



**Leveraging Digital for Larger Public  
Good  
Empowering the Citizens**

# Global Positioning of Indian Economy

- \$ 1 Trillion Digital Economy by 2027
- \$ 5 Trillion Overall Economy by 2030

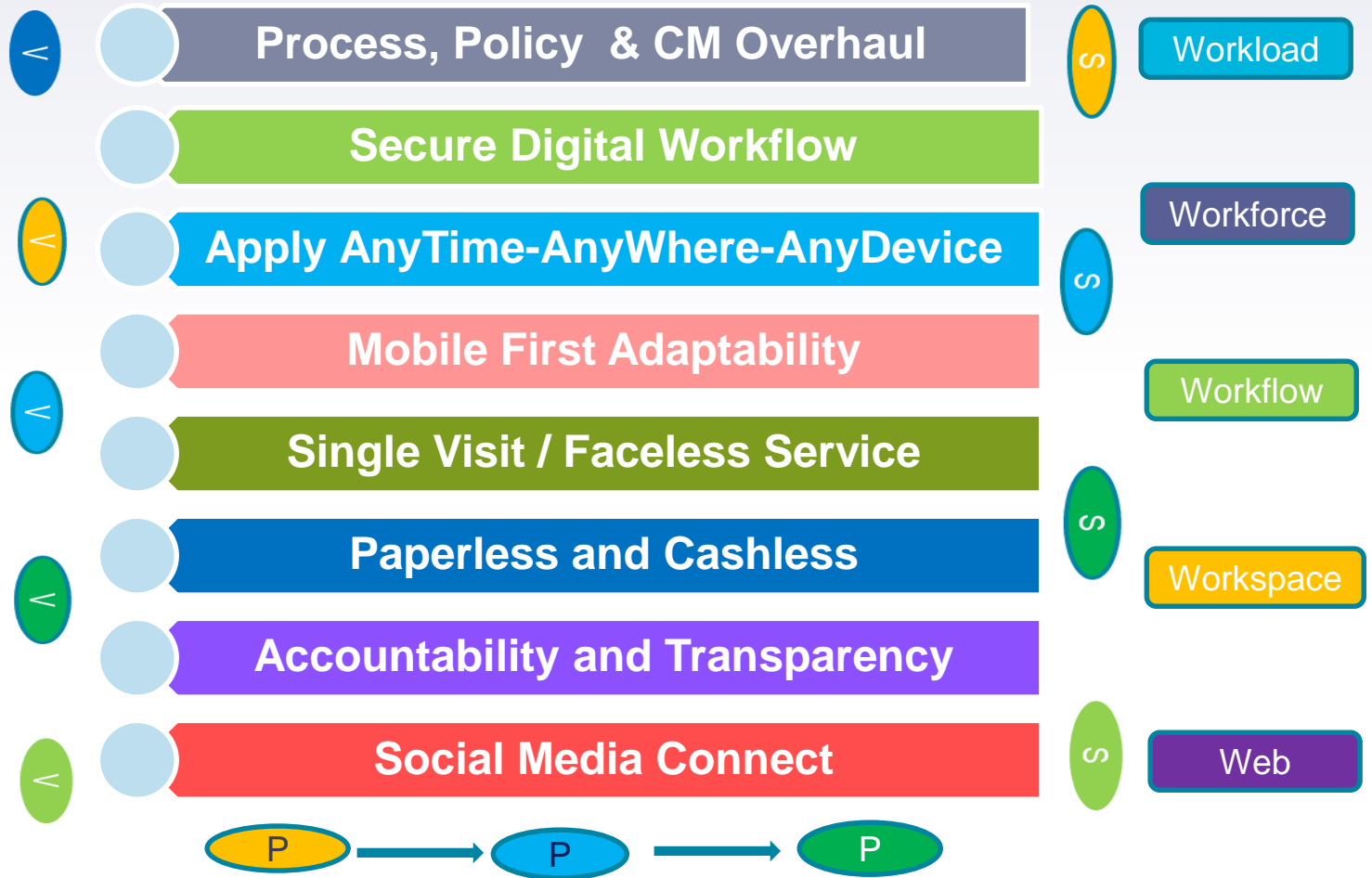
## Measures Initiated

- Promote Digital Economy
- Digital at the Grassroots Level
- Inclusive Growth
- Digital Democratization
- Technology Enabled Development
- Energy Transition (Hydro-Carbon Entrenched to Renewable Source)

