnership with one State/UT Government since 1997. This year, the National Conference was organized jointly with the Government of Madhya Pradesh at Indore, Madhya Pradesh, on the 24th and 25th August 2023. The theme of the Conference was 'Viksit Bharat - Empowering Citizens' with the following sub-themes for plenary sessions in two days:

- i. Digital Transformation for India's Techade
- ii. Emerging Technologies for providing Citizen Centric Services
- iii. District level initiative in e- Governance
- iv. Role of Research & Development in Citizen Centric Services
- v. Emerging Technologies in Governance by Startups
- vi. Cyber Security and Good Governance
- vii. Data Governance initiatives in Innovation & Research
- viii. Digital Transformation for enhancing Ease of living
- ix. UNDESA and NeSDA – 2023 Way forward
- x. Digital Transformation & e-Governance Initiatives in Madhya Pradesh
- xi. e- Governance Initiative in Madhya Pradesh

The Conference witnessed meaningful deliberations and case studies on implementation of successful e-Governance projects across the country leading to digital empowerment of all stakeholders, including the citizens, symbolizing the strength of the Government approach.

To recognize and promote excellence in implementation of e- Governance initiatives, DARPG presents National Awards every year and this year too, the worthy winners were conferred awards in the following categories:

1.	Category I	Excellence in Government Process Re-engineering for Digital Transformation
2.	Category II	Excellence in Application of Emerging Technologies for providing Citizen Centric Services
3.	Category III	Excellence in District level initiative in e-Governance
4.	Category IV	Outstanding Research on Citizen Centric Services by Academic/Research Institutions
5.	Category V	Application of Emerging Technologies in Governance by Startups

The awards were given by Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, along with Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India. Delegates from Central Ministries/Departments and 28 States and 8 Union Territories participated in the Conference. Over 500 delegates attended the Conference.

# Day 01

## (24<sup>th</sup> August 2023)



### **Welcome Address: Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India**

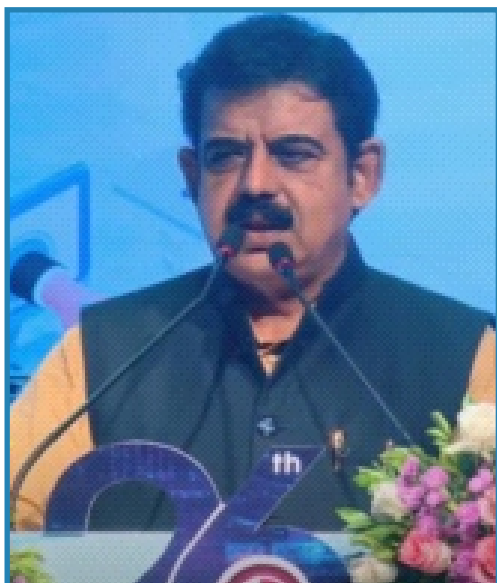
Shri Alkesh Kumar Sharma congratulated DARPG and MeitY for successfully organizing the 26th National Conference on e- Governance. He also expressed sincere appreciation for Govt of MP who have strived in close cooperation to make the Conference possible.

He further talked about the vision of Viksit Bharat to transform India into a digitally connected nation where citizens are informed, engaged, and enabled to shape their own destinies. This digital transformation holds the potential to revolutionize the way the government interacts with its citizens, fostering a culture of collaboration, innovation, and progress.

He additionally emphasized that the conference will serve as platform on cutting-edge technologies that foster e-Governance. The conference theme, 'Viksit Bharat - Empowering Citizens,' underscores its intent. The program involves ten plenary sessions, each focusing on sub-themes such as digital transformation, emerging technologies, district level initiatives, cyber security and good governance, data governance, governance by startups, UNDESA and NeSDA. Throughout these sessions, the central emphasis will be on experiential learning, the discovery of best practices, and the exchange of impactful e-Governance tools to enhance citizen welfare."

He also talked about how National Award for e Governance recognises and promote excellence in the implementation of e-Governance initiatives, how it encourages innovative practices and approaches in the delivery of citizen-centric services through the use of information technology. He further added that this award promotes the adoption of technology-driven solutions to enhance the efficiency, transparency, and accountability of government processes. Shri Alkesh Kumar Sharma praised all the awardees for being an inspiration by showing what can be achieved when passion, ingenuity and commitment come together. He also discussed how these awardees not just raised the bar of e governance but also set new standard for citizen empowerment.

He concluded by welcoming Shri. Shankar Lalwani, Member of Parliament, Government of India; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of Madhya Pradesh; Shri Om Prakash Sakhlecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh; Shri NBS Rajput, Joint Secretary, DARPG and other dignitaries, delegates & participants in the conference.



**Welcome Address:**  
**Shri Shankar Lalwani,**  
**Member of Parliament,**  
**Government of India.**

Shri. Shankar Lalwani welcomed all the dignitaries, Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of Madhya Pradesh; Shri Om Prakash Sakhlecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India; Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh; Shri NBS Rajput, Joint Secretary, DARPG and other dignitaries, delegates & participants in the conference.

He highlighted the Hon'ble Prime Minister's revolutionary vision of Digital India, how it has been successfully implemented urban India as well as in rural India. He congratulates everyone for such a remarkable achievement of digitisation across the country and how it has been praised around the world. He said that India is moving forward by solving the grievances of common citizens and implementing digital India in each and every sector of the country.

He concluded by mentioning that this conference will be a greatest mean for discussing about emerging technology, digital transformation, grievance redressal and providing citizen centric services.



**Address:**  
**Shri Om Prakash Sakhlecha,**  
**Hon'ble Minister, Science &**  
**Technology and MSME,**  
**Government of Madhya Pradesh**

Shri Om Prakash Sakhlecha welcomed all the dignitaries, delegates & participants in the cleanest city of India, Indore. He started by stating that this is the second time Govt. of Madhya Pradesh along with DARPG and MeitY is organising National Conference on e-Governance to achieve the Hon'ble Prime Minister's revolutionary vision of Digital India Mission.

Addressing all the dignitaries, Shri. Shankar Lalwani, Member of Parliament, Government of India; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of Madhya Pradesh; Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India; Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh and Shri NBS Rajput, Joint Secretary, DARPG on the dais, Shri Om Prakash Sakhlecha said that it's an art to bring everyone together under the same roof to think and work on the same vision related to industry, governance, youth development, providing services in rural areas, effectively using of infrastructure and availability of proper information



related to resources available in the country. All of this can be achieved by altogether usage of Digitalisation, Technology and Governance.

He stated that in rural India, citizens are not only using the technology but also getting benefited from the technology. He also talked about the effectively implementation of Ladli Behna Yojana by the Madhya Pradesh government, which aims to promote women's empowerment and a positive attitude towards daughters by providing DBT enabled bank transfer of Rs.1000 to every eligible woman in Madhya Pradesh. He later discussed about Pradhan Mantri Kisan Samman Nidhi (PM-KISAN), farmer welfare scheme run by the Government of India, which aims to provide financial assistance of Rs 6,000 per year in three instalments Rs 2,000 each to all small and marginal farmers in the country.

He further talked about implementation of Telemedicine in rural areas where details like Health History and previous reports are digitally available

on ABHA card. Online availability of training programmes where students are benefited by learning about new technology related to AI and ML because of transformative technology and infrastructure. He stated that details related to all the schemes and project ongoing in the country are digitally available and with the help of data services related to health, education, trade etc can be provided to citizen based on the eligibility. All of this is only possible because of successful implementation of e-Governance.

He later discussed that technology and governance together will lead India to reach to third largest economy soon. He congratulated and showed his gratitude to everyone stating that it is only possible because of everyone's support. He concluded by stating that this conference will be the best platform where other states can learn and replicated the initiative and schemes related to technology which have been successful in every state.



**Vote of Thanks:**  
**Shri NBS Rajput,**  
**Joint Secretary, DARPG,**  
**Government of India.**

Shri NBS Rajput expressed his gratitude to all the dignitaries, Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of Madhya Pradesh; Shri Om Prakash Sakhlecha, Honourable Minister, Science Technology and MSME, Government of Madhya Pradesh; Shri. Shankar Lalwani, Member of Parliament, Government of India Shri Alkesh Kumar Sharma, Secretary, MeitY, Government of India and Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh for sharing their thought and providing their time to conference.

He further talked about the achievements of Government of Madhya Pradesh stating that maximum number of e-service i.e., around 1000 e-services across the country are provided by Government of Madhya Pradesh. He further talked about Block Good Governance Index and dashboard for Chhatarpur district, which aim to establish new standards in governance processes. He further discussed about 10 sectors are covered under Block Good Governance Index with 63 indicators of which 2 new indicators are introduced i.e., citizen feedback and panchayat public representatives.

Lastly, He thanked Shri V. Srinivas, Secretary, DARPG, Government of India for his guidance and support and Shri Neeraj Mandloi, Principal Secretary, Science & Technology and Urban Development and Housing Department, Government of Madhya Pradesh for successfully organising the conference.

He also forwarded his regards to all the dignitaries,

NIC, DARPG Team, District administration and Commissioner of Indore and media for their contribution in the conference.

He concluded by stating that this conference will be a great benefit for everyone across the country who are working toward achievement of goals related e-Governance.



**Talk:**  
**Digital Public Infrastructure**  
**Shri. Ram Sewak Sharma,**  
**Former CEO, National**  
**Health Authority**

Shri. Ram Sewak Sharma initiated by thanking Shri V. Srinivas, Secretary, DARPG for inviting him in the conference. He applauded the efforts of Government of Madhya Pradesh for implementation of initiative related e-governance. He also stated that Government of Madhya Pradesh is ahead of curve in application of digital Technologies in delivery of Public Service.

He discussed about the use of appropriate technology tools to drive innovation and inclusion at scale using Digital Public Infrastructure (DPI). He stated that India needs to address the diversity and inclusion at scale by highlighting India's demographic condition along with technological condition. He also discussed the timeline of technology for service delivery. He appreciated the fact that India have taken only 9 years to achieve the target of 80% bank account penetration in India which would have 46 years as per estimation. He stated that we all use global DPI every day in terms of GSM or SMS in Telecom sector which helps in global voice communication and HTML, HTTP, SMTP in internet for global information exchange.

He further talked about the DPI approach which comprises of 3 layers i.e., Market, Governance and Technology Standards. He states that DPI approach addresses diversity and choice, it encourages in innovation and competition, also it ensures openness and sovereignty. He also explained that attempting to centralise every function or building a citizen-facing solution doesn't work with India's diversity. He suggested that DPI approach is the future. He also discussed about the infrastructure of Aadhaar, how a digital ID can be verifiable for both public as well as private sector, he also stated that till date 1.36 billion IDs have been issue of which 860 million IDs have been linked to bank accounts under Jan Dhan Yojana and 14 billion e-KYC transaction have been made. He later explained how Aadhaar e-KYC allowed people to prove ID to access SIMs, this led to increase in subscriber from 37% to 93% in 8 years. He also celebrated the fact that with the help of Aadhaar, India built the world's largest direct benefit transfer system under 310+ central programs and 600+ state programs with 322 billion dollars have been transferred to around 860 million citizens. This led to saving of around 27 billion dollars.

Shri. Ram Sewak Sharma further discussed about successful



implementation of UPI; he stated that last year UPI broke all the record by conducting annual transaction of around 1 trillion dollars with 102% growth in 1 year. He also the upcoming features of the DPI i.e., voice based Indic AI capabilities to ensure inclusive payments.

He also cherished data & credentialing infrastructure - Digilocker where more than 5.6 billion digitally verifiable certificates or credential exist with more than 155 million users. He also explained the how Digilocker eliminates physical papers & Fake Documents.

He also talked about Co-WIN, a centralized platform for COVID-19 vaccination registration which facilitates hassle-free vaccination for citizens and ensures transparency in the vaccination process and Over 1.3 billion citizens were vaccinated using Co-Win by providing authenticable digital certificates to every citizen. He also gave insight about the CoWIN Dashboard providing transparency of data for all stakeholders like Hospitals, Policy Makers, State & District Administrators and Citizens of the country.

He further discussed about Ayushman Bharat Digital Mission (ABDM), national digital health mission to create a unified digital health infrastructure which

enable seamless sharing of health-related information among different stakeholders, such as patients, doctors, hospitals, Laboratories and insurance companies. He stated that till date 44 Cr+ ABHA Numbers have been created, over 2 Lakhs Health Facilities have been registered, over 2 Lakhs Health Professional are registered and over 29 crores Health records of citizens have been linked under Ayushman Bharat Digital Mission (ABDM). He further explained the technical working of Ayushman Bharat Digital Mission and also stated that DPIs is the essential tool for integration with other digital platforms under Ayushman Bharat Digital Mission.

Shri. Ram Sewak Sharma also explained about Open Network for Digital Commerce (ONDC), which enables eCommerce transactions to go from central platforms to decentralized networks which will increase revenues for small businesses, he states that it is built on Beckn protocol but tailored as per Indian specification. He suggested that Digital Public Infrastructure is succeeding because its design is tailored to India's needs. He concluded by stating that DPI is based on original idea of internet which is open protocol and open API interoperability.

## Plenary I : Digital Transformation for India's Techade



**Chair:**  
**Shri Alkesh Kumar Sharma,**  
**Secretary, MeitY, Government of India**

Shri Alkesh Kumar Sharma appreciated the presence of esteemed dignitaries at the Conference. He started the session by explain how DPI is implemented in multiple sectors of India and he also shared the story where DPI was exhibited to delegates of G20, which lead to signing of MOU with various countries for implementation DPI in their country. He also talked about how DPI is appreciated in top economies of the world and congratulated everyone for the same. He further talked about the four important factors for Digital India vision i.e., good connectivity, affordable digital device, affordable data and Digital

mindset. He also stated the six pillar which India need to focus for next Techade i.e., Connectivity for all, Digital government policy, modern digital law, focus on e-commerce, leadership in emerging technology and digital skilling. He concluded by suggesting that if proper focus is given to these pillars, then India will have huge achievement in next decade.



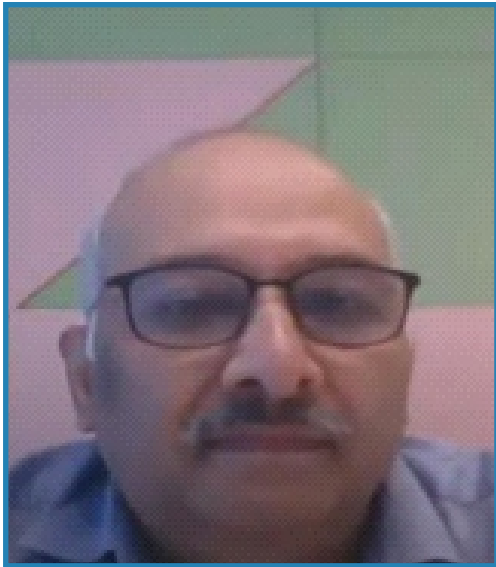
**Speaker:**  
**Shri. Shireesh Joshi,**  
**Chief Business Officer, ONDC**

Shri. Shireesh Joshi initiated by explain the goals of ONDC i.e., to dramatically step change eCommerce penetration, He stated that ONDC has been designed to solve key factors across the value chain and its design revolves around 2 interrelated principles i.e., Unbundling of customer & seller acquisition to reduce go-to- market efforts and interoperability between platforms/ applications for greater market access. He gave some context on the Open interoperable Made-in-India specifications which inspired by Bechn Protocol on which ONDC is based. He highlighted the issue that buyers on one platform cannot interact with sellers on another platform and everyone

has to register on multiple platforms but ONDC will connect everyone with other parties to complete the eCommerce solution and with ONDC, all buyers, sellers and logistics can interact with each other so everyone needs to register only once. He stated that now entities with user base and only buyer services can also do e-commerce and similarly entities with only seller services can also join e-commerce, this will also work for

logistics network as well. He also showcased that ONDC have been integrated to 14 buyer application with around 100 million potential buyers, 41 seller application with around 47000 sellers, over 66 lakhs SKUs and 7 logistics application.

He explained how any domain on ONDC can be catalogued and transacted through the platform. He concluded by explaining the benefits which ONDC platform is providing to buyers, sellers and technology companies



**Speaker:**  
**Shri Manoj Kumar**  
**Belgaonkar, General Manager,**  
**Siemens Ltd.**

Shri Manoj Kumar Belgaonkar initiated by thanking DARPG for the invitation to the conference and congratulated everyone for successfully organising the conference. He also thanked all the previous speakers for the insightful session. He discussed about the framework for measuring digital transformation in services. He talked about the importance of services stating that individual satisfaction is not only linked to the outcome of the services but also with the process through which these services were availed. He further explained the ways to improve service

performance which is defined as conformance of the service outcomes to the requirements. He suggested that process through which outcomes are produced should also meet the requirements and also highlighted that process part of the requirements depends a lot on how interactions with the citizens are handled and that also at multiple touch points. He also focused on technology which affects both part of service performance. He further discussed Dimensions to measure the level of digitalization in services i.e., Purpose served, Digital inclusion, Dig-Intelligence and Service value addition. He highlighted all these dimensions in detailed manner and specified that managing digital transformation in services is essential to scale the same. He concluded by giving the insight about the framework stating that it will enable to gain transparency to create purpose driven road maps, to optimize the resources, to enhance service levels and to enhance service levels.

