EASYGOV

THE GOVTECH INDIA SUMMIT

2022

Solving the Multi-Billion Dollar Problem for Billions

CONFERENCE PROCEEDINGS

MAY 19, 2022 - INDIA HABITAT CENTRE, NEW DELHI

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EXECUTIVE SUMMARY

GovTech, or Government Technology, has emerged as a multi-billion dollar market for companies to serve the population of India, which is well over a billion. Globally, GovTech is defined as the technology used by governments to improve internal efficiency and/or delivery of services and to interact externally with citizens and businesses. To summarize, GovTech is 'the use of information technology (IT) for Government Service Delivery', which varies amongst government-to-government (G2G), government-to-business (G2B), and government-to-consumer (G2C) Services.

However, India is yet to capitalize on GovTech as an opportunity. India has very few startups in GovTech sector, let alone a unicorn. Considering how the relevance of GovTech and Social Protection has grown over the past few years, it is time for us to deliberate upon GovTech and Social Protection for the future of India.

To address the above principal theme, the GovTech India Summit 2022 was organised by EasyGov, the first GovTech startup in India to work towards social protection. The theme for the summit was 'Solving the Multi-Billion Dollar Problem for Billions'. The summit aimed to direct attention to the issues faced by the GovTech sector in India and assess the unique challenges of delivering Social Protection. The first-of-its-kind summit brings to the forum an understanding of objectives of any government expenditure on technology.

The objectives, in essence, are to put people first and design and deliver services and benefits that are accessible, affordable, and inclusive.

1.1 Synopsis - Theme 1 (GovTech)

- Citizen-centric public services should be made accessible. There is a need for a 'Whole of Government' approach toward digital transformation. We need very simple, efficient, and transparent Government processes. Any Government form should not be more than one page.

- Public procurement should be made very simple. Citizen Charter Services also should be very uncomplicated and accessible. Therefore, GovTech enablers are a sign of good leadership across governments. It is all about making legislation easy and incorporating innovation into the fabric of Governance.

- GovTech firms should focus on providing

enhanced citizen services using open Application Programming Interface (APIs) provided by government platforms. Citizens would pay for these services if they find value in the value additions provided by the private player. For example, when we look at the agriculture sector, governments tend to broadcast soil health data, historical crop data, and weather data. Using that, if GovTech firms were to create an Artificial Intelligence (AI) advisory that updates farmers continuously in their native language, farmers would be willing to subscribe to such a service.

- Governments should combine all the financial rewards associated with small business competitions/challenges launched by Ministries to create limited challenges with higher funding. Providing startups with more funds in contracts signed with governments at the end of such challenges will ensure ample funding for startups to solve the issue at hand. This is especially important for startups within the GovTech sector, who suffer from a lack of funds available to solve problems in GovTech. Such challenges will incentivize more startups to participate.

- Governments should widely adopt an outcome-based procurement. Such a procurement philosophy would allow for innovation, attract GovTech startups, and reduce procurement risks faced by governments.

- A sturdier Open Data regime alongside implementation of the Open API policy by Ministry of Electronics & Information Technology (MEITY) would provide a fillip to GovTech start-ups in India.

- Data consent frameworks such as the one by the Government of Karnataka will enable both governments and the private sector to obtain real-time consent from data owners before using data. Widespread adoption of this framework will unlock significant economic value from the data generated through GovTech initiatives.

- Governments should encourage the use of the Swiss challenge method as per the General Financial Rules (GFR) to buy innovative solutions from start-ups. It will help overcome the constraints of the three bid requirements which are often not met for procurement of innovative solutions.

1.2 Synopsis - Theme 2 (Social Protection)

- Benefit delivery can be done proactively by orchestrating data across multiple government databases with citizen consent. For example, scholarships in Karnataka are provided proactively to children of needy farmers without requiring farmers to apply for the same. The process begins by identifying farmers from the database of farmland record owners and locating their children from the Kutumba database. Next, grades are obtained from the education database to identify the scholarships that the children are eligible for. Once eligibility & verification are complete, the scholarships are deposited directly into the farmers' bank account using their Aadhar Number. Such a process is transformational and should be replicated.