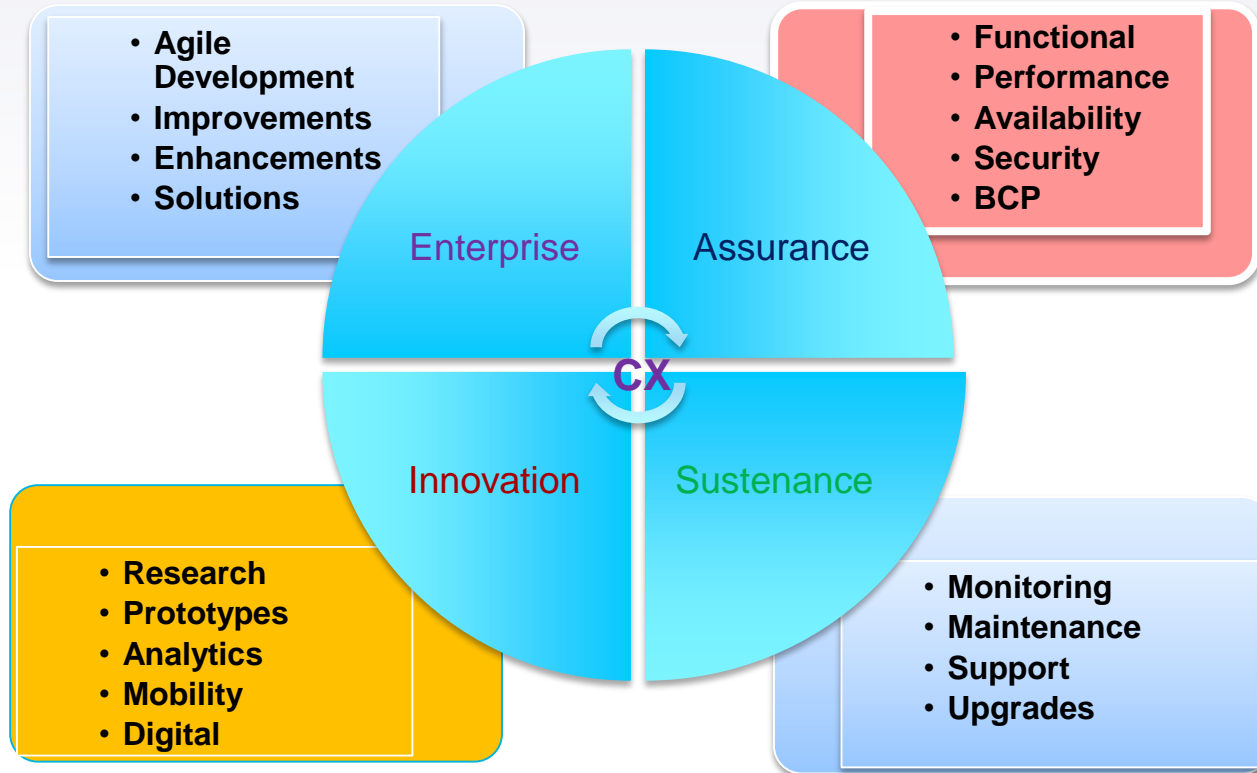
# ▶ India Stack

- ❑ Unlocking Economic Primitives of Identity, Data, and Payments
- ❑ Coverage at a Population Scale
- ❑ Concept of Aggregator (e.g. Open Banking)
- ❑ Nation Initiatives Applied at Any Nation
- ❑ UPI, DBT, AADHAAR, GEM, DigiLocker, GST, PASSPORT
- ❑ Financial and Social Inclusion
- ❑ Open APIs for Ease of Adoptability and Standardization

