

National Conference on e-Governance, India 2020: Digital Transformation

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Source: *PIB*

Who organized it?

The Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Maharashtra organized the 23rd National Conference on eGovernance on 7th and 8th February 2020 at Mumbai, Maharashtra.

Theme: The theme of the Conference was **"India 2020: Digital Transformation."**

Weaved under the broad theme of India 2020: Digital Transformation, the conference had in-depth discussions

1. Digital Platforms and Digital Economy
2. Improving Service Delivery
3. Building Digital Trust – Transparency, Security and Privacy
4. Digital Payments and Fintech
5. National e-Governance Service Delivery Assessment (NeSDA)
6. Skilling and Capacity Building

About Mumbai Declaration

The Mumbai Declaration seeks to take forward the **roadmap for eGovernance outlined in the Shillong Declaration adopted during the 22nd National Conference on e-Governance (NCeG)**

held in August 2019.

Mumbai Declaration seeks to achieve the following objectives:

1. Encourage to **improve the delivery of public services by promoting the use of digital platforms. The priority sectors identified for Public Digital Platforms are Health, Agriculture, Education, and Land.** Further, propagate successful eGovernance solutions that use emerging technologies like **Blockchain, Quantum Computing, Artificial Intelligence**, Machine Learning, Analytics, Deep Learning and the Internet of Things.
2. Support Departments to benchmark the maturity level of e-Governance projects in States and Union Territories, create healthy competition and ultimately, **improve India's rank in the United Nation's E-Governance Development Index. Encourage States to adopt the recommendations made in National e-Governance Service Delivery Assessment (NeSDA) 2019** and to improve the quality of delivery of services through the annual publication of the NeSDA report. Consolidate and connect a plethora of successful State level eGovernance initiatives for service delivery through case studies and knowledge dissemination.
3. **Support for building trust on digital services** by strengthening transparency, security, privacy, protection of personal data and assuring time-bound grievance redressal.
4. Facilitate **participatory governance and personalized service delivery** to common citizens in rural areas by leveraging MyGov, Digital Village and API Based Architecture.
5. Support to institutionalize the use of e-Office within Central/State ministries attached offices and departments and move towards **paperless governance through Digital Secretariat.**
6. **Promote to develop India into a global cloud hub and**

facilitate the development of Government applications and databases on cloud and digital public infrastructure.

7. **Incentivize excellence in e-Governance** by recognition of best practices/talents through award/honor and by constant improvements in the scheme for National e-Governance Awards.
8. Encourage to advance skill development and capacity building in eGovernance through skill enhancement training programs for Government officials.
9. **Foster reforms in the field of public procurement system to make it more efficient and transparent** by infusing contemporary agile practices, leveraging model RFP and by standardizing the process of execution of contracts with private players.
10. Facilitate the adoption of **Digital Diplomacy** to share the best practices on successful Digital India Products and replicate them in friendly countries.

The Mumbai Declaration is unanimously adopted in the Valedictory Session of the 23rdNCEG on February 8, 2020, at the National Sports Club of India, Mumbai.