- Having a 'Need Score' or something similar assigned to citizens can help prioritise benefit delivery for the most needy. Such systems are required to determine the neediest and allocate social benefits when resources are scarce.

Social Protection systems should ensure zero

exclusion in the social delivery process. This is possible only by tracking the errors of exclusion, which happens through appropriate orchestration of government systems and by using Artificial Intelligence and Machine Learning.

- Social Protection systems should minimize the error of inclusion. In a government with tight resource constraints, it is critical to ensure that there are no leakages in benefit delivery.

- The atomic relationships of immediate family should be the only relationships to be tracked through social protection systems. Additionally, "family" as a unit should be created in runtime. Since many social protection schemes cater to families as a unit without a specific definition for 'family', such a policy would ensure that we can cater to various definitions of family for varying schemes.

- There is no need to build separate institutional structures for benefit delivery as the existing institutional structures are sufficient to effectively and efficiently deliver social protection.

- The key to rapid deployment of social protection is to use existing platforms. The government of Karnataka has procured its Social Protection platform from EasyGov, a GovTech startup. Similarly, the Government of Tripura could launch its Benefits Discovery platform in two weeks using the EasyGov platform.

THE NEED OF THE HOUR

Across the world, including India, governments seek to optimize the welfare delivered to people. Welfare or Social Protection constitutes a key instrument of the social welfare agenda of the governments to optimize the levels of health, housing, education, livelihood, and nutrition support to marginalised individuals who suffer due to socio-economic and geopolitical reasons. Social Protection measures, embedded in the overall Social Security System developed by the Welfare States, seek to contribute to and progressively enhance human security, safety, dignity, equity, and social justice and thereby pave the way for a strong foundation for social, economic, and political inclusion, empowerment and the development of democracy.

Social protection claims a significant share of any Government's budget, but the ongoing pandemic has aggravated the burden further. As the economic recovery is still in progress post-pandemic, it's a challenge for governments to maintain fiscal discipline and meet the increasing needs of citizens. The in-efficiencies in social welfare delivery increase the challenge further. Technology in Governance, or GovTech, has the potential to address such challenges and can also enable progressive social protection models.

With India being one of the countries that have not fully capitalized the potential of GovTech in social protection, the GovTech India Summit 2022 aimed to bring key industry leaders and policymakers to engage in meaningful conversations to discuss the future of Social Protection and the potential of GovTech Startups in India.

2.1 Understanding GovTech

Globally, GovTech is commonly understood as "the technology used by governments for improving internal efficiency and/or delivery of services, as well as interacting externally with citizens and businesses'. In simple words, it is the use of IT in Government Service Delivery, which may vary from G2G, G2B, or G2C. services

The primary objectives of governments investing in technology are to put people first and to design and deliver services/benefits in a more accessible, affordable and inclusive manner.

> 66 *India's digitization over the past few years has been a transformational journey, but the next logical step for India as part of this digital transformation for government is GovTech....*99
>
> **- Shri Amitabh Kant**

Globally GovTech is a high growth sector. Standing at USD 800 billion as of 2020, the market is growing at 20% (Compound Annual Growth Rate) CAGR, GovTech is a niche and essential opportunity to serve citizens. This opportunity has been propelled by the pandemic, with more and more countries realising the importance and need for good govtech. However, GovTech is yet to be explored and developed as a sector in India.

In the backdrop of the above, the GovTech India Summit brings about the need for significant changes in the thought process to make GovTech a real success story. The event also presents a forum to discuss the challenges faced by GovTech startups and the potential opportunities. This is a first-of-its-kind event in India with participation from eminent personalities from the Government, Investors, Industry bodies and Startups.