# Digital Transformation – Key Focus Areas

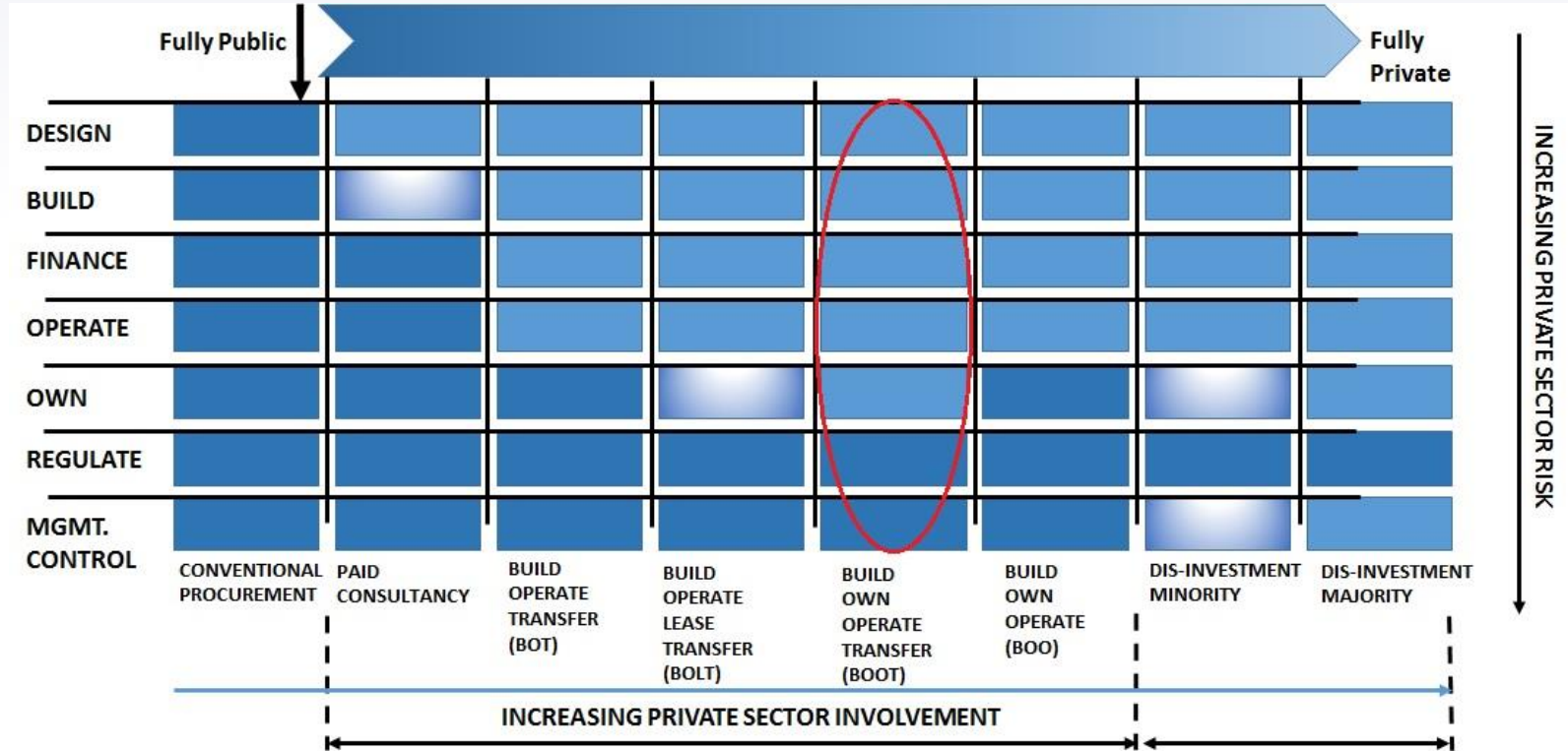


# DIGITAL LANDSCAPE



# INNOVATIVE BUSINESS MODEL

- Sharing of risks and control between MEA and PPP partner for operating the PSKs/POPSKs
- Strategic Control Within Government



