Sectoral Digital Public Infrastructure for Improved Governance and Public Service Delivery

We are eGov.

Our purpose is to make every citizen's life better

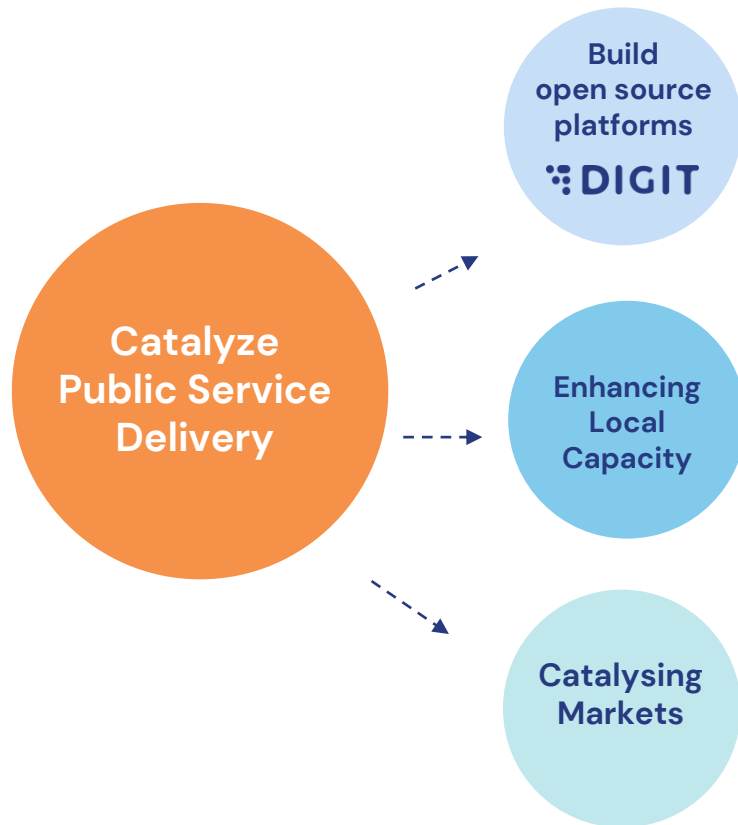**By enabling transparent, equitable and accessible public service for all.**

Catalyse transformation of public service delivery

Working with countries & local partners to drive digital transformations at speed and scale.

eGOV

What we do

Catalyze Public Service Delivery

- Build open source platforms — **DIGIT**
- Enhancing Local Capacity
- Catalysing Markets

Sectors

Local Governance, Public Health, Water & Sanitation, Public Finance, Agriculture, Justice, Education & more

Impact on Ground

1.4Bn — Public Services Delivered

0.9 Bn — Citizens Served

$1.9 Bn — Revenue Mobilised

50+ — Use Cases built on DIGIT

200+ Partners

9 Countries

Examples of
societal challenges we're working on

What do they look like?

Improve quality of life for citizens through public service delivery

Empowering the National Urban Digital Mission that aims at the spreading convenience of digitized services across

4400

cities

350 M

People impacted

11 SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable

Digital enablement to achieve zero untreated waste in towns & cities

Digitally operationalising the faecal sludge management value chain from collection to treatment and safe disposal.

1000
Habitats

1000
Days

6 CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all

Drinking water for every remote Indian village

Enabling the Jal Jeevan Mission that aims at the provisioning of piped drinking water to

600,0000

villages in India

400 Mn

People impacted

6 CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all

Digital transformation of health campaigns in the global south

Empowering National Health Agencies across developing countries in the Global South that depend the most on campaigns

10 Countries

Multiple Diseases

3 GOOD HEALTH AND WELL-BEING

Ensure healthy lives and promote well-being for all at all ages

Social Benefits Delivery: Implementing direct benefit transfers to wage-seekers and community workers through DIGIT (iFix)

Broadening the impact of Odisha's urban employment guarantee scheme MUKTA, by automating payments, streamlining enrollment of wage seekers, and managing budgets.