The session also witnessed a panel discussion and a Q&A session.

## Plenary VI : Cybersecurity and Good Governance



### Chair:

**Dr. Sanjay Bahl,  
Director General, CERT-IN**

Dr. Sanjay Bahl, Director General of CERT-IN, chaired the session with a comprehensive overview of India's current cybersecurity landscape. He highlighted the initiatives undertaken by CERT-IN to bolster cybersecurity preparedness across the nation. Dr. Bahl also addressed the challenges confronting both government agencies and private organizations in their endeavors to combat cyber threats effectively. Emphasizing the critical role of collaboration and information sharing, he underscored the importance of synergistic efforts among stakeholders to enhance cybersecurity resilience. Looking ahead, Dr. Bahl

outlined future directions and strategies aimed at fortifying India's cybersecurity posture, emphasizing proactive measures and leveraging emerging technologies to stay ahead of evolving threats.



### Speaker:

**Shri Vivek Roy,  
Head of Cyber Security, Siemens.**

Shri Vivek Roy discussed Siemens' comprehensive approach to cybersecurity within industrial and IoT environments, emphasizing the critical need to safeguard essential infrastructure from cyber threats. He also elaborated on the company's strategies and best practices for implementing robust cybersecurity measures specifically tailored for industrial control systems (ICS) and supervisory control and data acquisition (SCADA) systems. Additionally, Roy underscored the significance of collaborative efforts between government entities, industry stakeholders, and academic institutions in

tackling the evolving challenges posed by cyber threats in the industrial sector. Through such collaboration, a more holistic approach to cybersecurity can be developed, incorporating diverse perspectives and expertise to ensure the resilience of industrial systems against cyber attacks.



**Speaker:**  
**Shri Vinayak Godse,**  
**CEO, Data Security Council of India (DSCI).**

Shri Vinayak Godse spearheads the organization's pivotal role in elevating cybersecurity awareness and promoting best practices across India. Through DSCI's multifaceted initiatives, they foster industry-wide perspectives on the prevailing cybersecurity challenges and emerging opportunities, aligning stakeholders towards robust cyber defense strategies. Emphasizing the paramount importance of data protection and privacy regulations, Godse underscores their pivotal role in fostering trust among customers and partners, thus bolstering the digital economy's integrity. Furthermore, DSCI actively engages in

capacity building and skill development endeavors within the cybersecurity domain, nurturing a talent pool equipped to address the evolving cyber threats and safeguard digital ecosystems effectively



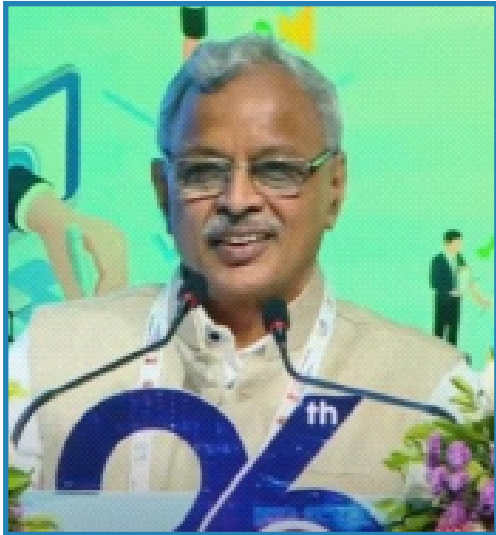
**Speaker:**  
**Shri Pankit Desai**  
**CEO, Sequiretek IT Solution Pvt. Ltd.**

Pankit Desai discussed the company's cutting-edge cyber security solutions and services, highlighting their innovative approaches to addressing evolving digital threats. He delved into the trends observed by Sequire tek in cyber security threats and attack vectors, providing insights into the constantly shifting landscape of digital security. Additionally, Desai also elaborated on the challenges organizations commonly encounter when striving to implement robust cybersecurity measures, offering perspectives gleaned from Sequiretek's experiences working with various clients. Looking towards the future, he also highlighted

the role of artificial intelligence, machine learning, and automation in revolutionizing threat detection and response mechanisms, envisioning a cybersecurity paradigm where proactive, adaptive technologies play a central role in safeguarding digital assets.



## Plenary-II : Emerging Technologies for providing Citizen Centric Services



**Chair:**

**Shri. J. Satyanarayana,  
Former Secretary, MeitY**

Shri. J. Satyanarayana expressed his pleasure to be part of 26th NCEG and he thanked DARPG and MeitY for inviting him in the conference. He initiated by discussing about emerging technology for citizen centered services. He further briefly explained about the emerging technologies and exponential technologies. He also explained the technologies division in four group i.e., Extending digital technologies, Altering the human being, Reforming the physical world and integrating the environment. He took some example of Agriculture sector and Health care for better understanding of emerging technology.

He explained how emerging technologies are used to help the farmers and how emerging technology can be a tool to improve the quality of cancer care in healthcare. He concluded by discussing the common challenges of emerging technology and also provided a rational solution of balanced approach for adapting the emerging technology. He later asked the other panellist to further explain working of emerging technology for providing citizen centric services.



**Speaker:**

**Prof. Anjali Kaushik,  
MDI, Gurgaon**

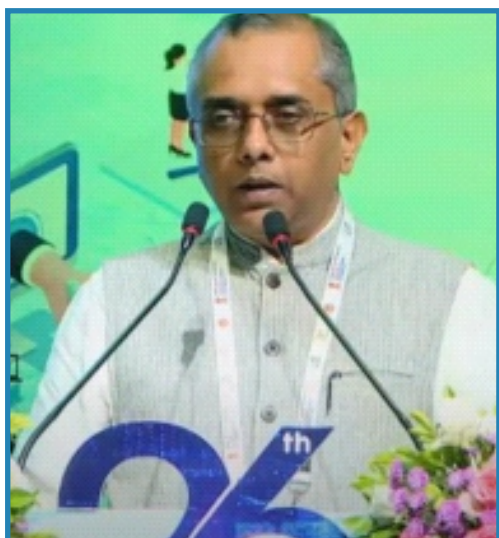
Prof. Anjali Kaushik initiated stating that the emerging technologies need lot of attention as they are not fully established and lot of speculation and uncertainty is there around the establishment of these technology. She discussed about the established technology and also provided some insight about their growth path and she further questioned that will the emerging technology will able to form a layer that will help the established technology to boost further. She highlighted emerging technologies like Blockchain, Spatial/Temporal Systems, Deep Learning, Natural Processing,

Data and knowledge visualization etc are disruptive and have new possibilities. She further explained how IoT is been used in smart cities in providing services like environmental monitoring, smart waste management, parking management, river monitoring etc and also providing intelligent solution. He also stated that AI provides the framework and tools to go beyond trivial real time decision and automated use cases for IoT.



She also explained how emerging tech provides an opportunity to close the gap between existing and expected services by discussing the use of technology in Agriculture, personalised education, health care, survey of India, land record reforms, tax fraud reduction, judicial system record and models like ONDC etc.

She further discussed about the possibilities for emerging technology and AI by giving example of Incorporating AI in Process Automation, Cognitive Insights and process improvement, Cognitive engagement models and operationalizing the 'Citizen Charter' and mandatory data protection requirements in blockchain. She stated that government must be concerned with the accountability of AI as these initiatives directly impact public and national safety. She took example of European Union and its comprehensive approach to regulated the AI based technology. Lastly, she talked about emerging tech adoption in India and highlighted that need of a dedicated structure/ authority working on emerging tech practices, standards and regulations, integrated citizen centric approach.



### **Speaker:**

**Shri. Shankar Maruwada,  
CEO, Ekstep Foundation**

Shri. Shankar Maruwada initiated by explaining the characteristics of emerging technology and how it should be designed to make sure it improves citizen centric services and to explain it further, he took five key cases. Firstly, He discussed about the teachers who need to be updated with new curriculum every time if there is some thing new is introduced in education system, but with the help of personal assistant bot released by curriculum the issue is resolved and teachers can access it using their smartphones. Second, he talked about the construction worker can send their wages to their family just by speaking on

mobile phone with the name and details on individual which will solve him monetary transfer issue which will be launched by RBI soon. Third, Nurse will soon able to communicate with patient who do not speak the same language using her phone. Fourth, lawyer can have access to the judgement passed by the court across the country in his/her language without facing issue of language barrier. Fifth, Farmer from across the country can access to information about the eligible schemes using WhatsApp bot, where he/she can have conversation in local language and understand the eligibility and share the grievance related to scheme. He explained that emerging technology should be scalable that it covers 1.37 billion citizens of India and also address the diversity of India, its linguistic diversity and economic diversity. He also suggests that the emerging technology should be sustainable as most of the emerging technology are expensive in nature and cannot be implemented or sustain in various sector due to barriers of innovation. He further suggested that to solve this there is a requirement of building block of innovation which can help in adapting the dynamic environment and policy on digital public infrastructure is necessary to make in inclusive to all for better adaptability.



**Speaker:**  
**Dr. Ratan U. Kelkar,**  
**Secretary, IT, Kerala**

Dr. Ratan Kelkar thanked everyone for inviting him as a speaker to National Conference on e Governance. He discussed we should embrace the technology and said that the when we start implementing technology after its pilot, the newer version of the technology is innovated while discussing about the fast-moving technology. He further talked about the emerging technology like AI ML, IoT, drone etc. which have been implemented in various projects of Kerela. He also talked about the implementation of integrated version of these technology for effective and efficient governance. He also focused on making all

the projects of Kerela accessible and transparent in terms of governance. He mentioned about the University of Kerela being an awardee in NAeG 2023 and how the university is closely working with various departments of Kerela Government along with other stakeholders.

He further explained the integration of various government and department portals of Government of Kerela which provides around 800 services to citizens which will give the essence of one governance using existing technology like Aadhar, Digi locker, eSign etc. The Portal will provide around 500 citizen centric services initially and further will be extended to 800 citizen centric services in next phase. He also discussed about bridging the gap of technology accessibility between the urban and rural areas by providing free fibre optic network along with use of Akshya common service centers (CSC) for better accessibility.

Lastly, He thanked everyone in panellist for their suggestion and path discussed on emerging technology.



**Speaker:**  
**Dr. Pallab Saha, GM,**  
**The Open Group**

Dr. Pallab Saha initially talked about his organisation and the open standard created by the organisation. He discussed the role of architecture in digital transformation. He took the example of urban planning methods and enterprise architecture methods to explain the role of architecture in digital transformation. He further discussed about the top 10 priority which will influence citizen centric services. Firstly, He explained the importance of cyber security and risk management, then he also talked about the framework of digital government and digital services. He also explained the importance of preparing

for the future workforce. He talked about the legacy modernisation and identity/access management. He also explained the essential need of cloud services, Data and information management. He also stated the importance of strengthening broadband and wireless connectivity and customer relationship management.

Dr. Pallab Saha later discussed challenges faced by countries with limited resources and how Govstack Mission solves this purpose. He further talked about the Govstack adoption approach and how it can be incorporated into policy and how it can guide service design, prototype and scaling. Lastly, He discussed the benefits of Govstack like speeding the delivery process of services, cost efficiency, real economic returns, enables unified government, enables integrated transaction and exchange of information, harmonizes the polices and minimize vendor lock-in.

## Plenary-II : Emerging Technologies for providing Citizen Centric Services



**Chair:**

**Shri. Ajay Prakash Sawhney,  
Former Secretary, MeitY**

Shri. Ajay Prakash Sawhney, the Former Secretary of MeitY chaired the session and provided an overview of the government's initiatives aimed at empowering citizens through technology. He discussed strategies that were employed to leverage digital platforms effectively, enhancing access to government services for the populace. Emphasizing the importance of data governance, Sawhney highlighted its role in ensuring the privacy and security of citizen data. Furthermore, he presented several successful e-governance projects and illustrated their tangible impact on improving the lives of citizens.

Illustrating his points with compelling examples, Sawhney showcased several e-governance projects that have been successfully implemented across various sectors. These projects not only streamlined bureaucratic processes but also brought about tangible improvements in the lives of citizens nationwide.



**Speaker:**

**Shri. Deepak Goel,  
Deputy Director  
General, National Informatics Centre (NIC),**

Shri Deepak Goel highlighted the pivotal role played by the NIC in facilitating digital transformation across various government departments. He emphasized the significance of developing and implementing robust digital infrastructure to cater to the diverse needs of citizens, ensuring the delivery of citizen-centric services efficiently. Throughout his discussion, he addressed the challenges encountered and opportunities identified in scaling up digital initiatives at the national level. Furthermore, he

elaborated on the collaborative efforts between central and state governments aimed at enhancing service delivery effectiveness, thus reflecting on the comprehensive approach adopted during his tenure.



**Speaker:**

**Dr. Sriram Bridavolu,  
CEO, Cyber Security Centre for Excellence,**

emphasized the critical role of cybersecurity in safeguarding the integrity of digital systems and preserving the confidentiality of citizen data. He outlined strategies that were implemented to construct a resilient cybersecurity framework at the state level. Additionally, he highlighted the collaborative efforts

between government agencies, industry partners, and academia to tackle cybersecurity challenges effectively. Dr. Bridavolu also emphasized the importance of public awareness campaigns and educational initiatives in promoting cybersecurity hygiene among citizens.

**Speaker:**

**Shri. Sankha Som  
(Chief Innovation Evangelist - Corporate, TCS)**

Emphasized the crucial role of innovation in propelling economic growth and fostering social development. He detailed TCS's method for nurturing innovation internally and highlighted its positive influence on citizen services. Mr. Som underscored the significance of collaborative innovation ecosystems that brought together academia, industry, and government entities. He also discussed the various opportunities that emerged from leveraging emerging technologies to tackle societal challenges and empower citizens.

## Plenary Session III : District level initiative in e-Governance



**Chair:**  
**Shri S.N. Tripathi,**  
**Director General, IIPA**

Shri S.N. Tripathi moderated the session on District level initiative in e- Governance and also gave a brief on the theme of the sessions. Shri S.N. Tripathi also spoke about the importance e-Governance and how the lack of it affects the citizens every day. He congratulated DAPRG for successfully organizing the conference.



**Speaker:**  
**Shri. Jitendra Rathore,**  
**Assistant Engineer IT,**  
**Bhopal Smart City Development**  
**Corporation Limited**

Shri Jitendra Rathore began by introducing supervisory Control & Data Acquisition System of Bhopal Water Scada. He discussed the problem statement like need of reduction in water wastage during the transmission and supply, operation of valves and pump, need of efficient monitoring to reduce NRW and revenue realization, high operation cost and hidden cost. He further discussed the project objective like Data driven decision making,

Increased revenue collection, financial saving, reduced operation cost, enhanced security and safety, reduced manual intervention, reduced monitoring and control and quick response to grievances. He also stated that project is covering whole city and was implemented in 2021 with operation phase of five years from 2023 to 2028, he also highlighted that the project is costing around Rs. 21.07 crore. He further explained the Phase 1 of the project where project will cover the city for primary distribution and in Phase 2 the project will cover secondary distribution to household with smart metering. He later explained the SCADA dashboard, working of mobile application and reporting system.

Shri. Jitendra Rathore also highlighted the impact of the project in term of energy saving by presenting monthly comparison of expenditure before and after implementation of SCADA. He also presented that yearly saving in bill consumption has been increased.

He also mentioned that there has been significant reduction of NRW from 40% in 2018 to 16%

in 2023, reduction in manual dependency, operation costs and wastages. He also stated that there is a single point control of whole city water supply system, equitable distribution based on localized demand for water and the yearly saving of Rs 11.84 Cr. Lastly, He explained the Replicability and Scalability stating that there will be increase collection of user charges and reduce defaults in water charges payment and along with this there will be a mobile application for remote access for operating SCADA.



### **Speakers:**

**Shri. Ananya Mittal,  
Deputy Commissioner, West Singhbhum,  
Government of Jharkhand**

Shri. Ananya Mittal initiated by talking about the challenge faced by the west singhbum district in implementation of governance as it is the largest district of Jharkhand of 5291 Sq. Km with difficult terrain of forest cover by 46.6% and high tribal population of 67.3%. He further discussed the features of Jan Sahayata Koshang initiative which have helped in reducing these barriers of governance, he stated that initiative have a dedicated team of workers which handles registration, allocation, feedback and closure of complaints. He also stated that there is multiple

complaint sources and multiple allocation of issue to different department, mobile application for user friendly experience, online tracking grievance cycle, a feedback mechanism and weekly review meeting team to assess the complaint resolution status. He further explained the complaint flow stating how the complaints are received through call/mail/letters/social media etc. are registered by grievance manager based on the complaint received gets allocated to concerned department and then department within 7 days uploads concerned documents supporting the resolution, further the complainants asked for feedback and if they are not satisfied, complaint reallocated to the department otherwise the complaint is closed as per the satisfaction of complainants. He also shared the working of district grievance management portal and how the track record is maintained based on department complaints.

