

What It Takes to Make a Digital State

In order to showcase the key ICT initiatives undertaken by various departments, the Department of Electronics & Information Technology, Government of Kerala and Kerala State IT Mission in association with Elets Technomedia organised Digital India Knowledge Exchange Summit 2016 in Kovalam on 19th and 20th February 2016. During the two-day long national-level Summit, a large number of government officials, along with the industry leaders and PSUs' representatives deliberated on various topics including Digital India, eGovernance, mGovernance, Aadhaar, Healthcare, BFSI, education and others.

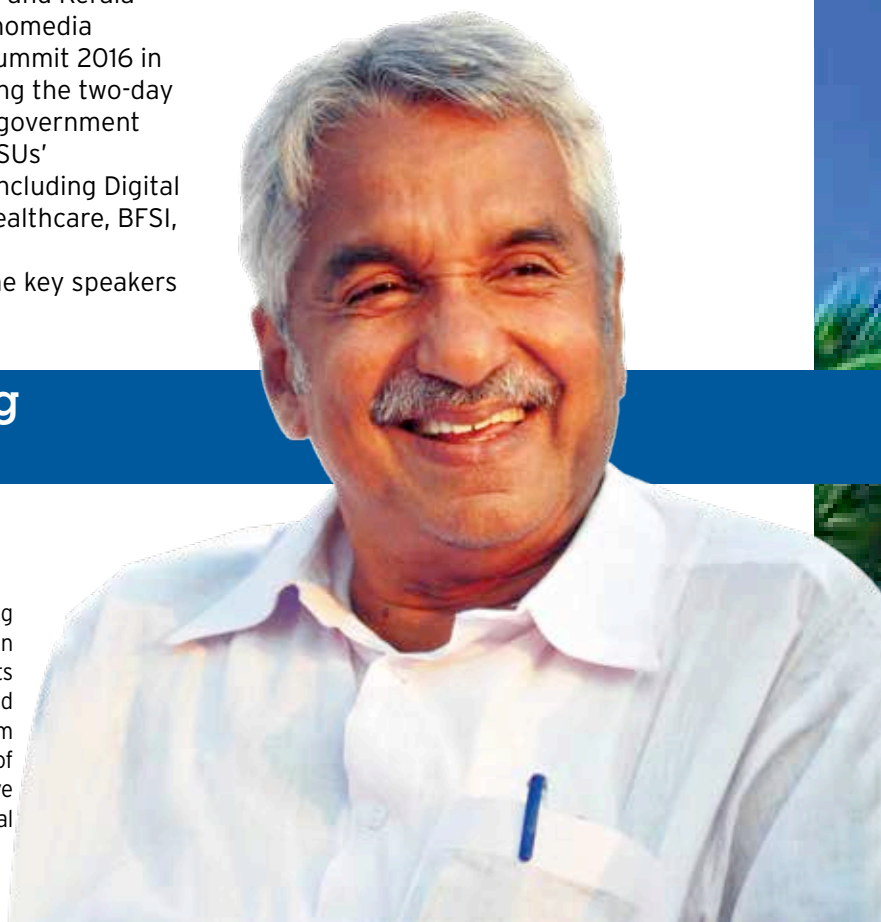
We present here the views and opinions of the key speakers at the Summit.

Technology Transforming Lives and Businesses

OOMMEN CHANDY

Chief Minister, Kerala

The technology is growing at a rapid pace and is changing lives and businesses both qualitatively and quantitatively. In Kerala, all 14 districts are part of the 50 e-District projects in India. We have issued 1.75 crore digital certificates and provided 1 GB broadband connectivity to all the Gram Panchayats, thus making Kerala the first Digital State of India. In recent years, we have undertaken several innovative initiatives like e-District, e-Procurement, e-Office and digital literacy, among others.



(L-R) Kerala IT Minister PK Kunhalikutty, Kerala Chief Minister Oommen Chandy, Principal Secretary-IT PH Kurian and CEO of Elets Technomedia Dr Ravi Gupta release special edition of eGov magazine at Digital India Knowledge Exchange Summit 2016 held in Kovalam, Kerala.

