



Civil Services Day
21ST APRIL, 2022



Vision India
@ 2047 - Governance

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COMPOSITION OF THE SESSION

Plenary Session 1: Vision India @ 2047 - Governance

Chair

- **Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India**

Panellists

- **Shri Amitabh Kant, CEO, NITI Aayog**
- **Shri B.V.R Subrahmanyam, Secretary, Department of Commerce**
- **Shri S Somanath, Secretary, Department of Space and Chairman of ISRO**
- **Professor Ashok Jhunjhunwala, IIT Madras**

INTRODUCTION

The Government of India envisions a nation indulging in smooth citizen interactions and adopting best global practices. Hon'ble Prime Minister Narendra Modi has envisaged to transform India into a knowledge based, skill supported, and technology driven society, with a five trillion-dollar economy. To achieve this vision, the mantra for every sector and domain has been "reform, perform and transform." Recently, the government has also launched Atmanirbhar Bharat Abhiyan aimed at making India self-reliant and a global manufacturing hub and providing new opportunities to the citizens of the country. A favorable business environment, predictable and transparent policies and end-to-end digital governance is critical for this and will not only incentivize foreign investment but will also ensure seamless government-business-citizen interaction.

COVID-19 has provided India a unique opportunity to become a global leader, and government is taking a series of measures to make India competitive in the global economy. With that perspective, India's vision for 2047 identifies key areas like agriculture, commerce, infrastructure, industry, urban landscape, security & defence, technology and governance. This will also drive the success of the promise of 'Minimum Government, Maximum Governance.' Focus will be on streamlining regulation and creating conducive environments for business and enterprises (foreign and national, small to medium scale) and on transforming citizen-facing services including health and education.

Together we all must work towards fostering excellence in governance and pursuit of administrative reforms through improvements in government policies, structures and processes and promoting citizen centric governance. With a great deal of emphasis on grievance redressal and innovations in e-governance, India's pathway to success is guaranteed.

Envisioning India@2047 is an attempt to bring to the attention, imperatives and catalysts for development of a better India in the next 25 years. Along with giving a detailed understanding of the vision, this paper will also briefly discuss about two main engines of growth for India- **Easing the compliance burden and End to End Digital Governance**. These two aspects hold phenomenal potential to establish innovative structures to renovate existing practices. In this new age driven by technology and ease, it is beyond imperative for governance models to be well acquainted and comfortable with this space. This paper will deliberate upon the value of these two pillars in facilitating vision of India @ 2047.

VISION INDIA@ 2047

India has a time-tested administrative system with adherence to rules and established norms, an elaborate structure and procedures for carrying out functions of nation building and creation of an inclusive state. The vision follows the '**Whole of Government**' approach and will identify long term goals and corresponding short term ones with defined outcomes for this decade with timelines and milestones. This approach focuses on the idea that integrates the collaborative efforts of the departments and agencies of the government to achieve unity of effort towards a shared goal. The vision will lead all the aspirations for India @ 2047 including: Attaining new heights of prosperity, making best facilities available in Rural & Urban Areas, eliminating unnecessary interference by the government in the lives of citizens, building modern infrastructure par excellence with the world. The Vision focuses on some of the broad aspects discussed below:

Focus on Young civil servants

The government believes that India in 2047 would be governed by our diligent civil servants and would serve the nation with utmost efficiency. It is crucial to inspire and involve the young civil servants with the Vision@2047. The governance models in future would be highly complex thereby requiring considerable degree of domain expertise. An interface between technology, academia, startups is necessary for young civil servants to be abreast of these sectors.

The ten thematic areas that would take up center stage in the future governance policy challenges that civil servants might face in their careers- Energy and Net Zero, Education, Health Care and Assistive Technology, Water, Infrastructure and Communications, Transport and Mobility, Urbanization and Housing, Rural Development and Agriculture, Fintech and Inclusion, Information Security and Defence.

Digital transformation of governance

The government's idea of 'Maximum Governance- Minimum Government' aptly describes a futuristic governance model with focus on digital transformation of governance. India is working towards a kind of government which modernizes with time, innovate faster, readily meet citizen demands/expectations, deliver mission goals in prescribed time periods, complies with regulations and adapts to changes.

Lastly through active collaboration, communication and Information sharing across Centre, State and Districts the growing India aims to ensure breaking of all silos and proper functioning of best governance practices. It is imperative for all the stakeholders to proactively work towards the achievement of every tiny milestone. This not just helps in building a sense of strong community of doers but also entrusts a degree of faith in each other to achieve any and everything.