Lastly, Shri. Ananya Mittal discussed the benefits of the initiative such as transparent visibility of complaint status, faster complaint resolution, ease of accessibility, suited for digital illiteracy, removal of language barrier, quality monitoring and ensures accountability. He also thanked everyone on dais for taking part in interactive session.





### **Speakers:**

**Shri. Ravi Ranjan,  
DM, Firozabad,  
Government of Uttar Pradesh**

Shri. Ravi Ranjan initiated by introducing Firozabad district rich cultural heritage, its renowned glass industry, thriving agricultural landscape with potatoes as a major staple crop with annual yield of over 16.8 lakh metric tonnes of potatoes. he discussed about the significant challenge faced by farmers during the peak harvest season due to limited cold storage space availability which result in spoilage of stored produce, exacerbating losses for farmer. he also stated that cold storage sector's disorganization causes missed business opportunities

for cold storage owners, leading to revenue loss. he introduced the Cold Storage Information System as an attempt to reduce the problems faced by farmers and support the cold storage owners with ease of doing business by Firozabad district administration. He further discussed the challenges like substantial annual losses for farmers, inadequate reservation system & inefficient management, no data analytics for predictive cold storage management, lack of ease of doing business for cold storages and lack of oversight, causing governance challenges. He later explained how Cold Storage Information System Offer a user-friendly and seamless online system that enables farmers, cold storage owners, and district administration teams to efficiently manage their needs without the hassle of individual communications.

Shri. Ravi Ranjan also talked about Cold Storage Information System mobile app which facilitates easy cold storage access for farmers and traders in Firozabad, enabling nearby facility discovery and seamless space reservations for agricultural produce. He also stated that the web platform empowers the District Administration with enhanced oversight, promoting improved governance and regulatory compliance along with seamless Ease of Doing Business and transparent storage space reservation management for Cold storage Owners, eliminating unnecessary hassles. While concluding, he also explained the working of the Cold Storage Information System dashboard along with live map visuals of the capacity and also discussed about the scaling up of the initiative at state level with open-source technology and low implementation cost.

## Plenary session VIII : Digital transformation for enhancing ease of living

**The Focus - Prominently on the profound impact of digital transformation and e-Governance in reshaping interactions between citizens and government services.**

The session begins by acknowledging the powerful synergy of digital transformation and e-Governance as pivotal forces in redefining the interface between citizens and government services. It underlines the commitment to fostering convenience, efficiency, and enhancing the quality of life. The digital transformation journey of India is portrayed as a determined effort to build a citizen-centered governance ecosystem, utilizing technology to knit together a fabric of convenience, transparency, and inclusivity.

As the nation embraces digital transformation, it heralds a new era where citizens can seamlessly navigate through the realms of governance. This transformation is contributing significantly to societal progress, empowerment, and elevating the quality of life across the nation.

### PANEL INTRODUCTION

The Panel introduces the esteemed panelists, each bringing a diverse and rich set of experiences and accomplishments to the discussion.

The session is chaired by Sri Abhishek Singh, who holds the esteemed position of President and CEO. He brings to the forum his rich experience spanning 26-27 years in governance and policy formulation. His contributions are notable in spearheading major digital India initiatives, including significant projects in the realms of artificial intelligence and other emerging technologies. Sri Abhishek Singh is also at the helm of 'Karmayogi Bharat', a government entity charged with the mission of building a technology platform dedicated to the capacity building of all civil servants.

Next, the introduction proceeds to Sri Saurabh Kumar Tiwari. He is warmly welcomed with applause. Sri Tiwari's career has spanned various domains, primarily within the telecommunications sector. His experience includes dealing with a wide range of subjects such as administration, licensing, banking, among others. Furthermore, he has held significant positions, including CMD of a PSU and board member of Tata Communications Limited. Sri Tiwari is also recognized for his artistic talents; being an accomplished poet and lyricist, his album has received widespread acclaim, amassing 1.45 million hits within 24 hours of its release.

Professor Manindra Agarwal from IIT Kanpur is then introduced. He is currently a professor and program director of the Technology Innovation Hub in cybersecurity. His academic and professional achievements are numerous, including receiving several awards and honors. Notably, he is a recipient of the prestigious Golden Prize and is a foreign associate of the National Academy of Science. His presence on the panel adds a significant academic and research perspective to the discussions on digital transformation.

Lastly, Sri Tejpal Bhatla is welcomed. He is the VP and head of the Public Service Business Unit in India for TCS. His area of expertise spans the government sector and banking and financial services. He has previously served as the program director for strategic mission-critical programs for the government of India. His role in fostering public-private partnerships and driving technology solutions in the public sector is highly valued.

The introduction of the panelists sets a profound tone for the session, reflecting the depth of experience and diversity of perspectives they bring. Each panelist's background and contributions underscore the session's focus on leveraging technology and digital transformation to enhance governance and citizen services.

### Key Points/Insights from the speakers

The session delves into crucial aspects of digital transformation in governance, emphasizing its impact on enhancing ease of living and doing business.



**The session chair, Sri Abhishek Singh** reiterates the importance of viewing digital projects through the lens of their impact on the end recipient, be it a citizen or a business. A significant emphasis is placed on the design and implementation of digital services from a citizen's perspective. The speaker stresses the need for services to simplify citizens' lives and improve the ease of doing business. A common

challenge previously was the redundancies faced by citizens when interacting with public authorities. This brought in the need for a more integrated approach where citizens don't have to repeatedly prove their identity or eligibility for services.

He highlights how previously there were, for instance, 2 separate queues. One each for a specific certificate for a student and there

existed no coordination and communication between these 2 systems. Citizen was a courier in this entire process. This was not only cumbersome for citizens but also a hindrance to efficient service delivery.

We have a common identifier in the form of Aadhar now wherein the birth certificate and the school certificate can be linked and the required certificate can be acquired with the consent of

the citizen from the birth certificate database without requiring the student to go from pillar to post. Similarly for other services like scholarships for different categories like SC, ST, Minorities get scholarships. They can now get these automatically without the need for applying for these separately. The caste based eligibility certificates needed for this are issued by the E- district system or other online systems. If this database of the certificate is shared with the post matric school education database then automatically citizens can get the scholarships without separately applying for them. This reduces hardships and facilitates ease of living for citizens.

The Myscheme project was launched by the PM last year. While there is a plethora of schemes but citizens don't know how to avail and access these schemes and whether they are eligible for the schemes. So now what MyScheme does is that it maps the eligibility criteria of various schemes and the citizen can fill in his particulars and then he knows which scheme he is eligible for. This facilitates schemes discovery, schemes application and tracking of schemes.

Most citizens fail to access and navigate through complex websites and apps. People like this would prefer websites that are speech driven and in their mother tongue. Bhashini project provides real time seamless speech to text, text to speech and speech to speech, text to text translation and publishing these APIs and all of this goes live on Umang app wherein for instance a person can easily trace the status of his passport, ration card by just mentioning his reference number or a farmer can ask information pertaining to his crops in his mother tongue about the schemes he is eligible for and the system reverts in voice. A demo of the same

project in January 2023 also caught the attention of Satya Nadella and he has since been talking about it.

What we have also tried is that if a speech input gives a speech output can it also not work in a feature phone with a tollfree number. This is currently in beta stage and will be launched very soon. A citizen who is a farmer with a feature phone that costs ₹2000 can call up a toll free number to enquire about the schemes he is eligible for. Generative AI will fetch the answer and it will be converted from text to speech so that the farmer can get a reply. This will all lead to ease of living.

In India, 900 million have access to internet services but 500 million do not. So the initiatives mentioned above will facilitate access to schemes for these 500 million people as well and facilitate their ease of living.

## 1. Sri Saurabh Kumar Tiwari



Direct Benefit Transfer (DBT) has contributed immensely to the ease of living. From a constitutional perspective, there are 2 perspectives. One is the right to life and liberty that is a fundamental right and the Puttaswamy judgment reiterated this. By article especially article 38(1) and

(2) wherein welfare is promoted and socio-economic justice is promoted. Also minimum government and maximum governance is promoted by dbt. End to end

digitisation ensures that processing is electronic. Factors like favoritism and nepotism are negated. Also, important milestones of the tasks are delivered to the citizens so he knows where he stands in terms of service delivery. Delivery of benefit from DBT Perspective is accomplished only when for a cash scheme there is

electronic transfer and for an in kind scheme there is delivery after proper authentication.

## Plank 1 Direct Benefit Transfer

### Benefits of End to End digital Transfer at the physical stage:

Before	After
Barriers to visiting Government Offices-Physical, Psychological, Cost and Time	24*7 Online application- self or inassisted mode with the help of 500,000CSCs.
No time stamps/ proof of application/status/updates	time stamped applications,application acknowledgment, non-repudiation
Beneficiaries were being dupedby middlemen/ fraudsters	Reduction in corruption as beneficiariescan self- enrol 24*7 removing middlemenand fraudsters.
Registration of fake and ghost beneficiariesas beneficiary data was not digitized.	Aadhar de-duplication removes ghostand duplicate beneficiaries.

**Benefits of End to End digital Transfer at the Benefit Delivery Stage:**

Before	After
Beneficiaries had to visit the benefit delivery points several times.	Accountability and transparency Accountability and transparency delivery to beneficiaries
Beneficiaries often paid cuts and commissions	Digital cash transfers ensured real time, leakage proof and assured transfers
Subsidized goods diverted for commercial purposes.	In-kind transfers after Aadhaar authentication ensured targeted delivery and plugged diversion opportunities
Lag in reporting, monitoring and real time feedback led to inefficiency	Elimination of middlemen and shrinkage of corruption opportunities

**Post- DBT money transfers: The second layer of India Stack**

- Electronic transfer of benefit gives fillip to financial inclusion
- India stack's second layer is the payments layer.
- **UPI**
  - 7.7 billion transactions through UPI in July 2023.
  - Global role model- NPCI partners with UK,UAE,Singapore, Malaysia, Hong Kong, Bhutan and Nepal
  - Now augmented with conversational payments, allowing users to make payments by conversing with AI- powered systems
- **AePS**
  - Multi faceted financial transactions using Aadhaar as a financial address
  - 43.5 cr transactions worth ₹487.26 cr in June 2023.

**Plank 2 UMANG APP**

Single app for more than 1700 government services; 540 new services to be onboarded as approved by the cabinet. It is multilingual and well cataloged and is a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local government bodies. Over 150 Central Schemes, 950 State schemes are on-board on mobile platforms. It is a one stop shop for

- documents like Aadhar, driving license, PAN, etc.
- Transactions (bills, applications, track status, etc.)
- Engagements (feedback and rating, customer support, etc.)

### Plank 3 Online eligibility verification

- Citizens required to submit multiple eligibility determining documents for public services/ schemes ( e.g. identify proof, age proof, educational certificates, etc.)
- Aadhar embedding in documents solves the problem of unique identification: automatically fetch demographic details through Aadhar E-KYC status of NPCI Aadhar seeding.
- Physical documentation prone to misplacement, governments have to incur expenditure to verify authenticity.
- Documents already available in government databases, API Setu and DigiLocker are good electronic mediums to pull documents from various databases seamlessly based on Aadhar identifier.
- Several state government and central ministries/ departments onboarded on this paradigm

### Plank 4 Ease of discovering schemes

**Myscheme platform-** As of now, 972 schemes (317 Central schemes and 655 state/ UT's schemes) have been populated on the platform- which may be discovered by a citizen.

### Plank 5 National level social registry

- DBT 3.0 seeks to usher in a transformative shift in the scheme of benefit delivery to citizens.
- Citizens have to discover government schemes for which they would be eligible and apply to the concerned scheme implementing agency for availing the benefits.
- However, by pooling in data residing in various government databases, the state can sue motu reach out to eligible citizens and start delivering the envisaged benefits to them by obtaining their consent and willingness thereof.
- Several states have put in place such "social Registries"
- The vision now is to establish a National level social registry that builds on the states' best practices and places governance in India on a paperless potential

### Plank 6: Digital Public Goods/ India stack

**Co- WIN** portal of Ministry of Health and Family Welfare

- Vaccine certificate available digitally across multiple platforms as easily as by simply a WhatsApp message
- More than 76 countries including Canada, Mexico, Nigeria etc. have shown interest in adopting it.

**DigiYatra app** of ministry of civil aviation

- Vaccine certificate available digitally across multiple platforms as easily as by simply a WhatsApp message



## 2. Professor Manindra Agarwal



With JAM Trinity we have brought about a digital transformation of our lives. Various applications have been built on it for the last few years. Concerns that come with this digital transformation and need to be addressed-

**1.** Security and privacy concerns-There are issues of security and privacy that arise. Issues of cybersecurity also arise. A strong focus on cyber is thus essential.

A number of initiatives have been taken for instance that the government has taken for instance the technology and innovation hub in cybersecurity at IIT Kanpur. The aim of this hub is to do Research and development, development of new technologies in cyber security but also take it to the production level and commercialize it through startups and collaboration with industry.

- 2.** Translation of on paper data to digital form is a challenge-Different gradations of data collection happens in different states.
- 3.** Duplication of data- data is often collected in silos and integration of data is a challenge.
- 4.** The issue of collecting and managing large amounts of information- One of the biggest challenges we face is the collection of data especially since we are a large and diverse population.

## 3. Sri Tejpal Bhatla



Digital initiatives are approached by considering the perspectives of citizens, recipients, and businesses in our diverse

country, characterized by unique connectivity. For example, ensuring the outreach of India Post services to the grassroots is a key consideration.

The ease of money transfers facilitated by financial inclusion systems is noteworthy,

particularly given that 800 million people in our nation are below the age of 35, emphasizing the importance of leveraging the demographic dividend during digitization efforts.

In the context of an aspirational India, there is an opportunity to leapfrog towards achieving broader developmental goals and meeting the aspirations of rural masses. The Mission Shakti project in Andhra Pradesh exemplifies this approach, focusing on microfinance and self-help groups for women, led entirely by women.

The application for G20 emphasized citizen representation as a paramount concern. The Ayushman Bharat scheme, announced in 2018, swiftly led to the launch of the PM-JAY system within five months.

Our nation, characterized by a thirst for knowledge, sees students and citizens seeking information and skills through the internet. Consideration must be given to the design of digital systems that facilitate ease of living for citizens.

Key factors for consideration in digital system development include scalability, not only in terms of size but also in terms of reach and stakeholder variety. Integration of systems to leverage different capabilities, interoperability, resilience, ease of adoption, and a user-friendly experience, exemplified by CO-WIN, are crucial.

Proactive features in systems, such as receiving a message prompt to avail a voter card upon turning 18, highlight the need for forward-thinking design. Security is paramount, especially considering the use of digital systems in areas with potentially low digital literacy.

Hyper-personalization is a core principle, ensuring that each user feels the system is designed for their ease of adoption. Additionally, attention to the emotional impact of the user interface is crucial for effective system design.

The speaker also highlights the multifaceted applications of technology in improving public services. **He underscored the need for services to be more accessible to the public, particularly in rural areas, and emphasized inclusivity by enabling access in various regional languages.** The versatility of such technologies was exemplified by a mention of a system that could interact with users in their own dialects and provide video solutions to queries, such as in educational contexts like the **platform 'Diksha'**.

## Q& A Session

Mr. Abhishek Singh touches upon the integration of APIs for services like birth and death certificates and the pivotal role of public-private partnerships in enhancing service delivery. He highlights how these integrations and collaborations are crucial in making services more streamlined and provides concrete examples of how digital transformation has simplified processes and enhanced service delivery. Notable mentions include the use of Aadhar and DigiLocker APIs, which have significantly reduced paperwork and streamlined the process of accessing and providing services.

The speaker discussed the potential of AI and voice interfaces, with examples such as a new voice interface still in the testing phase, capable of answering questions in multiple languages. This technology holds promise for broadening the reach of government services, making them more user-friendly and accessible to a diverse population.

Authentication services were also a topic of discussion, with examples of how various companies, including fintech firms like Zerodha and Upstox, are utilizing APIs from the government's digital initiatives to streamline processes. The impact of such integrations on ease of doing business was highlighted, with a notable mention of the reduction in the requirement of physical signatures from 57 on 48 pages of documents to a seamless digital process, bolstering the efficiency and security of such transactions.

The discussion underscored the transformative role of technology in governance, the importance of enhancing service accessibility and efficiency, and the potential of public-private partnerships in fostering a more inclusive and streamlined delivery of public services. The examples provided by the speakers illustrated the concrete benefits of digital transformation in real-world scenarios, demonstrating the ongoing efforts and potential for future initiatives to enhance ease of living and ease of doing business.

The Q&A session concluded with no further questions from the audience, and the chair thanked the panelists for their insightful contributions and the audience for their attention and engagement throughout the day.

## Closing Remarks and Felicitations

The closing remarks and felicitations served as a conclusion to the session, offering gratitude to the speakers and acknowledging the insights shared. Here's a detailed transcription of that segment:

The session concluded with the host expressing appreciation for the enlightening discussions that took place, emphasizing how the session had provided a deeper understanding of how technology can make lives easier. There was specific acknowledgment of the wonderful examples shared that highlighted the practical benefits of digital transformation in enhancing ease of living.

Sri Abhishek Singh, the session chair, was invited to be felicitated. He was thanked for his role in leading the session and for sharing valuable examples and knowledge about digital transformation and its impact on ease of living. The facilitation was marked by a round of applause as a gesture of respect and gratitude for his contributions to the session.