90% ⬇
time to pay

$0.96 Mn
payments to beneficiaries

1365
community projects completed

8 DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Unlocking impact at scale and speed

Our journey and learnings

From systems to ecosystems- eGov's Journey of 23 years

eGov Led

Network Led

2003–2012	2012–2018	2016–2018	2019–2021	2021–2024
Deploying Point Solutions for Line Department	**Integrated Monolithic ERP for all departments**	**Pivoted to Shared Digital Infrastructure**	**Enabling Partner Ecosystem to Replicate**	**Network led impact in new Sectors & Geographies**
Bengaluru	Chennai, Andhra	Punjab (160 Cities)	Multiple Sectors	Multiple Geographies
Urban Services	Urban Services	Urban Services	Urban, Sanitation, Water, Public Finance, Health Agriculture, Education, Justice…	India, Mozambique, Ethiopia, Nigeria, Senegal, Liberia,Burundi, Djibouti, Trinidad & Tobago …
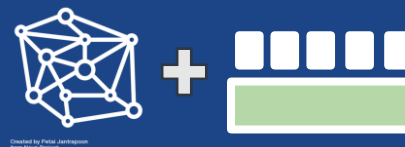
DIGIT is an Open Source stack with reusable services, shared data registries, and open APIs can be reused to build new solutions and provide trusted data

Low Code Tools

Workbench

Libraries

Configurator

Knowledge

Docs

eGiv Academy

Community

Unified Experience

Citizen Apps

Employee Tools

Data/Analytics

RESTful APIs

Unified Experience makes it easier for users to consume services through multiple channels and multiple languages

Sectoral DPIs & Solutions

Local Gov

Sanitation

Social Benefits

Public Health

RESTful APIs

Reusing DIGIT Core, eGov and other ecosystem actors have built sector specific DPIs and solutions

Low Code Tools and Knowledge enable the ecosystem actors to use DIGIT Core

DIGIT Core

Reusable Services
Workflow, Location, Billing, Search, Report, Audit,...

Shared Data Registries
Individuals, Properties, Projects, Employees,...

Reusable context-independent services can be used to create diverse solutions across domains

Registries store data and enable real-time, authorized and consented access to trusted data

