



India IGF (IIGF-2022) Workshop

Part 1 - Lead Organizer

Salutation	Ms.
Contact Person	Ava Haidar
Organization / Affiliation (Please state "Individual" if appropriate)	Aapti Institute
Designation	Research Analyst
Economy of Residence	India
Primary Stakeholder Group	Civil Society

Part 2 - Workshop

Primary Theme	Public Digital Platforms
Session Title	A Stakeholder Approach To Envisioning Citizen-Centric ODEs
Session Format	Panel Discussion

Description of Session Formats **Birds of a Feather (BoF)** – An informal discussion session designed to connect the participants of shared topic of interests without a pre-planned agenda. **Panel** - Presentation and/or sharing of viewpoints by speakers on a particular topic. The number of speakers on the panel shall not be more than 4 to allow sufficient time for interaction with the attendees. **Roundtable** - Interactive dialogue involving all participants with designated moderators and not more than 2 speakers.

Specific Issues of Discussion

Digital infrastructure for the delivery of various essential government services is quickly becoming a reality. The idea of National Open Digital Ecosystems (ODEs) is surfacing across several states and specific domains (social protection, agriculture, health) in the form of digital platforms - powered by citizen registries and capable of connecting several stakeholders. Such ecosystems create value and opportunity for not just its users (citizens) and government service providers (administrators), but also for a spectrum of third party innovators to build on top of the digital infrastructure to create new services, or improve existing ones.

The openness of these platforms risks their becoming sub-optimal for the citizen, should the competing needs of other stakeholders take precedence. We draw from our organisations' joint experience studying ODEs in the domains of social protection, healthcare, urban governance and

financial inclusion. We intend for this panel to extend our learnings particularly from the space of digitised social protection:

Anchoring the design of ODEs to the needs of citizens

Mapping the diversity of stakeholders in digital social protection, and their role in making platforms citizen-centric

Unpacking the challenges and conflicts faced in creating citizen-centric ODEs

Stakeholder action areas for mitigation and response to challenges

Describe the Relevance of Your Session to Theme

Challenges in using digital platforms to reach the last-mile - As India sees public digital platforms like NODEs for socio-economic integration and advancement, challenges and issues that exacerbate existing socio-economic differences emerge. With a focus on social protection, a discussion around challenges to digital platform development/ adoption can visibilise setbacks at the last-mile. Citizen constraints and realities must be scoped to identify risks and leverage benefits of digital ecosystems for citizen-centric design.

Principles to keep in mind when designing technology for the low-income, digitally remote, last-mile ,i.e., to make digital platforms citizen-centric - A focus on digital social protection can yield crucial information about infrastructural and human needs for social progress. This throws light on flaws like the unsuitable design of technology for the marginalised, which could result in obstacles to enrolment and exclusion errors. These flaws point to areas where stakeholder ability must improve.

Barriers that stakeholders face in designing citizen-centric systems, how they can be resolved - Stakeholder-mapping can enable clarity on roles and capacities of different sectors in digital transformation, and the approaches to citizen-centricity. This discussion can foster an understanding of how to optimise strengths of different stakeholders to harmoniously build digital infrastructures for the public.

Methodology / Agenda

Presentation and Panel Discussion (1 hr 15 min)

I. Introduction (3-5 minutes):

Moderator(s) introduce panellists and themselves, Aapti Institute and Dvara Research.

Moderator(s) relay topic of discussion and associated sub-themes.

II. Short presentation for context (15 minutes):

Panel begins with a short 15-minute presentation on the present research around NODEs, digital social protection and stakeholder engagement.

Through our presentation, we aim to cover:

-Introduction to NODEs and NODEs designed for social protection

-Operationalising citizen-centricity in digital social protection through SP-ODEs

-Mapping NODE stakeholders

III. Guided Panel Discussion (50 minutes)

We begin with questions for the panelists, after which we transition to free-flowing dialogue. Through our discussion, we aim to undertake the following:

Anchoring the design of ODEs to the needs of citizens

Mapping the diversity of stakeholders in digital social protection, and their role in making platforms citizen-centric

Unpacking the challenges and conflicts faced in creating and implementing citizen-centric ODEs

Stakeholder action areas for mitigation and response to challenges in Indian PDPs for social

protection

IV. Concluding remarks and end (5 minutes)

Parting thoughts and conclusion of session - the moderator may note highlights from the session as to the path forward for public digital platforms.

Please provide 3 subject matter tags that best describe your session. #DigitalSocialProtection #DigitalPlatforms #OpenDigitalEcosystems

*Please specify gender e.g. agender, cis woman, cis man, female, gender-fluid, gender-neutral, male, trans woman, trans man, etc.

Moderators & Speakers Info (Please complete where possible)

	Moderator (Primary)	Moderator (Backup)	Speaker 1	Speaker 2	Speaker 3	Speaker 4
Name	Sarayu Natarajan	Beni Chugh	Kriti Mittal	Gautham Ravichander	Shrayana Bhattacharya	Vikram Sinha
Email	sarayu@aapti.in	beni.chugh@dvara.com	kriti-consultant@omidyarnetwork.in	gautham.ravichander@egov.org.in	sbhattacharya3@worldbank.org	
Organization	Aapti Institute	Dvara Research	Omidyar Network India	eGovernments Foundation	World Bank	Artha Global
Designation	Founder	Research Manager	Entrepreneur-in-Residence	Head of Strategy and Investment		
Gender	F	F	F	M	F	M
Economy of Residence / Country	India	India	India	India	India	India
Stakeholder Group	Civil Society	Civil Society	Civil Society	Technical Community	Intergovernmental Organization	Civil Society
Status of Confirmation	Confirmed	Confirmed	Proposed	Proposed	Proposed	Proposed

Please explain the rationale for choosing each of the above contributors to the session.

Gautham Ravichander

As a policy and strategy head at eGovernments Foundation, an organisation that builds digital services for essential urban governance, Gautham Ravichander represents a perspective located at the heart of inclusive technology development as well as technological adoption. His senior experience at Janaagraha Centre for Citizenship and Democracy, a prominent civic and social organisation, also indicates his fit for the logistical civil society perspective on this panel discussion.

Kriti Mittal

Omidyar Network India's work on Open Digital Ecosystems has helped to expand upon the state's conception of NODEs, exploring the impacts, risks, guiding principles, funding models and other strategic questions around emerging digital public infrastructures like UPI and Aadhaar.

As one of the primary authors of ONI's report on the same, Kriti Mittal serves as a strong and unique authority on an ecosystem approach for PDPs.

Shrayana Bhattacharya

Shrayana Bhattacharya is a Senior Economist in the World Bank's Social Protection and Jobs Practice in Delhi. She leads a series of World Bank engagements to strengthen the capability of state governments to accelerate Direct Benefit Transfers and improve delivery of core social protection benefits.

Vikram Sinha

Vikram Sinha is a Junior Fellow at Artha Global in Mumbai, whose research focuses on digital public infrastructure and digital competition.

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Session Title

A Stakeholder Approach To Envisioning Citizen-Centric ODEs