Following this, Sri Saurabh Kumar Tiwari was also felicitated for his participation and insights. His contributions were recognized with applause, reflecting the value placed on his experience and the perspectives he brought to the discussion.

Professor Manindra Agarwal from IIT Kanpur received felicitation as well. His academic and professional achievements, particularly in the field of digital transformation for enhancing ease of living, were celebrated. The applause he received was a testament to the respect he commands in the field of technology and governance.

Lastly, Sri Tejpal Bhatla was acknowledged for his expertise in public services and his contributions to the session. His facilitation was marked by a round of applause, recognizing his role in the discussion and his insights into the public-private partnerships in enhancing service delivery.

The host then extended thanks to all the panelists, speakers, and the session chair for the enriching session. The attendees were reminded of the cultural evening planned for later and were invited to enjoy tea before gathering again for the evening's events.

The segment concluded with an invitation for a group photograph to commemorate the occasion. The attendees were thanked for being a patient and engaged audience, and the session closed with wishes for an enjoyable evening ahead.

These closing remarks and felicitations encapsulated the gratitude for the knowledge shared and the discussions that took place, celebrating the collective efforts and insights that contribute to the advancement of e-governance and digital transformation in India.

**26th National Conference on e- Governance**  
**Theme- Viksit Bharat- Empowering Citizens**  
**24th – 25th, August, 2023 at Indore, Madhya Pradesh**

<b>Schedule</b>	
<b>Time</b>	<b>Program Day – 2 – 25th August, 2023</b>
<b>Plenary Sessions (10.00 -15.30)</b>	
10.00 - 11.30	Plenary Session – IV : Role of Research & Development in Citizen Centric Services
	Plenary Session – V : Emerging Technologies in Governance by Startups
<b>Tea Break (11.30 -11.45)</b>	
<b>Awards Ceremony (11.45 – 13.00)</b>	
11.45 – 11.48	Welcome Address by Shri Nikunj Kumar Srivastava, Principal Secretary, Science & Technology, Government of Madhya Pradesh
11.48 – 11.52	Address : Shri V. Srinivas, Secretary, DARPG
11.52 – 11.56	Address : Shri Alkesh Kumar Sharma, Secretary, MeitY
11.56 – 12.00	Release of Documents (Excellence in e-Governance Booklet/Compendium of e-Governance initiatives/Citation Booklet – NAeG 2023 / Conference papers)
12.00 – 12.05	Film on e-Governance
12.05 – 12.35	Distribution of National e-Governance Awards 2023
12.35 – 12.55	Address : Dr. Jitendra Singh, Honourable Minister of State in the Ministry of Personnel, Public Grievances & Pensions
12.55 – 13.00	Vote of Thanks : by Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh
Ceremonial Photograph of e-Governance Awardees 2023 with Honourable Minister of State in the Ministry of Personnel, Public Grievances & Pensions	
<b>Lunch (13.00 – 14.00)</b>	
14.00 – 15.30	Plenary Session – IX : UN DESA and NeSDA – 2023 Way forward
	Plenary Session – X : Digital Transformation in Madhya Pradesh
<b>Tea Break (15.30 -15.45)</b>	
15.45– 17.15	Plenary Session – XI: e-Governance Initiatives in Madhya Pradesh

# Day 02

## (25<sup>th</sup> August 2023)

### Plenary session IV : Role of Research & Development in Citizen Centric Services



**Chair:**  
**Shri Amar Nath,**  
**Former Additional Secretary, DARPG**

Shri Amar Nath welcomed everyone in the session, He started by comparing conducting research and development with providing public services. He stated that the task become really complex when human beings are involved in decision making. He explained why research and development is necessary by introducing India as a diverse and large

country with more than 50 % of population is young whose age is less than 30 years which are spread around in rural and urban areas with regional diversity where it is difficult to provide citizen

centric services. He explained that it is difficult to implement the public policy in diverse country but the technology like AI ML, IoT, GPR the issue of implementation can be resolved. He also stated that the collaboration with various academia and stakeholder for research and development can help in providing citizen centric services. Lastly, He requested the speakers in the panel to throw some light on the topic.



**Speaker:**  
**Smt. Sujata Saunik,**  
**Additional Chief Secretary, AR,**  
**Government of Maharashtra**

Smt. Sujata Saunik initiated by introducing Mantralaya Monthly Reforms Report which assess the Advancement of Departments and Districts in Digital Governance, Analyzes the execution of various e-governance initiatives in administrative procedures, addressing grievances service request and highlights innovative strategies to eliminate outdated practices and efficient space utilization, etc. She highlighted that Monthly Reforms Report Spurred a sense of a healthy competition among the departments and districts and proven to be a powerful tool in

fostering a more responsive and citizen-centric governance framework in Maharashtra. She also mentioned that reports analytics suggests that there is an increase in service delivery rate and the shifting departmental rankings based on their performance. She further talked about Aaple Sarkar: Grievance Redressal Portal



stating there has been 75% redressal rate and Maharashtra stood on the 9th position in the Grievance Redressal Index with a net score of 28.83%. She highlighted the Maharashtra CM Helpline service which will bridge the digital gaps for citizens with limited technical proficiency to register their grievances and evaluate the service quality or the effectiveness of grievance redressal. She stated that CM Helpline service introduce a new avenue for citizens to register grievances over a call and data will be valuable for multifaceted analysis, departmental performance assessment and service improvisation. She also highlighted how over 10,000 citizens visited mantralaya to file grievances and follow-ups which caused inconveniences to citizens but Central Registry Unit (CRU) streamlined approach which enables citizens to conveniently submit & track applications and enhanced the utilization of e-Office and the Aaple Sarkar Grievance portal for optimization and approximately 30% reduction in daily footfall.

Lastly, she concluded by discussing about the digital inclusivity which ensuring equitable access to digital services and making future systems more citizen friendly, boosting digital footprint by extending e-office implementation to the most decentralized administrative level and staff capacity building by empowering them with continuous training and motivation for digital proficiency.



**Speaker: Prof.  
Ganesh Ramakrishnan, IIT Mumbai**

Prof. Ganesh Ramakrishnan thanked DARPG for giving him opportunity to present the biggest challenge in adapting AI/ML in operational settings. He further talked about data efficient machine learning and use of effective data. He

talked about decile.org which extensively work with government and private agency to bridge the gap of trust efficiency, delivery efficiency and scale efficiency. He talked about deep learning which has advanced generative AI which has achieved near human performance in multiple fields, strongly related to amount of data and compute resources. He further discussed the key problems with Large Datasets and Massive Models like

Staggering Training/Inference Costs, Expensive labelling of large Datasets, fragile and biasedness in the Data and Overloaded Information with Massive Datasets. He also highlighted that the computation intensively is really high in terms of use of GPUs. He also discussed about the data efficiency at annotation level, training level, validation level or at deployment level. He suggested that the subset of data is as effective as entire dataset. He later discussed the modules of decile i.e. SUBMODLIB which summarize massive dataset using submodular optimization, CORDS which train robust models and reduce end to end training time from days to hours and hours to minutes using coresets and data subset selection, DISTIL which cut down your labelling cost and time by an order of magnitude, SPEAR which reduces labelling efforts using Data programming and subset selection and Trust which targets subset selection to mine rare events, personalization, and fairness.

Lastly, He talked about the Udaan Project for end-to-end document translation which is supported by bhashini project along with decile. He also discussed that Udaan Project works on Development and adoption of domain specific vocabulary of more than 50 lakh words across 11 languages, in alignment with dictionaries (MoU with CSTT in final stages). He also shared brief details of project which are integrated with decile application.





**Speaker:**  
**Dr. Nisheeth Srivastava,**  
**IIT Kanpur**

Dr. Nisheeth Srivastava thanked everyone who are present at conference, He initiated by talking about Integrated Grievance Management System. He explained the process of digitization of grievances which are received in the form of text with the attachment and later gets integrated to CPGRAM portal. He stated that IGMS allows the semantic gist of the grievance

and also translated from 10 languages out of 19 scheduled languages and IGMS 2.0 automates spam, repeat filtering and trend analysis. He also highlighted that IGMS 2.0 automates

root cause analysis of grievances. He further explained the working of root cause analysis stating automated detection of important topics in the department grievance stream, hierarchy labelling of topics using bags of words, offering an auto critic framework of discovering the root cause and enabling downstream process reengineering.

Dr. Nisheeth Srivastava further discusses a case study on Ministry of Rural Development related to process reengineering with IGMS. He further discussed the methodology for implementing the system. He also explained the importance of evidence-based process reengineering and also stated that critic grievances offer an important window into a lacunae in administrative processes. He stated that IGMS permits a streamlined and actionable insight into a major pain point for a various govt schemes and processes. He also stated that IGMS can be used to monitor newly launched schemes and also used as a early warning system for emergent problems. He concluded by suggesting that 21st century govt should be locally accountable, locally agile and locally limited.



**Speaker:**  
**Dr. Rohini Srivathsa,**  
**National Technology Officer, Microsoft India**

Dr. Rohini Srivathsa expressed Microsoft's commitment to research and development (R&D) and innovation as essential elements for the company's survival. She highlighted the work undertaken by Microsoft Research in India.

She emphasized that Microsoft Research, with its global presence dating back to 1991, operates numerous labs worldwide. However, she drew attention to their strategic focus in India, where they have chosen to concentrate on innovations that have a profound societal impact. She elaborated on several

noteworthy projects. "Shiksha Co-pilot," for instance, serves as a digital AI-based assistant for teachers, aiding them in creating customized lesson plans efficiently. The project aligns with the goal of improving education quality, particularly regarding the UN Sustainable Development Goals.

Another project she talked about is "Project Karya," garnered significant attention for its innovative approach. It offers income opportunities and promotes digital literacy in rural communities through a smartphone-based platform and crowdsourcing. She also discussed about Bhashini project, the government of India's initiative to establish a national digital language platform, has benefited from Microsoft's involvement. Their contributions in language and machine learning have played a pivotal role in advancing this initiative. She also explained the privacy-preserving computation techniques, such as "Confidential Computing," which have also been a focus for Microsoft stating that these techniques aim to protect personal data while enabling the extraction of valuable insights.

Mrs. Rohini concluded her presentation by discussing the National Mission on Inter cyber Physical Systems in India. She emphasized the need for greater collaboration between industry, academia, and the government.

The session also witnessed a panel discussion and a Q&A session.



**Address:**  
**Shri. S.N Tripathi,**  
**Director General, IIPA**

Shri. S.N Tripathi welcomed Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances & Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India; Shri. Shankar Lalwani, Member of Parliament, Government of India; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government

of Madhya Pradesh; Shri Om Prakash Sakhlecha, Hon'ble Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh and Shri NBS Rajput, Joint Secretary, DARPG.

He congratulated everyone especially Dr. Jitendra Singh, Hon'ble Minister of State for successful landing of Chandrayaan-3 lander and stated that it is a great achievement of India. He Congratulated DARPG for NCeG 2023 and stated that this conference inspired various state government to work in the field of eGovernance. He also stated that this conference is a great platform for various officials of govt to come and learn about new technology, its implementation in the projects.

Lastly, he thanked and acknowledged the presence of dignitaries and senior officials from different states.

**Address:**

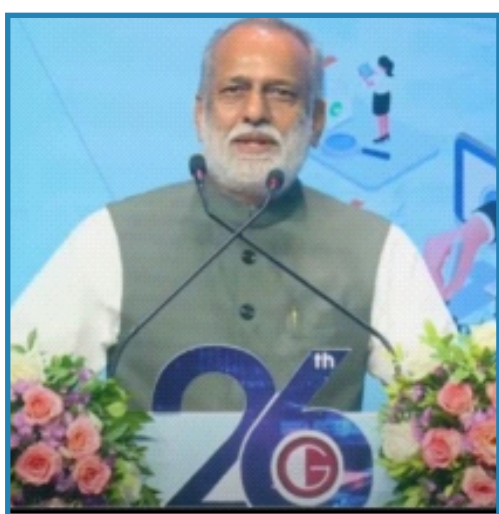
**Shri Abhijeet Agrawal,  
MD, State Electronic Development  
Corporation, Government of Madhya Pradesh**

Shri Abhijeet Agrawal began by extending a warm welcome to Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances &

Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India; Shri. Shankar Lalwani, Member of Parliament, Government

of India; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of Madhya Pradesh; Shri Om Prakash Sakhlecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri. S.N Tripathi, Director General, IIPA and Shri NBS Rajput, Joint Secretary, DARPG. He also acknowledged the presence of dignitaries and senior officials from different states.

He expressed gratitude to the Ministry for selecting Indore as the venue for the 26th edition of National Conference on eGovernance, highlighting the city's reputation for cleanliness and clean air. Shri Abhijeet Agrawal mentioned that the conference spanned two days and is a great platform for learning and collaboration. He assured everyone that the Government of Madhya Pradesh had made every effort to host the conference successfully. In conclusion, he warmly welcomed all the guests and participants to the conference and expressed gratitude for their presence.



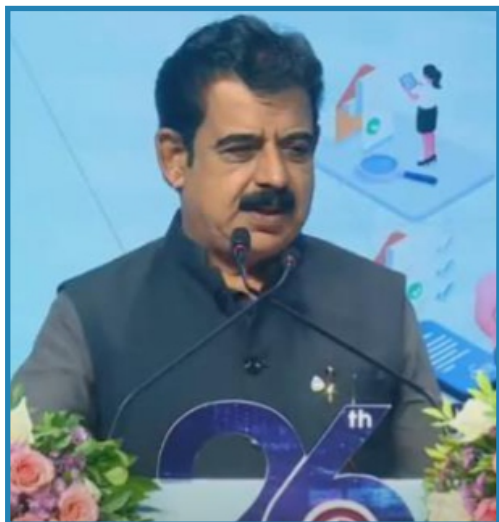
**Address: Shri Shaitan Singh Pal,  
Chairman and Director, Madhya Pradesh State  
Electronics Development  
Corporation Limited, Government  
of Madhya Pradesh**

Shri Shaitan Singh Pal extended his gratitude to Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances & Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India; Shri. Shankar Lalwani, Member of

Parliament, Government of India; Shri Om Prakash Sakhlecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri. S.N Tripathi, Director General, IIPA; Shri NBS Rajput, Joint Secretary, DARPG and Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh.



He congratulated everyone for the flawless moon landing of Chandrayaan-3 lander for lunar expedition and creating history of human kind. He further talked about the importance of eGovernance in terms of Direct Benefit Transfer stating due to technological advancement DBT schemes have become transparent across the state of Madhya Pradesh. He further discussed about the Ladli Behna Yojana and MP Widow Pension Scheme stating there has been hassle free transfer of payment in the account of beneficiary due to eGovernance model implemented by the state. Lastly, He thanked everyone for inviting him to esteem conference on eGovernance organised by DARPG, Miety and Madhya Pradesh government.



**Address:**

**Shri. Shankar Lalwani,  
Member of Parliament, Government of India**

Shri. Shankar Lalwani welcomed Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances & Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India; Shri Om Prakash Sakhlecha, Honourable Minister, Science & Technology and MSME, Government of Madhya Pradesh; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics Development Corporation Limited, Government of

Madhya Pradesh; Shri. S.N Tripathi, Director General, IIPA; Shri NBS Rajput, Joint Secretary, DARPG and Shri Abhijeet Agrawal, MD, State Electronic Development Corporation, Government of Madhya Pradesh.

Shri. Shankar Lalwani congratulated everyone for success of India's Chandrayaan-3 lunar lander mission at South Pole and becoming the first country to achieve this milestone. Lastly, He also congratulated all the awardees of NAEg 2023 for outperforming in the field of eGovernance.



**Address:**

**Shri Om Prakash Sakhlecha,  
Honourable Minister, Science & Technology  
and MSME, Government of Madhya Pradesh**

Shri Om Prakash Sakhlecha began by extending a heartfelt welcome Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Development of North Eastern Region, Minister of State in the Prime Minister's Office; Ministry of Personnel, Public Grievances & Pensions, Department of Energy & Department of Space, Government of India, Hon'ble Minister of State, Government of India; Shri. Shankar Lalwani, Member of Parliament, Government of India; Shri Shaitan Singh Pal, Chairman and Director, Madhya Pradesh State Electronics

Development Corporation Limited, Government of Madhya Pradesh; Shri. S.N Tripathi, Director General, IIPA; Shri NBS Rajput, Joint Secretary, DARPG and Shri Abhijeet Agrawal, MD, State Electronic Development

Corporation, Government of Madhya Pradesh. He congratulated everyone at dais and dignitaries present at the conference for the success of Chandrayaan-3 lunar lander mission.

Shri Om Prakash Sakhlecha discussed about the exceptional growth of India in terms of technology in past two decade. He stated that soon India going to be the third largest economy in the world and in no time, India will also lead in science and technology across the globe. He stated that this conference will be the best platform where other states can learn and replicated the initiative and schemes related to technology which have been successful in every state. Lastly, He thanked everyone for taking out time and joining the conference of two days in Indore.