Benchmarking governance

Regular benchmarking enables the government to compare specific aspects of governance with an ideal form of model of action. By making comparisons this way, public administration will significantly improve through the process of learning and emulation. India has always held an approach to learn and adopt from the best practices being carried out either globally or regionally.

Some of the profound developments include National initiatives like **Ayushman Bharat Digital Mission** which aims to provide digital health IDs for all Indian citizens to help hospitals, insurance firms, and citizens access health records electronically when required. The other major component of the program is creating a Healthcare Professionals' Registry (HPR) and Healthcare Facilities Registry (HFR), allowing easy electronic access to medical professionals and health infrastructure.

The E-shram portal launched by the government enables the worker who is registered on the eSHRAM portal to avail for Rs 2.0 Lakh coverage on death or permanent disability and Rs 1.0 lakh on partial disability. This rightfully addresses the lack of security amongst the workers of the informal sector especially during the unstable times brought in by COVID-19. In order to deal with challenges of accessibility during the pandemic and to conduct large scale vaccination, the **CO-WIN initiative** proved to be a big game changer. A cloud-based IT platform successfully handled minute details for India's Covid-19 immunisation programme, including registering beneficiaries, allocating vaccination centres, sending text messages with name of their vaccinator to beneficiaries and live monitoring of vials in cold storage. It is due to the efficient use of this tool coupled

with arduous efforts of our officers, that India was able to achieve the status of 100 crore vaccinations in a small duration of time.

Various state initiatives have been nothing short of an inspiration for all the other states and districts to look up to. **Saral portal** launched by the government of Haryana proves to be an excellent example of the same. It offers about 542 services of 42 departments out of which 490 are notified and are available on a single Saral portal having uniform touch & feel across all physical & virtual touchpoints. These services are well supported by various components of Saral Platform like Saral status Tracker, eTicketing for grievance redressal, eToken for queue management, Auto Appeal System, Performance Dashboard for peer reviews, IVRS for feedback and integrated with various payment gateways and backed by a 90 seater call centre and proactive SMS/emails to keep citizen informed.

Similarly, Karnataka has certainly outperformed in their zest to come up with innovative models and **Seva Sindhu** is one of their renowned initiatives. It aims to deliver govt services to the citizens across various departments through a common platform in a cashless, contactless and paperless manner. At present, there are 798 govt services of 78 departments available on Seva Sindhu portal.

While discussing about best practices, **NDMC** takes up an important space in exercising end to end delivery of services. Being a Smart City understands the importance of IT and digitization of citizen services and therefore has come up with a sound and effective system for seamless delivery of administrative services. It has successfully developed a more comprehensive and inclusive strategy for disbursement of services through Citizen Facilitation Centers / Kiosks / Self Help Centers as well as a 24*7 customer care center which is centrally monitored from the Integrated Command and Control Centre at Palika Kendra.

Public Grievance redressal

India believes that 21st century Public Grievance redressal would be based on single window agencies which will help citizens use information for seeking better services. Many methods have been contemplated including One Nation One Portal, Multilingual CPGRAMS for enhanced citizen outreach, data analytics to measure the quality of grievance redressal, feedback call centres and provision for citizen transcripts on the CPGRAMS portal etc. The government is working towards reengineering government processes to serve citizens better. By providing key information as well as reminders on action items and also personalization of services based on interest and user profile, the government will certainly ensure a smooth system of grievance redressal.

Hence, Vision India@ 2047 is an effort to bring the government and the citizens together by using digital technology. It goes without a doubt that digital technology will pave the way for future innovations, furthering in the development of any nation. Moreover, the use of digital technology will also lead to next generation reforms and innovations with policy objectives of “Maximum Governance, Minimum Government”, entailing Government Process Re-Engineering, Universal access to e-services, excellence in digital initiatives at district level and excellence in adopting emerging technologies.

EASING THE COMPLIANCE BURDEN

Although regulations ensure effective working of the market, and define a minimum threshold of acceptability, over-regulation or archaic regulation can impact time and cost resources and affect the competitiveness of businesses. Sustained measures taken by the government have resulted in steadily improving India’s position

in World Bank's Doing Business Report rank from 142 in 2014 to 63 in 2020. India has also been noted as one of the top ten reformers for the third year in a row, signifying the success of the government's approach.

