

Regional Policy Dialogue
Sustainable Urbanization in South Asia

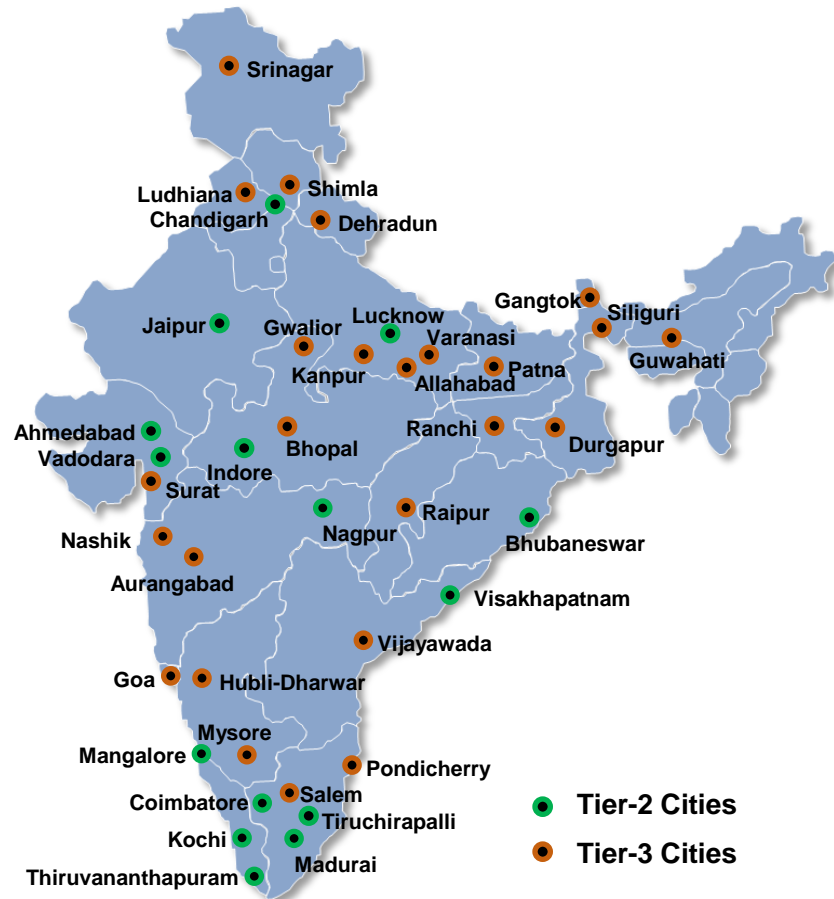
***Promise of Information Technology (IT) and IT-enabled
Services for Improving Urban Governance***

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New Delhi, December 18, 2014

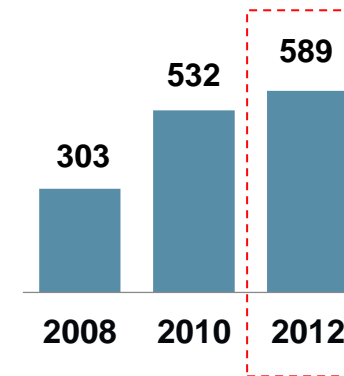
New Emerging Centres

Tier-2/3 cities in India



Tier-2/3 cities account for around 30 per cent of all operational IT SEZs

IT-BPM SEZ Unit Growth*



*Formal Approvals







Source: NASSCOM; SEZ, India; KPMG Analysis; ITP Division, MoEA, Govt. of India

Advantages offered by Tier-2/3 Cities







- Availability of Knowledge Pool
- Lower Operating Cost
- Government Support and regulation
- Developing Infrastructure

Cities as engines of growth





Domestic IT-BPM Firms

					
TALENT POOL	COST COMPETITIVENESS	INFRASTRUCTURE	BUSINESS ENVIRONMENT	GOVERNMENT POLICIES	REAL ESTATE
MOTIVATING FACTOR	MOTIVATING FACTOR	MOTIVATING FACTOR	HYGIENE FACTOR	HYGIENE FACTOR	HYGIENE FACTOR
RANK - 1	RANK – 1	RANK - 3	RANK - 4	RANK - 5	RANK - 6

International IT-BPM Firms

					
TALENT POOL	COST COMPETITIVENESS	INFRASTRUCTURE	GOVERNMENT POLICIES	REAL ESTATE	BUSINESS ENVIRONMENT
MOTIVATING FACTOR	HYEGINE FACTOR	HYEGINE FACTOR	HYGIENE FACTOR	HYGIENE FACTOR	HYGIENE FACTOR
RANK - 1	RANK – 2	RANK - 2	RANK - 2	RANK - 3	RANK - 4

Technology can transform India's ability to provide basic services

Basic services	Potential technology and services' solutions
 Healthcare	50% of Indians do not have access to primary healthcare – technology can provide it at half the cost
 Financial services	80% of Indian households are unbanked – technology can enable access for 200 million families
 Education	India faces a 3-fold shortage in teachers – technology can address this through remote solutions (e.g., virtual classrooms, recorded lectures by senior faculty, modular multimedia content)
 Public services	India suffers from a leakage of 40-50% in public food distribution – technology can ensure transparency

E-Governance : Harnessing technology to increase access, affordability and accountability for essential services

Some key eGovernance projects are :

- Online registration of companies
- E-Filing of Income tax returns
- Online application of passports
- Aadhar/UID

