PANEL DISCUSSION

On

"STRENGTHENING GOVERNANCE AND CITIZEN ENGAGEMENT DIGITALLY FOR LAST MILE ACCESS AND DELIVERY OF PUBLIC SCHEMES INFORMATION AND ENTITLEMENTS"

24th April, 2017 (Monday)

Time: 12:30 PM – 1:30 PM

Venue: Maplewood Hotel, Diocesan Village, Siromtoli Chowk, Old Hazaribagh Road, Ranchi, Jharkhand 834001

DEF
DIGITAL EMPOWERMENT *foundation*

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Building Knowledge Societies: From Digital Government to Digital Empowerment

I. ABOUT THE PANEL DISCUSSION

The Digital Empowerment Foundation (DEF) and the Office of the Delegation of the European Union in India is organizing a Panel Discussion on "Strengthening Governance and Citizen Engagement Digitally for Last Mile Access and Delivery of Public Schemes Information and Entitlements" on 24th April 2017 in Ranchi, Jharkhand.

The Consultation is to identify innovations and best practices regarding access and delivery of information and entitlements keeping in mind the geographical, infrastructural and connectivity challenges in Jharkhand state. The discussion seeks to strengthen the efforts of the government and other stakeholders to democratize and decentralize information and entitlement access and delivery to the last mile citizens in Jharkhand.

It seeks to recognize the best practices taken by organisations towards strengthening the access and delivery of government schemes information and citizen entitlement benefits on the following thematic areas:

1. Strengthening Governance and Citizen Engagement Digitally for Last Mile Access And Delivery of Public Schemes Information and Entitlements
2. Yojana Bank Abhiyan
3. Yojna Banao Abhiyan– the opportunities and challenges
4. Participatory Learning and Action for improved mother, child care and nutrition
5. Social Audit for Transparency and Accountability - Jharkhand experience
6. Participatory School Development Planning for Right to Education

The consultation shall be coming out with a status note and key ideas with suggestions that can widen and expand the scope to strengthen the efforts of the government and other stakeholders.

II. KEY OBSERVATIONS AROUND INFORMATION, ENTITLEMENTS & CITIZEN ENGAGEMENT

- Widening presence of e-Governance to improve national growth, competitiveness and growth with equity (see Second ARC Report, India, 2008).
- The NeGP aims at improving delivery of Government services to citizens and businesses with the vision: *"Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man." (http://www.nisg.org/kchome.php?page=516)*
- The CSCs need to emphasise upon footfalls, transactions, engagement and participation by communities at each of those CSCs (ITU, 2013, p. 3).

III. GENERAL OBSERVATIONS

- Capacities of institutions and of practitioners and citizens;
- Centralised formulation and implementation and necessary response on the ground as the projects are implemented by the States.
- Methods & approaches in project design, delivery and accountability mechanisms
- Centralised versus decentralised symmetry in design of programmes, information dissemination and benefits reaching the last mile.
- Convergence on ground to enable an inclusive system for doorstep access and delivery of welfare schemes information and real time entitlements.
- Improving public sector performance and governance improvisation & ensuring Basic Minimum Services (BMS).
- Maximising self-governance, to design and implement planning at the grass root level and ensuring efficient delivery of public services.
- Provide to the people, at any level of interaction, adequate information about the government policies and programmes and rules and regulations to generally accelerate the process of decision-making.
- The system accountable and responsive; examine the ways and means of evolving simplified procedure for government machinery for implementation of various plans and programmes of the government without undue delay.
- Revamping of delivery system for effective implementation of development programmes dovetailed with effective monitoring and evaluation system; examine the process of bringing transparency in administration.
- Better monitoring of the quality of delivery system and more timely feedback for improvement are issue areas identified.
- Vital points to deliver services such as the primary health centres (PHCs), schools, etc., based on practical criteria of public demand, convenience, accessibility, etc., from the point of view of the actual users
- Clarity and transparency for the citizens as to how and where the government services could be withdrawn with direct involvement. Delivery system at all levels responsive to emerging citizen demands.
- Comprehensive and clarity based classification of rules, guidelines and procedures necessary for efficient service delivery and better understanding among both the officers and the general public.
- Standardization of application forms and categorization of nature of applications and petitions based on priority and frequency. The formalities of single window system.

- Contemporary technological thrust and determinism in society ; technology led changes introduced in societies in inclusive development, growth with equity and minimizing governance and service delivery gaps.
- Given the virtues of technology, technology is conceptualized, understood and applied in society.
- Economic and technology led dividends and economic and social 'liberation'.
- Integration of digital tools and platforms in this increasing digitisation focus & data-fication of welfare systems and citizen engagements.
- Strengthening last mile e-enabled governance provisions within the frameworks of 'governance by networks' and 'rule by data' for democratic accountability and citizen participation.
- Scope to enhance the civic-public value of digital technologies towards increased information access and entitlements gain and delivery.
- Positioning and administering technology in our society. Issue is of social management of technology and social participation in technology.

IV. TECHNICAL DETAILS ABOUT THE PANEL DISCUSSION

Session Focus: Strengthening Governance and Citizen Engagement Digitally for Last Mile Access and Delivery of Public Schemes Information and Entitlements

Key Issues on Ground

- Weak Institutions, systems and Processes to provision last mile information & entitlement access for excluded groups and communities.
- Poor & Weak capacities of Institutions to deliver last mile citizen welfare government schemes information and entitlements.
- Limited or negligible technological (read digital) capacities and provision to serve entitlement needs.
- Centralised versus decentralised asymmetry in design of programmes, information dissemination and benefits reaching the last mile.
- Lack of convergence on ground to enable an inclusive system for doorstep access and delivery of welfare schemes information and real time entitlements.

The Opportunities

- Provisioning decentralised and democratised access points for information & entitlements access and delivery for the poor excluded and marginalised segments of society.
- Strengthening the processes and systematic gaps in last mile access and delivery of information, service and entitlements.

- Institutional and community sensitisation and advocacy for an inclusive information and entitlement based ecosystem in rural India.
- Digital Opportunities and Integration of digital tools and platforms for the above in this increasing digitisation focus & data-fication of welfare systems and citizen engagements.
- Strengthening last mile e-enabled governance provisions within the frameworks of ‘governance by networks’ and ‘rule by data’ for democratic accountability and citizen participation.
- Enhancing the civic-public value of digital technologies towards increased information access and entitlements gain and delivery.
- Bridging the development and governance divide through digital linkages in above areas.
- Good & best practices of information & entitlement access & delivery as examples.
- Multi-stakeholder engagement and collaborations as a necessity and convergence.



PROGRAMME

""STRENGTHENING GOVERNANCE AND CITIZEN ENGAGEMENT DIGITALLY FOR LAST MILE ACCESS AND DELIVERY OF PUBLIC SCHEMES INFORMATION AND ENTITLEMENTS"

Plenary Session by Digital Empowerment Foundation

April 24, 2017

Ranchi, Jharkhand | Time: 12:30 pm to 1:30 pm

12:30 PM – 12:40 PM	**Session Introduction & Overview**
12:40 PM – 1:20 PM	**Panel Discussion:** Strengthening Governance & Citizen Engagement Digitally for Last Mile Access & Delivery of Public Welfare Schemes Information & Entitlements Chair: **Shri Sunil Kumar Barnwal, IAS, Secretary to Chief Minister, Jharkhand** Moderator: **Shri Syed Kazi, Deputy Director, Digital Empowerment Foundation**
1:20 PM- 1:30 PM	Q&A from Audience & Session Consolidation & conclusion

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