

SUDSC II Webinar Series

ENHANCING SERVICE DELIVERY THROUGH INTEGRATED DIGITAL SYSTEMS

26 July 2023 (Wednesday) | 15:00 - 16:30 hrs | Online

BACKGROUND

Urban local governments encounter a multitude of challenges, which serve as catalysts for innovation and improvement, particularly when it comes to optimising service delivery. Information and data collected through various means provide the much needed knowledge about people, their current needs, delivery of services, and future requirements. As a result, cities are rapidly recognising the need to embrace digital technology to utilise such information for improving service delivery for its citizens.

The Government of India (GoI) has undertaken several transformative digital initiatives for better delivery of urban services, enhance citizen engagement, and promote efficient governance. For instance, the Smart Cities Mission of GoI seeks to leverage digital technologies to enhance the quality of life for citizens. Similarly, the National Urban Digital Mission (NUDM) and Urban Platform for delivery of Online Governance (UPYOG) platform - a collaborative effort between the Ministry of Housing and Urban Affairs (MoHUA) and the Ministry of Electronics and Information Technology (MeitY) aims at addressing urban governance challenges through digital innovations. Such initiatives strive to create intelligent, sustainable, transparent, and citizen-centric cities that foster data-driven decision-making and enhanced accessibility to government services.

In this context, a webinar titled “Enhancing Service Delivery through Integrated Digital Systems” aims to explore the merits of digitally transforming city functions and service delivery while also understanding the challenges (namely, capacity of the organisation, resource constraints, digital divide, data security, and privacy, interoperability and integration, and organisational change management, etc.) that arise during the process and the means to overcome the same. By leveraging integrated digital systems, cities can enhance their efficiency, effectiveness, and overall quality of service delivery to meet the evolving needs of their residents and stakeholders.

Link to join the webinar:

<https://community.connective-cities.net/en/node/1383>

ABOUT CONNECTIVE CITIES

Connective Cities is a knowledge exchange platform, formed through a joint venture among the Association of German Cities (Deutscher Städtetag), the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, and the Service Agency Communities in One World (a division of Engagement Global), and supported by the German Federal Ministry for Economic Cooperation and Development (BMZ).

ABOUT THE WEBINAR

National Institute of Urban Affairs (NIUA), under the grant 'Strategic Partnership for Mainstreaming Risk-Informed, Integrated, Resilient, and Sustainable Urban Development in Cities' of the GIZ-implemented project 'Sustainable Urban Development - Smart Cities II' (SUDSC II), has initiated a webinar series for supporting in setting up the Communities of Practice (CoP) under this project.

The webinar series shall be conducted on the 'Connective Cities' platform, and moderated by the SUDSC team and NIUA.

The first of the webinar series, titled 'Enhancing Service Delivery through Integrated Digital Systems', will be organised with two expert presentations followed by a case study discussion. The details of the webinar are as below:

SESSIONS	SPEAKERS	DISCUSSION POINTS
PLENARY I (20 mins)	Dr Santosh Babu, IAS	<ul style="list-style-type: none"> Significance of Integrated Digital Systems in urban governance Drivers and consideration for implementing digital interventions to enhance service delivery
PLENARY II (20 mins)	Mr Purushottam Kaushik	<ul style="list-style-type: none"> Strategies for enhancing stakeholder engagement in implementing digital interventions Digital initiatives or mechanisms to maximise accessibility and user-friendliness of the city's digital system
CASE STUDY (20 mins)	Ms Chitra Panwar	<ul style="list-style-type: none"> Digital initiatives undertaken by the local government and key learnings Measure to enhance capabilities for embracing digital transformation, from "doing" digital to "being" digital
DISCUSSION (30 mins)	Moderated discussion and Q&A session	

CASE STUDY: Pimpri Chinchwad Municipal Corporation (PCMC): Smart Sarathi Application

Pimpri Chinchwad is geographically located between Mumbai and Pune. From a small agglomeration of villages, the city has evolved into a model modern city, which plays a definitive role in the region. With an area of about 181 sq. km., Pimpri-Chinchwad Municipal Corporation (PCMC) has a population of approximately 17.3 lakhs (2011 Census). The region is well known for its automotive, IT, and manufacturing industries.

PCMC Smart Sarathi is an initiative of Pimpri Chinchwad Smart City Corporation Ltd. in collaboration with PCMC, to create a sustainable two-way citizen engagement platform. The initiative revolves around transforming the conventional methods of PCMC from 'Reactive' to 'Proactive', and eventually an 'Intelligently Active' city corporation. It is a step towards empowering

every PCMC resident by connecting them with the corporation. Eventually, PCMC wants to move towards a 'One City One Application' strategy that aims to integrate all its services and facilities on mobile and computer screens under the citizen engagement program platform.

Some attractive features of PCMC Smart Sarathi are:

- Payment of various taxes
- Application for various certificates (birth, death, marriage)
- Locking and tracking of complaints
- Information about real-time traffic, events, and activities
- Contacts of emergency facilities
- Communication with PCMC through various media channels
- Opinion polls & surveys on various topics

PROFILES OF SPEAKERS



DR SANTOSH BABU, IAS

Dr Santhosh Babu, IAS officer of 95' Batch, serves the Government of Kerala in various key positions - as the Principal Secretary and Chief Mission Director of Information Kerala Mission (IKM), Managing Director (MD) of KSITIL (Kerala State Information Technology Infrastructure Ltd), and MD of KFON (Kerala Fibre Optic Network). He has been part of over 250+ transformational innovations, including ERP-driven government offices, India's first Rural BPO, All-Women Courier Service, etc. His contributions have earned him accolades, such as the National e-Governance Award 2016-17 (Silver Award), Dataquest Magazine e-Governance Champion Award 2008, and many more. As a distinguished speaker, he has shared his insights at prestigious platforms and has recently addressed e-governance, role of digitalisation of all services of urban local bodies (ULBs) and IT-related infrastructure development in Calicut.



MR PURUSHOTTAM KAUSHIK

With 28 years of experience in leadership and management consulting, Mr Purushottam Kaushik leads the Centre for Fourth Industrial Revolution at the World Economic Forum. He is an advocate for how emerging technologies, such as Artificial Intelligence (AI), Blockchain, Internet of Things (IOT), drones, quantum computing, etc., can revolutionise the field of mobility, education, energy ecosystems, agriculture, and healthcare. He also mentors start-ups in the domain of Smart Energy and Smart Cities. Proven as an entrepreneurial force, he excels in sales, organisation transformation, and also has held senior advisory roles. He is an industry expert, executive consultant, and board advisor in emerging technologies and digital transformation. He also serves as a board member, bridging academia, industry, and government in technology institutions.



MS CHITRA PANWAR

Ms Chitra has over 8+ years' experience in infrastructure sector at senior management level, mainly in the areas of project handling and implementation, internal audits, compliance, drafting agreements, handling section 8 company, due diligence reporting including a two-year stint overseeing the Human Resources Department among others. She has vast experience of working with the government sector, foreign subsidiaries, and private sector. She is an expert in Due Diligence, Secretarial Audit, Incorporation of all types of Companies, and oversees the Compliance, Legal, and HR Department. As the Company Secretary for Pimpri Chinchwad Smart City Ltd., she is responsible for the corporate secretarial and governance matters.