20th National Conference on e-Governance
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Department of Administrative Reforms & Public Grievances
Ministry of Personne, Public Grievances & Pension
Government of India

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INAUGURAL SESSION
9th January 2017

Welcome Address	Shri K Vijayanand Secretary, Information Technology, Government of Andhra Pradesh

A very good morning ladies and gentlemen. It's my pleasure to have all of you at India's sunrise State Andhra Pradesh. It is indeed an honour and privilege to welcome, Shri Nara Chandrababu Naidu Garu, Hon'ble Chief Minister of Andhra Pradesh, Shri Venkaiah Naidu Garu, Hon'ble Minister of Urban Development, Shri Y S Chaudhary Garu, Hon'ble Minister of State for Science and Technology and Earth Sciences, Government of India, Dr Jitendra Singh, Hon'ble Minister of State (Independent Charge), Shri Palle Raghunath Reddy Garu, Hon'ble Minister of Information and Public Relations, Shri R Chandrashekhar Garu, NASSCOM Chairman, Shri Jai Satyanarayan Garu, Advisor to Government of Andhra Pradesh and UIDAI Chairman, Shri Jay Chaudhary Garu, Shri Viswanath Garu, Secretary, DARPG, Smt Aruna Sundararajan Garu, Secretary IT, for joining us today in the inaugural session of 20th edition of National Conference on e-Governance.

The launch of Digital India programme, our States re-look how they harness the technology to achieve maximum impact in provision of G2B and G2C services. The endeavor has been to create tangible impact in the lives of Indian citizens. As the world stand on the onset of next industrial revolution, it is imperative for government to explore and embrace the Internet of Things (IoT) in our collective quests to establish transparent and effective governance structure. In Andhra Pradesh, India's Sunrise State, under the visionary leadership of Hon'ble Chief Minister, we have begun our foray into embracing IT governance.

In the short period since we have implemented IoT projects, we have experienced the tangible multiplier effect on our initiatives. The availability of real-time data for governance has marked the next paradigm shift in governance. Real time governance allowed us to shrug a traditionally reactive decision making process to a pro-active decision making process, making governance initiatives truly tangible to all citizens. Hon'ble CM's visionary leadership is seen as a transition in

the way administrators within the state approach problems. His approach is to lead by data. Since 2014 we have invested efforts to create a governance ecosystem where decisions are made on the move. Hon'ble CM and Administrators get data of more than 33 Departments surpass a range of parameters including the number of street lights switched on, power generator dialing, water level, rain fall, tax revenue, forest plantation rates and government revenue. The dashboard is already starting to make a material difference to Andhra's economy. For instance, the government has been able to reduce the impact of drought in several districts. Simply put, urban governance is being redefined by the use of data. Even the success of Andhra Pradesh data given approach to governance has been established as a best practice which can be replicated by other Indian States/UTs. It is only befitting that the theme of this conference evolved around the Internet of things and e-Governance. I trust, all of you will find the proceedings who are here in the next two days to get a engaging experience and a good opportunity to share your experience and knowledge.

Thank you.

Address	Ms. Aruna Sundararajan Garu, Secretary Ministry of Electronics and Information Technology, Government of India

Hon'ble Union Minister for Urban Development and Information & Broadcasting, Shri Venkaiah Naidu Ji, Chief Guest of today's function and one of the foremost leaders in Digital India today Hon'ble Chief Minister of Andhra Pradesh, Shri Nara Chandrababu Naidu Ji, distinguished Ministers from the centre and State of Andhra Pradesh, Head of NASSCOM, Mr Chandrashekhar and representatives from India's leading IT companies, distinguished guests, friends from the media.

At the outset, I am delighted to be here on the occasion of the 20th National Conference on e-Governance. We all are more delighted because this time this Conference is being held in a State that has always been a torch bearer in IT and e-Governance. Not only does the State of Andhra Pradesh contribute almost 24% of Silicon Valley's IT talent, within India also we know that the state has been a role model ever since the first IT Department in the country was set up in Andhra Pradesh. This 20th conference as we all know is a very important forum for knowledge exchange, for discussion and for evolving solutions to the challenges that India faces, not only in e-Governance but in the other sectors of the economy. No country has more ecstasy in Digital India and in Digital Technologies than India. First of all, we know that both in terms of creations of jobs and GDP, the IT sector has been India's growth engine for the past decade or so and this can only accelerate and deepen as we go forward. Second, for inclusion and services, the Prime Minister has already articulated a very detailed vision of how we expect that Digital India will craft a new paradigm of inclusion and services for India. Third, this is the country that is one of the youngest in the world and the aspirations of people demand a Digital India. To give you just one example, the Hon'ble Prime Minister launched the BHIM apps for going digital on the 30th of December and in 10 days almost 95 lacs people have already downloaded BHIM. More than 1.5 million transactions have already happened within this short span of time. Similarly under the Government of India's trust, for Direct Benefits Transfer, this again is a paradigm change because for 50 years we know that Indians have had to knock at the doors of various levels of bureaucracy. For the first time the government has articulated a vision whereby the benefits and entitlements of each citizen will go direct from the government to the citizen. I am happy to share with you that there has been an increase of 600% growth in DBT in the last one year alone. Again in e-Taal, which I am happy to mention that my predecessor Mr.

Satyanarayana had established in the Ministry of IT. This is a real time monitoring of the pace of digital transaction in e-governance. And in the last one year we have clocked more than thousand crore transactions. As a result of all this, India has moved from 75th place to 27th place in the rate of e-participation. This is the fastest improvement and the highest rate of improvement recorded by any country. Again in e-Governance, India has moved up several notches from 124th position in the world to 107th position. The Government of India's vision is for India to not just be a digital follower but a digital leader and the fact that this is being held today in a state like Andhra Pradesh which is already showing the way. Andhra Pradesh is already a global digital leader in many ways, and India is rapidly emerging as a digital leader. In many areas India today is not merely following best practices, it is actually going out there and creating the next practice. 100 crore adults, 100 crore phones, 35 crore people on the Internet, we believe that digital India is poised to bring about a paradigm change in not just creation of jobs and services but also in insuring that India becomes one of the leading countries in the world in the future. I want to end by saying that this Conference is going to be addressing vital themes, such as the emerging technologies whether it is IoT or data analytic, cyber security which is emerging as a major area of concern and digital last mile connectivity. In all these three areas, we know that Andhra Pradesh has already pioneered several models and we hope that these models will be not just emulated by other states present here but that each state will actually be a role model. We have seen in the past conferences on e-Governance that States have very rich and diverse applications to showcase and to share and we hope that this Conference will be another platform where at the end of the day it we will go away with many models and many ideas which we can implement.

Thank you.

Address	**Shri C Viswanath Garu, Secretary, Department of Administrative Reforms and public Grievances**

Hon'ble Chief Minister of Andhra Pradesh, Shri Nara Chandrababu Naidu Garu, Hon'ble Union Minister of Urban Development, Housing Urban Poverty Alleviation, Information and Broadcasting, Sri Venkaiah Naidu Garu, Hon'ble Union Minister of State Department of Personnel Public Grievances and Pensions, Ministry of Development of North Eastern Region, Department of Atomic Energy and Space and Minister of State in the Prime Minister's Office Dr.Jitendra Singh Ji, Hon'ble Minister of State for Science and Technology and Earth Sciences Shri Y S Chaudhary Garu, Hon'ble Ministers of State Government of Andhra Pradesh, MPs, President NASSCOM Secretary IT, Chairman UIDAI, distinguished guests. It's indeed my proud privilege to be here with all of you to attend this 20th National e-Governance Conference. This Conference is organised every year in collaboration with Ministry of Information and Technology and Electronics, as well as one State Government and this time we have chosen Andhra Pradesh. Every year since 1997 we have been hosting this Conference. The Conference provides a forum for exchange of views and ideas among the academia, the industry and the policy maker to ensure further good governance to technology initiatives. It provides a platform to reward excellence in e-governance. National Awards are given in 12 categories. In fact, this time, there were 261 nominations out of which we have shortlisted nominations in these 12 categories and finally there are 20 awardees who will be getting the rewards at the valedictory function. We will be having plenary sessions on Internet of Things (IoT) and Data Analytics, Cyber Security, Digital Connectivity to the last mile, and technology lead monitoring transactions. This is the 20th National Conference, but the second National Conference was also held in Andhra Pradesh, when Shri Nara Chandrababu Naidu Garu was the Chief Minister in Hyderabad in 1998 and since then this is the conference again we are having in Andhra Pradesh, which is the leader and one of the fore front State in the use of technology and governance. I recall when I was working in the State of Andhra Pradesh, the e-governance initiatives were started with the registration on department and from since then there is no looking back whether it is the e-Seva that has been introduced or the latest CM dashboard. I am grateful to the Hon'ble Chief Minister for hosting this conference at Visakhapatnam, a jewel of east coast, a city with undulating rain, a beautiful city and a hub of educational institutions and IT industry. The theme of this conference is Digital Transformation, transforming India through e-Governance. I am very happy to announce and say that this is the first time that the government has come on the plank of good governance. The Hon'ble Prime Minister has always been insisting on putting the citizen in the centre of whole development process. Citizen centric public service delivery

has been the most important aspect and focus of the present government. And India being a very large country with diverse population and a juristic society, e-Governance gives a solution to ensure that every person at the nook and corner of this country and every last person is also taken care off, as far as speedy service delivery of various governance issues are concerned. Governance brings in lot of advantages, the more technology in governance the better it is for this country. The slogan is, e-governance is equivalent to empowered governance, in the words of Hon'ble Prime Minister. Technology empowers the less empowered. If there is a strong force that brings in a change in lives of those on the margin, it is technology. It serves as a leveller and a spring boat. Government of India has embarked on ambitious program of e-governance pathbreaking initiatives, like Jan Trinity, Jan Dhan, Aadhar and mobile about which our secretary IT has already spoken, so I would not like to elaborate on that. Whether the Direct Benefit Transfer, transferring benefits directly to the people without any intermediary and directly into their bank account or even receiving public grievances a CPGRAMS portal is one of the best grievance redressal mechanism made available to every citzen of this country. And even in case of pensions, we have the Bhavishya and Jeevanpramaan by which citizens can sit in their houses and give their digital life certficate. All these have led to changes from technology being informational to transactional to transformational. And this has reduced cost of intermediation on and also corruption and thereby, as the Secretary IT has mentioned, India's ranking in the e-Governance index has gone up very much. Apart from a proactive government, we need a very supportive industry, I am very happy that this hall is overflowing. There is a tremendous response; in fact more than 1200 people have registered for this conference. There has been an overwhelming response for this conference especially because we have been holding many conferences in the past, but we have not seen this sort of response as we have seen today. Thank you very much the entire industry for supporting the government and in fact the government also has an excellent programme, in start-ups India and stand up India where entrepreneurs are encouraged to have start-ups and an atmosphere of innovation on is being nurtured. This conference I hope will be very useful to all of us and we will be able to jointly work together to achieve a new strategy for this country and ensure good governance and best e-governance for our citizens.

Thank you very much.

