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Jagan Shah is a Senior Fellow at Artha Global, Mumbai, and Distinguished Fellow at The Infravision Foundation, New Delhi.

He has served as Director of India's National Institute of Urban Affairs (2013-19), Senior Infrastructure Adviser in the UK Government's Department for International Development (2019-21) and Senior Adviser (Capacity Building) at the World Bank, New Delhi (2021-23).

He co-created India's Smart Cities Mission and played a key role in designing and implementing several other urban innovation programs for the Government of India. He incubated the Centre for Digital Governance, the Sanitation Capacity Building Hub and the Climate Centre for Cities at NIUA as well as led the design of the CITIIS Programme funded by the French Development Agency (AfD).

He has drafted key policies for Land Pooling, Transit-Oriented Development and Green Area Development for the Master Plan for Delhi 2041 and has been associated with the development of the Rapid Rail Transit System in the National Capital Region over the past decade. Since 2016, Shah has also served on the Board of Trustees of Clean Air Asia, an international NGO based in Manila.