# Business Model Assuring Service Levels

**Minimal  
Financial Investment**

**Best in class  
Processes &  
Systems & People**

**Protection  
Against Technology  
Obsolescence**

**Quick & Easy  
Staff  
Augmentation**

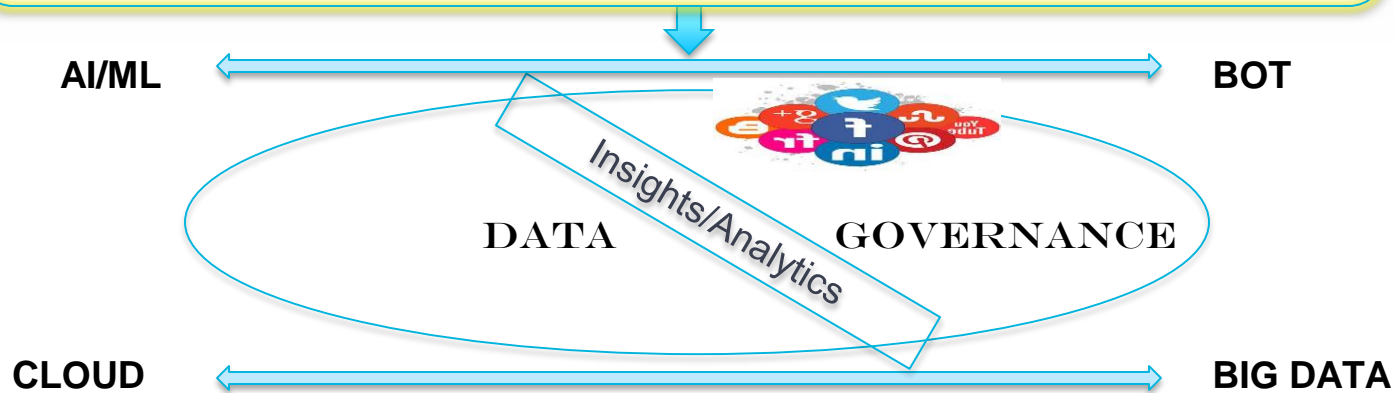
**Better  
Working conditions**

**Enhancement  
Of skills & Better  
Utilization**

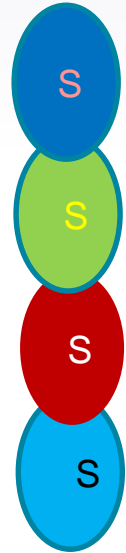
# EMERGING TECHNOLOGY

360°

- ❑ Next Level of Citizens Engagement
- ❑ Innovative Offerings



*Rules of Engagement*  
( Processes, Compliances, Regulations, Acts)