2.2 Social Protection & its Challenges

In the current financial year, the total estimated budget for Social Protection endeavors of the Centre and States stands at Rs 18 Lac Crore. However, when it comes to implementation, there are systemic deficiencies as far as the outreach of these social protection schemes is concerned. Some of the more conspicuous ones include inadequate data points to assess the eligibility checks. The conventional methodology of relying on certain traditional registry-based data points leaves aside many more cogent data points as true checkpoints of eligibility

This poses a critical challenge for the successful implementation of social protection schemes. Secondly, the databases assume that the citizen data is static. This however, is far removed from the truth. Many attributes of the citizen can change in the short and long term. Many of the attributes may change. Such systemic deficiencies make these schemes more program centric than family-centric.

> **66** *I think you need social protection as an immediate quick fix.. social protection can be defined as the immediate cure which you need for the poor citizens who require atleast two meals a day...* **99**
>
> **- Shri Amod Kumar**

As the first GovTech startup working for Social Protection, EasyGov organised the GovTech India Summit on its 7th anniversary. The goals were to pave the way for more startups to adventure within this unique sector but also allow government officials, investors, & tech fellows to discuss how to shape the sector in India moving forward in a manner that serves most efficiently.

The summit focussed on two-tracks of panel discussions, "GovTech – A Multi-Billion Opportunity to Serve the Billion" and "Re-imagining Social Protection at Scale". The Summit brought out nuances of social protection and the need to re-imagine it for India and the role of GovTech Startups in shaping the future of India.

KEYNOTE ADDRESS

Shri Amitabh Kant, CEO (NITI Aayog), graced the event with his presence as keynote speaker. He shared anecdotes about his inception and time in governance, highlighted India's digitization and how it has already had significant impact on government workflow and processes, and mentioned that the next best step for India's digitization journey is GovTech.

Key observations made by Shri Amitabh Kant were as follows:

- EasyGov has been working persistently to make 'government' easy by investing in technology for government.

- In the past, opening bank accounts for the vulnerable sections of the population took months. However, today we can open bank accounts using biometrics in less than a minute, and that too without visiting the bank - all thanks to technology.

- People today hardly use Debit/Credit Cards or ATMs as they are doing all transactions using mobile phones.

- The COWIN System (System for Administering COVID Vaccinations) in India has completely digitized the vaccination process, whereas in the United States of America, the process is still manual. India's digitization can be attributed not only to the government but also to various private sector stakeholders.

- The whole journey of government digitization has been very transformational. However, the next step in this digital transformational journey is GovTech.

- When it comes to Ease of Doing Business (EoDB), India was 142nd in its ranking in the World Bank EODB. Essentially, India jumped 79 positions up within three years. The key reason was that India was able to digitize most of our government processes. While Employees' Provident Fund Organisation (EPFO) and Employees' State Insurance Corporation (ESIC) digitized as well, each digital process came with its own paperwork. It was hard for the newly-digitized government machinery to completely do away with paperwork unless driven from the top.

- Subsequently, the Government started ranking States on EoDB. The first year, Gujarat was ranked 1st. The following year, Andhra beat Gujarat, and the year after that, Telangana beat Gujarat and Maharashtra both. However, the good thing was that Jharkhand and Chhattisgarh, who were 24th and 25th in the first year, ranked 4th and 5th respectively by the end of the fourth year. These Governments indeed took many initiatives to digitize.

- Citizen-centric public services need to be made accessible. There is a need for a 'Whole of Government' approach toward digital transformation. We need very simple, efficient,

and transparent Government processes. Additionally, no government forms should be more than one page long.

- Public procurement has to be made very simple. Citizen Charter, Services also have to be made very simple and accessible. Therefore, GovTech enablers are a sign of good leadership in Government. It is about making legislation easy and simple while incorporating innovation into the fabric of governance.

- Essentially, the Government's job should only be formulating public policies which are predictable for over 3-4 decades.

- The private sector should be responsible for generating wealth. The only areas where the government needs to play an active role are Health, Education, and Nutrition.

- Under the aspirational districts program, the government had defined forty-nine indicators to monitor district progress. Technology has allowed us to obtain real-time data for these indicators. Such data, post-validation from a third party, allows the government to capture incremental changes in a month. Instead of dependency on historical data or ranking, the government is able to assess & rank effectively based on real-time data.