**P K KUNHALIKUTTY**

Minister of IT & Industries, Kerala

Citizens as Governance Stakeholders

We are deliberating lectures on our experience of implementing digital governance for making the lives of people easier and making them stakeholders in governance. Over the years, Kerala has played a phenomenal role in achieving the much ambitious dream of becoming India's first digital State. We have already achieved this dream and our beloved President has declared Kerala as India's first Digital State on February 27.

**P H KURIAN**

Principal Secretary, IT & Industries, Kerala

Empowering Citizens via eGovernance

We have issued around 1.85 crore digital certificates in Kerala without any need of meeting people in person. It's a greatest thing that has happened which enables citizens to get their work done without visiting government offices. eGovernance is all about empowering citizens. Kerala Government's focus is to digitally empowering citizens.



Session: Aadhaar for Transforming Governance



BHARAT LAL MEENA

Additional Chief Secretary, Department of Education, Karnataka

Delivering Tech-Enabled Education

The title of this conference 'Knowledge Exchange' is quite appropriate as experts from various fields have gathered here to share their knowledge under one roof. My department has identified around 100 odd initiatives which are required to be done for tackling some issues related to education. It covers an entire range, starting from the admission of a child to the class-monitoring matrix and feedback of teachers, attendance also enabling them to have lots of video exchanges.



K MOHAMMED Y SAFIRULLA

Director, Kerala State IT Mission (KSITM)

Citizen Call Centres

Almost all 2,000 Akshaya Centres in Kerala are running successfully except three centres which were shut down because of economic unsustainability. Some of the key initiatives undertaken by the Department are e-procurement which was started in 2011 as a part of Ministry of Commerce and Industry initiative. Right now, we have a slab of five lakh and this year almost 35,000 tenders have been floated through this platform. We have got citizens call centres across all the departments and a follow up mechanism is also there.

Session: Innovations in eGovernance - Leveraging technology for government service delivery to the citizens



SHUBHA SARMA

Secretary, Central Electricity Regulatory Commission

Efficient, Economical and Equitable

The Central Electricity Regulatory Commission is one of the key regulators in electricity sector. Its main function is fixation of tariffs for generation as well as transmission systems and also to resolve disputes that frequently arise. Each petition has minimum 150-200 pages that we get. So, when we started out conceiving and creating this project, we had three well known ease in mind—efficient, economical and equitable.


PRASHANT CHOUDHARY

Senior Director, Sales-Government, CA Technologies

Using IT Efficiently

Smart cities are not just about having services available rather it is more about adoption of IT. Today, Urban Local Bodies are using IT to manage parking, garbage, water, streetlight etc. Users too want to avail all services using mobile apps. Unless each and every aspect of the IT is working in the efficient fashion, the governments cannot deliver services. Most of the states have set up State Data Centres and networks to deliver services efficiently to all the citizens and stakeholders.


DR VISHWAS MEHTA

Principal Secretary, Department of Revenue & Disaster Management

Bringing Change

Kerala is one of the most well-connected states and we are dealing with 100 per cent literate population. Currently, we have around 22 types of certificates for general purposes which are issued online through village offices. Most of the village offices have best-in-class infrastructure and are well-equipped with Internet connections and round the clock electricity. We took the help of the National Informatics Centre (NIC) and developed a common platform to make these certificates online.


SANJEEV GUPTA

Additional Chief Secretary, Department of IT, Government of Himachal Pradesh

Connecting Farmers through IT

We created a farmers' portal which is connecting through web services. This is about 200 plus web services integrated into one platform. There are things like availability of seeds, dealers, pesticides, crop-based ideas and much more. Kerala is the first State where we have gone to the village level.


SUNIL K BARNWAL

Secretary, Department of IT, Jharkhand

Delivering Govt Services via IT

The topic of delivering government services by using technology has been much talked about and I personally believe since national eGovernance plan (NeGP) came into being in 2006, there was huge emphasis from the Government of India to extensively use technology to deliver services and in the process reengineer some of the existing processes to transform the way the government interacts with citizens.

Special Presentations



GYANESH PANDEY

Chairman & Managing Director, HSCC India Limited

Digitising Healthcare

We are a PSU which deals with the healthcare sector. It needs maximum usage of the IT and other digital things. If you enter a hospital's ICU, you will find it is completely digitised and without that healthcare is not possible today. Very soon it will happen that while we are sitting somewhere, someone will come and say that your heartbeat is higher or your respiratory beat is higher.