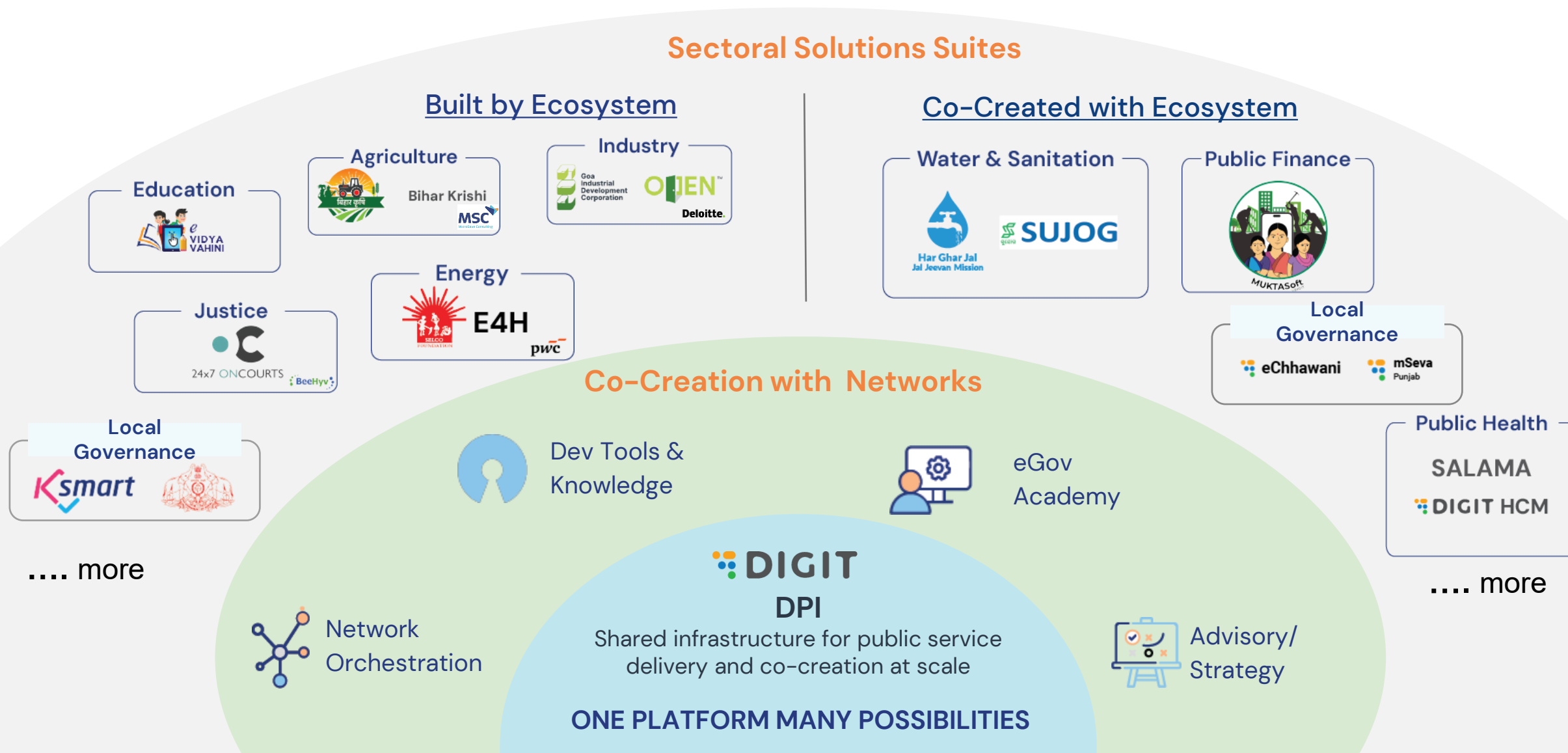# To catalyse network driven impact, technology is not enough ...we offer a resource stack, catalyze markets & build local capacity

DIGIT (DPI)