**This was followed by releasing the booklets: Background papers, Excellence in eGovernance Booklet, Compendium of e-Governance initiatives and Citation - 2023 Booklet.**

**This was followed by the distribution of the National Awards for e-Governance 2022. Gold and Silver awards were presented to the 16 best initiatives (eight gold and eight silver awards). The award-winning teams were felicitated with a trophy and a certificate. The Gold awardees were given a cash award of Rs.10 lakh each and the silver awardees**

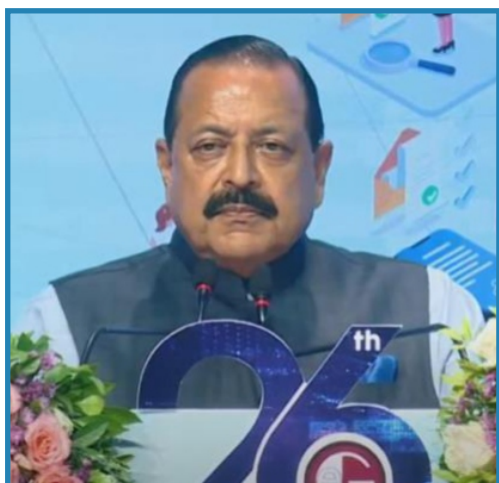
**were given a cash award of Rs.5 lakh each. Film citations were played in the background, which briefly introduced the project.**

**The following is the list of award-winning projects for 2023:**

S.No.	Category	Project Name	Dept./Orgn./State/ District	Award
Category I - Excellence in Government Process Re-engineering for Digital Transformation (i) Central level initiatives; (ii) State/UT level initiatives				
1	(I) Central level initiatives	National Automated Identification System (NAFIS)	National Crime Records Bureau	<b>GOLD</b>
2		Mission Antyodaya	Department of Rural Development	<b>SILVER</b>
3	(ii) State/UT level initiatives	Suvidha Vehicles Facilitation System	Department of Information Technology & Electronics Govt of West Bengal	<b>GOLD</b>
4		Maa Navjaat Tracking (MaNTrA) for Delivery Point Health Facilities	National Health Mission-UP	<b>SILVER</b>
Category II - Excellence in Application of Emerging Technologies for providing Citizen Centric Services (I) Central level initiatives; (ii) State/UT level initiatives				
5	(I) Central level initiative	SVAMITVA	Ministry of Panchayati Raj	<b>GOLD</b>
6		Jal Jeevan Mission - Water Quality Management Information System	Department of Drinking Water & Sanitation	<b>SILVER</b>



S.No.	Category	Project Name	Dept./Orgn./State/ District	Award
7	(ii) State UTlevelinitiatives	Real time tracking and surveillance forYatramanagement throughRFIDtechnology and CCTV network andDigitalisation of Pilgrim services byShri Mata Vaishno Devi Shrine Board.	Shri Mata Vaishno Devi Shrine Board	<b>GOLD</b>
8		Apuni Sarkar	Information Technology Development Agency, ITDA Dehradun	<b>SILVER</b>
Category III - Excellence in District level initiative in e-Governance				
9	Category III	MOR Raipur Smart App	Raipur Smart City Ltd.	<b>GOLD</b>
10	Category III	ColdStorage Information System (CSIS)	District Administration Firozabad	<b>GOLD</b>
11	Category III	Water SCADA	Bhopal Smart City Development Corporation Limited	<b>SILVER</b>
12	Category III	Jan Sahayata Koshang	District Administration, West Singhbhum	<b>SILVER</b>
Category IV-Outstanding research on Citizen Centric Services by Academic/ResearchInstitutions				
13	Category IV	Innovative and Transformative Smart Farming using Artificial Intelligence	Indira Gandhi agriculture university Raipur	<b>GOLD</b>
14	Category IV	Lucky Bill App	Kerala University of Digital Sciences, Innovation and Technology (Digital University Kerala)	<b>SILVER</b>
Category V - Application of Emerging Technologies in Governance by Startups				
15	Category V	Sampurna Shiksha Kavach Program by Filo	Filo Edtech Pvt Ltd	<b>GOLD</b>
16	Category V	Percept Extended Detection and Response (XDR)	Sequaretek IT Solutions Pvt.Ltd.	<b>SILVER</b>

**Address:**

**Dr. Jitendra Singh,  
Hon'ble Minister of State (Independent Charge)  
of the Ministry of Development of North  
Eastern Region, Minister of State in the  
Prime Minister's Office; Ministry of Personnel,  
Public Grievances & Pensions, Department of  
Energy & Department of Space,  
Government of India, Hon'ble Minister of State,  
Government of India**

Dr. Jitendra Singh forwarded his heartfelt congratulations to everyone involved in organizing the Conference. He addressed the eminent participants and welcomed everyone at dais and dignitaries to the conference.

He delivered the statement "India has arrived," stating that this is one of the most auspicious times happening in India and proudly discussed about India hosting G20, celebration of International Year of Millets and two weeks after Independence Day India witnessing the success of Chandrayaan 3 landing mission.

The Hon'ble MoS proudly mentioned that time has come when India not only stands even with other countries, but has proven that it can lead the world. He said, "Under the leadership of Hon'ble Prime Minister, India has broken shackles of the past and rapidly moving free on the path to development. He discussed about the opening Space sector for private industry and till date more than 150 private Startups joined the space sector.

While discussing about the Administrative Reforms, He said that many reforms have been initiated by Hon'ble Prime Minister in the last nine years.

"Amid the Covid pandemic, everyday life may have ground to a halt, but the administrative machinery of the Government of India didn't experience any slowdown. This was because we had already embraced digitalization, unlike others who were still in the process of getting ready," he noted, highlighting the efficient transfer of benefits to the general public through Direct Benefit Transfers (DBT).

Dr. Jitendra Singh emphasized that the Prime Minister introduced the guiding principle of 'Minimum Government - Maximum Governance.' The Department of Administrative Reforms and Public Grievances (DARPG) took various measures, including eliminating the need for attestation by Gazetted officers and abolishing interviews to curb unethical practices. Additionally, a significant portion of operations was transitioned to the online sphere, and to enhance transparency, accountability, and citizen engagement, human interactions were minimized to the essential minimum.

He mentioned that the Department of Pension & Pensioners' Welfare (DoPPW) implemented the Digital Life Certificate (DLC) and subsequently introduced an Aadhar-based program for online DLC submissions. Initially, DLCs were submitted using biometric devices, and now a Face-Authentication Technology-based system, utilizing UIDAI Aadhaar software, has been introduced.

Addressing transparency and accountability in governance, the Hon'ble MoS emphasized that a strong grievance redressal system sets the standard for a clean and efficient government. The CPGRAMS now receives approximately 20 lakh grievances annually, a significant increase compared to the previous annual rate of just

2 lakhs. This surge is attributed to the government's commitment to resolving grievances within specified timeframes, thereby earning the trust and confidence of the public.

He outlined how initiatives such as Digi Locker and the SVAMITVA scheme have contributed to enhancing transparency in land registry and have been instrumental in driving technological reforms aimed at improving the overall quality of life and ease of living. These technology-driven reforms not only streamline administrative processes but also empower citizens with efficient and accessible tools for managing their essential documents and securing their land rights.

Hon'ble Minister of State concluded with the statement, "Our objective is to actively accelerate our efforts in order to propel India towards achieving the status of a developed nation by the year 2047. We are committed to realizing this vision with a focus on rapid and extensive progress, harnessing the full potential of digital transformations within the realm of e-governance".

## Plenary session V : Emerging Technologies in Governance by Startups

The introduction to the session begins by setting the scene at the heart of Madhya Pradesh, in Indore, known for its cleanliness and pure air. The session is dedicated to discussing emerging technologies in government, particularly focusing on innovations by startups. The session chair, Dr. Chintan Vaishnav, Mission Director of Atal Innovation Mission, NITI Aayog, and Ms. Manmeet Kanda, Joint Secretary, DPIIT, are announced to join the session virtually.

### The speakers for the session are introduced: \_\_\_\_\_

- **Dr. Gaurav Gupta**, a distinguished scientist in the field of digital forensics, recognized as the first Indian to earn a doctorate in this domain. He is celebrated for his significant contributions and is a recipient of the Young Scientist Award by the Indian Science Congress, awarded by Dr. APJ Abdul Kalam. Dr. Gupta is an additional director with the Ministry of Electronics and Information Technology, Government of India, and an acclaimed author of the book "Cyber Unsafe."
- **Professor Dr. Prashant Salwan**, a Professor of Strategy and International Business at the Indian Institute of Management, Indore. His educational pedigree includes being an alumnus of the London School of Economics and Political Science, UK, and a recipient of prestigious scholarships. Dr. Salwan has provided customized training and consulting services to various government bodies, international institutions like the World Bank, as well as Indian and foreign multinationals. He is also an active contributor to leading newspapers.
- **Mr. Rohit Kumar**, CEO of Filo EdTech Limited, a seasoned technologist with a passion for solving mass-scale problems. He is an alumnus of the prestigious IIT Kanpur and a co-founder of Phow.
- **Ms. Anandi**, the Secretary to the Government, Information Technology and

Communication Department, Rajasthan. Her extensive experience in the government includes roles such as Deputy Director, LBSNAA Mussoorie, Joint Secretary to the Government Finance, Taxation Department, Commissioner School Education, and Rajasthan School Shiksha Parishad.

As the session prepares to start, there's a brief interaction to ensure that the virtual connection with the session chair and speakers is clear and audible. The session chair, Dr. Vaishnav, expresses his excitement about moderating the panel virtually, aiming for a structured discussion with minimized crosstalk. There's a slight concern about an echo in the audio, but the communication is deemed clear enough to proceed.

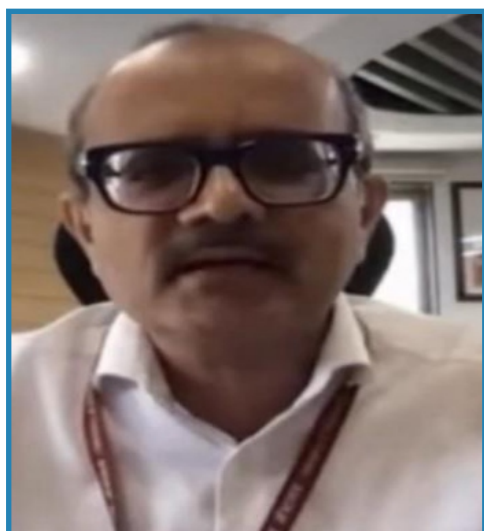
With the introduction setting a professional and anticipatory tone, the stage is set for an insightful session on how emerging technologies and innovative approaches by startups can influence and enhance governance in the digital era.

## Innovation in Governance by Startups

### Introduction to the Theme:

The session commenced with a focus on the significant role startups are playing in transforming governance. It was emphasized that startups, with their agility and innovative approach, are uniquely positioned to address and solve complex challenges in governance.

The Dias is handed over to the chair of the session **Dr. Chintan Vaishnav**.



**Dr. Chintan Vaishnav**, Mission Director, Atal Innovation Mission, NITI Aayog, shared insights into how startups are not just technology providers but also pivotal in shaping a new governance culture. He highlighted the necessity of startups in bringing about speed, efficiency, and scalability in government services and the government paradigm.

He shared how **governance is the ripest paradigm for innovation** to plug in as it is a structured paradigm. The problem finding phase in governance is structured for startups and thus can be a habitable ground for innovations. He talks about how startups could contribute to the procurement processes of the government. He emphasizes how a market creation that procures from start ups is important. This market creation will exhilarate the role of startups in governance structures.

He shared best case studies by highlighting examples of successful startup collaborations with government bodies by demonstrating **how startups are leveraging emerging technologies like AI, blockchain, and IoT to create transparent, accountable, and efficient governance systems.**

Dr. Chintan further touched upon the **challenges startups face when working with government entities** including bureaucratic hurdles, slow decision- making processes, and scalability issues. However, it was also pointed out that the government is increasingly recognizing these challenges and is working towards creating a more conducive environment for startup collaboration. The **importance of a robust support system for startups** was acknowledged. This includes not just funding but also mentorship, guidance on navigating governmental processes, and access to a network of government officials and policymakers.

Specific innovative solutions developed by startups for governance were highlighted. This included solutions for public service delivery, digital infrastructure, data analytics for policy making, and citizen engagement platforms. The transformative potential of these solutions in making governance more citizen-centric was emphasized.

The discussion also veered towards how policy frameworks are evolving to better engage startups in the governance process. The government's role in creating a favorable ecosystem through initiatives like Atal Innovation Mission, Startup India, and Digital India was discussed.

The session concluded with a forward-looking perspective, emphasizing that the collaboration between startups and government will be a key driver for innovation in governance. The potential

for these partnerships to redefine public service delivery and create a more inclusive and efficient governance model was acknowledged.



**Mr. Rohit Kumar** was introduced as the **CEO of Filo EdTech** Limited and a prominent figure in the technology sector. His background as an alumnus of the prestigious IIT Kanpur and co-founder of Phow sets the stage for his role as a technology leader driving innovation.

The session highlighted Mr. Kumar's passion for solving problems that impact the masses. He highlighted how during the Covid pandemic, investments were made in online classes and online learning tools etc. but only the top 10% were benefiting from them as they were self learning. He talks about how this problem must be understood in context of its scale. So understanding different learning competencies and acknowledging it did not mean giving up on these 90% across the classrooms of the country. His approach to leveraging technology to address large-scale challenges, especially in the domain of education was emphasized.

Mr. Kumar's work with Filo EdTech Limited was discussed, focusing on how his leadership has led to innovative solutions in educational technology. His efforts in creating platforms and tools that enhance learning and skill development resonate with the needs of modern governance. He highlights how Philo is the world's first instant teaching platform where students can connect to a live teacher in under 60 seconds. The teacher will help students across their curriculum and with any learning needs they may have. This ecosystem is supported by unique pedagogies and technologies for which Filo has been awarded 5 patents in the USA and India. 24\*7 Instant access to teachers has created a deep and equitable impact at scale. Within 2 years, There are more than 60,000 teachers and 40 lakhs students across 15 countries.

The platform has also reached remote areas of the country. It is here that Filo realized that they must collaborate with the government to create an even deeper impact. Filo also realized that the present infrastructure wasn't the most conducive for students to acquire knowledge. It is here that the Sampurna Shikha Kavach came into existence. It contains three components-The Filo classroom consists of live online classes for all students. The Filo instant platform provides after school access through 24\*7 coverage. The Dumka Super 30 provides focused preparation for the brightest minds to compete in competitive exams. This provides a customized solution to the learning goals and aspirations of students who come from a diverse socio- economic background.

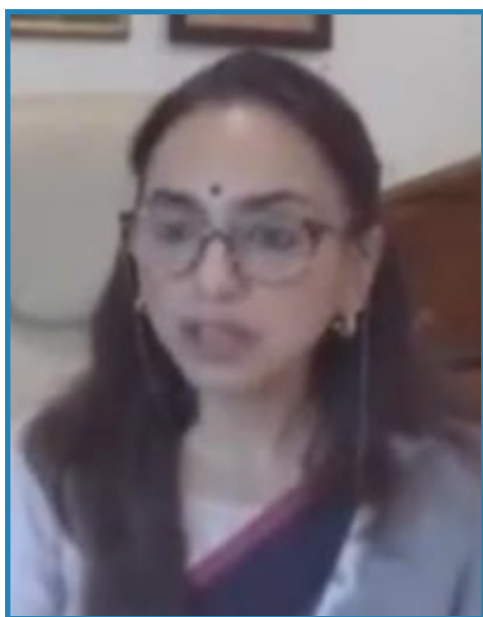


The session shed light on how Mr. Kumar's initiatives bridge the gap between advanced technology and practical governance applications. His ability to understand the nuances of governance and integrate technology solutions makes him a pivotal figure in the e- governance ecosystem. Mr. Kumar's focus on creating scalable and impactful technology solutions was highlighted. He highlighted how FILO aims to enable the masses and His approach ensures that the solutions not only address the immediate needs but are also sustainable and scalable, catering to the evolving demands of governance.

The importance of collaboration and partnership in Mr. Kumar's work was discussed. His role in fostering partnerships between the technology sector and government entities exemplifies how collaborative efforts can lead to substantial improvements in governance.

Mr. Kumar's vision for a future where governance is deeply integrated with technology was shared. His belief in the power of technology to make governance more transparent, efficient, and citizen-friendly was highlighted as a guiding principle in his work.

Finally, the session chair recognized Mr. Kumar's role in empowering government bodies and officials through technological innovation. His contributions are not just in providing technology solutions but also in empowering those in governance with the tools and knowledge to leverage these solutions effectively.



Ms. Anandi was introduced as the Secretary to the Government, Information Technology, and Communication Department, Rajasthan. Her multifaceted administrative career, marked by roles in various governmental departments, was highlighted, showcasing her comprehensive understanding of the intricacies of governance. The session shed light on the breadth of Ms. Anandi's experience in governance. Her roles included Deputy Director at LBSNAA Mussoorie, Joint Secretary to the Government Finance, Taxation Department, Commissioner of School Education, and Rajasthan School Shiksha Parishad. Each role brought its unique challenges and learnings, contributing to her expansive knowledge base.