To translate the Atmanirbhar Bharat vision into a reality, a systematic exercise is being undertaken across the government to rationalize and simplify all the processes and remove burdensome compliances. Taking forward the government's ongoing efforts to reduce compliance burden for both corporates and citizens, the government announced the launch of a trust-based governance model as the second version of 'Ease of Doing Business' along with 'Ease of Living' through digitisation with active involvement of state governments.

Ease of Doing Business

Enhancing Ease of Doing Business is a key strategic priority of India and trade logistics is an important element of ease of doing business and poor logistics friendliness can impact investment decisions. Well-functioning domestic and international logistics is often a precondition of national competitiveness. India's logistics sector is very complex with more than 20 government agencies, 40 PGAs, 37 export promotion councils, 500 certifications, 10000 commodities, 160 billion market size. It also involves 12 million employment base, 200 shipping agencies, 36 logistics services, 129 ICDs, 168 CFSs, 50 IT ecosystems and banks & insurance agencies. Thus the progress of the logistics sector holds immense value for India, since such improvements would increase exports and employment and provide India an opportunity in the global supply chain.

Therefore, focusing on the idea of easing the compliance requirements and ensuring a sustained implementation of the same is certainly a means to lead the path for the next 25 years. India@2047 will not only be a renowned nation with excellent citizen centric service model, efficient means of administration and seamless transaction of goods and services but will turn out to an inspiration for the world to look up to.

END TO END DIGITAL GOVERNANCE

Digital technology and e-governance has been an enabler for India to progress socially and economically. It has brought in unprecedented levels of efficiency and transparency in government services, enabled last mile service delivery, promoted citizen participation and inclusion and enabled ease of access to services at scale. Digitisation penetrates into every administrative sector of the government ensuring not just a smooth delivery of services but also prompts innovative solutions. The following three sectors are broadly discussed under the ambit of our vision highlighting the need and the subsequent impact digitisation can create-:

Improving Citizen Services

India has digitized rapidly, and more and more citizen services are available online, and are accessible to a wider audience. Today, citizens can access a host of services online at their convenience and can avail government benefits on a single platform seamlessly, enhancing human dignity. Significant focus has been on delivering government services digitally to improve efficiency, transparency, and reliability and re-engineer government to improve service and efficiency.

Improving Healthcare Services

COVID-19 pandemic emphasized the importance of healthcare sector and its inter-linkages with other sectors. Healthcare specifically digital health is an important agenda for India in the coming few years. Keeping this in

mind, the government has launched the National Digital Health Mission (NDHM): Implementation of National Digital Health Blueprint in 2020. NDHM seeks to create an ecosystem to support universal health coverage through a seamless online platform, while ensuring privacy of health related information. Focus is on increasing investment in public healthcare, and moving towards creating an integrative health system, one focused on achieving inclusivity, affordability, and evidence-based healthcare.

Improving Educational Services

The outbreak of the COVID-19 crisis created immediate and unprecedented challenges in the field of education. Countries across the globe, announced the closure of schools and universities, which impacted nearly 1.5 billion children and youth. Rapid decisions were taken to ensure minimal interference in learning, with technology being a key enabler. Through initiatives like expansion of DIKSHA One nation One Platform for delivering e-content, development of study materials in Digitally Accessible Information System for visually impaired learners, PM eVidya Programme for digital education, continuity in education and ensuring that no child gets left behind.

CONCLUSION

According to the Vision India @2047, India aims to transform into a New India which has grown holistically on the principles of equity, opportunity and social justice. This can certainly be achieved by ensuring accessibility, affordability, quality and well governed systems and facilities with larger transparency and successful delivery. India aims to deliver on its ambitious targets of delivering universal access to its citizens to services like water, sanitation, waste management, affordable housing, power electricity in line with short and medium horizon goals set out by the current initiatives of the government including fulfilment of Sustainable Development Goals, 'No one must be left behind' ought to be the mantra to move forward. India also targets to achieve equitable employment and sustainable livelihood opportunities. This will surely be achieved through means of skilling, upskilling, and social interventions for inclusive empowerment. Incubation centres supported by local industry associations and domain experts would be crucial in creating a thriving economic and employment market.

By reaching amongst the top 50 nations in Human Development Index, India as a country is and will work tirelessly to achieve more than her targets and grow more than her expectations. The government of India believes in the idea of 'Sabka Saath Sabka Vishwaas Sabka Prayaas' and considers it the ultimate methodology to achieve the smallest of the deeds. Hence, collective participation is important to manifest and attain success. The government of India is extremely proud for whatever India has been able to achieve so far despite strenuous challenges and obstacles. The government holds enormous amount of faith in it's citizens to not stop until we reach the top.