- Data is key to Good Governance. Technology has enabled real-time data and captures real-time change. Therefore, we need to have data-driven governance to improve governance.

- 99% of India's income tax processes are digitized. The public finance system is entirely digital. UPI is doing more transactions than Mastercard globally and, in two years, will also surpass transactions by Visa.

We need a more visible impact in rural areas. Rural areas need digital infrastructure more than

> **❝** *The goal of GovTech and the larger digital transformation of government is to bring ease of access to the most aspirational regions of India, and the transition will happen only when we are able to reach these regions....* **❞**
>
> **- Shri Amitabh Kant**

they need physical infrastructure. This will allow easy access to aspirational districts, but such a transition will only happen if we can reach these districts.

- India needs transformation in education, health, and agriculture. The only way this is possible through the use of technology. From social registry to education, health, and nutrition - all sectors can be transformed with GovTech. Such platforms should be created and made available for the private sector to use and compete with each other.

> **"** *Government's job should be very plain and simple - create good, predictable, consistent public policy framework... it is the job of the private sector to create wealth..* **"**

SHRI AMITABH KANT AT THE GOVTECH INDIA SUMMIT

PANEL ONE:
GovTech - A Multi-Billion Dollar Opportunity to Serve the Billion

GovTech is an opportunity to serve a billion citizens. How can GovTech startups work efficiently with governments? What will it take for the Government, Investors, and Founders to drive the GovTech revolution in India for the world?

The session focused on exploring the reasons for the stunted growth of GovTech startups in the country and how to leverage these startups to provide enhanced services to citizens and businesses.

The session had the following speakers:

- Shri Abhishek Singh (President & Chief Executive Officer, NeGD & CEO, MyGov)
- Shri Rajan Anandan (Managing Director (MD), Sequoia Capital - India & South East Asia)
- Ms. Nidhi Bhasin (CEO, NASSCOM Foundation)
- Shri Anuj Gupta (Chief Technology Officer, EasyGov)
- Moderated by Dr. Jaijit Bhattacharya (President, Centre for Digital Economy Policy Research)

To set the context, GovTech is the technology used by governments to improve internal efficiency and/or delivery of services, & interact externally with citizens and businesses.

The objectives of any government expenditure on technology are to put people first and to design & deliver services/ benefits that are accessible, affordable, and inclusive. The same is reflected in GovTech as well.

GovTech offers a massive opportunity to serve billions of citizens. However, GovTech is a challenging area for startups, which is evident in the lack of GovTech startups in the country.

> 66 *GovTech is the single largest opportunity we have, both for impacting the lives of 1.4 billion people & accelerating our GDP growth rate with real value of tech applied to real problems..* 99
>
> **- Shri Rajan Anandan**

The startup policy of India has been very progressive and has already passed three waivers to startups for Government procurement. These waivers are:

- Experience in similar or related projects is not required anymore for startups.
- Turnover for the last few years is not a criterion anymore.

- The age of the bidding organisation is not a criterion anymore.

Government e Marketplace (GeM) has become a cornerstone in enabling standard product procurements from startups. The Defence Acquisition Council, for the first time, has cleared the procurement of 14 items worth Rs 380.43 crore from Innovations for Defence Excellence (iDEX) startups. However, this is yet to happen for procuring innovative products from startups.

The key to building world-class products/services is innovation, but it is counter-intuitive to have three competitive bids for an innovation challenge – it defeats the purpose. The Swiss Challenge method has also been adopted to solve the issue of having a single bid for innovation procurement. Nevertheless, it has been challenging for the government to procure from startups based on this mechanism.

A key question discussed was why none of the startups included as part of the 100 Unicorns in India were from the GovTech sector. It led to a deep dive into analyzing what is holding GovTech back from booming in India.