Address	Shri Y S Chaudhary Garu, Hon'ble Minister of State for Science and Technology and Earth sciences,Government of India

Shri Nara Chandrababu Naidu Garu, Hon'ble Chief Minister of Andhra Pradesh, Dr.Jitendra Singh, Union Minister of State Independent Charge, for the North eastern development and DOPT, Shri Venkaiah Naidu Garu, Union Minister for Urban Development and Information and Broadcasting, Shri C Viswanath Garu, Secretary, Department of Administrative Reforms and Public Grievances, Shri R Chandrashekhar Garu, President NASSCOM, Shri Satyanarayana Garu, Shri K Vijayanand, Secretary, Shri Ganta Srinivas Garu and other dignitaries on the dais. And all the guests of various companies participating from various States, ladies and gentlemen, good morning to one and all. I am delighted to be here amongst you today, particularly after attending the great science conference event at Tirupati last week which is very closely connected to science and technology. As we all agree, without science there is no technology, without science and technology there is no application. I am sure such conferences will serve a greater role and an effective forum to interact, exchange opinions and views, to discuss issues and problems so as to analyze various solutions besides exploring different new initiatives of various states which will help for converging the ideas and to improve upon. I also understand that today's conference is based on Digital Transformation with four sub teams, like Internet of things and Data Analytics, Cyber Security, policy for the future, digital connectivity to the last mile and technology lead monetary transactions leading to the financial inclusion. The entire team is extremely good. When we are organizing this 20th conference it is presumed that over 19 years of many conferences we must have acquired a thorough understanding of almost all the issues being faced by people, so far as e-governance is concerned and that too in the Indian context. World over, Governments deal with complicated legacy issues, we keep identifying problems and hurdles in them. Sometimes new problems arise with the changing times and at time the policies are implemented to solve world problems, we do encounter with such problems. The people who deal with e-governance issues also keep changing and it is desirable that they should be given adequate exposure to the past and take fresh outlook for the future. In fact this particular issue reminds me of the great Shri GD Naidu's formula, sometimes we have to think up destruction for the effective construction, that's only the way, otherwise we can never understand what went wrong in the past and it will be very difficult to change the habit. So successfully by design we may have to distance the existing system procedures and habits and reconsider the effective things, then only we can institutionalize the whole

practice. Therefore it is imperative that we keep meetng and take stock of these situations all over. That calls for an occasional recapitalization of fundamentals of Governance related issues so that out of box solutions can be talked of, rather than simply following the obsolete statistical measures. I am really happy that the state of Andhra Pradesh has been definitely adopting many out of the box solutions and also puttng into practice what can be a very good model state for the country. I have been seeing closely the way governance works in state and union level. Whether you like it or not I must point out when we started moving towards e-governance, what we did at many places was, we simply automated the existing processes and procedures that was the easiest way to handle the automation wave that was engulfing the country and met the requirements of e-governance at that point of me. Knowingly or unknowingly we missed the big opportunity then to actually liberalize many things and do a serious re-engineering of all the procedures and processes of governance. While doing so general public and common people should have been at the core of that entire exercise. We must honestly confess what went wrong, without that we cannot undertake the requisite course corrections. E-governance has to be people centric where citizens are first. In other words e-governance has to be from the people, for the people, of the people in real sense including government also has got many bottlenecks and anomalies, still we are continuously using the IT platform and following the same old procedures. When the entire narrative ships to people I have some questions to ask, is it possible to attain lofty ideas of people centric good e-governance without trusting people? Is it enough we invest our money, time and energy on big computer system and development of software applications? I don't think so. Before I address further, let me have a disclaimer to the politically correct on one hand and also some unpleasant aspects on the other hand. My intention is not to say that the Union Government did well or any particular state government did well or did not do well. The intention here is to highlight the digital divide between Union Government, State Government as well as amongst the different State Governments. In the context of end user driven and people centric e-governance vision and its implementation, whatever has been done has been largely done by Union Government. The Direct Benefit Transfer, Banking, Direct Access, Indirect Access, Corporate Affairs, Export Import Policy Measures, Passport etc. A lot of simplification of statues, liberalization has taken place, besides automating the processes and procedures without which we could not have gone ahead. But when it comes to the state government, in general we tend to be economical with truth and reality, hip and hap seems to dominate. We focus on ease of doing business, we don't lay emphasis on ease of living, reducing interface between government and public, minimizing reliance and dependence of common people on government. On the other hand we have trust based e-governance models at Union level, liberalized and simplified and risk based. On the other hand we have other models in many states making the people cure for every possible petty reasons before the government officials. No assessment of risk, 100% scrutiny of everything, which means no trust on common people

but hundred percent trust on officials who are also from the lot of people. It is high time that we realize the trust based risk enabled good e-governance models have a cascading effect. They increase transparency and accountability, potential corruption is also significantly reduced. We should in fact look at such long term systems. Having said all this let me summarize the major determinants of good e-governance models. Not that you don't know, but the context warrants a summary. Accountability, transparency, responsiveness, equity and inclusiveness, effectiveness and efficiency, adherence to rule of law, voluntary compliance, people's participation, etc. are the vital elements or building blocks. As our Honorable Prime Minister also mentioned many times, the grain by grain and brick by brick construction, times are over. Now we have to have a quantum jump that means we have to get into the building by building. Before I conclude, the last mile connectivity should not just be seen in the context of typography of geography. It has to be the people. The fruits of e-governance must reach the most remotely accessible underprivileged person. We need to get on the right matrix. We should be in a position to know what the impact of e-governance is for a common man. I must remind you all what our beloved Prime Minister Ji, ModiJi, has said, contrary to the prevailing no on that good governance is bad politics, in reality good governance is good politics. A government should work keeping in mind the welfare of future generations not the next elections. That is nothing but making everything instituonalization. With this at the outset let me say bluntly that all this will be a mere lip service, unless we change. When I say we, I mean the political class and the bureaucracy, and we have a collective responsibility of not disappointing the people of this country.

Thank you very much and Jai Hind.

Address	Dr Jitendra Singh, Hon'ble Minister of State, Independent Charge, Ministry of Development of North Eastern Region, Minister of State, Prime Minister's Office

Seated on the dais, Hon'ble Chief Minister, Shri Nara Chandrababu Naidu Ji, Hon'ble Union Minister with multiple port folios and our very senior Shri Venkaiah Naidu Ji, my friend and Minister in Science and Technology, Hon'ble Shri Y S ChoudharyJi, Hon'ble Members of Parliament, Secretary ARPG Shri ViswanathJi, senior officers in Government of India, representatives from different states. At the outset, being associated with the host department I have to welcome you all and I also have to express my satisfaction to such a huge and a warm response and the large gathering that we witness over here this morning, on the seaside and the beautiful venue resort. At the end of the day being a student of science I will go home and I will have to decipher whether it is on account of ARPG or the attraction of the sea shore, but never the less I think to go together, and, I am sure with the kind of academic feast over the next 2 days which Mr. Viswanath and his team is going to provide you, you will also have a sumptuous change for a day or so we're here and that also give us IQ that whenever we hold a conference of such magnitude we should be very careful about the venue. And to that extent I have to compliment again the administration of Andhra Pradesh, the Chief Minister of Andhra Pradesh for having developed the state as a whole and including this venue and therefore Hon'ble Chief Minister sir I want to compliment you on two accounts, everybody before me has complimented you for being a pioneer in developing Andhra as one of the role model in e-Governance and everything indeed, I also have to compliment you for having given us such beautiful venue resorts which have attracted a large number of audience, some of them may not be wholly interested in e-Governance I am sure to tell you the truth, but at least they are interested to visit the venue which again is a compliment to Shri Nara Chandrababu Naidu Ji. Coming back to the subject of the conference as all of you would recall that on the 26th of May 2014, precisely around 6 o'clock in the evening when the Modi Government took over, one of the first announcements made by the Hon'ble Prime Minister was the commitment of his Government to provide maximum governance minimum government and thereafter over the last two and a half years or so there have been a series of announcements, series of path breaking decisions, series of initiatives, solely and solely aimed to achieve this objective and therefore deviating from what has been said by the learned speakers before me I would say that e-governance is actually a means and not an engine itself. We are resorting to e-governance and our theme also today is transformation through e-governance, but e-governance is again a means to us to achieve the ease of Governance and therefore within three months after taking over, under the guidance of Hon'ble Prime Minister the decision was taken to do away with the

practices of having your certificates attested by the gazetted officers. Now this was not an electronic decision, did not fall strictly in the purview of the e-governance but our minds were electronic, and, therefore, we have this ease of governance will in mind and we would resolute everything which is compatible to bring about maximum governance, ease of governance and citizen centric governance as Mr Viswanath was saying. And we also are very seriously aware of the fact that in the year 2017 when we speak of citizen centricity in a country like India where 65 to 70% population is below the age of 40 years, we must also always be conscious that citizen centricity in 2017 India is essentially nothing but youth centricity. Therefore when we have the citizen of India in 2017 as a focus of our initiative we have to have it youth. And I am not saying this simply as an observation but I think it's a hard fact which we will have to confer sooner or later, if we walk out of this hotel and start doing chronological survey I am sure every 4th person walking on the street outside will be below the age of 40. We don't realise this because we have many gadgets and many colours in the market, looking at the mirror, all of us look black haired and feel satisfied. The mirror also tells a lie and we conveniently believe it. But we are in the minority, Sir, and it is below 40 who is actually the citizen of India and keeping that in mind the Prime Minister took the decision of introducing self-attestation of a decision which was a legacy of the British rule, which no earlier government had dared to take and soon thereafter the 1st of January last year, Prime Minister, before that on the Independence Day of 2015 had announced on the ramparts of the Red Fort that could we abolish the practice of having interviews for non-gazetted posts, junior posts and within 3 years, I am proud to say that the Ministry of Personnel could ensure that most of the Ministries and Departments in the Government of India from the 1st of January 2016 were successful in abolishing interviews. Now this was not done with an electronic gadget or with a digital method but because we have this in mind, we wish to introduce ease of governance, we wish to introduce transparency, we wish to have more of accountability, we wish to have a corruption free system. We also are following Prime Minister's dictum of zero tolerance towards corruption but at the same time seriously conscious that the essential tool of governance is a bureaucrat and therefore we also at the same time have to provide an environment which is work friendly so that each and every officer of ours is able to perform to the best of his potential, to the best of his ability and that is why, very few months ago in 2016 itself we revised the guidelines and ensured that any IAS officers been placed under suspension, the intimation by the same government has to be sent to the DoPT and the Ministry of Personnel within 24 hours and if there is a charge sheet, also the centre has to be intimated within the stipulated time. I am talking of all these initiatives because I am sure, we get carried away by the theme and from the net we enter that theme and we will be talking about all the e-things and digital things and not upon the non-e or non-digital things, which have motivated lot of other initiatives including the e-things. Therefore this government is performing out of a commitment and I also will use this opportunity and this platform to verge upon the other State