RAMESH TENKIL

CGM, NABARD, Kerala

Financial Inclusion for Inclusive Growth

Banking in India has grown rapidly in the last two decades. In terms of technology, Indian banks have adopted latest technology for their operations and enhanced their standards of customer service. Some of the IT initiatives taken by NABARD are facilitation of on-boarding nine Co-operative Banks onto CBS plat- form in the state. The banks have progressed further by providing RTGS/NEFT, CTS, DBT, ATM and other services to their customers.



Session: Financial Inclusion for Inclusive Growth - Taking Financial Inclusion to Last Mile



SHALINI RAJNEESH

Principal Secretary, Backward Classes & Welfare
Department, Government of Karnataka

Taking Care of Farmers

If financial inclusion does not take place, it will lead to a disaster. Moreover, we have already witnessed it in the form of farmer suicides in Karnataka. Last year, we saw thousands of farmers committing suicide. This draws our attention for something that needs to be done. Though they don't find farming profitable, they are doing this because they are left with no choice. Moreover, they have lost the hope that somebody will come to take care of them.



BHAWNA GARG

Special Secretary, Department of Finance,
Chandigarh Administration

DBT for Financial Inclusion

Chandigarh is a one million population city with mostly urban people with high per capita income. Direct benefit transfer (DBT) is one of the primarily important tools towards financial inclusion. It addresses all the three important parameters of financial inclusion, i.e. convenience, affordability and flexibility. Chandigarh has 100 per cent bank accounts opened for the public and about two lakh of them are Aadhaar integrated.



S S BHAT

Chief General Manager, Canara Bank

Sabka Saath, Sabka Vikas

Our honourable Prime Minister has come up with a slogan of 'sabka saath, sabka vikas', which is the essence of financial inclusion. The inclusive growth is just sharing the benefits with all. The benefit should reach the last person and he should be asking for the benefits that he deserves. In India, we have ideal democratic dividend and a greater domestic and international competition is there, increasing the overall factor productivity.

**I P S SETHI**

Senior Director, NIC

NIC at Work

The honourable Prime Minister of India, with the help of NIC, is providing services to all the 80 plus departments of the Central Government, 36 states and UTs and 660 plus districts. So, customer satisfaction index varies from user to user and we have always been working for improvement. At NIC, we have developed a cooperative core banking solution for cooperative banks. As per RBI guidelines, this is an in-house developed solution implemented at various states like Andhra Pradesh, Chhattisgarh, Meghalaya, Punjab and Rajasthan.

Session: Importance of Security in the Era of Digital India

**AJIT PILLAI**Director-Sales for India & SAARC,
Check Point Software Technologies

The Ever-Evolving Technology

Can you imagine your children playing with robots? That's what is going to happen by 2025. We drift along, but can't control evolution. During the technology evolution in the last five years, the three major things which have been happening around- Internet of Things (IoT), Mobile Cloud and Extreme/Big Data. Can you believe that organisations like us today have solutions for remote control carts (without any involvement of man)? That's the way evolution is taking place.

**GAUTAM GORADIA**

CEO, Comsur

Preventing Crimes via CCTV

CCTV by itself is not enough. If you do not audit CCTV, you are going to suffer. Nobody is auditing CCTV in spite of the fact that there is so much of information hidden in it. All you need to do is just three things- Review CCTV daily, Backup smartly and Report incidence in time. Cameras only have lenses, humans have eyes. You should prevent crime, and not act after the crime has taken place.


LOKNATH BEHERA

Director General of Police (Fire & Rescue Services), Kerala

Making Police T-Enabled

The security industry has boomed to a great extent. Today, we have various technologies like CCTV to record and review crimes but unless we empower the criminal justice system and make them skilled, it will not work. Very few percentage of police force has the basic knowledge of IT. We need to educate the police, judges and the people also, so that its results can be effective.


P K MOHANTY

Chief Secretary & DG, Institute of Management in Government (IMG), Government of Kerala

mGov to Smart Governance

It's quite fascinating to know how technology is changing every year. We have grown from eGovernance to mGovernance and from mGovernance to smart governance, in the sense of using smartphones and applications. We not only have to upgrade our technology to our best possible service, but also have to standardise our solutions for the sake of ease to the people.