The Honorable prime minister had announced the launch of the startup India initiative way back on the 15th of August August 2015 and it was launched forly in January 2016 and that program has launched and paved the way for a slew of policy initiatives and to build a very strong growth oriented environment for the Indian startups towards the collective goal of an atma Nirbhar Bharat and today very proudly one can say that there are 99,500 plus DPIIT recognized startups in 57 different sectors across 674 districts. She reiterated Dr Chintan's points about the need of the hour being to improve our public procurement policy so that more and more innovative solutions can find easy procurement in the government systems. There has been a short and a small effort in this way with the Gem platform having a separate tab for startup Solutions. We have startups selling one lakh worth Goods every minute on GeM but this is just the beginning. She reiterates how there is a requirement for further hand holding them and for improving our systems so that procurements in all government departments State and Central alike increase day by day.

She highlighted how startups have been creating large-scale employment, generating market demand, and contributing to the economy. She reiterated the importance of ensuring robust procurement policies for startups. She highlighted how startups have been leveraging technology to transform governance by using AI to reduce corruption, employing AI for precision medicine, AL-ML for monitoring crimes, and using AI to issue challans for road safety. Decisions for auditing are also being facilitated by AI.

A DPIIT-recognized startup is leveraging satellite data, data capabilities, and remote sensing technology to provide information about the financial services and banking sector. Another startup provides IT solutions for supplying data to the defense sector and border security forces.

Government services are seeing improvements in decision-making and augmented transparency due to technology being leveraged by startups. She emphasized how this ecosystem needs to be nourished and hand-held to make improvements.



**Professor Dr. Prashant Salwan, IIM Indore** Professor of Strategy and International Business at the Indian Institute of Management, Indore. His educational pedigree includes being an alumnus of the London School of Economics and Political Science, UK, and a recipient of prestigious scholarships. Dr. Salwan has provided customized training and consulting services to various government bodies, international institutions like the World Bank, as well as Indian and foreign multinationals. He is also an active contributor to leading newspapers.

He discusses startups and why startups are so important, what the characteristics of startups are and how the startups characteristics can combine with emerging technology. He also discusses what is meant by emerging Technologies and then presents case studies from India.

Wilson, regarded as the father of public administration in 1887, mentioned the main ideology of public administration as "cost less and work better" in the 18th and 19th centuries. In the present day, governments focus not only on cost efficiency but also on utilizing various technologies and interventions to enhance their activities. Excellence in organizations, whether in government or startups, is often assessed based on criteria such as being purpose-driven, goal-centric, customer-centric, process-oriented, and having structural support.

Two critical aspects for any organization, including government, are efficiency and effectiveness. Efficiency is defined as accomplishing something with the least waste of time, money, and effort, while effectiveness is the degree to which something is successful in producing the desired result. The combination of efficiency and effectiveness is crucial for what is now referred to as the "new public service." This shift in public administration involves a move from traditional approaches to new public management and, ultimately, a focus on public service.

In the context of new public service, governments act as convenors, catalysts, collaborators, sometimes steering, sometimes rowing, and sometimes partnering or staying out of the way. The key objective is to be both efficient and effective, doing the right things in the right way to create public value.

The research indicates that the availability and quality of data, along with technology usage, play a significant role in the public sector's digital governance, fostering innovation, co-production, transparency, and the generation of public value.

Startups, with their characteristics like innovation, problem-solving, scalability, flexibility, and external funding, play a vital role in driving efficiency and effectiveness in government activities. These characteristics enable startups to sense opportunities, design and refine solutions, and develop capabilities as they grow.

In the Indian context, startups have contributed significantly to public service, especially in sectors like agriculture. Examples include Z Roof, a solar roof platform; EdForAll, a learning and skilling platform; SatSure, which uses satellite data for decision intelligence; Jungle, a network security platform; InApps, offering information security and data analytics solutions; and SononXAI, focusing on disease detection from medical images.

The growth of startups in India has been notable, with the number increasing from 442 in 2016 to around 100,000 by 2023. These startups have played a crucial role in addressing various challenges, from crop management to healthcare diagnostics. Additionally, the government's focus on emerging technologies like AI, blockchain, and data analytics has created opportunities for startups to collaborate and provide innovative solutions.

As India aims to become a \$26 trillion economy by 2047, the collaboration between government and startups becomes imperative for embracing emerging technologies and driving efficiency in public services. The government needs to ensure that startup solutions align with economic considerations, reliability, maintainability, productivity, and also address social issues like accessibility, usability, and local language integration. OECD guidelines emphasize the importance of fitness for purpose, clarity of scope, smart and inclusive participation, explicit value frameworks, and considerations of biases and usability when deploying robust and emerging technologies in governance.

In conclusion, the synergy between government and startups is pivotal for achieving efficiency and effectiveness in the new public service paradigm. The examples of successful startups in India highlight the transformative impact they can have on various sectors, contributing to the nation's economic growth and development.

### **Dr. Chintan Vaishnav**

The 2x2 matrix of effectiveness versus efficiency is truly fascinating. Failing at both dimensions presents significant opportunities. If there is a failure in either dimension, there is still room for improvement. Even for systems that are efficient and effective in the current scenario, engaging with startups remains enticing, pointing towards the continual evolution of services.

In the realm of B2G (Business to Government), which remains a bit of a black box despite notable examples, there's a need to demystify it for a better understanding. Moving on to Dr. GV Gupta, he holds expertise not only in problem-solving but also in digital solutions. It's interesting to explore how governance solutions, predominantly digital, address challenges in both the digital and physical spaces.



**Dr. Gaurav Gupta** He talks about how today's startup ecosystem is booming. We have all the ingredients required for anyone to take up a risk and start a startup. We have technological solutions, such as artificial intelligence, great computing power at very low cost, and the Internet of Things. Today is the time where we can easily leverage existing technologies to solve problems.

Twenty years earlier, if you wanted to start a startup, there were challenges like poor connectivity and high infrastructure costs. However, the penetration of digital technologies, smartphones, and the internet has eliminated many barriers, making it easier to address problem statements with high impact. Even the government is actively supporting startups with initiatives like the startup scheme and the Mudra scheme, providing loans and creating enabling solutions such as the Bhashini platform for language translation.

Startups still play a crucial role, even in well-performing systems. Real-time, accurate digital image processing and vision are now possible, allowing for the identification of speed violations and various objects. The government is working on initiatives like the Indian Web Browser Development Challenge, providing opportunities for startups to participate and minimize their risks by tackling identified problem statements.

Dr. Gaurav Gupta emphasizes the need for startups to address issues in digital forensics, computer frauds, and cybercrime investigation. There's ample scope in securing digital infrastructure, leveraging blockchain for digital evidence collection, and preventing compromises. The ecosystem exists, problem statements are identified, and data is readily available, making it an encouraging environment for startups.

He discusses various cybersecurity challenges, including the misuse of personal data, identity theft, and fraud related to phone loss or fund transfers. There's a need for startups to develop solutions for securing digital devices, smartphones, and personal data, presenting opportunities for innovation.

In the era of convergence, where everything is becoming smaller and more interconnected, startups can focus on developing solutions around smartphones, tablets, and PCs. Dr. Gupta points out the prevalence of counterfeiting in currency notes, medicines, and other products, suggesting the use of image processing solutions to detect anomalies.

He highlights the market potential in addressing issues like synthetic videos, deep fakes, and frauds using artificial intelligence. The human mind's intelligence is compared to the creative misuse of technology for frauds, emphasizing the importance of changing perspectives toward technology to create solutions that secure and benefit mankind.

Dr. Gupta concludes by stating that technology itself won't be used for frauds; it's the creative and intelligent individuals who will misuse it. Changing our perspective toward technology is crucial in developing solutions that can secure and maximize the benefits of digital technology for humanity.

### **Dr. Chintan Vaishnav**

He reiterates how Dr. Gupta's talk underscores the fact that if you are a startup or an innovator in the digital space, there is really no place like India. Silicon Valley, for example, may give you more money, but nobody will give you this rich set of problems to work on. He then mentions moving on to the procurement end of this conversation. For this he invites Shrimati Anandi, Secretary IT, to share her perspective.



### Ms. Anandi

She takes the audience through, just to set the context, the startup journey of the state of Rajasthan and provides a snapshot of that. She highlights how they began in 2015, actually, this was the first day to come up with a startup policy before startup India itself, and she reminisces how they have had a long and tremendous journey since then.

They started with a one-room incubation center in Jaipur, and very quickly they learned that cultivating an environment of innovation and entrepreneurship would mean that we need to change the way we're doing things. They had started working with one very prestigious institution as a partner, but then again, she mentioned how a third party was always a third party.

In 2017, they changed tracks completely. They took this policy into the Department of IT from the Industries department and engaged with any other organizations. They took it up as an upfront and

center flagship program of the Department of IT itself. Then they started expanding their scale. They needed to step out of Jaipur. They needed to create this environment in the entire state of Rajasthan, which is a huge state. So, They slowly moved on to seven other cities, setting up incubation centers there.

In 2018, They set up this beautiful Techno Hub that we have in Jaipur. It's 150,000 square feet of incubation space. The speaker talks about how she would invite a lot of young students here. She encourages the audience saying how Anyone who wants to come and visit must come and have a look at that. It has state-of-the-art infrastructure, whether it is Wi-Fi connectivity or access to data centers or plug-and-play facilities, tinkering labs, everything. But more importantly, we have now trickled down even further. She talks about how they today have launch pads in schools and colleges across Rajasthan, every single district of the state of Rajasthan. They are moving further, getting deeper into the grassroots, engaging rural startups, FPOs, and SS as well with our startup program, which is called iStart.

The most important thing that the speaker mentions about how they turned over time is, of course, the scale, but very important is the end-to-end support that they try to provide for the startups working with the government of Rajasthan and in general as well. Of course, infrastructure, which she mentioned, but also a lot of learning and handholding and connecting them to venture capitalists and angel investors.

The speaker also mentions how they have also put in place full-time mentors who help them actually grow their startup, guide them, handhold them through whatever compliances they may need, whatever inputs they may need, for example, in making a better business plan. They have a lot of events very regularly held which talk about different aspects of entrepreneurship.

In addition to that, the speaker mentions how they have expanded our financial support. In 2015, they started, a seed stage startup was getting about a lakh, and the maximum the government was supporting was 25 lakhs. Today, a seed, in fact, a pre-ideation state startup starts with 24 lakhs, and the government of Rajasthan goes on to support up to five crores of rupees in an equity format.

Today, they have almost 4,000 startups who are registered with us. But then there are many more like Filo, who are working with the government of Rajasthan in Rajasthan state even though they are not technically registered with us. More than 400 of them have been funded with around 670 crores amongst those who have registered with them. This is a very fast upcoming sector in Rajasthan.



Coming to the topic at hand, which is emerging technologies and governance. She mentions how they have identified certain thrust sectors which include all the emerging tech sections. For example, SaaS, fintech, edtech, Agri, Agri-Tech. All of these are thrust sectors of the government of Rajasthan in which they give additional booster funds.

The speaker mentions public procurement rules, that is the Rajasthan Transparency and Public Procurement Rules. She mentions how they have now made it possible for government departments to procure from startups directly without going into tender up to 25 lakh rupees.

They give them free of cost access to Rajasthan STX. She mentions how If any of the startups want to access the data through API, they can do so very easily without paying anything from our Rajasthan stack.

One of the latest things that the speaker mentions they are doing as a government is adding another layer to this entire ecosystem, which is the upskilling layer. They have set up centers like the Rajiv Gandhi Center for Advanced Technology. It came up a few months ago, and they already have tie-ups with about 11 industry partners, and they run their skilling courses in this center. When it comes to their startups, the speaker reiterates how they allow them to access this free of cost.

In addition to whatever systemic changes we've done in terms of the RTPP Act that have been amended, the speaker mentions that they have an E-Bazar which facilitates this. There is a portal where all these startups can register, and more than 120 departments are regularly purchasing products from these startups. The biggest platform that they have are these Innovation Awards.

The Department of IT conducts this huge competition across the state. The best of these are selected, and then they start working with the respective departments. These are, for example, Frontier Markets, a digital learning app, and they are now working with the Rajiva, which is called Ajivika Mission of Rajasthan. Flee is a tire management company headquartered in Jaipur, but today they spread all over India and have now tied up with roadways of Rajasthan.

Similarly, Medcords has tied up with our health insurance scheme. Code Vidya, again, is an edtech startup, which is now working with 250 government schools of Rajasthan after winning in this Innovation Awards. The government of Rajasthan views this space as a beautiful sweet spot where a startup doesn't have to be tied up. If a government goes in for procurement, by the time we finish procurement, technologies have changed. By allowing for direct procurement from startups, we have addressed that issue. The government itself becomes much more agile by partnering with these amazing startups, which are coming up every day with beautiful solutions for everything.

### **Dr. Chintan Vaishnav**

The moderator has posed a common question to all panelists, and responses will follow the established order. Each participant has a 30-second window to address the query. The question is twofold: for those representing startups, what advice would they offer to fellow startups regarding the mindset needed when collaborating with the government? Conversely, for those in government or the private sector, including any industry representatives, what guidance would they give to government colleagues about their mindset when engaging with startups?

### **Mr. Rohit Kumar**

Regarding startups, the speaker notes a prevalent reluctance to collaborate with the government due to perceived opaqueness and uncertainty about the market's reliability. However, the speaker emphasizes that there are government pioneers, exemplified by initiatives in Rajasthan and beyond, actively seeking innovative solutions to significant challenges. The speaker encourages startups to view government collaborations as an

opportunity to make a meaningful impact, urging them to take a leap of faith and invest in addressing these substantial problems.

### **Manmeet K Nanda**

The speaker draws an analogy between the government-startup relationship and an arranged marriage, suggesting that it should be embraced rather than approached with skepticism. Encouraging startups to adopt an open-minded perspective, she echoes the sentiment expressed by Rohit about the need for caution in working with the government. The speaker emphasizes that this mindset shift applies to government departments as well, advocating for a broader view of startups beyond just providing innovative solutions. She suggests that the government should recognize startups' ability to offer smart and efficient solutions to various problems, urging both parties to work towards making this 'arranged marriage' proposal successful through mutual openness and understanding.

### **Professor Salvan**

On the startup side, the key advice revolves around continuous innovation, technological learning, and the importance of patience when engaging with the government. Acknowledging the challenge of the B2G relationship being somewhat opaque, the speaker emphasizes the need for empirical research. The advice resonates with the common theme observed among startups, urging them to innovate consistently, leverage the best ecosystem, align with government policies, and maintain patience for fruitful collaborations.

From the government perspective, the analogy of the government being a vast elephant with numerous innovations is presented. The emphasis is on crafting a solid strategy that combines efficiency and effectiveness. Drawing examples from successful collaborations with startups in departments like ISRO and DRDO, the speaker highlights the potential of working with fresh startups, citing the recent mission involving 116 startups. The co-creation model is recommended, provided the government is clear about its strategy, efficiency goals, effectiveness objectives, and the rationale behind its initiatives. A clear vision from the government, according to the speaker, can pave the way for successful collaborations with startups, resulting in a mutually beneficial journey.

### **Dr. Gupta**

Dr. Gupta advises startups to prioritize solving high-impact problems, cautioning against pursuing projects based solely on personal preferences. He emphasizes the importance of assessing whether one's passion aligns with market needs. Dr. Gupta suggests that the identification of impactful issues often stems from government discourse, specifically from senior government figures discussing real challenges. To facilitate collaboration, he recommends the government's continued emphasis on problem-solving through initiatives like hackathons and Grand challenges. According to him, this approach fosters a beneficial alignment between startups and government priorities.

### **Ms. Anandi**

While agreeing with fellow panelists and avoiding repetition, Ms. Anandi underscores the need for both government organizations and governments as a whole to embrace the inevitability of failures in startup ventures. She advocates for creating a safe environment where failure is accepted and even celebrated, encouraging startups to persevere and iterate. Ms. Anandi acknowledges the prevailing skepticism in government processes, emphasizing the necessity of rethinking the existing mindset that relies on stringent checks at every stage. In a supportive message to startups, she highlights the welcoming environment in Rajasthan, expressing eagerness for their participation.

**Dr. Chintan Vaishnav**

Concluding the discussion, the speaker leaves the audience with a final reflection and a question. He highlights the necessity for a harmonious collaboration between top-down and bottom-up approaches in navigating the challenges of the evolving landscape, especially with the advent of artificial intelligence. Pointing out the crucial shift, he notes that the rapid pace of technological change in this era contrasts significantly with the relatively slower decision-making processes of institutions. Looking ahead, he poses a forward-looking question, envisioning a scenario in the next decade where successful startups are quickly identified and scaled. The audience is

encouraged to ponder the requirements for achieving this goal and invited to share their thoughts with the speaker and the panelists. The speaker expresses gratitude to the insightful contributions of the panelists and the active participation of the audience, extending best wishes for the remainder of the day.