Government because we have representatives from other State Governments also to follow some of the more progressive States including Andhra Pradesh and kindly do away with the practices of having interviews for the non-gazetted posts. Sir I will ping to realise, I wish to bring it to the notice of Shri Venkaiah Naidu ji also, that after we made this announcement some of the States instead of abolishing interviews, increased the number of interviews. Even I confronted the problem lies not with the people sitting on that side but the problem lies with our fcjknjh or the political assembly. When I confronted the concerned Ministers they said, vjs lkgc fQj vius yksx dSls yxsaxsA This Government has the courage and guts under Prime Minister Modi, vius yksx ifjR;kx djds we will give citizen centricity. Because if you have to bring this ease of governance with transparency, with objectivity, then we have to have a self-affixing approach. If we do not have that, the youth of this country will not forgive us. They will force us, and I also urge upon the saying that if you don't follow this, tomorrow you will have protest from the youth and you will be compelled to do that so why don't you do it like a good parent. The son comes and says that I have brought a bride and initially you make faces and reluctant then the neighbour or your friend tells you dh lkgc [kqn gh tkdj dj ysxk rks eku tk;s dkM ij vkidk uke vk;sxkA so I humbly appeal that this is the way the wind is flowing. Mr Modi and our seniors like Shri Nara Chandrababu Naidu Ji who are kindly guiding us both in IT and other sectors, they are realising the pulse of the new generation and this is what is expected of them and therefore this, whatever was being talked about DBT, about cashless transaction, is in keeping very much with this. I am also glad to bring to your notice that in the year 2016, some of the three or four greatest success stories in the Ministry of Personnel, in the Administrative Reforms have been the once which were directly inspired by Prime Minister's personal initiatives. One of them of course, was the abolition of interviews which I have just spoken to you. The other one was, that many of us would know those who are from the Civil Services, that we have something constable services awards which are presented on the Civil Services Day, usually they were presented to the individual officers, under Prime Minister's advice we widened the scope to introduce the special program, the priority program, the flagship programme and you know what was the result, the result was that the Swachh Vidyalaya programme first award went to the most militancy infested District of India called Anantnag in South Kashmir at the time when it was going to that termoil and that young collector, an IAS boy came proudly to receive that award and another award went to another terror affected District of Assam. So in our attempt to be more citizens centric, to be more ground centric, we have rather compromised the individual and tried to celebrate the performance and the success of the collective efforts and that is where the e-governance has come in. I am also glad to share with you that since I am dealing with multiple Departments, one inspiration leads to the other. The DONER Ministry was the first to become totally e-Ministry and therefore before I conclude, otherwise I can go on and on for the whole day which is not by mandate because we have to listen to our seniors Shri

VenkaiahJi and the Hon'ble Chief Minister Shri Nara Chandrababu Naidu, I think what is more important is that we have to have now e-mind and that is the catch phrase I will leave today at this Conference. We have already gone to e-Governance; e-mind is something which is to be there. The other day I came across the anecdote of a karyakarta from my own party, who said he felt suffocated entering into a small urinal which we prepared VenkaiahJi has been our President also when we have this, jk"Vᵃh; dk;Zdkfj.kh] jk"Vᵃh; IEesyu small urinals he said no I am scared of entering into this, I can urinate only in open air. So that mind-set has to be changed now. So sometimes we have this initial hesitation how to use e-governance and many of us has actually not grown up with this but out of necessity because that is how we are to deliver now and that actually happened none of us have grown up using computers but we are using that because we know that is expected of us if we have to be in this competitive world and their fore and most of all the will, the readiness to think of the citizen first and not to think of what I would be getting out of this, is something which would help us to go forward with these decisions like abolition of interviews and having more level playing field for our youth. Much of what has been done in the earlier years is not our concern, we are not there too also analyse much about it because there is no time for it but yes, this government, under Prime Minister Modi is determined to leave aside, where it gets benefited, had it not been so. No political establishment will mind my words, no political establishment will take the risk of making an announcement which Hon'ble Prime Minister made on November 8th, and then they say it is done with an eye on the election and the answer is if actually it was done with an eye on election that means that people of the country are impressed with this decision and therefore those who are opposing it are in fact indirectly conceding that the people of the country are in favour of this decision and if it was done with the eye on election and the people are not happy then again we deserve a compliment that we had the courage and will to take this risk but the matter of fact is that 125 crore people of this country has stood up with Prime Minister Modi, with his government because they know this is a government whose honesty, approach and intentions can be relied upon and therefore I think it is only second time, Sir, in the history of independent India that this happened, people stood in cues and they never complained. First time it happened in 1966 when Prime Minister Shri LalBahadur Shastri asked everybody to observe a fast on Monday evening. Nobody was going into their kitchens nobody was sending an IB agent to check but people voluntarily came forward, and same this time again. Therefore if we this is our USP, this is our asset, the kind of credibility, the fo'ofu;rk] which the Prime Minister command and with that we are carrying forward e-Governance initiatives had actually begun long before we came, but the manner in which they have seen the light of day has happened only in just about 700 days, since we have been in power and I think that is something that the present government needs to be patted for, but I am sure, the people of this country and once again particularly the youth of this country would be benefited from the humble efforts made by all of us.

Thank you very much sir.

Shri Venkaiah Naidu Hon'ble Minister of Urban Development, Housing and Urban Poverty All viation, Information and Broadcasting, Government of India

Hon'ble Chief Minister of Andhra Pradesh, Shri Nara Chandrababu Naidu Garu, my colleagues in the Central Government Dr.Jitendra Singh Ji and Shri ChoudharyJi, all the other senior officers, State Ministers and delegates participating from various parts of the country, brothers and sisters. A very important conference where meettng is at an important time and we have to move forward because the country even after 69 years of independence, 70th year, we're busy with many problems and challenges and we have to come out with solutions. The second point is people are becoming increasingly impatient. They have waited for long and the third problem is people want the ray, people want diversion, people want these two things, the ray and diversion, leakage, and all these things have to be arrested. The best way is IT. Information technology is the way forward to make the people of the country feel happy, make their life comfortable, arrest corruption, stop leakages and then also arrest the delay. So that's where the importance of this subject lies. I am very happy we are having a conference in a state where the Chief Minister with the pioneer in the IT initiative of this country. Shri Nara Chandrababu Naidu even before others have opened up he has focussed more and more on IT. So, IT is the best thing that can happen to do anybody. IT will make your duty and then if you do your duty then you will become mighty. So that being the case we should focus more on strengthening this particular aspect. Now friends if you look what is happening in the country and what is the possibility for the country, you can understand there are ample opportunities for India to grow faster. Because we have inherent knowledge, we have natural resources and we have hardworking people, if you upgrade that technologies, put IT to proper use, you can really accelerate the speed and growth and also pass it on to all people. One is that, creating wealth, the other is distributing the wealth. You need to have recusal economy. Simply if few people becoming rich and others suffering, will not suffice. Today, in the world if you see the economic disparities India is one country which is highest 81%, the economic disparities in the country. Worldwide, we are at a very bad situation. So this cannot be allowed to go on, that's why the Prime Minister has come with this recent declaration of MahayagnaShru yagna, what you call, a war on corruption and war on black money. The idea is to see that the entire money that is the entire wealth is put to proper use and being accounted for. Accounting the money in the best way is demonetization remonetisation. Some friends are asking what happened to us, what is the benefit we get, what if everything came to bank. That is what we want. Everything has to come to bank, everything is coming to bank. We are the happiest people today because earlier it was not coming to bank. Today it has come back to bank,

you call it as 15 lakh crore or 14 lakh crore or whatever it is, or 16 lakh crore, the entire amount has come back to bank. That means the notes have come to open, they were hiding. Some of the notes were sleeping, others were weeping. Now the notes have come into open. That is the biggest advantage you have, why others were weeping, you have money, more money, fresh money, corrupt money, easy money, lose money, you spent it lavishly in whatever manner you want. Others are honest and tax paying, they are suffering poor people, they cannot compete with this unhealthy, unhealthy wealthy, unhealthy wealthy and then the hardworking people who are paying taxes regularly. So this unique quality has to be put to an end at the earliest. That is the intention of the Prime Minister and then the Prime Minister wants to see the money coming back to the system and being pumped again to development. You will be seeing in the coming days, budget is there, after budget also in the coming 2 years, you will see that the growth story of India will be further accelerated and even already today when the entire world is slowing down, even China is slowing down, India is the only bright spot, where growth rate is more than 7%. This is not what Venkaiah Naidu is saying, World Bank is saying it, World Economic Forum saying it, Asian Development Bank is saying it and moody's rating not modimoody's rating is also saying it and, everybody is saying India is the bright spot, they are ready to invest. But once you create this wealth it has to be distributed and if you have to distribute the wealth you need to know where the wealth is. And IT brings you the transparency, in the system. You can know what is happening, where it is, if you go for Digital and then secondly it will brings to you accountability, who is accountable, who is failing, where the fault lies. This also can be known through proper use of IT. So transparency and accountability and responsiveness also, if you make all these services available to the people and if you give permissions online, nobody needs to stand in line. If you make services online, nobody needs to stand in a line. Otherwise whoever made them to stand in line will be in the firing line. Keep that in mind that we have to use proper application of this technology that is available to us. I will just give you few examples which have been given by the Hon'ble Prime Minister about what is happening to our system and our taxation and all. If you go through the detail you will be stunned, 3.7 crore assistive the total population of over 130 crores of people, our population has surpassed 125 crore, still mentioning 125 only, it is 133 crores, by the time I complete my speech it will increase further also. 133 crores population and how many people are coming to the taxation act. The total assesses in India are 3.7 crore and out of 3.7 crore, 99 lakh people declare income below 2.5 lakhs, that is allowed, income tax exemption. People are hoping for further enhancement of this exemption, let us be positive about it I can't say anything because budget is coming. 2.5 lakhs, that means 99 lakhs people have gone, from 3.7 minus 99 and then 1.95 crores people declare income less than 5 lakhs. 52 lakhs people declare income between 5 to 10 lakhs and only 24 lakhs people declare income above 10 lakhs. I need not describe it to you, cars, how many cars are there in this country, you count it in Visakhapatnam itself, how many high rise buildings are there.

That means we are trying to fail the system. We have to find out, where this money has gone, where it is lying. So one is currency, second is the assets that also is not going to be left free, action will be taken on that account also with regard to the benami properties also. So keeping this in mind, now we have to really make best use of this IT and find out and reach out to people who are not reaching the system. If everybody comes into the tax and act, the tax rate will come down. If everybody comes to the tax system the interest rates also will come down. Already the banks have reduced the rates, bank's interest rates are reducing and poor and vulnerable sections, like the middle class, lower income group and also poorer sections have 6.5 % interest. The interest rates on housing are coming down. Once the interest rates come down, there will be housing boon and then more and more people will be able to afford houses also. Secondly friends, if the services that are offered by the Government, if they reach people without any filtration, without any leakage, that is the best thing we can do. Late Rajiv Gandhi said if I send 100 rupees from Delhi, put it in a pipeline by the time it reaches Thiruvananthapuram or Anantpuram, 85 rupees are leaked and 15 rupees are reaching. This is what here he have all mentioned, rightly so. He was sincere that way on that account. But what has happened, now the Prime Minister is very keen to see that everything to come to the system and that's why he has asked everyone to open the bank account. cSad ,dkmaV vksiu djus ls D;k gksxk] D;k Qk;nk gksxk] ,slk loky iwNusesa yxs jgks ⎪Now people have understood what is the advantage of having a bank account and what is the advantage of our neighbour having a bank account, even servant also having a bank account, that also has been realised by many people but if not they will realise it later. Friends then the question is that some people are saying that this thing has happened suddenly, no, opening the bank account, secondly constituting a special investigation team in the very first Cabinet Meeting to arrest black money, third is raising the issue in nation, fourth is having agreement with Switzerland, fifth is having agreement with Swiss Bank, sixth is having agreement with Mauritius, seventh is having agreement with Singapore also and then having agreement with America to exchange information with regard to tax, investment aviation extra and then giving one time opportunity of income declaration and then also for warning the people and then Binami Transactions Act which was passed in 1988 by late Shri Rajiv Gandhi, is kept in cold storage, nothing happened all these years and this government have notified that also. Series of steps, one after another, the government have been taking steps to see that the black money is arrested, everything is brought into the system and everything is transparent so that ultimate beneficiaries will be the poor and the middle class, this is how the Prime Minister is moving. Friends, the Prime Minister wants to change the country, he wants to modify the country.