As discussed by the panel, the growth of GovTech startups is limited by:

- Slow government procurement process.
- The risk-averse approach of governments and GFR restrictions on the procurement of innovative solution products.
- Complex project implementation structure - burdens small startups and is exacerbated by frequent changes in stakeholders.
- Limited monetisation opportunities due to the restricted use of data collected from projects and lack of clarity in ownership of Intellectual Property Rights (IPR).
- Absence of legal framework for data sharing.

The recommendation that emerged from the deliberations was that, despite measures by the

government to liberalise procurement processes from startups, we need to do more as such policies are not adopted yet on-ground.

One recommendation was that government combine the financial rewards associate with small business competitions/challenges launched by Ministries & create a limited number of challenges with higher funding per innovative solution. Providing startups with more funds as part of contracts with governments in such challenges will ensure ample funding for startups to solve the issue at hand. Government may prioritise some of the complex problems and invite startups to solve the challenges.

Such a policy is especially important for startups within the GovTech sector, who suffer from a lack of funds available to solve problems in GovTech. These challenges will incentivize more startups to participate.

There is a need for clarity on ownership of IPR created by GovTech engagements and permissions for dual IPR ownership, wherein the GovTech startups can take IPR to sell to other governments.

In GovTech, the real value comes from the core data that the government systems hold. By publishing the APIs, the government can help ensure GovTech startups provide value to citizens.

- Shri Abhishek Singh

Another recommendation was that GovTech startups focus on providing enhanced citizen services using open APIs provided by government platforms. Citizens would pay for these services if they find value in the value additions provided by the private player.

For example, when we look at the agriculture sector, governments tend to broadcast soil health data, historical crop data, and weather data. Using that, if GovTech firms were to create an AI advisory that advises farmers continuously in their native language, farmers would be willing to subscribe to such a service. These will result in transaction volume, which will help an Agri-tech startup become a Unicorn.

The panelists also pondered why GovTech startups cannot currently scale up and provide a solution at an India scale. They came to the conclusion that public digital infrastructure, as an enabler, has led to many Unicorns. However, to reel investors in and to deliver timely, startups should explore alternate enablers/revenue opportunities instead of depending solely on the government. This may help combat the stunted growth phase GovTech startups encounter.

> 66 *If we decide to go for outcome-based specifications, where we define the problem & leave the solution (specifications) up to a startup, we could get a very alternate (innovative) approach...* 99
>
> **- Shri Anuj Gupta**

A key issue was whether the government's move towards an outcome-based procurement would benefit startups and the innovation ecosystem while derisking the government from the high failure rate of startups. The panel unanimously agreed that an outcome-based procurement is a much better way of procurement & that the government should move to such a regime.

When it comes to Open Data & Open API policy, the panelists highlighted that the Government has followed an active policy of opening up government data through an open government policy. However, due to certain inconsistencies in the data available on OpenGov.in, it becomes difficult to extract patterns from the data. Essentially, national wealth is lost when startups are not able to extract value from anonymized government data.

However, the panelists also mentioned how the government is looking into the gaps in the data sets. The government will also soon announce a National Data Governance Framework. Alongside an India Data Management Office that will look into gaps in government data, there will be Chief Data Officers in various Departments, supported by Data Analysts and Data Scientists.

The moderator highlighted a paper on Open Data Ecosystems based on Open APIs - peer-reviewed and published at an Institute of Electrical and Electronics Engineers (IEEE) conference by Centre for Digital Economy Policy & Research. The panelists agreed that a stronger Open Data regime and implementation of the Open API policy of MEITY would give fillip to GovTech startups in India.

The panel also agreed that data consent frameworks, such as those by the Government of Karnataka, can enable both governments and the private sector to obtain real-time consent from data owners before using data. Widespread adoption of this framework will unlock significant economic value from the data generated through GovTech.

> *People working at the grassroots level do not have the technology or the know-how to scale up.. but if we collaborate with startups, we can work on more high-cost problems efficiently...*
>
> **- Ms. Nidhi Bhasin**

Finally, the panel recommended that governments encourage the use of the Swiss challenge method as per the provision of GFR to buy innovative solutions from startups. It will help overcome the constraints of the three bid requirements.