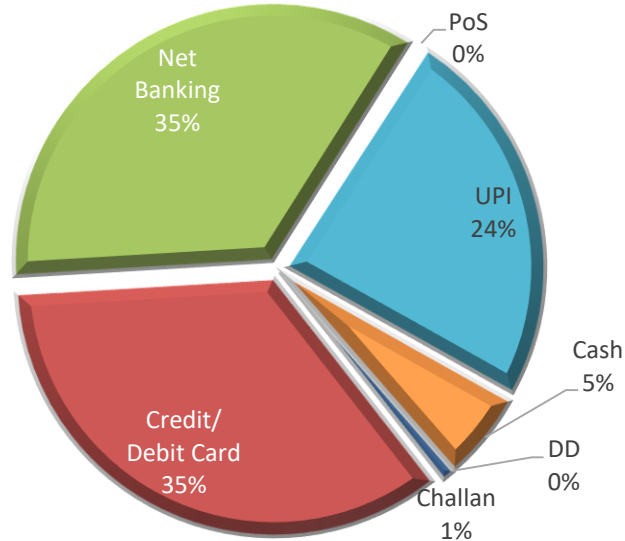




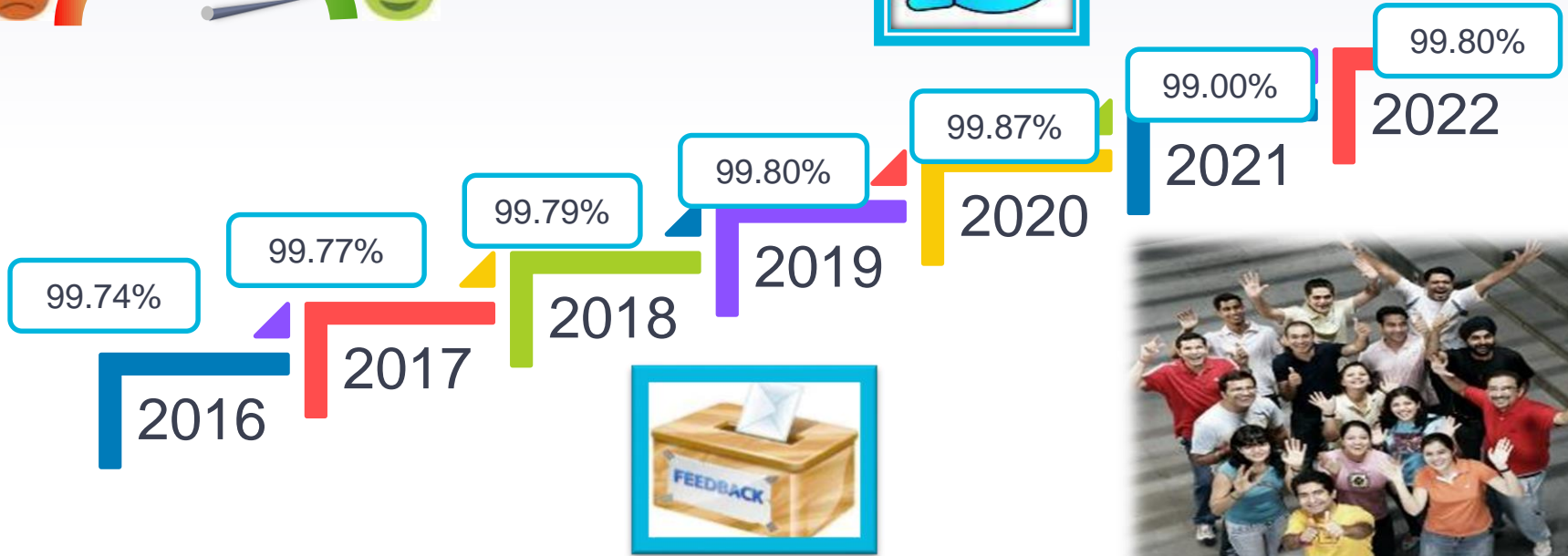
# Digital Payments in PSP

## Fee Collection in Different Modes

Introduced BHIM UPI payment mode in 2019



# A New Benchmark in Citizen Service Delivery (Passport Services)



# Citizen's Feedback - Accolades from the Elated Citizens



"Very courteous and expeditious process."

- Mahesh Kumar Jain, Deputy Governor - RBI



"The whole process was very fast & smooth. Everyone is well spoken and polite at the same time."

- Shardul Thakur, International Cricketer, Indian Cricket Team



"It was a fantastic experience. Thanks to Dipak Dige."

- Danish Khan, EVP and Business Head of Sony LIV India

"Fantastic, grow, move, better. PM Modiji always say "Work hard everyday"

- Ravindra Shukla (Ravi Kishan) Actor, Producer & Politician



"Overall a very pleasant experience.."

- Sudhir Chaudhary, Indian Journalist & Media Personality

"Thank you so much! Very helpful staff."

- Kareena Kapoor, Actor, Indian Cinema



"Exceptional service & experience. Devanshi and Sunita were outstanding. Best wishes. "

- Puneet Nanda, MD & CEO, ICICI Venture



"Services are excellent . Best of luck."

- Shivraj Singh Chouhan, CM, Madhya Pradesh



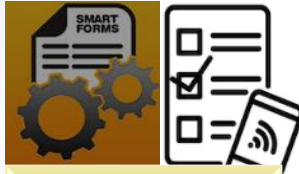
"Staffs are good & very helpful"

- Salman Khan, Actor & Producer

# Reimagined citizen experience : New Capabilities



AI-enabled Chat & voice bots integrated with call centre/IVR



Lean, simplified application forms with full page view



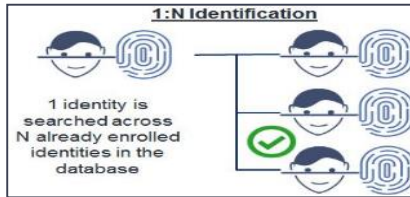
Electronic signature pad



Multi-modal payment options, BHIM/UPI integration



Smart visual status tracking



Facial image & 1:N fingerprint matching



- Bodo
- Maithili
- Nepali
- Sanskrit
- Santhali
- Sindhi

Call centre support in six more regional languages



Social media profiling & sentimental analytics

# THANK YOU