Catalyse Markets

Build Local Capacity

DPIs to facilitate service delivery & co-creation at scale

Reusable Building Blocks | Evolvable | Open

Catalyze Ecosystems to Build Market Participation

eGov Academy | Toolkits and Playbooks | Support

Enhance Local Capacity for sustainable digital transformations

Partners-led | Local Coalitions | Advisory- Program & Tech

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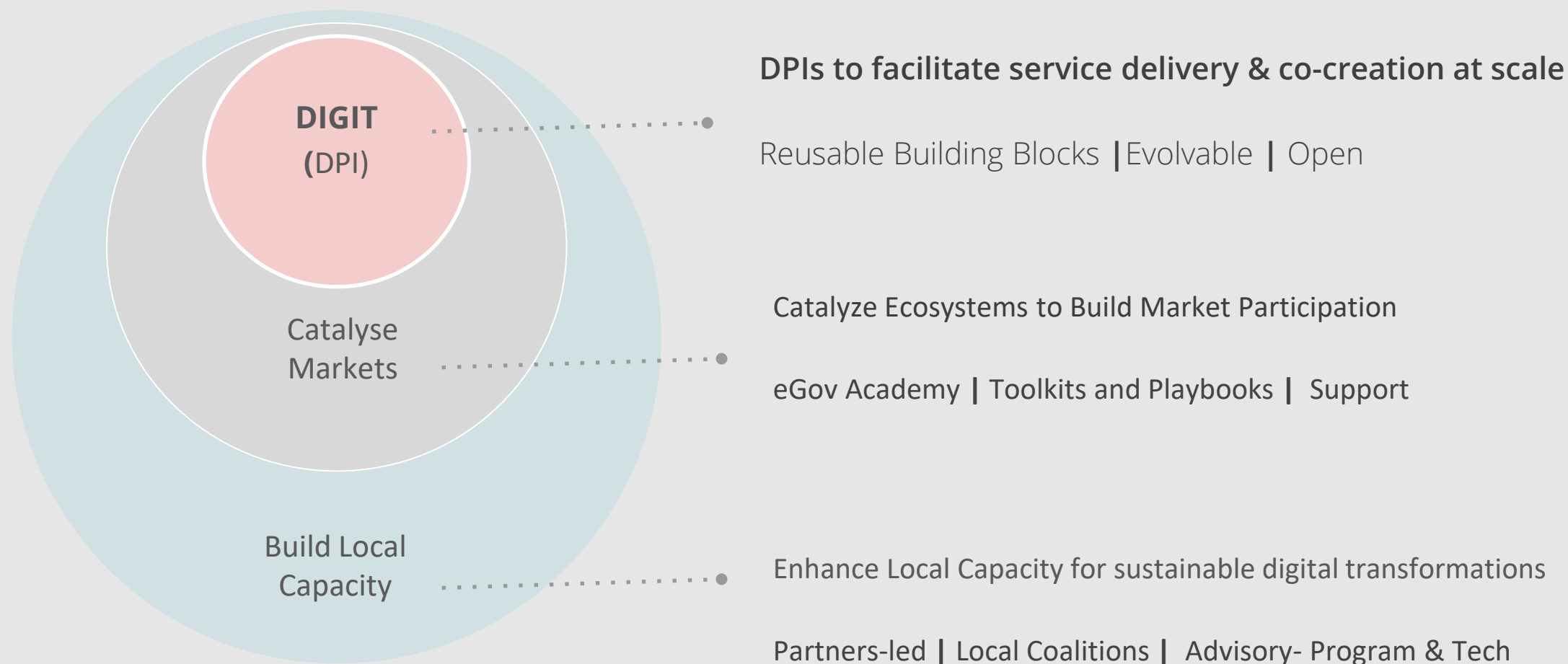
Leveraging DIGIT and Resources from eGov, Multiple network actors are building local sectoral solutions

Sectoral Solutions Suites

Built by Ecosystem

Education — e VIDYA VAHINI

Agriculture — Bihar Krishi, MSC MicroSave Consulting

Industry — Goa Industrial Development Corporation, OJEN, Deloitte.

Justice — 24x7 ONCOURTS, BeeHyv

Energy — SELCO FOUNDATION, E4H, pwc

Co-Created with Ecosystem

Water & Sanitation — Har Ghar Jal Jal Jeevan Mission, SUJOG

Public Finance — MUKTASoft

Local Governance — eChhawani, mSeva Punjab

Local Governance — K smart

Public Health — SALAMA, DIGIT HCM

.... more

.... more

Co-Creation with Networks

Dev Tools & Knowledge

eGov Academy

DIGIT
DPI
Shared infrastructure for public service delivery and co-creation at scale

Network Orchestration

Advisory/ Strategy

ONE PLATFORM MANY POSSIBILITIES

eGov has been working with governments for over 20 years to improve urban and municipal public service delivery; helping adopt solutions at speed, at a lower cost and in ways that can scale from city to state to country with a whole of government approach

PUNJAB: DIGIT delivers order of magnitude differences on cost and time to digitisation vs the alternatives

Caselet
State of Punjab
(Population 31mn ~ Ghana)