There is a big campaign going on in the country. Campaign Modi, M O D I means not Narendra Modi, MODI, Making of Developed India that is the campaign of MODI, Modi campaign. We should all join that campaign, every state and centre that is why prime minister has also given a call for team India. Mere Shri Chandrababu Naidu doing it in Andhra Pradesh alone, it would not suffice. The entire country should do it. He has taken the lead. Even now also in the demonetization period, Andhra Pradesh, because of the steps he has taken in regard to fair price shop, with regard to the other facilities, comparatively the pain was less, comparatively, there was pain, nobody don't doubt upon it, I am not ignoring, I am not trying make lighten the pain across the country, there is pain, undoubtedly. When you are going for a big transformation, when you are going for a revolution, when you are going for a major surgery, there is some pain. That's why I am saying, bitter pill for long term heal, temporary pain for long term gain. That is the lesson we have to understand, because the country has suffered all these years, and also the, vPNk my salutation to the ordinary people of the India, ordinary, understand, underline ordinary people of the India, they have stood in lines, they have queued up in lines for their future. They were patient to bear the pain for their future and they were also having confidence about the capacity, calibre and conduct of the Prime Minister. Because of the commitment of the Prime Minister and the work he is doing with honesty and integrity, people have borne the pain and disappointed our other friends, opposition friends. Our opposition friends are disappointed, people are patient? no rioting, no rioting in the country for 2 months, no rioting?, they are all worried, you have seen even from the Judiciary also that word came there may be riots, they might have been also disappointed people who have made these comments they also might have got disappointed there were no riots.The reason is, people want a change, they are tired of this system, they want that the wealth to be distributed in proportion, they want the economic disparities to be reduced, they want corruption to be eliminated, they want speedy disposal of their   problems   and   they   want implementation of the promises given by the government, so that's why they are having confidence and they have shown this monumental patience. I can call it as a monumental patience, that's why hats off to the Indian people that too ordinary people for the patience they have shown in this suffering. Friends today, as I was telling you the entire system has been now, The Prime Minister has given a call for team India number one, secondly he has given a program of MISIDICI. MISIDICI, M Make in India, SI Skill India, DI Digital India, CI Clean India. So team India, make in India, skill India, digital India, Clean India, all will make strong India. We have to see that all these, all these programs of the Prime Minister, they are not mere slogans. He is trying to improve the system. He is trying to improve the delivery system and there this information technology and this digital transfer can play an important role to the life of the ordinary people, which will really help us. The Prime Minister ultimately wants to see that the benefits reach the people directly without leakage, the package without leakage should reach the people that is the aim of the Prime Minister, and we have seen too how the things are happening and the call given by the Prime Minister, see the response of the

people of India, he has given a call for the people, whoever is affluent, please return the subsidy for LPG, 12500000 people voluntarily returned their LPG subsidy, that is the greatness of the people. Because the leader is inspiring, the leader is inspiring, because people are confident that the overhead tank is clean and they will not get any more polluted water, that's why they have confidence in the overhead tank, they have confidence in the leader. secondly, he wants to see that the money which is given to the people by Shri Nara Chandrababu Naidu or by Shri Narendra Modi and by and by anybody, it should reach the people, it should reach the people, that, for that DBT direct benefit transfer, your scholarship, your pension, your subsidy, your compensation, whatever you are going to give it should reach the people without any leakage. For this he came out with this JAM, tuèku ;kstuk] tukèkkj and then mobile, JAM, you get your money directly. So now, slowly we are moving towards getting money, whatever money is put there it can be seen in your mobile and in coming days you can draw your money also from your mobile. Shri Chandrababu Naidu was asking some people how many people are not having telephone, cell phone, some people were hesitating because they know that Shri Chandrababu Naidu will not leave it like that, if they say they don't have then he will give telephone also, that much assurance they have, that's why they were hesitating to raise their hands. In the coming days there is no need you to have mobile also, you can directly transfer money if you have thumb.

I think everybody is having a thumb. Everybody may not go for thumb impression, but everybody has got a thumb. So this is the great transformation that has come into the technology, this is the great transformation that is coming in the administration. We must come out with much more innovative steps to see that people are given better services, correct information, and are assured of responsive governance. In this the e-governance plays an important role, this is the last point I want to tell. e- Governance, will provide proper government and will make you aware of your rights, your responsibilities, your dues your entitlement.

Through use of e-governance you can know your entitlements and then apply online and you will get reply online and there will be supplying also after geting the reply. This is the beauty of the system we should really come out with much more innovative ideas. The technology is very fast, technology is very simple and technology is a very good interface to remove discretion there by empowering citizens. If you know on website, who are the people given this facility then you can find out why you are denied, why your neighbour is denied if everything is there and if you house construction permission, you can save the time and if reply is not coming, you can proceed further. These sort of improvements can come, that's why this National Conference on e-Governance serves as an effective forum, to exchange ideas, to know from each other and also you can copy the best practices that are available in the other states also, that you will have a rich experience, the government, the software solutions, industries, all are participating in this you interact, exchange and you also express your opinion and your views also, discuss issues and problems and analyse the challenges that are there and come with solutions, this is what is expected from this Conference and friends I am happy that this Conference is being hosted by Andhra Pradesh Government in Visakhapatnam, a beautiful city, and you will enjoy these two days stay here. I am thankful to see Dr.Jitendra Singh Ji, Minister for Personnel, for organizing this Conference in Visakhapatnam and also compliments for the Chief Minister of Andhra Pradesh for extending hospitality. Andhra is a new, Andhra is an old new state, Andhra is there, Andhra Pradesh, but state has been bifurcated, we need to support this state, that's why whenever we get any opportunity in centre, immediately, Andhra Pradesh comes to our mind, because Andhra injustice has been done to the State, that's why whatever support is possible we are trying to give it to the state and whatever focus is required, focus is on Andhra Pradesh, focus is on in Visakhapatnam. This is one such an initiative of the Government of India. I thank the concerned departments for taking this initiative and I also convey my lØkafr greetings to all of you.

Thank you very much. Namaskar.

Chief Guest's Address	**Shri Nara Chandrababu Naidu** Hon'ble Chief Minister of Andhra Pradesh

Hon'ble Minister, Shri Venkaiah Naidu Garu, Hon'ble Minister of State Government of India, respected Dr.Jitendra Singh Garu, MOS (PP) Government of India, respected Chaudhary Garu, My Ministral Colleague Shri Raghunath Reddy, Shri GantaSrinivas Rao, Shri AyyannaPatrudu, Hon'ble MPs, MLAs, Secretary, Government of India, Shri Viswanath Garu, Secretary, Information Technology, Government of India Smt. Aruna Sundararajan Garu, Additional Secretary in Government of India, Smt. Usha Sharma Garu, President, NASSCOM, Shri Chandrashekhar Garu, UIADI Chairman Shri Satyanarayan Garu, IT Secretary Shri K Vijayanand Garu, J Chandra Garu, distinguished delegates, friends and media. I am very happy; this is the 20th Conference, the need of the hour. And also if we see here today, Department of Administrative Reforms, Public Grievances, Government of India, Ministry of Electronics and Information Technology, Government of India, NASSCOM, which is representing total IT companies in India, another Department of IT in Government of Andhra Pradesh, KPMG, also started as a knowledge department to bring all of us together. This is where, today very important, cross sections of the society and also participants wise if we see, 25 CEO's of the companies, 223 CTO's of technology offices, 466 officers from Government of India, Government of Andhra Pradesh, and also Government of other States, State Governments, other delegates, and also major companies are representing here, Google, IBM, Cisco, Microso, Facebook, Adobe, TCS, HDFC, Infosys, Intel. Different people are here across all sections. What I am thinking next time, Hon'ble Ministers will think one more thing; even now we are following British administration. To change that you have to involve some administrative and business changes, if we involve on major expose and it will go in a big way. I am very happy today as this meetting is to share e-governance platform, under the public governance, how to simplify the public governance in view of latest technologies, information technology, everything and also have to bring innovative ideas in this and ultimately if you see where we are, then according to me we are in a very inspiring and wonderful time. Why am I saying this is because if earlier somebody wanted to dosomething, so there was no positive return of doing it, today you want to do something in a real me, you can do it. If you see the history, first reform Agriculture took so much of time, second reform, Industry, Innovation of electricity took so much of time to percolate, also it took so much of time to be done, but with revolution information technology with one stroke world has become a global village. Distance has become irrelevant. That is how Information technology has brought internet world as a global village. Today, we are in a very interesting time. This is technology with internet of things, Just now Shri Chaudhary has said, without science there is no technology, there may not be any useful technology, yes I agree, but at the same time there is a technology, to

penetrate technology. Earlier it used to take so much of time, thanks to IoT, real time we can take to the last mile. That is the beauty of the technology today. If you see here all of us are discussing so many issues now, 4th generation revolution, IT, IoT, even Cyber Security, Data Analytics, Virtual reality, Augmented reality, Cloud computing, Fintech, Financial inclusion, connectivity through Fibre Grid, so many things have come. Under the same time, our Hon'ble Prime Minister has rightly mentioned, Digital India, make India, and also if we can go Smart India, Smart Governance. Even these all are the concepts, how to make it reality, it is in our hands, even if you see further, what is the current trend of automation on data axis and manufacturing technology, it includes cyber physical system the Internet of things and cloud computing. It creates smart houses, smart villages, smart cities, smart factories, smart organisations, ultimately smart persons. If all persons are smart then country will be smart. This is where, if you see further, not only IOT, mission to mission communication, Data Analytics including predictive analytics, Mission Learning and Artificial Intelligence, Cyber Security, 3D Printing, Virtual Reality, augmented reality, cloud computing and others. In IOT, if you see so many things have come. All mission equipments, devices, vehicles, things will start sending and receiving data. Even in Andhra Pradesh if you see, so many things (we are able to use as on today) sensors physio metres, range gazers, biometric devices, CCTV cameras, drone, all these things we are using now. Because of these some of the Departments are automated with no manual intervention. Throughout the state I can get rainfall, real time, actual time, where ever I am. Same as if you can go underground water, real time I can get underground water. What is the availability as on now, at this hour. That is how things are happening. These days in toilets there is one experiment that people have done in recent time in Krishnapushkaram. I want to provide clean toilets, I asked them how to go about it, and then we had an idea, that everybody had a smartphone. I asked them to send one photo every 2 hours, once, so that they maintain all toilets. Thus thousands of photos used to come without any cost. Then I sent it to Universities, to analyse audit, but was very difficult. Immediately I asked some people from University if they have innovative ideas, like mission learning. By puting in the mission, they are able to give very good average. Then automatically all my toilets were maintained very well, we got rating near 90% and above for public toilets, that is how things are happening innovatively. Even Microsoft, they have gone for mission learning what they have done is that they have taken all the parameters of school students and also they have given me outcome that in 10th class, that is 42000 students are going to drop for higher education, that is for intermediate education. This is where you see so much of advantage for me, in spite of targeting every child, those who are inclined or susceptible for dropping, I can target it. Recently, we had a cyclone across Chennai near Krishnapatnam border, I was monitoring very closely with the ISRO scientist in my department, they have monitored it very well, and they are able to do the exact prediction. At what time the cyclone is going to close, what is the wind speed and also what is the damage, how many vehicles, electrical poles,trees, and what is the precaution I have to take, everything they are able to give me, and I was able to take effective