Public Services and E-Governance Projects

- Elimination of inefficiencies
- Reduction in redundancies and increase in collaboration among different departments
- Reduction in corruption, improvement in citizen's experiences

Products/Services catering to the Indian masses

Collaboration with government

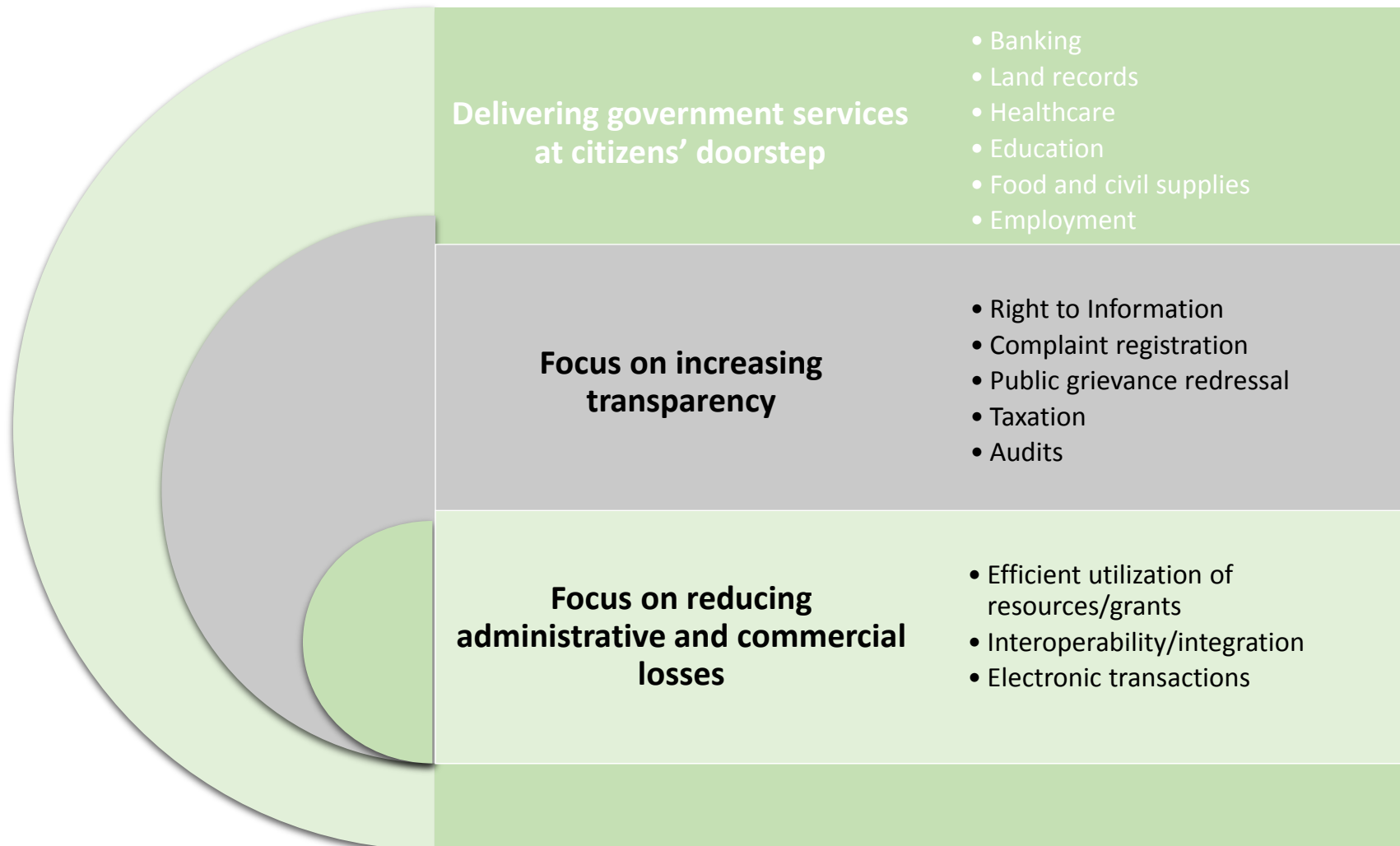
Innovative Products and Services

- Increase in accessibility of essential amenities such as health care and education
- Increase in affordability of products while maintaining quality
- Elimination of structural inefficiencies

Some key technology solutions are:

- E-Learning and knowledge portals
- Telemedicine solutions such as e-Sanjeevani
- Online banking

Focus on better service delivery & increasing transparency is the key demand driver for IT adoption



Aadhar - What will it do?



- The Unique Identification : 12 digit number for every individual, including infants.
- Linked to Biometric and Demographic information
- **Will enable 'anytime, anywhere, anyhow' authentication.**
- **Creation of the world's largest database – 1.2 bn people.**

Benefits and usage

- Empowering poor & underprivileged residents to access public services including banking, public distribution system, education, healthcare, direct benefit transfers, etc.
- Aadhaar provided migrants mobility of identity.

The focus resident segments are:

- Below Poverty Line (BPL) families
- Marginalized and the deprived
- Landless labourers
- Daily wage earners
- Minorities (by caste, religion, etc.)
- Migrants
- Women
- Children, especially 6-14 age group

Service Delivery potential due to Authentication

- Transactions normally require verification of identity
- Aadhaar online authentication will provide a common platform which can be used across all transactions and other applications.
- Entitlements should reach the intended beneficiary – non-transferability can be ensured

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_4748