PANEL TWO:

Reimagining Social Protection in India At Scale

There cannot be a better time to re-think the traditional program-centric welfare models and leverage technology to minimise exclusions. It is essential to know what the constraints & the opportunities are to enhance government-citizen engagement without additional fiscal burden.

The session focused on exploring the definition of Social Protection & how critical it is to the functioning of a welfarist government. The session also highlighted the challenges to benefit delivery in India.

The panelists for the session were as follows:

- Shri Rajeev Chawla (Chief Knowledge Officer, Ministry of Agriculture and Farmers Welfare)
- Shri Amod Kumar (Deputy Director-General, Unique Identification Authority of India)
- Shri Sanjay Jain (Partner, Bharat Innovation Fund)
- Shri Amit Shukla (Founder & MD, EasyGov)
- Moderated by Dr. Jaijit Bhattacharya (President, Centre for Digital Economy Policy Research)

When we look at Social Protection in India, the combined Central & State Government budget for social protection for FY 2022 is about Rs 18 Lac Crore i.e. Rs 6000 per family (with an estimated total of 28 Crore Families) monthly, considering about 90% families need social protection. However, the spending does not match up to the budget. For instance, only Rs. 35,399.40 Crore was spent from

the Rs. 78,521.24 Crore cess collected for construction workers welfare (The Hindu, Feb 3, 22). Such spending requires support from systems.

There is a high error of exclusion in social protection. It is imperative to understand how much money each family is getting and how that is helping them come out of the social protection net.

The Government is under immense pressure to do more with less, whereas:

- The economic divide is increasing.
- Citizens are demanding greater accountability due

> 66 *Whenever a new scheme is to be launched, a key debate while formulating its budget is whether we should deliver social protection or empower citizens by giving them education & health instead...* 99
>
> **- Shri Amod Kumar**

to increased awareness.

- The number of people who need help is increasing. Such pressures increase further during periods of stress induced by pandemics, wars, or other natural or manmade disasters.

The purpose of Social Protection is to provide adequate levels of health, housing, education, and food support to families marginalized due to socio-economic and geopolitical reasons. Families need to be encouraged to come out of the social protection net and move to a higher level of health, housing, education, and food support through livelihood intentions.

The end objective of any social protection platform is to enhance the efficiency of social welfare delivery systems and to offer benefits to all deserving beneficiaries on a suo-moto basis with zero error of exclusion. No one who needs social protection should be left out. Every family needs a basic level of health, housing, education, and food. However, the support that they need differs from family to family. We should have a highly curated social protection program for every family.

It also implies a need for real-time tracking of change in need score (impact) of family. Social protection should transition to providing livelihood scheme support to those who can come out of the social protection net. Social protection should transform from program-centric to family-centric & progressive (for families and the national economy).

Social protection schemes are difficult for underprivileged citizens to avail since the citizens don't know what to apply for, where to apply from, and where to retrieve the data required. In addition, a citizen has to re-submit their documents every time as each scheme demands resubmission of documents typically issued by the government, albeit from another department or even by the same department.

Hence, the panelists recommended that governments move towards a regime where social benefits are

delivered proactively without needing the citizen to apply. Benefit delivery can be done proactively by orchestrating data across multiple government databases with citizen consent.
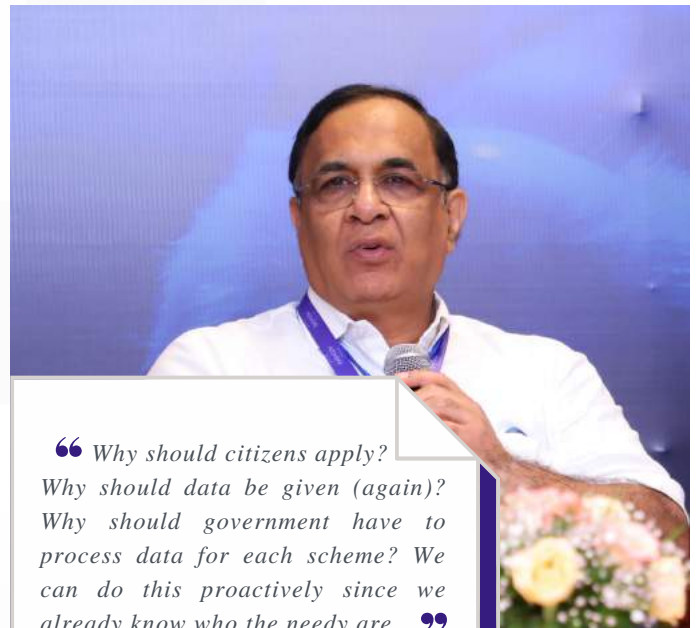