decision making. Earlier there was a cyclone, which was warned from Srikakulam to Ichchapuram, total coast area, after crossing of the cyclone, we were relaxed. So now, no need to spend all our energies on it, only focus area where there is an effect, and concentrate. Even communicable diseases, if you can see, all seasonal communicable diseases, we can tag it, we can monitor, even dengue, malaria all these are very dangerous, even we can go to that area especially, there are some technologies people are developing, even to target at micro level. Wherever there is epidemic, there only we can spend more resources, more money and also everything, these all things are working very well. Even in the Polavaram, one of the prestigious projects we are monitoring, through CCTV cameras and also drone. Now every week I am having a review on virtual reality. It is happening and at the same time now we are trying to put augmented reality into virtual videos even Google, glass also we can use. That is where these all things are happening. Recently somebody asked me in Delhi, on the digital economy, where I am promoting digital economy I am very happy, and you are all aware, that 86% of currency is out of circulation. To start with circulation is only 14%. It is an important issue, if we reveal the information then everybody will do as they like, there is confidentiality also, but as Shri Venkaiah Naidu Garu has rightly mentioned, all of us will work together, we can reduce the suffering that is what we have done in Andhra Pradesh. There is suffering, for long term gain, for future, people have sacrificed and also they are prepared to take short terms suffering also and at the same time all of us, how fast we can do all these things are important. Recently when I was addressing a press conference in Delhi people asked me where our money was going. I convinced them. Then they asked about the security problems, I told them that it's the same all over the world and even if there is a security problem we have to work in that direction. I told them, even Google and Microsoft CEO is from India, all top companies in IT are also from India, all over the world if you calculate for every four IT fractional, one out four is from India. I am very happy, among Indians, every four, one is from Telugu, I am very proud of it. We have promoted all these things over a period of time it is happening today. As Hon'ble Minister, Dr.Jitendra Singh sahib has rightly mentioned, mind-set is the biggest problem in digitalization. Now there are some areas where we had an excellent advantage, nowhere in the world even yesterday I was in Sri Lanka, they don't have this Aadhar account. Only some countries are having, full-fledged Aadhar account and it is available with us also. With the UIADI support, authority and also fingerprint, finger is enough for dealing transactions, , I am very happy all technology experts are here, I also broke my head for 50 days, there was a hectic time going on fighting with bankers, with RBI and also with experts too, we had so many brainstorming sessions. Ms. ArunaJi, she was involved in all these things. Finally it is a well-known technology that we rediscovered, that is only the way, all future and smartphones users to have a transaction. With the new version we can transfer money very easily through NPCI. Now improbability has come, any bank you are having account, you can draw money with simple app that is UPI. In Andhra Pradesh TDS, we are operating for the last two years that is one thing. Secondly, by using existing equipments, cell phone,

smartphone is enough, they have to add biometric device. If we add biometric device, that is only Rs. 2000, I am giving Rs. 1000 subsidy. Only merchant has to spend Rs. 1000. That phone will be of multipurpose use. Consumer having only one problem, he has to remember bank account, bank name, and Aadhaar number. If he has that finger print, it will be done. That means now, your finger print is a bank; your smart phone is a bank. What is the problem, it is only mind-set again. Even I ask sometimes, people are standing in queue for 6 hrs. They tried once or twice for cash transactions through mobile phone, he didn't get it, and then he went with the original procedure. It is only attitude problem according to me. If we do that, we can do wonders. I am very happy, even Government of India is here. They have to do some homework, all of us. To create a confidence is important. That is why recently I told everybody, we are having systems now which are now operating. You are having any technology, you go for breaking. Any technology you are having, cyber-attacks you can do, and we can correct it. Even recently, after meeting I give a challenge, anybody will go for cyber-attacks, we are going to give awards for them also, so that this is known attack and we can correct it also. This is where we all are today, I am very happy that in Vishakhapatnam, we are making a hub, even Singapore, monetary authority of Singapore; they are working with us, MoU. I want to bring all technologies available anywhere in the world, and we will do some research, some exercise, and some companies also in the future, we will use all these things in Andhra Pradesh. (And also if you see here, digital economy, has reached now 34 %.) I am confidant, by year end we will be comfortable, that means we may reach 50% or 60% also. Now I am thinking money is available; our people may go for again original way drawing money currency. Then we have balance both, availability of physical currency, slowly shifting towards mobile currency. That is only the way. Then it will happen permanently. We are going to work with that. According to me, I am hearing everywhere, this is a history. Nowhere with the short time, two months' time or three months' time, or four months' time, 60% 50%, digital currency, is this the first of its kind in the world. That's itself is an indication, India is very strong in technology. There is a demographic dividend, younger population, only the country which is having, India. Technology penetration is very high. Technology adoption also is very high. So with all these things we are very happy, India, young population are adopting, even older people are also using this, very simple. Even In a village, common sense if you see, all illiterates, if you give Rs 1000 or Rs 500, they will identify very easily. Then what is the problem, if they can put fingerprint, draw money. And on same notion will say how much money they have drawn, and also what is the remaining balance in the bank is. It is much more easy for adoptable, that is how things are happening. This is one area where all of us have to promote in a big way. People are saying now Cyber Security, to give better image; one has to do all these things. We are bringing block chain technology and also RTG, real time governance we are going, these where I need all your Cooperation. All everything, I want to integrate, and real time governance will be Introduced here. e-Pragati, one of the most dynamic projects. We are able to bring, e-Pragati , in e-Pragati if you see here, I have gone one step ahead, and Aadhaar is giving

Unique Identity to every citizen . There is no family, with no other data, we are able to establish, we have synchronised everything to Aadhar account as on today. Either fair price shop, that is the essential commodity, pension, even gas, even scholarship anything from government side what all they are taking we have done. At the same time, by using all these existing data, we have gone for smart people survey and smart pulse survey, we have done it. Now we have established people's hub, land hub, SAP for all financial transactions. I am integrating all these departments into e-pragati project. We are able to prepare Beautiful Architecture. I am requesting all of you; you are all here if necessary our people will show you CM dashboard that how many departments are there, what activity they are doing, they will show you all these things. Rainfall, Groundwater, Street Lighting, TDS distribution, Pension Distribution and also Medicine distribution and also some other welfare programmes, so many welfare programmes, all are real time, automated. Some of the departments, only one entry from then on it is going to be computerized and also programmed where it is going to update. These are all the things we are moving in that direction now. Now in future, even census also, will be real-time census. No need to have once in 10 years. Whenever there is dynamic information we are collecting. If we collect information once in 10 years, after 6 years 7 years there is a change, all this data is outdated. I am going to villages, when file is generated, automatically it will be online. It is online, then as on today in governance, if you can go through all files and are not deciding. Some with vested interest, who want to push their file, they are following the important files but now with this which are all the files pending, we can prioritise, we can group it. As a matter of fact we can bring flat organisation. One example I am giving you, one person who wants to have pension, he will apply to so many people, so many places that file is pending that means it will be counted at different levels and different files. What is happening today all pensioners, I can put it in single file all villages, all mandals, all districts, and then if I am having money, I can give immediately. I want to go for testing eligibility criteria, I can put it in mission learning, 6 steps or 10 steps of 15 Steps validation then automatically, where ever I want to give, I can give pension. This is the beauty of technology. Even now, we are going for e-cabinet. Now ultimately, I want to go for paperless office in all my government that is going to happen. Now we are all discussing here disruptive thinking. Recently I have read an article on whether this mobile instrument is necessary or not for displaying. People are thinking all these things are going to happen differently; even mobile phone is not necessary, even in form or other area also. That is where, startup is coming. For everything you have to think differently. Recently I have done one thing in Andhra Pradesh. Think differently, do differently, to get better result that is what we call innovation. I am asking so many people that what the exact definition for innovations is. There is no definition for innovation, only if you do differently, you have to get results. One example I am giving you of LED bulb. In cyclone we had a severe damage. Then I decided to go for LED bulb, 40% energy saving, with that 40% energy saving, they are giving me 40%, remaining I am sharing 60% to the developer. He is bringing all LED bulbs, he is putting investment and also is putting sensors. Without any

cost I have saved 40%. I am able to do all my municipalities now, full street lights, no problem at all and also villages I am going. Earlier in India, day time bulbs are working; night time there won't be any light. Today the situation we are able to change. I can see in my village, that my bulb is on or off & that is the technology is coming as on today. That is how things are happening. One more thing, I went to the IT secretary she was an advisor, when I went to her, I had a discussion. They told me BBNL is doing the work. They wanted to give 10 mbps for each home or panchayat office, I wanted 100 mbps for Panchayat office. Then I told them, 100 mbps is what we want. I told her at that time, 50 mbps for every home that is my vision I want to go. Then Ministers and she asked, what is the cost, 5000 crore. File is under process in IT Department still, but I got one idea. Through existing electrical poles, if I take one fibre wire, how much it costs I worked out with my fibre grid MD, Shri Sambasiva Rao. Within 9 months by spending 330 crore , now I can give, 15 MBPS for every home, if they need more I can give 50 or Gigabyte or TB also. You see, what is the difference, only we are spending 149 rupees, not more than that. All channels, Internet, video, telephone, I can provide today, that is the technology is available now. Now what I am saying, idea is big or small, that is not the issue, small company, big company, what is the idea you are having, how we are going to execute and how we are going to implement that is the biggest advantage. One has to work it out. Now there are technologies and activities. Farming, Irrigation, Environment and Energy, Disaster Management, Health and many more activities are there. How we are going to put it on technology, this is the biggest challenge; I am asking all of you how to use all this things. There is Aadhaar, UIDAI, there is MPCI, UPI, we have to integrate it, and use it. For are all these things we need innovation, if necessary then you have to go for incubation, and then ultimately you have to go for start-ups. This is where, we are thinking in a big way. How to do these things. In one example is I am telling you, more e-village about these is person Berkeley University, University of California. He has brought one good model. Around 70, 80 multinational. Best technologies he brought there. Now that village is, e-village I have given fibre grid, I have given smartphone, they are well equipped. Now they are doing very good experiment and demonstrations. This is where I am saying, all Multinations know what they are doing, how to create, how to generate, rural wealth by using all resources, by applying technologies and also by making use of world market, how to go for that, they are working, it is working very well. Finally all these things are changing today, for that you have to think one thing, originally in Hyderabad I wanted to go for software. Even at that time my First Secretary was Mr. Chandrashekhar, I want to create one model, we had like this so many sessions but ultimately we arrived to create one Hitech City, then how to go about it with BOOT model was the question. Without spending any money we have gone to BOOT model, LNT had constructed a building within 14 months' time. That was the first model. Then I went to America 14 days. At that time, America was very strong in IT. Then I invited everybody, then ultimately in Hyderabad we created Cyberabad, Hyderabad, Secunderabad & I added one more city, Cyberabad. During Bill Clinton's visit I named it also to promote IT, I named it Cyberabad. It is rhyming