2010–2017

Past Experience with traditional approach

7	3	$22.5 mn
Years	RFPs	Estd. Cost

Zero Outcomes

2018

With eGov and DIGIT

6	1	$1.4 mn
Mths	MoU	Total Cost: 5 yrs

- **166** ULBs live in **90 days**
- **40+** services digitised
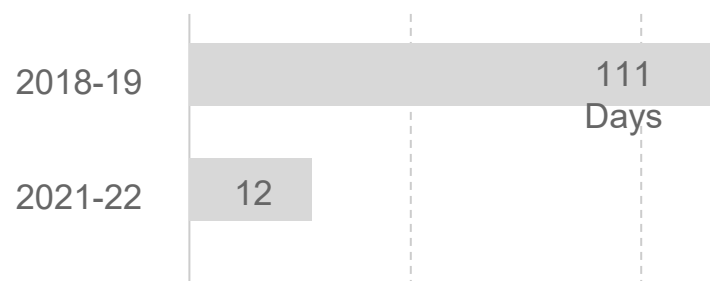- **State** Capacity built
- Strategic **ownership**

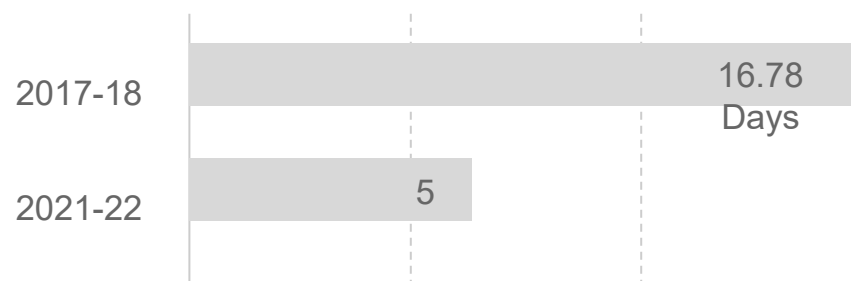**2022**

Winner -National Awards for e-Governance

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Revenue Management across cities and municipalities in Andhra Pradesh
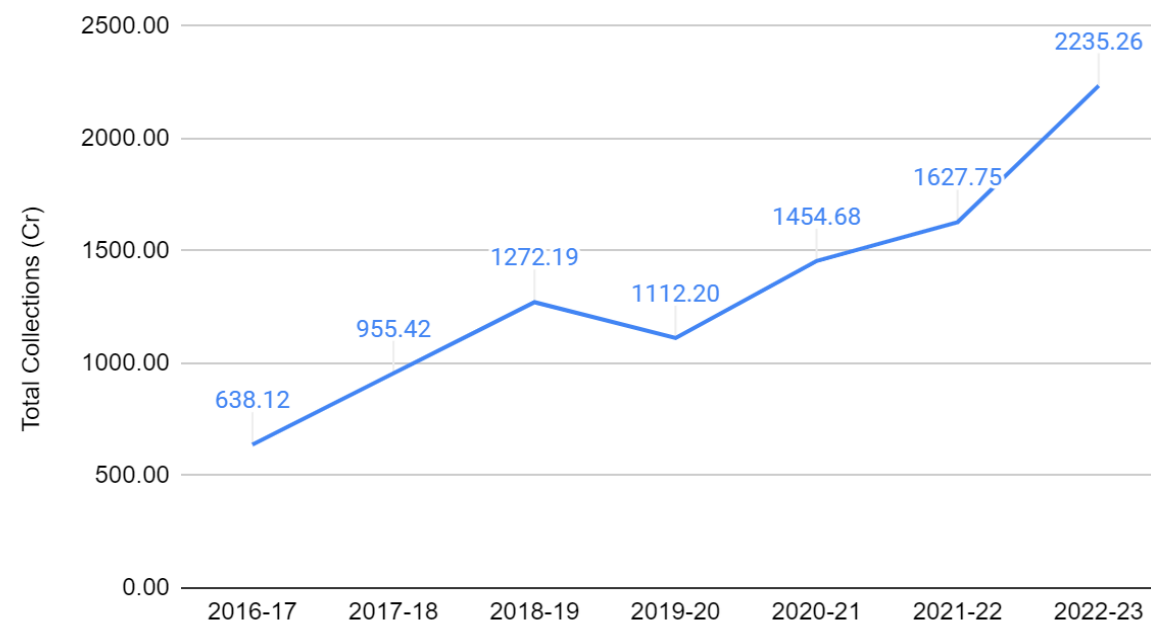
4x faster completion of service request