LALIT SHARMA

Director-Engineering, Jaipur Development Authority

Jaipur's Journey towards eGovernance

During last one decade, Jaipur has faced terrorist attacks. Since then, we have started our journey towards IT-based journey and eGovernance. After that attack, we adopted all the solutions available, such as placing CCTV cameras, traffic management, online vehicle registration, etc. However, the problem is the judicial acceptance of the data that we are trying to sort out and come up with a solution soon.


GOURI RAJAN

DGM (IT), New India Assurance Company Limited

Decoding Aspects of Digital India

There are two important aspects of Digital India project: one is Internet of Things (IoT), which includes ensuring smart devices to safeguard valuable data and the second one is empowering people with the skill set of IT. At present, we have 40 per cent digitally illiterate population. If these people are not educated about IT, there will be a huge social gap, which can become very tough to cover in the long run.

DAY
TWO

Session: Digital Kerala-eGovernance to the Last Mile


BHASKAR LAKSHAKAR

Director, Madhya Pradesh Professional Examination Board

From Offline to Online

MPPEB is an autonomous body in Madhya Pradesh. We took some major steps to improve our efficiency and image. Now, the applications are collected online; admit cards, exam centre allocation and various other things are also being done online. Moreover, the question paper formation has been shifted from offline to online mode as well. Earlier, it was a conventional methodology of setting an exam paper within one confined room which is no longer in practice.


S C JOSHI

PCCF, Forest Department, Govt of Kerala

Developing through ICT

Today, we are strongly connected with technology and there is a centrality of whole forest environment ecology and global warming because if we talk about development through ICT or other technology, we are looking into question of how it is affecting the environment.

Digital India: Transforming Governance


SANJAY SAHAY

Additional Director General,
Karnataka Police

Governance in Transformation

Digital India is transformation and enablement of government, citizens, services and ease of doing business. Using ICT in the creation of digital infrastructure, technological and human are competent enough to enable dynamic and reactant decision-making and service delivery with seamless back-end process, along with creating the databases and its integration at differential levels catering to the requirements.

Session: Expanding Telecom Infrastructure and Internet Connectivity



JACOB MATHEW

Senior Vice President, Network Services, Idea Cellular Ltd

Tele-density on the Rise

According to the latest report of the Telecom Regulatory Authority of India (TRAI), the total number of telephone users in India, including both wireless and landline connections, is 1022.61 million, taking the tele-density to 80.98 per cent. Out of the total number, 997 million or 97 per cent are wireless subscribers, while 26 million are wire-line subscribers.



SAJJAN PAUL

Director Systems Engineering/CTO, Juniper Networks, India & SAARC

Connecting World, Empowering People

There is a need of participation between telecom vendors and products and technology vendors. Juniper's vision has always been to connect the world and empower people. India has one of the largest tele-density, both urban and rural. Despite having several impediments, private players are making efforts to strengthen rural connectivity.



AMIT CHOUDHARY

CEO, Peoplelink

Video-Conferencing for Better Healthcare

We are the only video-conferencing company which has global presence in 37 countries today. There are two major areas which need to be focused upon as everybody has been talking about village healthcare. We also need to make sure that doctors are connected with Internet. We have even conducted live operations using our video-conferencing technology.



MADHU RAIWAR

Director, Ministry of Health & Family Welfare, GoI

Addressing Healthcare Issues

We all know that 80 per cent of patients' footfall is in the private sector and we absolutely do not know how much health resources like hospitals, labs, etc. are available. Around 75 per cent of public healthcare centres (PHCs) do not have medical officer for Ayush or non-availability of the specialty service, which is one of the key concerns of adequate service delivery.



VIMAL IGNATIUS
CISCO

Cisco Pushing Development

CISCO is a leading firm in IP-enabled devices as the world's number one manufacturers. We are thankful for the trust that we have gained from a lot of governments in the past decade. India is the second- largest headquarters worldwide. We have over 15,000 employees based out of Bangalore who play a major role in doing the development.