also, Hyderabad, Secunderabad twin City I added one more city. It is known very well. Even our other Secretary here Shri J. Satyanarayan, was my Secretary. I asked him all the services we have to provide online, e-Seva, now it has been changed meeseva and also it has become all India portals now. When we have done this, 16, 17 years back. Today after 16 years, at that time only Internet was these but today Internet of things have come. One more of my Secretary, he was with me, he is in World Bank. One man is in World Bank, one man is in NASSCOM, one man is in now UIDAI, this is how we promote it Technology in a big way, and it is giving very rich dividends now. What I wanted to request all of you here today, we are all assembled and government of India also I am requesting, two / three requests. Earlier we have got so many awards; one is ITES and state GDP. How it impacted, they have studied a case study of AP in 27th Conference at Orlando, Florida USA. They have given me that award it is correlated. Digital Trail Blazer Awards 2016, by India Today Group for innovation, citizen centricity and Meeseva, mobile app. Award of appreciation for online mineral permit system for computer Society of India recent December. Order of merit 2015 award by scort, for best e-governance initiative at the national level. Order of merit 2016 award for public grievances related system meekosam. Digital India award by CNBC and Cisco recently. Now I am very clear, all infrastructure is available now a days, no other state is having this infrastructure. We are able to create an eco-system also. That an eco-system is no where it is available. What I am requesting Government of India, make Andhra Pradesh is a model, you do all your projects here, then you can replicate all over the country, it is possible. I am appealing to you; we will do our work with you. Both Government of India and Government of Andhra Pradesh will demonstrate. There are private players which are here. Today and tomorrow you are going to see the products, what we have done. I am asking all my department heads also, to come and sit here; they will also be interacting with you. Within 18 months or 1 year, I want to go all departments to be computerised. For this any readymade product or any readymade programme is there, you can come. Any new devices, I presented yesterday in Sri Lanka, and immediately they started enquiring. One is LED bulb, other is Physio metre to test groundwater, they were very eager. So devices I want to have, even PM asked me one thing that there are some equipments today, if we take that hand device, it will give BP and temperature and five, six more parameters it will give. Same thing, if we take one equipment to the field trial, put it there the data should go to cloud. Again for physical parameters of person, same thing you can do it and that is what PM is asking. I am enquiring everywhere, only two three properites are coming, not comprehensive. Then I have to go further, from there. Then there is a huge market, not only market it is going to bring revolution in India, for this I am requesting Government of India, National Blockchain Technology initiative in Visakhapatnam, there is a Fintech Valley first of its kind, we have started. There is a building also Fintech building. Second thing, National Cyber Security Compliance Centre at Tirupa , is also very important. Now everybody is talking about Cyber Security and also there is a panic reaction. To address that we have to go for this and also International & instead go only taking of digital technology as national centre of

Excellence, this is also very important. If the money is not the issue here, technology, best practices, coordination is important. If Government of India will come forward, all new technologies to test in Andhra Pradesh and we will provide for rest of the country, it is going to happen, and with a strong deliver of Technology there is no way. Even I want to go to tomorrow, real time acting of my roads through CCTV cameras, through mission learning. What I wanted to tell all of you that, sky is the limit, for innovation. Don't restrict your mind, when you get some solutions. Keep on thinking you can do wonders. If you won't think, somebody else will think, if you won't innovate, somebody else will innovate. To get that initial advantage, initial mover's advantage, you have to think. You have to come back, we have to adapt all the technologies. With this I am very happy, 20th e-Governance Conference we are hosting here. In future I don't mind, yearly one conference, we can have here. One conference in different state, so that they will learn here, they will integrate, they will test and they will implement in another states as well. With this I am thanking all of you, wonderful city Visakhapatnam; you will have a nice time. Anybody who gets bored can go to beach, excellent breeze as, you are watching today and don't have any bad feeling, even outsiders, you can move freely. It is very peaceful city, docile, positive people. I am confident, you will have a wonderful time. I wish you all the best for all of you.

Thank you, thank you one and all.

Vote of Thanks	Ms. Usha Sharma Additional Secretary (ARPG, GoI)

I feel honoured and privileged to propose a vote of thanks on this historic occasion. Today indeed is a very memorable day in the history of National Conference on e-Governance. I on behalf of Department of Administrative Reforms and Public Grievances, convey deep regard and gratitude to the Hon'ble Chief Minister and Hon'ble Union Cabinet Minister Urban Development for gracing the Inaugural Ceremony and sharing with us their vision on digital transformation of the country. We are greatly encouraged by their gracious presence and immensely benefited by their inspiring address. I thank Dr.Jitendra Singh and everyone present on the dais for accepting the invitation and gracing the occasion.

Thank you

PANEL DISCUSSION

9th and 10th January, 2017

Plenary 1		IoT and Data Analytics

Panel members:-

1 . Shri. J. Satyanarayan, IAS (Retd.), Special Chief Secretary to Government of AP and Chairperson, UIDAI

2. Shri. Tanmay Chakravarty, VIP & Global Head, Govt. Industry Solution Unit

3. Shri. Abhi Deshmukh, Program Director, Smarter Workforce

4 . Shri. Pratap Hegde, Manging Director & CEO, Telematics 4u Services Pvt Ltd.

5. Shri. Sanjeev Malhotra, CEO-IoT Center of Excellence

Shri. J. Satyanarayan started the session by discussing about trillions of IoT devices, being used in different areas like healthcare, weather monitoring and agriculture. He also highlighted the importance of Data Analytics. He mentioned that Andhra Pradesh would be creating an IoT hub. He also discussed about Aadhar act which has been brought into existence last year and has been looking into security of the data in that huge database.

Shri. Tanmay Chakravarty started the session by discussing the impact that the mindset will have in compressing the timeline of services through IT. He also discussed about application of IoT in different sectors like agriculture, education and health.

Shri. Abhi Deshmukh started the session by discussing the need to create a platform like Aadhar which will be secured, and will have the ability to predict citizen services. He also highlighted the need of an identify platform approach, an open API based approach and ecosystem for IoT to scale up the implementation and adoption of IoT.

Shri. Pratap Hegde started the session by discussing the role that IoT can play in implementing real life solutions. He also mentioned that **Telema cs 4u services Pvt Ltd has created** country's first IoT enabled platform to make IoT grow exponentially in the country.

Shri. Sanjeev Malhotra started the session by discussing the need of bringing best brains in the country together from Start-ups, Practioners and then create a robotic model for taking a leap in IoT technology. He also discussed about the Predictive analysis and big innovations that can be done through IoT.

Plenary 2	Towards a Secure Digital nation

Panel Members:-

1. Shri. Sanjay Deshpande
2. Shri. Manish Tiwari
3. Shri. VaidyanathanIyer
4. Shri. Deepak Maheshwari

Shri. Sanjay Deshpande started the session by discussing about the need to start looking at Cyber Security as a design problem and also about prioritizing the data that needs to be secured. He also discussed about thinking for private internet for the country.

Shri. Manish Tiwari started the session by discussing about the end point security and also about the need to review cyber security on yearly basis. He also discussed about the need of data policy that each organization should have for ensuring cyber health.

Shri. VaidyanathanIyer started the session by discussing on the need of Government initiatives to be more vigilant. He also discussed about the need to know how robust the security is if there is technology or no technology threat.

Shri. Deepak Maheshwari started the session by discussing about mitigating cyber breaches by practising good cyber hygiene.

Plenary 3	Digital Connectivity to the last mile. A P Fiber Grid.

Panel Members:

1. **Shri. J.S.Deepak**

2. **Shri. Sambasiva Rao**

3. **Shri. Vikas Aggarwal**

4. **Shri. Ashwani Ranna**

5. **Shri. Ashutosh Chaddha**

Shri. J. S. Deepak started the session by discussing about digital highways, smart infrastructure and smart cities. He also discussed about the benefits that the panchayats or the citizens who do not have any other means of connectivity will have once cable reaches the panchayat level. He also discussed about how AP Fiber is pooling fiber cable using the infrastructure of electrical utility companies and also laying fiber in forests so that AP fiber allows customers to access value added services through IPTV. He also discussed about the availability of a utility duct by April 2017 to eliminate re-digging on National Highways and also roads under Pradhan Mantri GraminYojna.

Shri. Sambasiva Rao discussed about the need to connect all 9 pillars of digital India and also discussed about a robust last mile connectivity which is essential so that all the pillars stand tall. He highlighted the big challenge of qualitative internet which is to reach to rural areas or interior areas. He also highlighted that AP Fiber Grid is the largest green field application project which is planned to light up 1 million houses in the state.

Shri. Vikas Aggarwal started the session by emphasizing on better operating model to be brought into picture. He also discussed about the completion of the project and the benefits that it may give to the customer by providing competion at last mile.

Shri. Ashwani Ranna started the session by discussing the dramatic change in the way of communication and so about the increase in demand of pipes carrying data to back channel. He also discussed about the admirable effort being made by Andhra Government in this aspect. He emphasized on looking at spectrum management between towers where e-band and v-band can be used to provide huge blocks of data.

Shri. AshutoshChaddha started the session by discussing about regulatory challenges and also about the way that may ensure connectivity to each citizen.

Plenary 4	Technology led monetary transactions leading to Financial Inclusion

Panel Members:

1. Shri C. N. Raghupati (Senior Vice President & Head-Business Unit)

2. Smt. Suma Verma (Principal Chief General Manager, Department of Cooperative Bank Regulation, Reserve Bank of India)

3. Shri Manohara Raj (Senior Execu ve Vice President & Business Head (Sustainable Livelihood Initiative), HDFC)

4. Shri Pankaj Gianani: (Country Head-Banking Sector, TCS)

5. Shri N. Sivasailam (IAS, Karnataka, Govt of India)

Shri C. N. Raghupa started the session by mentioning that one of the biggest shift today is from paper-based to electronic transactions and so there is need to fill up gaps in bringing rural India under Digital Explosion. He also discussed about the effects of demonetisation in financial inclusion. He discussed about the growth drivers to boost technology led monetary transactions through mobile wallets, M2M, near field communication and USSID facility, Artificial Intelligence, banking through social media, integration of technologies.

He stressed on the application of Artificial Intelligence in credit card processing. He also discussed about block-chain technology claiming it as a very powerful tool in banking. He emphasized that payment banks are a game changer in Financial

Inclusion as they lead towards a less-cash economy. He also discussed about software robotics being an apt tool for banking through social media.

He mentioned that after digitisation, it is Aadhaar enabled rural system integration, which in turn is all about a postman becoming a banking personnel. He mentioned that the key takeaways are: Having distribution technology, simplified transactions, incentives for e-payments and block chain which results in immediate transfer rather than supporting centralised banking sectors.

Smt. Suma Verma started the session by highlighting about Digital Financial Inclusion which can be achieved through deployment of digital means to reach financially excluded population through financial services. She stressed on the need to have lower cost and payments and transfers through internet. She discussed about bank led model, Telco led model (transactions through mobile), and hybrid model for technology (transaction through bank and mobile) led monetary transactions. She mentioned that during 2010-15, over 5 lakhs villages and 85% villages covered through BC-ICT model. She emphasized on the need of robust payment systems like NEFT, AEPS and AEBS, electronic payments and also on Internet banking, BBPS, ATM Network, Mobile Banking and Financial assistance through technology intiatives in cooperate banking. She also discussed about the challenges like expanding the infrastructure, improving security, increasing the awareness, developing in-house expertise particularly for risk management and fraud monitoring.

Shri Manohara Raj mentioned that technology can enable seamless payment systems. He highlighted that financial inclusion through digitization should be facilitated through Technology stressing that financial inclusion is a means and not an end objective. He stressed on the fact that technology is not a limiting factor but it needs to go the extra mile when it comes to Banking sector. He highlighted that technology, especially digitization is very important for the service provider side and appropriateness of the product services becomes apparent through digitization.

Shri Pankaj Gianani started the session by discussing about the need to create awareness amongst customers for adoption of the technology as till now 44% adoption has been achieved and thus it is very far-fetched in terms of consumer and business correspondents who should get wider access. He also discussed about the ecosystem for the possibility to bring multiple touch points, about the convenience in journey that a customer takes, security of the transactions.

