E-Governance/Digital Governance (Draft)

1. Digital Governance is a system comprised of subsystem components or integrated standalone systems built using advanced information and communication technologies to deliver proactive and on demand services to the stakeholders of the system like (but not limited to...)
    a. Government to Citizens (G2C) and Citizens to Government (C2G)
    b. Government to Enterprises (G2E) and Enterprises to Government (E2G)
    c. Enterprises to Citizen (E2C) and Citizens to Enterprises (C2E)
    d. Enterprise to Enterprise (E2E)
    e. Government to Government (G2G)

(Where as enterprises are nothing but any institution offering products or services to another enterprise or any other stakeholder in this list.)

The model inherit the Chakra as a hub and spoke stakeholder centric services structure built to meet local, regional and national level service delivery objectives using the interoperable architecture connecting all the necessary stakeholder units in a mesh model.

2. This scalable system shall connect all the relevant subsystems like departments, service agencies, policy maker's institutions, public administrations and delivery organizations in a seamless way by offering Intra-operability, inter-operability services, to deliver cross functional outcomes and solutions to stakeholders crossing languages and regional barriers and comply with RTI Act 2005 Clause 4.1(a).

3. The services offering shall be the result of a reliable, **secure**, trustable or immutable data or record repository in a transparent having the key features viz.,
    a. Democratization of data and technology
    b. Facilitate stakeholder participation
    c. Choice of use and Ease of use, Convenient and Ease of access
    d. **Enshrine Equitable access, Data security and Data privacy**
    e. Varying from good to very little or zero knowledge of stakeholders or beneficiaries (Government to Enterprise to Citizens)
    f. Efficient, Robust and a fully integrated system, where the all the accessories are available on demand towards a fulfillment.

a. Use of advanced digital technologies like Artificial Intelligence, Machine Learning, Blockchain, Crypto repository, Geographical Information System (GIS) and Cloud, to build and deliver such a model.

Suggestions Received from Stakeholders

1. **Dr. Padmaja Joshi, Senior Director,**
   Centre for Development of Advanced Computing (C-DAC)
   Gulmohar Cross Road No.9, Juhu, Mumbai
   - in Point 3 of the attached document - I think we should also add word secure;
     The services offering shall be the result of a reliable, secure, trustable or
     immutable data or record.......
   - Secondly, looking at the spread of mobile applications, should we also consider "Mobile Apps" under e-Governance

2. **Mr. Balasubramanian Iyer** (WA Message dated 3rd May 2022)
   Regional Director
   Asia-Pacific Region
   International Cooperative Alliance (ICA)
   New Delhi
   "Hello Prof. Moni, thank you, for sharing the draft note! It captures well the points to be considered. I would add: **equitable access, data security, data privacy**