66 Why should citizens apply? Why should data be given (again)? Why should government have to process data for each scheme? We can do this proactively since we already know who the needy are.. 99

- Shri Rajeev Chawla

For example, scholarships in Karnataka are provided proactively to children of needy farmers without requiring farmers to apply for the same. The process begins by identifying farmers from the database of farmland record owners and locating their children from the Kutumba database. Next, grades are obtained from the education database to identify the scholarships that the children are eligible for. Once eligibility & verification are complete, the scholarships are deposited directly into the farmers' bank account using their Aadhar Number. Such a process is transformational and should be replicated.

The panel identified that budgeting for social protection is a significant challenge. One cannot budget without data on the number of existing targeted beneficiaries. A federated data system, which can identify the number of intended beneficiaries, would immensely help in the budgeting process for social protection schemes.
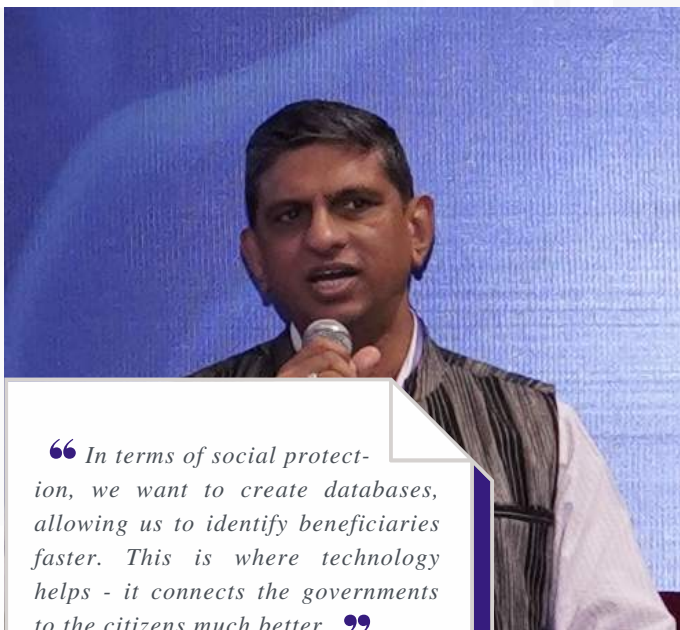
> 66 *In terms of social protect-ion, we want to create databases, allowing us to identify beneficiaries faster. This is where technology helps - it connects the governments to the citizens much better.* 99
>
> **- Shri Sanjay Jain**

In addition, it is imperative to ensure zero exclusion in the social delivery process, which is possible by tracking the error of exclusion through appropriate orchestration of government systems and usage of Artificial Intelligence and ML.

Similarly, no government prefers leakages in benefits delivery by providing the same to unintended beneficiaries. Therefore, it is critical to ensure that there are no leakages at benefit delivery, i.e. one needs to minimize the error of inclusion.

Many social protection schemes consider "family" as a unit but fail to provide a common definition for family. Therefore, the panelists concluded that the atomic relationships of immediate family should be the only relationships to be tracked through social protection systems. Additionally, "family" as a unit should be created in runtime. Such a policy would ensure that we can cater to various definitions of family for varying schemes.

The panel also concluded that there is no need to build separate institutional structures for benefit delivery as the existing institutional structures are

sufficient to effectively and efficiently deliver social protection.