N. Sivasailam discussed on the need to create an ecosystem not only with technology but also with regulation.

Plenary 5	Leveraging Technology for e-Governance

Panel Members:

1.   Shri K Vijayanand (IT Secretary, Govt of AP)

2.   Shri J. Satyanarayana (IAS (retd.)Advisor to GoAP /UIDAI) Chairperson/Former Secretary, MeitY)

3 .   Shri Vivek Aggarwal (Director, Infrastructure and Government Services, KPMG Advisory)

Shri K Vijayanand started the session by mentioning that today Dashboards have become an important feature in administration and monitoring of various programs. He also mentioned that Andhra Pradesh has come up with an excellent Dash board CORE (CM OFFICE REAL TIME EXCECUTION) which is a role model for the rest of country.

Shri J. Satyanarayana discussed about how to take the state to the next level of evolution He mentioned that only, technology won't work and so vision for each of the sectors is must. He highlighted that e-Pragati encompasses all departments with the core at the center. He informed the panel that just as Aadhaar is an identity platform, people hub is a family level identity platform. He also informed that latest technologies are being deployed in the entire gamut of departments in the primary sector from seed to crop to market, and almost 74 services have been defined. He emphasized on effective program management being an essential first step. He mentioned that sequence of implementation of modules need to be maintained and also emphasized on the transfer of ownership to line department.

Shri Vivek Aggarwal started the session by mentioning the two perfect examples of leads that Andhra Pradesh has taken: One with the Core Dashboard and second with administration. He also mentioned that Andhra was a pioneer in the third industrial revolution as well and it has provided AP with the concept of eGov and with IoT today, AP is leading towards agile government.

He stressed that NTR bharosa, e-aushadhi, 108 services are some examples that are happening today in government services. He emphasized that "Govt. should move away from Guerilla style governance" and should be agile in the core areas. He mentioned that Cyber Security, Digital Technologies are some of the initiatives that states are taking today in G2C services.

He highlighted that Technology is just a means to an end and so there is need to spearhead the industrial revolution, and some of the skill sets relevant today will cease.

VALEDICTORY SESSION - 10th January 2017

Address	Shri C. Viswanath Reddy

After greeting everybody present, he delightedly mentioned that to see a congregation of 1,000 delegates to participate in this 2-day conference is a visual treat. He stressed that Calibre, speed, skill, and simplicity is the hallmark of any citizen centric services. He also mentioned about how digitization is delivering services and also emphasized on some of the intangible benefits of digitization like reduction in corruption, improvement in quality, reinforcing faith of the citizens in the system.

He congratulated the awardees and those who wrote papers, DARPG stand committed to achieve higher benchmarks of e-Governance. He urged everyone to join hand towards a paperless, cashless economy that leads to a digital economy.

Address	**Shri HariBabuKambhampati** **Hon'ble Member of Parliament,** **Visakhapatnam**

After greeting the dignitaries and the attendees, he mentioned that People say necessity is the mother of invention and demonetisation led to innovation and formula on of new initiatives. He highlighted that with briefed deliverables everyone can work towards a better e-Gov society.

Address	**Shri J. Satyanarayan, IAS (Retd.)** **Advisor to GoAP/UIDAI Chairperson/** **Former Secretary, MeitY**

After greeting the attendees, he said that it is the most well organised Conference, because this present Conference sets the agenda of e-Governance straight. The takeaway from this Conference would be that e-Gov is about Gov. And if government doesn't take good decisions then IT can do nothing. He also mentioned that IT has been one such continuously disruptive technology, but government need today disruptive governance and make a difference in the lives of people. The government has 1.08 billion records making it one of the largest database in the world and so security and privacy should be beefed up. And lastly he stressed on facilitation of Aadhar by beefing it up as it is only identity which is accessible and verifiable, and e-Gov is all about how Aadhar is being mainstreamed.

Address	**Shri Palle Raghunath Reddy** **Minister for I&PR and Informa on** **Technology**

After greeting the participants in this historical event at Vizag, he mentioned that towards this effect, the vision is to improve quality and life of citizens, creation of requisite employment, make Andhra a knowledge hub. He informed that GoAP has introduced start-up policy, IT policy. He highlighted that the aim is to create one person e-literate in every household, to spread gigabit to all villages. He mentioned that AP is no 1 in EoDB and GoAP is running district administra on through e-files. He informed the participants that AP is no-1 state in Aadhar identification also. AP

is leading in smart pulse survey, supplying ration through ePos. Similarly in case of Mee Seva also where AP is leading in entire India. He mentioned that in AP every year 6 lakh students are graduating. He stressed that from every four persons in India, there will be one from AP.

He highlighted that AP Fibergrid is ideal, unique and unparalleled. He informed about different recognitions to AP like Digital Trailblazer award by India today for MeeSeva, Digital India award by CNBC. He also mentioned that this is an ideal forum to discuss best of the practices and AP should be targeted for the digital India scheme.

Valedictory Address	**Shri. P. P. Chaudhary** **Hon'ble Minister of State for Electro nics & Informa on Technology, Law & Justice, Govt. of India**

Shri P Raghunath Reddy, Hon'ble Minister, Information Technology, Government of Andhra Pradesh, my friend in Lok Sabha, Mr Patil, Shri C Viswanath, Secretary, Department of Administrative Reforms and Public Grievances, Shri Suresh Chandra, Secretary, Ministry of Law and Justice, Additional Secretary, Department of Administrative Reforms and Public Grievances, Mrs Usha Sharma, Shri K Vijayanand, Secretary, Information Technology, Government of Andhra Pradesh, Shri Satyanarayan, Chairman UIDAI, Collector, Commissioner and District Administration, distinguished delegates from Central and State Government, Union Territories, Academia, Industries and Industrial Bodies, Representatives and Officers from the Andhra Pradesh Government, distinguished invites and guests and friends from the print and electronic media.

First of all, no doubt, it is belated, I wish you all and your families, a very happy, healthy and successful New Year 2017. I am immensely pleased to be amongst you in the beautiful city of Visakhapatnam to mark the successful conclusion of 20th edition of National e-Governance Conference. I thank and congratulate the Government of Andhra Pradesh for hosting the event and making it a great success. In fact I would not be wrong to say that the Andhra Pradesh has been a pioneer state in the conceptualizing, piloting and scaling up a number of e-Governance services and several firsts. I would also like to inform that we are having one of the division in our Ministry that is NEGD and under the NEGD, one of the company and section-ate of the company act is NIFG where in the state of Andhra Pradesh their visionary leader Shri Nara Chandrababu Naidu has put the 14th point 20% share, and Municipal Corporation has also the shareholding of 2%, this

show the vision of not only the state of Andhra Pradesh and its leaders but it also show the vision of Municipal Corporation of Visakhapatnam. Friends, my Ministry MeitY , along with the Union Departments of Administrative Reforms and Public Grievances for over a one and a half decade now, has been working with missionary zeal with several stake holders in Central and State Government, Processes Digitise them and take them to the door step of the citizen in both rural and urban area. Now the big challenge before us and no doubt it is an opportunity for the businesses and industries and for the citizen as a whole that we have a big device, digital device and to bridge that, this is the time when all the State governments and Government of India can work together. Friends, among the many transformative initiatives launched by the Hon'ble Prime Minister Shri NarendraModi, Digital India, the flagship initiative being started by MeitY stands out uniquely in many ways in terms of the stakeholders in industry, academia and government, at various levels in Centre, State and Union Territories in terms of its enabling nature and consequent impact both in terms of economic and Societal. Today even in the far flung and remote areas of the country have begun to get the benefits of Digital India initiatives in some form or other, being direct benefit transfer, digital payment, e-services such as scholarship pension etc. or digital literacy and empowerment. Internet penetration has reached the villages and with the establishment of the common service centres, the delivery of service through internet has increased many fold. Friends, I would like to inform you that, the CSE has become the backbone of the country, 83 crore population in the country reside in rural India and these CSE's are being established in every Gram Panchayat and the total number of Gram Panchayat in the country are 250000. Now we have already rolled out two lakhs CSEs and these CSEs will be creating a revolution in the country, for providing services to the poor in rural area. Information and services are being widely disseminated through government websites, being the central, state, and district or panchayat level. Today there are

more than 8000 government websites kept in to the information and service requirements of the citizens across the country. Digital India, in a short span has rolled out many new projects and products, covering the entire spectrum of e-governance in the country, including government to citizen, government to business and government to government with emphasis on quality and all aspects of service delivery. Friends, today a large number of service from ration card and PDS, voter ID, PAN and Aadhar registration, passport and driving licences, and caste certificate, land records rail, air and bus ticketing, scholarship for school and higher education eFIR for improved law and order, e-courts for efficient and quick justice delivery, payment of taxes, registration of companies and startup and many more services across various sectors which touch human lives in one way or the other, now can now be availed with click of button within the vicinity of their door steps by citizens and many times through their mobiles. Though we have covered, quite a ground, much more needs to be done and accomplished in this direction. Friends we are committed to achieve these and with a zeal and energy witnessed through various platforms, by stakeholders. I am sure we shall achieve our desired goals, of sustained and inclusive development through leveraging modern and emerging technologies, sooner than any says. Yesterday, Hon'ble Chief Minister Shri Nara Chandrababu Naidu in his speech gave it that they are providing almost 725 services to the door steps in rural area because these CSEs will be enabled with deep services and I think the Andhra Pradesh will be the Pioneer State in this direction. Friends, the Government has just crossed the Midway Mark of its 5 years tenure. The Prime Minister Shri Narendra Modi and under his dynamic leadership, has taken several other path breaking initiatives, make in India, startup India, stand up India, jan DhanYojana and many more, to transform India as developed nation, inclusive society, sustainable, vibrant, fastest growing economy with transparency and enforcing laws and decisions. The government is ensuring that time bound and mission mode implementation, at the scale and speed, which is perhaps unprecedented anywhere else. The world has just very recently witnessed the successful implementation of demonetization and remonetisation of 86% of the currency in a short span of 50 days and it is due to the wild spread network of the CSEs and the other mode provided in the country. The recent initiatives of demonetization of currency have been a boon for ensuring widespread utilization   of digital infrastructure. Since November 8, 2016 the number of UBI transactions, USSD transactions, repay, pay and card transactions has shown a tremendous increase, unprecedented in any era of the time.

Our common service centres are functioning as ground level soldiers for spreading awareness towards use of Digital Payment options and from December 2nd 2016 till January, 2017 they have trained 1.82 crore citizens, although the target was only of 1 crore and 5.61 lakh merchants on 9th January 2017. By digital payment we can see in the coming years that the payment of tax will be more, life will be hassle free. We are not required to provide infrastructure of the banks in rural area much. Now because to bridge the digital gap of the digital payment, all these mobile phones, we are having 102 crore mobile phones in our country. No doubt 35 crore smartphones are there, but those GSM enabled phones are also in use for the digital payment and it will bridge the digital gap of digital payment which is available in our country. On December 30th 2017, Hon'ble Prime Minister launched the uniform BHIM, digital payment app, which is reported as top trading APP with over 70 lacs downloads done by the users with updated version of BHIM it will for release soon any time now. This is going to revolutionize and transform the way we transact business from cash to digital mode across the length and breadth of the country and Harrell the less cash economy at a speed and short time and in the country which is unprecedented anywhere else in the world. Friends, apart from assuring digital payment campaign, government has also undertaken various initiatives in the area of e-governance in order to make the interface between the citizens and the residents with the government seamless and smooth to ensure efficient provisioning of services. The most important initiative in this regard has been the implementation of Aadhar platform. For giving a digital identity to every individual in the country. The Aadhaar enrolment has already is reached a figure of over 110 crore resident in India making it a unique project in the world. It has also begun to transform the way the business is conducted at a much faster pace and in a very large volume. The Aadhaar platform is now been leaverised for implementing the direct benefit transfer scheme, which would take subsidies and other benefits to the deserving. A closely related initiative is the tu èku ;kstuk which also lies on the Aadhar platform and has help make financial inclusion not just a dream but a reality. Both the scale and speed of the implementation of tu èku ;kstuk is unprecedented in the country. Soon Aadhar enabled payment system is likely to emerge as a common and preferred mode of digital payment. We know that in rural area, some problems people are facing with respect to the digital payment but most of the youth because our country is consisting of 65% of youth who are below 35 years of age and in rural area even, the digital payment is being made by our youth but for the rest of the population on the BHIM app, by use of thumb biometric the digital payment can be made. Friends, each of these areas also have ample scope for industries to closely partner with the government in improving the quality of government services and its interface with the citizens. Two indicators, where India has to make substantial progress in order to achieve these substantial development goals by the year 2030 are health and education. Friends, I am very happy to inform you that MeitY has been undertaking extensive

efforts in improving these sectors through its initiatives in the e-health and e-education domain. Health and education were also the key focus areas during my discussion with the renowned entrepreneur, Mr. Bill Gates in November last month.