2018-19	111 Days
2021-22	12

2x faster resolution of grievances

2017-18	16.78 Days
2021-22	5

3x Revenues - State Property Tax Collection (INR Crores; 1 Cr= 10M)

Total Collections (Cr)

| Year	Total Collections (Cr)
2016-17	638.12
2017-18	955.42
2018-19	1272.19
2019-20	1112.20
2020-21	1454.68
2021-22	1627.75
2022-23	2235.26

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DIGIT is becoming the unified digital platform for partners and programs in Odisha to digitalise all urban services

Multiple Programs

SUJOG | FSSM — **Urban Service Delivery** — 2019

garima — **Sanitation Workers' Welfare** — 2024

Digital FSSM — 2022

MUKTA — **Urban Livelihoods** — 2023

Jaga Mission — World's largest slum titling and improvement programme — **Urban Service Monitoring** — 2024

Multiple Partners

pwc · EY · GATES foundation · WASH INSTITUTE · Urban Management Centre · CENTRE FOR POLICY RESEARCH · unicef · MSC · JANA · GATES foundation · pwc · JANA

One DPI

DIGIT by eGov Foundation — **Digital Public Infrastructure**

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UPYOG powered by DIGIT is the world's only at scale DPI for local governance services – 50% of India's cities covered

● Live

● Under Implementation
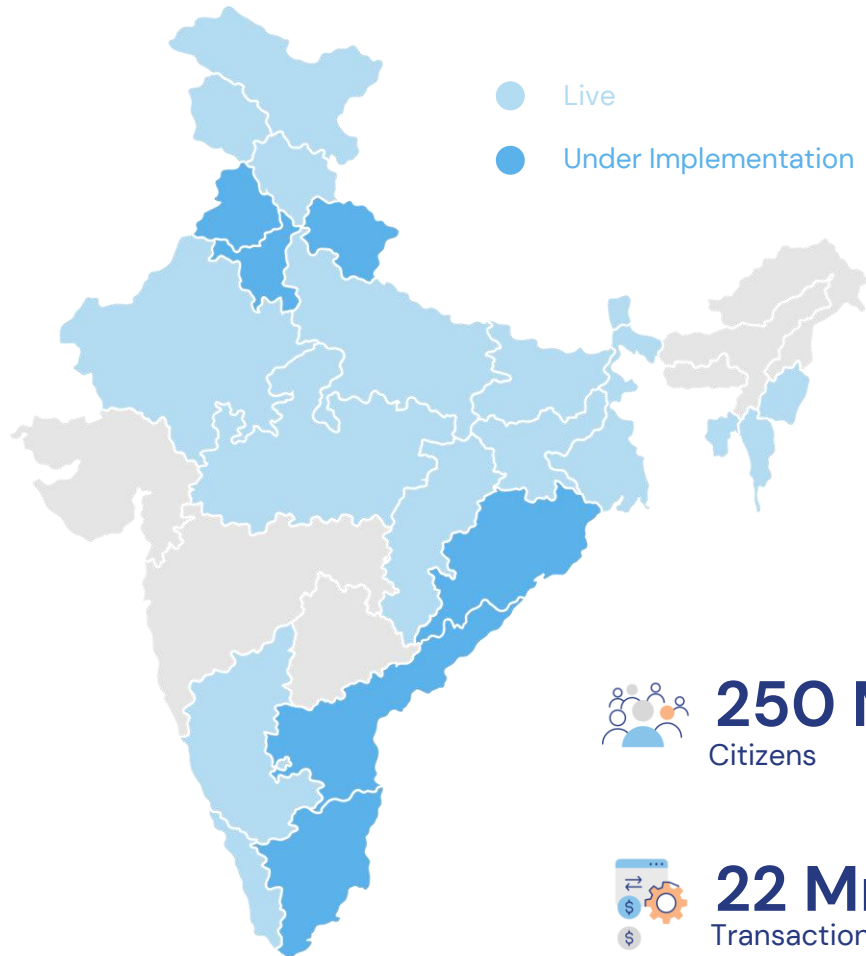
Total cities in India - **4425**