The panelists emphasized the necessity for a 'Need Score' or something similar assigned to citizens to help prioritise benefit delivery for the most needy. Such systems are required to determine who is more needy, thereby assisting in allocating social benefits when resources are scarce.

> 66 *It is important to have a Need Score to route social protection, which will help us identify that, on the four parameters of health, housing, education & food, who needs welfare the most.* 99
>
> **- Shri Amit Shukla**

Finally, the panelists highlighted how the key to rapid deployment of social protection is to use existing platforms. The government of Karnataka has procured its Social Protection platform from EasyGov, a GovTech startup. Similarly, the Government of Tripura could launch its Benefits Discovery platform in two weeks using the EasyGov platform.

CONCLUDING REMARKS

As the first GovTech startup working towards Social Protection, EasyGov organised the GovTech India Summit on its 7th anniversary to provide a forum for discussions that can shape & change the world. The two themes of GovTech & Social Protection were addressed and deliberated upon in an extensive manner by our panelists & keynote speaker Shri Amitabh Kant. While delivering his address, Shri Kant specifically highlighted how the next best step in India's digitisation journey is, indeed, GovTech.

With the massive opportunity that GovTech as a sector provides, it is surprising that India does not have a developed GovTech sector. GovTech is a niche and essential opportunity to serve citizens. This opportunity has been propelled by the pandemic, with more & more countries realising the importance and need for good GovTech. However, GovTech is a challenging area for start-ups in India and it is reflected in the fact that there are very few GovTech startups in the country.

The panel on GovTech discussed in detail the various challenges within the sector, but more importantly, the ways in which to achieve the simple objective of any government technology, which is to put people first & deliver services & benefits that are accessible, affordable, & inclusive.

When it comes to social protection, the Centre & State governments have a total estimated budget of about Rs. 18 Lac Crores dedicated to Social Protection endeavors. However, in terms of

> 66 *Social Protection should be family-centric and progressive - progressive for the people, progressive for the economy, and progressive for the country.* 99
>
> **- Shri Amit Shukla**

implementation, there are systemic deficiencies as far as the outreach of these social protection schemes is concerned.

This poses a critical challenge for the successful implementation of social protection schemes. For instance, the citizen data, which are often construed as static, are far from the truth as many of the attributes may change.

The panel on Social Protection aimed at exploring the challenges to social protection. The end goal was to ensure that the rightful benefit to the right persons is delivered at the right time.

In essence, the event explored the nuances of GovTech & Social Protection, what may or may not stunt the growth of both tracks, and how we can improve the future of Social Protection & enhance the potential of GovTech startups in India.

ABOUT EASYGOV

EasyGov is an award-winning startup with a world-class social welfare delivery platform that aims to empower citizens and enhance engagement levels with the Government. EasyGov also supports the Government in the social welfare reforms, and thus, an enhanced capability to empower the grassroots with complete control. We also support the Government in scheme design basis the socio-economic profiles of families, data-backed trends, and preference analysis.

Acting as the de-facto interface for various governments around India and its citizens, EasyGov focuses on developing a citizen-centric digital solution and operating models to revolutionize and strengthen the Digital India impact. For EasyGov, the interest of the "citizen and the country" comes first. EasyGov helps bridge the gap existing in the understanding of unique challenges in India despite the availability of many global products by large firms.

The Software-as-a-Service model will take welfare from being conservative, reactive, and individual-centric to progressive, proactive, and family-centric in a phased manner. We are helping our clients with this complex journey for the benefit of the citizens while freeing up resources.

The leadership team brings extensive experience of working in more than 20 states within India, up to the Gram Panchayat level, and also in Europe, Australia, Asia, Middle East, and Africa.

Note: All numbers and data highlighted in this document are estimates - real data may vary. Additionally, all quotes & opinions in the document are merely interpretations of what panelists, keynote speaker, and the moderator communicated to audiences during the live event - GovTech India Summit 2022 - which was held on 19th May, 2022.