**\*\*All the speakers are facilitated and thanked for their wonderful inputs in the session.\*\***

## Plenary session XI : E- Governance initiatives in Madhya Pradesh



GST operates as an end-to-end online platform, covering registration, return filing, and cancellation. The process involves e-governance for specific sections, particularly focusing on fraud detection. In the GST value chain, starting with the supply chain, raw materials are transported to manufacturers through GST e-bills. The finalized

product is then supplied to retailers or wholesalers, with everyone involved paying

GST through returns. GST has various return forms like R1, 2A, and others filed on a monthly, quarterly, and yearly basis. Input Tax Credit (ITC) allows taxpayers to use previously paid taxes as credit against their current liabilities. The main concern in fraud detection involves the creation of bogus firms, forged

documents, multiple registrations, and tax evasion practices.

Data analytics play a crucial role in fraud detection. Various reports from platforms like GST, EV monitoring systems, IC System, Gain Portal, GST Prime, and others contribute to identifying fraudulent activities. The department uses data from different sources, including PCH and electricity departments, to cross-verify information. There's a dedicated Data Control and Command Centre where officers monitor and review reports regularly.

The department has developed web pages for activities such as return scrutiny, physical verification, HPC monitoring, and gain analytics. Reports from these activities help in tracking suspicious firms, leading to investigations and enforcement actions. Mobile checking, refund status checking, and new registration categorization are all done through online platforms. The speaker highlights the use of data analytics for fraud detection, including a case study involving the identification and cancellation of 4,909 suspicious firms involved in a significant tax evasion network. Various techniques, including IP address analysis, were used to uncover these fraudulent activities.

Additionally, the department leverages data from treasury, mining, and agriculture departments to match against GST returns, identifying high-risk taxpayers. The speaker discusses how data analytics have led to the registration of over 23,000 new taxpayers through interventions.

The department has also introduced a vehicle tracking system to monitor and intercept suspicious vehicles involved in potential tax evasion activities. The speaker provides insights into the development of an integrated platform for comparing and analyzing multiple reports.

Overall, the use of e-governance, online platforms, and data analytics has significantly contributed to the department's achievements. Enforcement activities, including raids, vehicle interceptions, physical verifications, scrutiny, and audits, have collectively resulted in substantial revenue gains. In the past year, the department achieved approximately 300 crores from enforcement activities, 29 crores from vehicle interceptions, 370 crores from scrutiny, and 10 crores from audits. These achievements underscore the effectiveness of online interventions and e-governance in ensuring compliance and curbing fraudulent practices in the GST system.



### Shri Raghuram M. Rajendran

The speaker, Shri Raghuram M. Rajendran, MD of Madhya Pradesh Power Management Corporation Limited, and a member of the Indian Administrative Service with extensive experience in various domains, including energy, cabinet affairs, personnel and general administration, social justice and empowerment, employment

and labor issues, as well as Panchayati Raj and local self-government, was welcomed to the stage. The audience greeted Shri Raghuram M. Rajendran with a round of applause.

Expressing gratitude for the privilege to be on stage, Shri Raghuram M. Rajendran proceeded to share initiatives

undertaken by the energy sector in Madhya Pradesh within the realm of e- governance. The presentation categorized these initiatives into five sections

related to project planning, execution, operation, and maintenance of infrastructure, metering, billing, collection, vigilance, consumer services, and business process automation.

In the first category, applications for project planning and execution, specifically for civil and electrical works, were discussed. Notable projects, such as the ongoing Rural Distribution System Strengthening (RDSS) and schemes like SSTD, were highlighted. These applications covered the entire life cycle of infrastructure development, including survey, design, estimation, integration with ERP, tendering, EM verification, and invoice generation.

The second category delved into the operation and maintenance of existing infrastructure, introducing a Spec module for monitoring maintenance activities in feeders and transformers. The Inspection Identification Prioritization Execution and Continuous Monitoring (IPEC) system was presented as a tool to track different inspections conducted by officers.

Metering, billing, and collection formed the third category, emphasizing the shift towards digital platforms. Paperless billing and the incorporation of QR codes were credited with significant cost savings, while the implementation of Smart Meters provided opportunities for e-governance initiatives and consumption analysis.

The fourth category encompassed vigilance-related applications, including digital punchnamas and interventions, aimed at enhancing the efficiency of the vigilance process. These digital interventions were noted to be more effective in court cases.

The fifth category focused on consumer-centric mobile applications like UPAI and URAS apps, facilitating bill payments, meter readings, and service delivery through various digital platforms.

In conclusion, Shri Raghuram M. Rajendran shared the vision of the energy department to integrate all these initiatives into an enterprise-level architecture, fostering a common and shared layout for future applications. The overarching goal is to energize lives through IT initiatives, aligning with the department's vision. Shri Raghuram M. Rajendran expressed gratitude for the audience's patience and welcomed any queries.





### Shri K L Meena

Shri K L Meena, a 2016 batch IAS officer from Madhya Pradesh Cadre, currently serving as the director of the State Computer Security Incident Response Team (SCIRT) and the Project Director of the Statewide Area Network (SWAN), has diverse experience in fields such as communication, information technology, and electronic development corporation.

In the context of the session on e-governance initiatives in Madhya Pradesh, Shri K L Meena takes the opportunity to discuss the effective utilization of GIS in e-governance applications within the state. The presentation will specifically focus on GIS (Geographic Information System), a multidisciplinary field involving the capture of location and features of entities and

Earth's geographic features, incorporating satellite-based images, remote sensing data, and continuously updated information.

Highlighting the significance of GIS in decision-making through live location data, Shri K L Meena acknowledges the associated costs and emphasizes Madhya Pradesh's approach to address this challenge through the implementation of a state-specific infrastructure policy. This policy facilitates cost-saving by establishing a framework for sharing GIS data across different departments.

Shri K L Meena underscores the role of Madhya Pradesh State Special Infrastructure (SSDI), which has maintained a dedicated team updating the GIS data repository since 2007. The repository, comprising over 200 layers of data, enables comprehensive decision-making. Notable applications include the Disaster Warning and Response System (DWRS), which utilizes GIS for live monitoring during disasters, particularly floods, enhancing decision-making at the district level.

The Automated Layout Process Approval and Scrutiny System, benefiting the town and country planning department, is another application highlighted by Shri K L Meena. This system streamlines the layout approval process, reducing decision-making time and increasing transparency.

The integration of drones into the SSDI infrastructure is noted by Shri K L Meena, showcasing their use for obtaining high-resolution images to identify road encroachments and aiding the revenue department in creating abadi maps.

GIS is also employed in predicting crop outcomes through a combination of revenue data and GIS-based imagery. Shri K L Meena mentions the state's initiative in developing machine learning-based systems for predicting crop outcomes, enhancing efficiency over time.

Shri K L Meena outlines the use of various mobile applications employing GIS for monitoring and decision-making. Examples include SARAK, utilizing face recognition and geolocation for attendance during the COVID-19 pandemic, and SANG, offering parcel information to citizens.

In total, Shri K L Meena notes that more than 35 applications have been developed using GIS in Madhya Pradesh, illustrating the state's commitment to harnessing GIS capabilities for good governance. The SSDI's rich repository is open to collaboration with other states, exemplified by the agreement with Uttarakhand, ensuring a robust GIS infrastructure for effective e-governance. Shri K L Meena expresses gratitude for the audience's attention.



**Shri kamlesh Joshi** Greeting the audience with a "Namaskar," the speaker takes the opportunity to present NIC services in Madhya Pradesh. Rather than delving into technical specifics, an overview of ongoing projects is provided, with a focus on collaboration with MPSC, SDC, Swan, and NIC.

Established in 1976, NIC has been actively delivering services in Madhya Pradesh since 1988. Their presence extends to crucial locations such as MP Raj Bhavan, MP Vidhan Sabha, Secretariat, Honorable CM's office, Chief Secretary's office, and district centers.

The NIC network, initiated in 1988, forms a unique network across India, connecting states, government ministries, PMO, President's office, state capitals, and district centers.

Collaboration with the government in Madhya Pradesh involves providing statewide area network and connectivity to the State Data Center.

The National Knowledge Network, a government project, provides substantial connectivity to NIC, supporting various institutions. Video conferencing services are extensively employed in Madhya Pradesh, facilitating political and government programs. Email and SMS services, including applications integrated with MPSC's C services, are provided nationwide.

Key projects in Madhya Pradesh are highlighted, covering diverse areas such as rural development, road accident reporting, eChallan for traffic violations, eTransport for streamlining license and vehicle-related processes, eOffice implementation in state secretariat and districts,

Government eProcurement System, NIC MP Cloud hosting, Social Security Pension Portal, MP State Scholarship Portal, MP District Project, CM Dashboard, eProject for managing procurement and supply, and NIC Forms for easy form creation and data collection.

Closing the discourse, it is noted that NIC Madhya Pradesh has received recognition through various awards in recent years for its dedicated services. The audience is thanked for their attention.

## Talk by Shri Abhishek Singh, President and CEO, eGD on the theme 'Integrated Government online Training(iGOT)'



Abhishek Singh, President and CEO of NeGD, addresses an online training session on the theme of integrated government through video conferencing (VC). He holds 27 years of experience in governance and policy formulation, leading major initiatives in digital India, artificial intelligence, and emerging technologies. He is also the CEO of KaramYogi Bharat, a government company focused on building a tech platform for civil servant capacity building.

The presentation begins with an overview of the iGOT (Integrated Government Online Training) mission and the Karm Yogi platform's objectives. Mission Karam Yogi, launched in September 2020, aims to provide capacity building for all civil servants nationwide. The platform emphasizes transitioning

from rule-based to role-based governance, ensuring alignment with national aspirations and creating a continuous learning environment.

Key pillars of Mission Karam Yogi include integrating government departments, deploying individuals with the right skill sets for their roles, harmonizing capacity building efforts, linking goal setting with planning and achievement, and establishing a lifelong competency record for civil servants.

The platform, accessible at [iotkarmyogi.gov.in](http://iotkarmyogi.gov.in), offers six hubs: Learning Hub for course exploration, Discussion Hub for interaction, Networking Hub for connecting with peers, Event Hub for hosting events, Career Hub for job opportunities, and Competency Hub for competency mapping.

The institutional framework includes the Prime Minister's HR Council, Cabinet Secretary Coordination Unit, Capacity Building Commission, and iGOT Karam Yogi as a special purpose vehicle. Singh highlights the importance of moving from rule-based to role-based systems, democratizing learning, and enabling anywhere, anytime learning. Mission Karam Yogi has garnered significant traction, with 21 lakh users, 680 courses, 15 lakh course enrollments, and 11 lakh course completions. Collaboration with states like Madhya Pradesh, Maharashtra, Andhra Pradesh, Jharkhand, and Meghalaya demonstrates widespread adoption.

Singh emphasizes mandated courses, such as code of conduct, prevention of sexual harassment, emerging technologies, yoga breaks, and orientations on environmental initiatives and cybersecurity. The platform collaborates with training institutions, professional bodies, and international organizations to provide diverse and relevant content.

Efforts are made to make courses available in all Indian languages, ensuring inclusivity for all government servants. Competency passbooks are introduced to record lifelong learning achievements, aiding in targeted deployment based on specific skill sets.

Orientation workshops and daily online sessions are conducted to onboard users, and the platform actively engages on social media to build brand awareness. Singh encourages interaction with the Karam Yogi team for workshops and feedback sessions.

The platform's growth is evident, with 200 orientation workshops conducted and a focus on continuous improvement based on user feedback. Singh concludes by expressing gratitude and inviting further engagement with the Karam Yogi platform.

## Closing Remarks and Felicitations:

### Acknowledgment of Contributions: \_\_\_\_\_

- The closing remarks began with a heartfelt acknowledgment of the valuable contributions made by the speakers, panelists, and participants. The session chair and organizers expressed their gratitude for the insightful discussions, innovative ideas, and practical solutions presented throughout the session.
- The session chair reflected on the key insights and takeaways from the discussions. The importance of collaboration between government bodies, startups, technology leaders, and administrative professionals in driving innovation in governance was underscored.

### Recognition of Speakers: \_\_\_\_\_

- Special recognition was given to the speakers for their expert insights and thought leadership. Each speaker was individually acknowledged for their contributions, and their efforts in enhancing the discourse on e-governance and innovation were commended.
- The tireless efforts of the organizing team, technical staff, and volunteers were acknowledged. Their dedication to ensuring the smooth conduct of the session, managing virtual interactions, and facilitating a productive environment for dialogue was highly appreciated.
- Distinguished guests and officials were felicitated as a token of appreciation for their participation and support. The felicitations were a gesture of gratitude and recognition of their role in fostering an ecosystem of innovation and learning in governance.

### Encouragement for Continued Engagement: \_\_\_\_\_

- The participants were encouraged to continue the dialogue and collaboration beyond the session. The session chair emphasized the importance of ongoing engagement, knowledge-sharing, and collective efforts in translating the ideas and strategies discussed into actionable initiatives.

### Invitation to Join Other Sessions: \_\_\_\_\_

- Finally, the participants were invited to join other ongoing sessions and events as part of the conference. The session chair encouraged everyone to make the most of the learning and networking opportunities available throughout the conference.

## Plenary session IX : UNDESA and NeSDA – 2023

### Way forward



**Chair:**  
**Shri NBS Rajput,**  
**Joint Secretary, DARPG**

Shri NBS Rajput moderated the session on UNDESA and NeSDA – 2023 Way forward and also gave a brief on the theme of the session.



**Speaker:**  
**Smt. Prerna Puri,**  
**Commissioner & Secretary, IT, J&K**

Smt. Prerna Puri expressed her gratitude for the opportunity to discuss the digital transformation journey of Jammu and Kashmir. She thanked the attendees and proceeded to provide insights into how Jammu and Kashmir leveraged ICT

(Information and Communication Technology) to bring about significant digital changes and initiatives on the ground.

She discussed that the guiding principles for Jammu and Kashmir's digital journey have been citizen-centric governance,

connected government, avoiding silos, capacity building, dedicated digital governance teams, continuous improvement, and robust citizen feedback mechanisms. Technology has been a pivotal enabler in this transformation.

She also told that Jammu and Kashmir has initiated the "Digital Jammu and Kashmir" program in alignment with the Prime Minister's vision of Digital India. The focus was on enhancing accessibility, transparency, and accountability through digital inclusion. Despite historical challenges, including a culture of inefficiency, political unrest, and challenging terrain, the region has made significant progress.

She further discussed the key feature of initiative stating that implementation of E-Office in all government offices, resulting in significant cost savings and increased efficiency. She also talked about Budget Estimation Allocation Monitoring System (BEAMS) which brought about financial transparency by digitally tracking the



flow of funds and expenditure, reducing cost overruns. She stated that citizen feedback mechanism has been integrated in Jammu and Kashmir, leading to a high approval rating and valuable insights for service improvements. She also talked about mobile Governance i.e., region launched "Mobile Hamara Daftar," a mobile app offering government services, making them accessible to citizens even in remote areas.

She discussed that employee performance monitoring portal tracks the performance of government employees, ensuring accountability and efficiency. She informed everyone that there has been digital transformation of agriculture as "Holistic Agriculture Development Plan" digitized 118 services, promoting agricultural development. She stated that Jammu and Kashmir has established a single unified platform integrated with Digi Locker, mobile apps, and Digi Sahayak and a framework for AI development and collaboration with academic institutions is used for data exchange and upskilling programs. She also focused on Jammu and Kashmir working on process transformation through unified forms and multiple service delivery channels and also region aims to provide services proactively by using a comprehensive and interoperable database.

She concluded by discussing that despite facing numerous challenges, Jammu and Kashmir's transformation into a digital landscape has been possible due to strong leadership support, replicating best practices, and a strategy of thinking big, starting small, and scaling up rapidly. This commitment to digital governance has brought about significant improvements in service delivery and transparency in the region.



**Speaker:**  
**Shri. Santosh Mishra,**  
**Partner, PWC**

Shri. Santosh Mishra began by expressing his gratitude to the chair, distinguished panel members, and the audience. He mentioned that it was both a pleasure and an honour to be present at the event. He then proceeded to discuss the following key points related to NASDA's Way Forward and how NASDA functions.

Shri. Santosh Mishra started by acknowledging the significance of NASDA (National e-Governance Service Delivery Assessment) 2019 in India. He highlighted how the introduction of rankings

and benchmarking fostered a healthy competitive spirit among states. He mentioned that he was previously involved in IT and e-governance in Tamil Nadu during the 2019 and 2021 NASDA rankings, emphasizing how they improved their ranking significantly during that period.

He discussed the guiding principles behind NASDA's digital transformation journey, which included citizen-centric governance, connected government, capacity building, dedicated digital governance teams, continuous improvement, and robust citizen feedback mechanisms. These principles served as the foundation for their digital initiatives.

He outlined several digital transformation initiatives undertaken in Jammu and Kashmir, including the implementation of e-office practices, the Budget Estimation Allocation Monitoring System (BEAMS), mobile governance, and various agricultural development

programs. He stressed the importance of systematic service delivery to citizens. He explained the components of NASDA, which included the UN's e-governance survey, focus sectors, G2C and G2B services, assessment parameters, and the overall service portal. He emphasized the significance of OSI (Online Service Index) and the need for states to improve their ranking in this regard.