2725 cities Under impel

1407 cities live

250 Mn Citizens

$ 2.1 Bn Revenues

22 Mn Transactions

3.5 Mn Grievances

Transparency & Ease for Citizens

- Multichannel experience across 50+ services
- 3-4X improvement in days taken to deliver service
- 70% of citizens | Real time performance dashboards

Better governance and tax collection

- State of Andhra improved tax collection by 5X in 5 years
- Real time dashboards for performance management
- 90% employee report better efficiency

National Mission set up with funding

- Mission with funding of 760 Million USD set up
- 30 partners enabled on DIGIT

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Key Shifts

eGov Led **to** **Network-Led**

Point Solutions **to** **Digital Public Infrastructure**

Tech-driven **to** **Multi-disciplinary**

And the outcomes..

Sub-National **to** **Global**

Linear **to** **Exponential**

eGov's theory of change
Our playbook for societal transformation captured in five threads

1 Create Shared Narrative & Ecosystem Coalitions

→

2 Design and Build Foundational Digital Public Good

→

3 Catalyse a Scale@Speed Exemplar of Transformation

→

4 Orchestrate and enable a Scale Open Ecosystem to create Societal Impact

→

5 Sustaining and institutionalising the impact
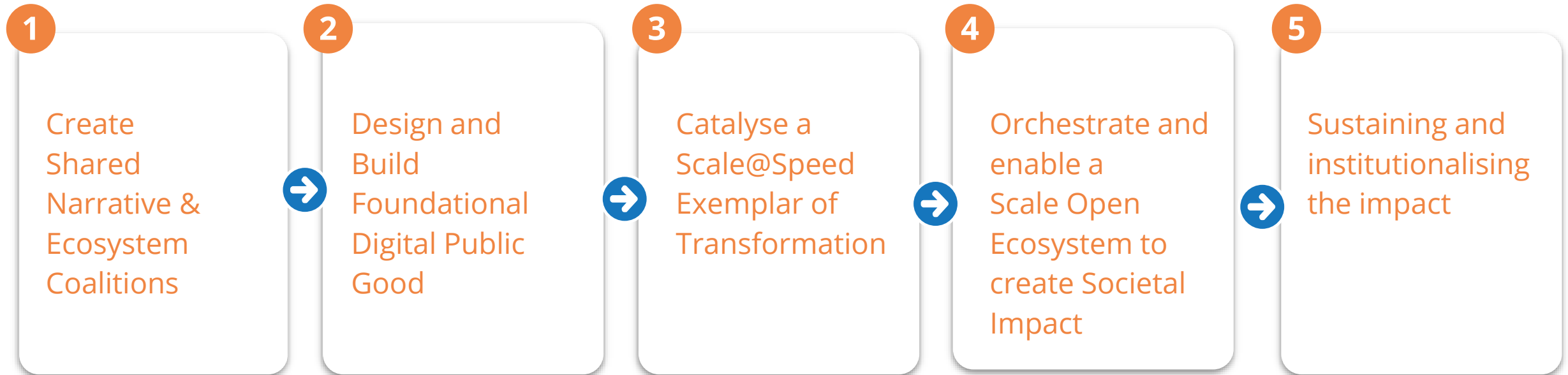
Thank You

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