Education, now we see in the rural area, in our country, 83 crore population reside in rural area, in remote rural area and basically in rural area and in some of the urban areas, we see that the quality of education which is being imparted in the country, we are having a country of 125 crore population but what we need as on today, is the use of technology, how we can transform the education into a 3D animation form of education. I have informed by Ministry that how we can achieve this goal in various languages. In some of the states, where the state boards are there, we can convert their courses and course contents can be converted into 3D animation form, it may be a school education, it may be a higher education, it may be a medical education, it may be an education in the centre of excellence, but as soon as this education contents, course contents are converted into a 3D animation form, the learning capability of our students will be increased by 65%. So I am view that we have to perform this technology already there but the question is only of education part and we have to work on in this sector very fast. And once we are in position to do it, we can excel in the world and the we can show our country as one of the country where the talent is there and yesterday Hon'ble Chief Minister Shri Nara Chandrababu Naidu has also informed that the small town, smart people, if smart people are there, then the smart town will be there. So, if you want that we must have a smart country then our education system we should address the problem with respect to our education system. We have to use the technology for imparting education, best quality education. The students sitting in the rural area and once the uniform education facility is made available to all the citizens then we shall be in positions to do the other things very quickly. Friends, Electronics and IT hardware manufacturing is another major priority areas for government due to its potential to generate employment. The National Policy on electronics is already in place. The key initiative includes electronic manufacturing clusters. The modified special intensive package scheme and the electronic development fund. The software technology parts of India's skill are well known to the industry and it is further being revitalized. The national software product policy has been finalized and would be released soon after incorporating public and industry feedback. So for the manufacturing part is concerned, as on today we are importing around electronic devices and electronic goods and maximum import is of the medical devices, we are importing to the tune of 3 Crore, 350000 crore per year. Our Prime Minister wants that within few years we must have a zero import, and for this purpose the focus area of the government is how we can get the electronic devices and electronic products manufactured in our country and I think the visionary leadership of Andhra Pradesh Chief Minister Shri Nara Chandrababu Naidu, he is also doing well, that for establishment of the industries related to electronics manufacturing. No doubt in IT and IT enabled services, we are doing well. As on today we

are exporting around 8 lacs crore of the IT and IT enabled services, but at the same time we have to address the problem and look to the area of the electronics manufacturing. Friends, we are basically technology uses, now time has come, not only for the e-governance we should not only be limited to providing services to the citizens but the e-governance should also be extended for providing the research and development, creation of intellectual property, generation of the intellectual property, registration of the intellectual property in our country. Now we should be technology creators, not only the technology users. Friends research and development is perhaps most important for the country to keep pace in the digital age. MeitY is supporting projects in various thrust areas of national importance. We are also undertaking a collaborative research in 4 G and 5G technologies. IT facilities, ICT Innovaters. SMEs and Technology startup ICT domain, by providing support for IPR registration. The next supercomputing mission has been initiated to enable India to join the league of world class computing power nation. Friends just yesterday I had taken a meeting of IT scientists and professor, who have informed that MeitY has contributed immensely in the field of development of nano-technology, nano-electronics and there is a need for developing a commercially viable research ecosystem funded by the government. Our all the IITs, our all the centres of excellence can be converted into nano-electronics, nano-technology, where our talent, because even today what education, a particulate type of education we are having. We should impart the education base on research and at least we should start from our IITs and I am of view and I have also instructed by officers in the Ministry that we should convert all IITs or at least we should open the centre of nano-electronics in all IITs in the country. Friends, we need to increase our spending towards R & D and the innovation in our journey, to realise the vision of becoming the developed nation sooner than the projected target of 2030. The Industries should indeed come forward and contribute generically towards R&D and innovations so that we are able to increase our productive IPR assets and contribute towards development and extending the R&D innovation ecosystem in the country. Now in the country, we see that the ecosystem has already been created. Multinational Companies are coming, even Microsoft are having there innovations and R&D facilities in our country. Because the pull and pressure, pull and push, two factors are working in our favour. In America and China, where per man, the expenses come to more than $3.5 but in India it is less than $1 that is around. $95 and apart from this the overhead expenses are much less then in comparison to China and America, therefore this ecosystem has already been created and we should take the complete benefit of this ecosystem and for this purpose the government has already rolled out the red carpet for the multinational and the businesses in our country to promote the research and development, to promote generation of the intellectual property, to promote registration of the intellectual property. friends, among the seven pillars for implementation of the digital India initiative, among other things include enhancing India's Cyber Security, security in the cyber space is critical, in order to reach

the benefit of the digital economy and knowledge society. On our part, certain its operation 24x7, the national Cyber Coordination Centre is being expedited, which would enable the anticipate and prepare the counter Cyber attack to generate Cyber Security situational awareness, a boat net cleaning and malware analysis centres is being implemented by Indian computer emergency response team for detection of compromised system in India and to notify. Enabling, cleaning and securing system of end users to prevent further malware infection. Thus we are making all efforts, ensure our citizens that the digital transactions are safe and secured. Now the Internet, is the second part as on today, if we see that the total 10 route servers in the world, 13 root servers are there, 10 are located in America, 3 are located elsewhere, which are finding countries of America, in Heg, Denmark and Switzerland and no doubt we have raised the issue that one of the route server should also be in our country. Because we have a talent of pool, we have contributed very much in the development of the European country and America, for enhancement of IT and IT enabled services. We have also raised the issue with the ICANN board, that the some of the Indians should also be in the board, because in India in the few years will become around half a billion Internet users therefore the country which is half a billion Internet users should also be the part of the ICANN board. The Internet, on ad mint of the Internet, world has become boundary less. Now our Prime Minister has said long back that there will be a blood less war and this is only on account of the use of Internet and at the same time we must be, our cyber but space should be properly secured. As on today, what we are having with respect to the Cyber Security, we can be in most of the countries including India are reactive but we have to achieve the status of proactive, in case of any cyber-attack our research and development of such a nature that we should be proactive. No doubt in our country, the issue of cyber security is not centralised one it is a decentralized, it is a very good part of it, but by the use of artificial Internet and Internet of things, if these are embedded in the system I think they can response in case any cyber-attack is made. So the time will come, when the use of Artificial Intelligence, the Cyber Security problem can be solved. Because as on today we see that the how cyber criminals can work. There is a very well say, रव Mky&Mky esa ikr&ikrA So, this is the way, so it should be a reverse one, not a vice versa. Friends, I have been informed that in two days Conference has discussed ways and means to encourage and incorporate innovation to further improve delivery of services and governance to citizens, these include Internet of things and data analytics, security technologies and practices, improving last mile connectivity and Digital Payment issues. Friends, I am sure through the incorporation of new and emerging technologies such as machine learning and artificial intelligence techniques, social networks, better and fastest translation techniques from one to be others language, we would continue to innovate and help the society to do many things better. Friends, in a nutshell it is say, that the mean of e-governance is not only limited for providing services of various kinds the condition precedent and I can say the mandatory condition precedent for the e-

governance is creating a proper ecosystem in the country for research and development, generation of intellectual property, manufacturing of the electronic devices, internet and thereafter generation of the indigenous infrastructure of the product manufactured in the country and further it comes to the e-governance properly and empowerment of the citizens by use of the technology. About a dozen categories of the awards, confront to the innovators, I am sure would motivate creation many more innovative citizen centric applications and products in newer future. Friends, we shall welcome your various suggestions to incorporate them in our policy prospective, implement through various initiatives and realise the desired results. Friends our Hon'ble PM has just a few days ago, at 104th Science Congress envisioned to position India among the top three science countries in the world by 2030. I invite you all to be a part of this endeavour, in end; I once again thank all the organisation, organizers for successfully conducting this event and giving me an opportunity to say some thoughts. Thank you all and wish you once again the very best in the New Year 2017.

Jai Hind, Jai Bharat.

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AWARDS - 10 th January 2017

S. No.	Name	Award	State/Department/ Agency
Category-1: Excellence in Government Process Re-Engineering			
1	LOAN CHARGE CREATION Project	Gold	Andhra Pradesh
2	Madhya Pradesh SharamSeva Portal	Silver	MP
Category -02: Outstanding performance in Citizen centric service delivery			
3	Aadhaar enabled Public Distribu on System	oGold	Andhra Pradesh
4	SAHAJ - Online LPG Connec on d Cylinder e-payment	anSilver	Ministry of Petroleum & Natu ral Gas
Category -3: Innovative Use of Technology	**in e-Governance**		
5	State PENSION Portal - Online Soci al Security Schemes Management System (OSSSMS)	Gold	MP

6	Setting up of wireless LAN in Kedar valley from District HQ uptoKedarnath temple including electronic video surveillance, Wi-Fi internet facility, V.C. Services, hotline communica on and provision of hotspots at different points on yatra route.	Silver	Uttarakhand
Category-4: Incremental Innovations in existing projects			
7	NREGA Soft	Gold	Ministry of Rural Development, GoI
8	E- Filing Project of Income Tax	Silver	Income Tax Department, GoI
Category -5: Best District level ini a ve in ci zen-centric service delivery through ICT			
9	SUGAM COLLECTORATE	Silver	Gujarat
Category-6: Innovative use of GIS Technology in e-Governance			
10	g Triangulation	Gold	Haryana
11	Design, Development & Implementa on of web based GIS applica on along with GIS database at Surat Municipal Corporation (SMC)	Silver	Gujarat
Category -7: Innovative use of mobile technology in e-Governance			
12	HAWK EYE	Gold	Telangana
Category - 8 Sectoral Award			
13	MyGov	Gold	GoI
Category-9: Innovative Use of ICT by Central Government PSUs			
14	UE Mission	Gold	Rural Electrifica on Corporation Ltd.
15	Gyan Era - Online Learning Management System	Silver	RashtriyaIspat Nigam Limited, Andhra Pradesh
Category -10: Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies			
16	Na ons First Intelligent Transport System with Mobile app at Mysore City	Gold	Karnataka
17	Transformation of TNHDC using Information Technology	Silver	Tamil Nadu
Category -11: Outstanding e-Governance			
18	IGMIS (Indira Gandhi Management Information System)	Silver	IGKV - Raipur, Chattisgarh
Category-12: Use of ICT for Development by Non-Government Institutions			

19	Six Sigma High Altitude Rescue	Silver	Six Sigma High Altritude Emergency Services, Delhi
20	SAMRTH (Supply Accounting Management & Reporting Tech Hub)	Silver	Club Infotech, Punjab