

INDIA INTEROPERABILITY GOVERNANCE MISSION (IIGM)

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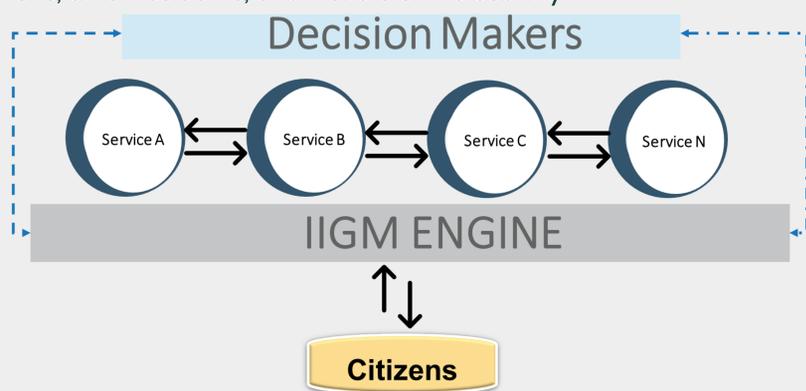
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VISION

- 1 ORGANIZATIONAL, SEMANTIC, TECHNICAL INTEROPERABILITY
- 2 PAPERLESS TRANSACTION
- 3 DATA-INFORMED DECISION MAKING
- 4 ONE LOG-IN ONE SOLUTION

WHAT IS IIGM ?

- The India Interoperability Governance Mission is a Whole Digital Platform (WDP) that would form a vital element of the government's Digital Accelerator Program.
- Government can provide a seamless user experience by integrating digital channels instead of visiting multiple websites and apps, users can navigate in one place to access information and services based on their socioeconomic status and needs.
- A multi-agency collaboration of all government agencies using the latest technology and digital solutions to provide a seamless service experience in all languages, serving citizens, other residents, and visitors of the country.



WHY DOES INDIA NEED SOMETHING LIKE IIGM ?

- Public service delivery will become increasingly data-informed, enabling governments to understand the changing needs of their citizens better to, deliver highly customized, and targeted services.
- IIGM will make the delivery of services and program implementations cost-effective, saving both time and resources.
- IIGM will give direct access to high-quality, efficient, and comprehensive digital government services for all users anytime, anywhere through a single access point

GLOBAL USE CASES

Dubai

Unified Digital Platform (UDP) is a website through which you can get all the UAE Government's services. It offers the convenience of getting multiple services through just one platform. UDP engages all entities and the public in co-designing and co-creating services. It leverages the digital government enablers in a way that government acts as a platform for reusable solutions.

Australia

Has given users an easier and more consistent way of interacting with the government. Lower the cost of information and communications technology (ICT) for government agencies. Reduce the need to customize processes and integrate new technologies

Saudi Arabia

Launched the Unified National Platform, dedicated to providing all government services through a unified experience, making services accessible to citizens, residents, entrepreneurs, and visitors through multiple channels. This contributed to improving the Kingdom's Position by 9 Ranks in the UN's 2020 E-Government Development Index

CONCEPT TO APPROACH MECHANISM

- IIGM integrates all government services, like a one-stop shop and a single trusted platform for all services provided by the government.
- It should be a people-centric and user-friendly platform providing a seamless interface that helps users connect personally while taking steps to build trust.
- It leads to a proactive approach, using data as a facilitator for program design, monitoring, evaluation, and service delivery.
- Implementing an IIGM requires governments to adopt common standards and architectures to implement the challenges of digitization.
- A collaborative approach where open data sets can be used within inter-agency, the private sector, or citizens adhering to the same standards of data collection schema eliminates the need for citizens to individually provide personal information for each government transaction.
- This allows government agencies to add new services with little or no development effort.

WHAT DOES IIGM SOLVE?

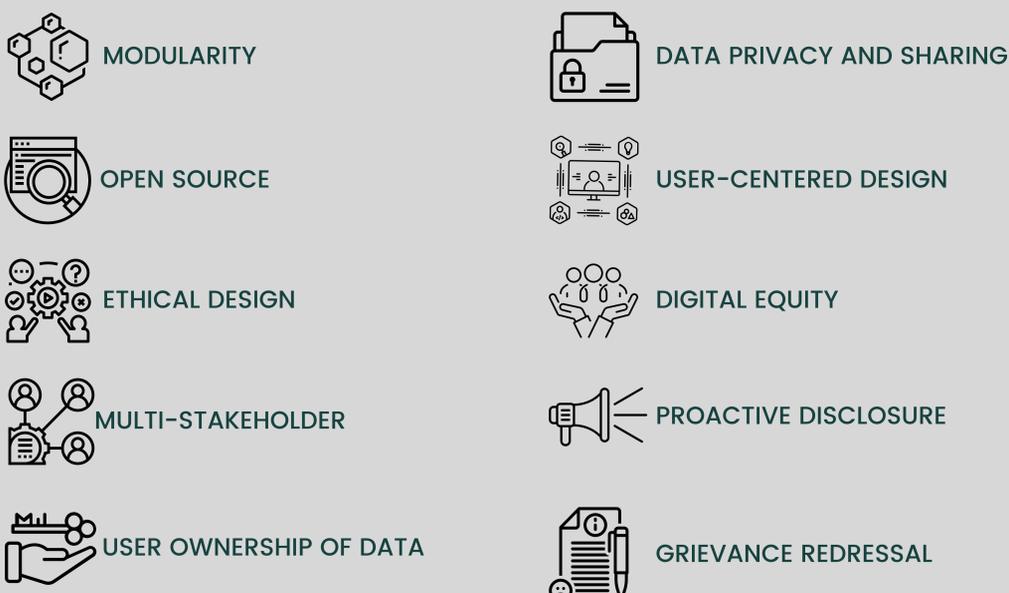
FOR CITIZENS

- Provide all citizen entitlements available on the Cloud to ensure easy, anytime, and anywhere access.
- The integration across departments which was supposed to provide easy and single window access to all citizens is not seamless and user-friendly
- IIGM will bring a consistent view of public services to the citizens and establish an accountability mechanism which in turn will increase the trust of the citizens in the government's digital brand

FOR GOVERNMENT

- Provides a Government Tech Stack framework for all government agencies with a common suite of tools and services on a shared infrastructure to allow faster application development and quality maintenance within the government.
- Leverage GIS for effective and efficient decision support systems and development
- catering to the 41 Mission Mode Projects under different stages of the e-governance project lifecycle in e-Kranti approved by the Apex Committee on National e-Governance Plan (NeGP) efficiently for all citizens of the country.

PRINCIPLES



CORE CHARACTERISTICS