He looked ahead to the future of NASDA, discussing how e-participation, open government data, and proactive governance would play pivotal roles. He emphasized the importance of including citizen feedback in service delivery and policy-making, promoting transparency.

He touched upon emerging technologies such as AI, extended reality, blockchain, and quantum computing, emphasizing their potential impact on government services. He mentioned the importance of making services user-friendly and simplifying processes like form filling.

He emphasized the need to protect citizen data and ensure privacy. He discussed the importance of blockchain for data privacy and suggested that citizens should have control over their data. He recommended a platform approach for e-governance, similar to the telecom model, allowing the private sector to innovate and deliver government services while ensuring universal service obligations. He highlighted the importance of proactive cybersecurity measures, especially in preventing cyber frauds and misinformation, particularly in the era of deepfakes.

In conclusion, Shri. Santosh Mishra provided valuable insights into the NASDA framework, its evolution, and the future directions for e-governance in India. He encouraged the adoption of emerging technologies, proactive governance, and a focus on data privacy and cybersecurity.



**Speaker:**  
**Shri. Sanket S. Bhondve,**  
**Joint Secretary, MeitY**

Shri. Sanket S. Bhondve highlighted the significance of Digital India and shared insights on the country's ranking in the E-Government Development Index (EGDI). He noted that India's EGDI ranking has seen fluctuations over the years, emphasizing the need to understand the key components of this index. He discussed the importance of the Online Service Index (OSI) and pointed

out that while India has performed well in institutional framework and content provision, there is room for improvement in E-Participation, a component that holds substantial weight in the EGDI.

Shri. Sanket S. Bhondve also emphasized the critical role of the Human Capital Index (HCI) in determining the overall EGDI ranking. He mentioned key factors within HCI, such as adult literacy, gross enrollment, expected years of schooling, and mean years, which need attention to boost digital literacy and improve India's ranking.

Regarding the Telecom Infrastructure Index (TII), he highlighted the need to focus on indicators like broadband subscriptions, which currently lag behind, and he expressed optimism that programs like BharatNet would help improve these indicators.

Shri. Sanket S. Bhondve shared success stories, including the 'Loud Speaker' program in Madhya Pradesh, as an example of how efficient data utilization can lead to quick and effective benefit disbursement. He emphasized the importance of policy formulation based on public engagement, e-consultation, and evidence of user satisfaction. He also stressed the need for uniform standards across states to ensure consistency in e-governance practices.

In conclusion, Shri. Sanket S. Bhondve underlined the potential for India to enhance its EGDl ranking by focusing on E-Participation, digital literacy, uniform standards, and initiatives like BharatNet, aligning with the vision of a 'Viksit Bharat' over the next 25 years.



**Speaker:**  
**Shri. Pravin Bakshi,**  
**Commissioner & Secretary, IT, Meghalaya**

Shri. Pravin Bakshi, Commissioner & Secretary of IT, Meghalaya, shed light on the remarkable progress made by the state in the field of e-governance. He began by highlighting Meghalaya's notable performance in the E-Government Development Index (EGDI) among the northeastern and hill states, where the state has shown substantial improvement over the years.

Shri. Bakshi attributed this progress to the unique challenges faced by Meghalaya due to its scattered population and numerous villages. To bridge the digital divide and ensure

services reach every corner of the state, the government embraced e-services as a key strategy.

He emphasized that the Honourable Chief Minister, who also serves as the IT Minister, played a pivotal role in driving various initiatives to strengthen IT infrastructure and digital services in Meghalaya. The Commissioner & Secretary discussed Meghalaya's performance in terms of the total number of services offered through e-services, indicating that the state is on a positive trajectory, albeit facing competition from other states.

Shri. Bakshi elaborated on Meghalaya's efforts in enhancing telecom connectivity, increasing broadband access, and addressing the digital divide. He pointed out that despite the state's geographical challenges, it has made commendable progress in telecommunications and internet connectivity.

He then delved into Meghalaya's flagship project, the Meghalaya Enterprise Architecture (Mega EA), which was developed with support from various stakeholders, including the Ministry of Electronics and Information Technology (MeitY) and the National Institute of Electronics & Information Technology (NIELIT). The Mega EA project aimed to bridge the digital divide, enhance citizen-centric services, and promote sustainable development, aligning with the Sustainable Development Goals (SDGs). It incorporated various pillars, including human development, a focus on the primary sector, and environmental sustainability.

Shri. Bakshi emphasized that Mega EA introduced a paradigm shift in how the state government managed its files and decision-making processes. The integration of decision-making, planning, and approvals on a single platform significantly reduced file movement time, making the process seven times faster. It also introduced a tracking system, ensuring transparency and efficiency in file movement.

He highlighted that Mega EA's impact was substantial, reducing processing time by over 50%, simplifying processes, and standardizing systems. It allowed for seamless fund disbursement and earned recognition, including a UN award for its innovative approach to governance.

In conclusion, Shri. Pravin Bakshi shared that Meghalaya's e-governance journey was not only about digital transformation but also about overcoming unique challenges and creating an efficient, citizen-centric governance model. The state's commitment to embracing technology and innovation has led to significant progress, setting an example for other regions facing similar challenges.

The session also witnessed a panel discussion and a Q&A session.

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## Plenary session X : Digital Transformation in Madhya Pradesh



**Speaker:**  
**Shri. Sanket S. Bhondve,**  
**Joint Secretary, MeitY**

Shri. Sanket S. Bhondve moderated the session on Digital Transformation in Madhya Pradesh and also gave a brief on the theme of the session.





**Speaker:**  
**Shri. Chanchal Shekhar,**  
**IPS, Addl. DG, SCRB, Madhya Pradesh**

Shri. Chanchal Shekhar, the Additional Director General of the State Crime Records Bureau (SCRB) in Madhya Pradesh, addressed the audience during the session. He began his presentation by highlighting the significance of incorporating technology into the police sector, an area often overlooked in discussions about e-governance.

He acknowledged that while e-Governance typically focuses on sectors like health, agriculture, education, and transport, the police sector also plays a crucial role in delivering citizen-centric

services, including character verification, justice, and grievance redressal in criminal cases. Shri. Chanchal Shekhar proceeded to discuss two significant modules initiated by the Madhya Pradesh Police: the e-Vivechana App and the National Automated Fingerprint Information System (NAFIS).

He shared that these initiatives align with the vision of creating a "Smart Police" as articulated by the Honourable Prime Minister. He emphasized the need for law enforcement agencies to become technologically savvy while maintaining their traditional roles as modern, alert, accountable, reliable, and responsible entities.

He focused on the investigative aspects of policing, shedding light on how technology is currently limited to equipment like firearms, riot control tools, telecommunications, and forensic tools like DNA mapping. Shri. Chanchal Shekhar explained that despite having a digital network for FIRs in place, the process of collecting and documenting evidence, especially at the crime scene, relied heavily on traditional paper-based methods.

To address this issue, the Madhya Pradesh Police designed an e-Vivechana App, allowing investigating officers (IOs) to collect vital data, including photographs, videos, statements, arrests, and seizures, directly at the scene of a crime using electronic tablets. These tablets timestamp and geo-stamp the collected data, ensuring authenticity, transparency, and tamper-proof records. The data is then transferred as PDF files to courts for use in legal proceedings, improving the credibility of evidence.

Shri. Chanchal Shekhar further explained that the Crime and Criminal Tracking Network System (CCTNS) had been in operation since 2016, connecting thousands of police stations and higher supervisory offices in Madhya Pradesh. However, the full potential of digitalization was not realized, as IOs lacked access to the system. The Eviction Module bridged this gap, enabling IOs to enter crime-related information directly at the scene of the incident.

He highlighted the key benefits of e-Vivechana App, including Faster investigation processes, Increased accountability of IOs, Improved credibility of evidence, Accessible photographs, videos, and statements for courts, Investigation checklists for serious cases, Reduction in undue external pressures on investigators, Digital footprints for transparency and security, and Enhanced trust of citizens and the judiciary.

Shri. Chanchal Shekhar emphasized that the Madhya Pradesh Police aimed to digitize all aspects of investigations, from FIR registration to case diaries and trial proceedings. He also touched upon the upcoming legislative changes that would mandate digitalization of police work nationwide.



In addition to the e-Vivechana App, Shri. Chanchal Shekhar briefly mentioned the National Automated Fingerprint Information System (NAFIS), a nationwide network of fingerprints. This system has already been instrumental in solving several criminal cases in Madhya Pradesh, contributing to the overall effectiveness of the police force.

In conclusion, Shri. Chanchal Shekhar highlighted that the integration of technology into policing was inevitable, as it enhances the quality, transparency, and efficiency of investigations. He expressed his commitment to implementing further modules and

Embracing emerging technologies like blockchain and AI to improve policing in the state of Madhya Pradesh.



### **Speaker:**

**Shri.M.Selvendran, IG&RS,  
Commissioner (Agriculture), Madhya Pradesh**

Shri. M. Selvendran, IG&RS, Commissioner (Agriculture) of Madhya Pradesh, had the privilege of addressing an esteemed audience to share the experiences of Madhya Pradesh's Information Technology projects. His extensive career spanned both the revenue department and his current role in Inspector General of Registration and Stamps (IG&RS), where he spearheaded full-scale ERP (Enterprise Resource Planning) projects. Shri.

Selvendran shed light on the challenges and achievements in modernizing land records management.

Shri. Selvendran began by emphasizing the economic significance of land as an asset, often drawing parallels with the stock market. He explained how the dynamics of stock trading, with its clear pricing and volume indicators, contrast with the challenges faced in land transactions. These challenges primarily stem from data-related issues and the complexities of legal procedures, hindering the seamless management and transactions of land assets.

Shri. Selvendran provided insights into Madhya Pradesh's early adoption of digitalization in land records management. He recounted the state's efforts in transitioning to a web-enabled system in 2014-15, an endeavour initially fraught with difficulties and citizen resistance. However, through determination and perseverance, Madhya Pradesh emerged as a leader in the field.

Shri. Selvendran elaborated on the initial challenges encountered during this modernization journey. These included the coexistence of physical and electronic records, the lack of clear legal status for electronic copies of land records, and usability issues with the software, particularly at the field level. Data quality emerged as a significant hurdle, with discrepancies in land ownership, misclassification of government and private land, and inconsistencies between cadastral maps and attribute data.

To overcome these challenges, Shri. Selvendran highlighted the importance of establishing a single source of truth in land records. Efforts were made to eliminate dual records, and a comprehensive overhaul of the revenue law was undertaken to enable electronic governance. Integration with other data sources, such as

the Sampada system for document registration and the Revenue Case Management System, played a pivotal role in streamlining processes.

He also stated data cleansing activities were initiated to rectify issues like multiple owners for a single parcel of land. Geo-referencing of cadastral maps became imperative for precise data utilization. Shri. Selvendran emphasized the adoption of data standardization to ensure seamless interactions with other departments and portals.

He touched upon extensive training initiatives designed to educate stakeholders on the transition to electronic records and the importance of trusting digital databases. Skill upgrades and infrastructure improvements were implemented to enhance the capacity of institutions involved.

Shri. Selvendran summarized the key factors that contributed to the project's success, including legal enablers, integration with other departments, data quality enhancements, and capacity building efforts.

He outlined the notable outcomes and impacts of the modernization efforts, such as easier access to electronic land records for citizens, increased demand for land records, streamlined land diversion approvals, faster mutation case processing, quick issuance of loans through integration with financial institutions, and a user-friendly mobile app for citizen access to land-

related services. Government departments also benefited from accurate data for planning and development projects.

Shri. Selvendran also shared the long-term vision of transitioning towards a title-based land records management system. This approach promises simplified ownership tracking and indemnification of title-related issues.

In conclusion, Shri. M. Selvendran, IG&RS, Commissioner (Agriculture) of Madhya Pradesh, underscored that while technology is a vital tool in modernizing land records management, its success hinges on robust legal frameworks, data quality enhancements, and capacity building efforts. His presentation showcased the transformative potential of these elements, enabling the state to deliver land-related services efficiently and effectively. Shri. Selvendran expressed his gratitude to the audience.

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### **Speaker:**

**Shri. Abhijeet Agrawal,  
MD, State Electronic Development Corporation,  
Government of Madhya Pradesh**

Shri. Abhijeet Agrawal took the stage to discuss the noteworthy digital transformation efforts underway in the state. He provided a brief overview of State Electronic Development Corporation, highlighting its various roles, including serving as the Center of Excellence (CoE) for software development, the GIS Wing, data centers, and the Swan internet backbone. Of particular note were the CoE and GIS Wing, which played essential roles in software development and geospatial data management.

Shri. Abhijeet Agrawal acknowledged the challenges faced in modernizing service delivery and improving the citizen experience. These challenges encompassed such as integration of various databases and datasets to streamline service delivery, The improvement of the citizen experience by introducing services like SMS, WhatsApp, and video KYC, Maximizing the use of the JAM (Jan Dhan, Aadhar, Mobile) trinity, as advocated by the honourable Prime Minister, and restructuring of workflows to optimize processes and minimize data entry.

Shri. Abhijeet Agrawal highlighted several key projects and initiatives that have been successfully implemented such as Ladli Behna Yojna, He elaborated on the implementation of a scheme offering stipends to women in Madhya Pradesh. This scheme, founded on Aadhar-based trust, necessitated minimal form filling and made use of a single citizen database. The registration process was simplified, resulting in 1.25 crore registrations in just 35 days. He also discussed about Mukhya Mantri Seekho Kamai Yojana which provides training to all unemployed and economically weaker youth (Age group 18 to 29) of Madhya Pradesh. Youth also get stipend of minimum Rs 8,000 per month during the training. Registration for both establishments and candidates was streamlined. A marketplace was established for candidates to connect with establishments, further facilitating the process. He further discussed Madhya Pradesh Tribal Affairs Automation System, a DBT scheme which received profile registered of 40+ Lacs of which 5+ Lakhs beneficiaries availed benefit, more than ₹1800 crore yearly outlay as DBT and Govt. saving of Rs.15 Crore is achieved. Scheme is integrated with Aadhaar and Samagra e KYC and Enabled with PFMS & Non PFMS Payments.

Another project he discussed was Integrated Forest Produce Management System (e-Auction), an auction portal for forest produce, reducing manual processes and introducing transparency. The system manages the entire supply chain, from auction to delivery.

He also talked about MP e-Services Portal, a modular platform was introduced to transition government services online. This platform streamlines approvals and offers code reusability. It

enables various departments to transition from offline to online services rapidly. WhatsApp was integrated into service delivery, allowing citizens to receive OTPs and interact with government services effortlessly. Content sharing and communication with senior officers also improved through WhatsApp, the introduction of WhatsApp as a communication channel streamlined processes and increased citizen satisfaction. He also discussed about CM Helpline which handles a substantial number of grievances daily and effectively addresses citizen concerns.

In conclusion, Shri. Abhijeet Agrawal emphasized the state's commitment to leveraging technology for citizen-centric service delivery. By addressing challenges, reengineering business processes, and integrating databases, Madhya Pradesh has embarked on a transformative digital journey. The use of technology has not only simplified processes but also empowered citizens and improved their digital literacy.

Shri. Abhijeet Agrawal expressed his enthusiasm for future initiatives, including expanding the use of WhatsApp, integrating voice samples for grievance handling, and further enhancing GIS capabilities for 5G rollout. The state's approach to digital transformation serves as an example for others, highlighting the importance of collaboration, innovation, and citizen-centric design in achieving meaningful results.

## Closing Remarks and Felicitations:

### Acknowledgment of Contributions: \_\_\_\_\_

- The closing remarks began with a heartfelt acknowledgment of the valuable contributions made by the speakers, panelists, and participants. The session chair and organizers expressed their gratitude for the insightful discussions, innovative ideas, and practical solutions presented throughout the session.
- The session chair reflected on the key insights and takeaways from the discussions. The importance of collaboration between government bodies, startups, technology leaders, and administrative professionals in driving innovation in governance was underscored.
- Special recognition was given to the speakers for their expert insights and thought leadership. Each speaker was individually acknowledged for their contributions, and their efforts in enhancing the discourse on e-governance and innovation were commended.
- The tireless efforts of the organizing team, technical staff, and volunteers were acknowledged. Their dedication to ensuring the smooth conduct of the session, managing virtual interactions, and facilitating a productive environment for dialogue was highly appreciated.
- Distinguished guests and officials were felicitated as a token of appreciation for their participation and support. The felicitations were a gesture of gratitude and recognition of their role in fostering an ecosystem of innovation and learning in governance.

### Encouragement for Continued Engagement: \_\_\_\_\_

- The participants were encouraged to continue the dialogue and collaboration beyond the session. The session chair emphasized the importance of ongoing engagement, knowledge-sharing, and collective efforts in translating the ideas and strategies discussed into actionable initiatives.
- The session concluded with closing thoughts on the future outlook of e-governance. The session chair expressed optimism about the potential of technology, innovation, and collaborative efforts in shaping a future where governance is more efficient, transparent, and responsive to the needs of citizens.
- Finally, the participants were invited to join other ongoing sessions and events as part of the conference. The session chair encouraged everyone to make the most of the learning and networking opportunities available throughout the conference.

Department of Administrative Reforms and Public Grievances