R BHASKARAN
GGM, RailTel, Kerala

Connecting Households with Internet

Statistics show that Kerala is one State where 1.16 crore households have already got electricity connections, which is 100 per cent. There are 91 lakh cable TV customers and 3.12 crore mobile users exist. Reaching all the houses in India with at least 2mbps Internet connectivity will take time. In Singapore, every house is connected via 1gbps connectivity.



K K SINHA
CEO, JAP-IT, Government of Jharkhand

IT Resolving Problems

Information Technology is the enabler but it can't solve all the problems. If you go through e-toll transactions, Jharkhand ranks at number 6th in the country, which means we are doing our work well. In Jharkhand, 70 per cent population lives in rural areas. We did a survey of connectivity and found that about 2,000 Gram Panchayats were not connected through Internet.



Dignitaries visit Comsur stall in the Expo area.

Session: Smart Cities in the Era of Digital India



DR R MEENAKSHI SUNDARAM

Vice Chairman, Mussoorie Dehradun Development Authority, Government of Uttarakhand

Smart Solutions

Talking about smart cities, the first question that comes to one's mind is what is smartness? It means that there is a city where the life of citizens is easier. It is for providing a better standard of solutions to the citizens. Unless it is not possible in a city, it can never qualify for being smart. After the initiation of Smart City Mission, a lot of continuous professional approach is required to make it happen. The responsibilities of the municipal corporations of shortlisted cities for smart city mission have become more citizen-oriented. We have an urge to focus on smart solutions across the sectors to ease the citizens for doing business with the government.



E RAVENDIRAN

Commissioner, Kalyan Dombivali Municipal Corporation, Government of Maharashtra

IT Solutions for Smart Cities

As far as Digital India is concerned, there are three important segments where government can provide electronic services to the citizens - employment opportunities, second is infrastructure and finally, the IT solutions for the smart cities. We are just focussing on how to give best services to the citizens. It is vital to know how the government sees the vision of smart cities and how guidelines are reached. The projects have two essential categories: one is area-based projects and another is pan-city projects. There are three criteria for these projects, namely redevelopment, retrofitting and greenfield development.



Dignitaries in the Expo area.

Session: PSUs Driving Make in India in the Era of Digital India



M SIVASANKAR

Secretary, Department of Power, Government of Kerala & CMD, Kerala State Electricity Board

Using Open Software

Initiatives undertaken by PSUs in Make in India campaign and Digital India programme are commendable. Most of the PSUs are working in the service sector and not in the production sector. We have focussed more on the use of open software and platform-independent solutions to the people.



ATUL RASTOGI

Deputy General Manager, GAIL

Transforming GAIL into Smart Utility

Our vision is to transform GAIL into a smart utility. They have formed a task force and we have identified that digital transformation, along with the governance, is going to be the key. With the kind of governance we have in GAIL, apart from the digital technologies, we will be able to move to the smart utility.



GOURI RAJAN

Deputy General Manager (IT), New India Assurance Company Limited, Mumbai

Prosperity Needs Protection

Today, one of the biggest problems that we are facing in the insurance sector is that insurance has been confined upto only life insurance in India. Talking about the general insurance space, as an economy grows and progresses, what happens is that prosperity needs protection. It also brings health issues that again need insurance, which is available in general insurance.



MUSTAQ AHAMMED

Deputy General Manager, Kerala Financial Corporation

Struggle for StartUps

We started operations in 1953. At that time, the banking sector was mainly concentrated on funding balance sheets, it means people who had wealth, power and capability to establish, would get the finance and the new startups were not getting finances.



RAVI KUMAR

Zonal General Manager, National Small Industries Corporation Limited (NSIC)

PSUs for Development

PSUs are no more PSUs. At least central PSUs are now known as PSEs i.e., Public Sector Enterprises. These are more dynamic, professional and quite vibrant, always in the forefront in the development. These are one of the main pillars of the economy. Most of the PSUs are giving lot of inputs for the Make in India initiative.



S K PANDA

Director, DGS&D, Ministry of Commerce & Industry, Government of India

Digitisation Gives a Push

The growth rate of PSUs can be enhanced only by digitisation strategy, which is required in every part of business, i.e., customers, stakeholders, communication and other services. PSUs should learn the technique of using minimum resources for maximum profit. Best practices from PSUs would be e-procurement, automation of operations, video-conferencing, use of cloud, etc.



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Government of Jharkhand

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