



सत्यमेव जयते

# 23<sup>rd</sup> National e-Governance Conference, 2020

— Jointly organised by —

▶ Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions, Government of India

▶ Government of Maharashtra

▶ Ministry of Electronics and Information Technology (MeitY), Government of India

# MUMBAI DECLARATION

INDIA 2020: DIGITAL TRANSFORMATION

7<sup>th</sup> - 8<sup>th</sup> February, 2020  
Mumbai, Maharashtra

## Mumbai Declaration

The Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Maharashtra organized the 23<sup>rd</sup> National Conference on e-Governance on 7<sup>th</sup> and 8<sup>th</sup> February 2020 at Mumbai, Maharashtra. The theme of the Conference was **“India 2020: Digital Transformation.”**

The Mumbai Declaration seeks to take forward the roadmap for eGovernance outlined in the Shillong Declaration adopted during the 22<sup>nd</sup> National Conference on e-Governance (NCeG) held in August 2019.

Mumbai Declaration seeks to achieve the following objectives:

1. Encourage to improve delivery of public services by promoting the use of digital platforms. The priority sectors identified for Public Digital Platforms are Health, Agriculture, Education and Land. Further, propagate successful e-Governance solutions that use emerging technologies like Blockchain, Quantum Computing, Artificial Intelligence, Machine Learning, Analytics, Deep Learning and Internet of Things.
2. Support Departments to benchmark the maturity level of e-Governance projects in States and Union Territories, create healthy competition and ultimately, improve India's rank in United Nation's E-Governance Development Index. Encourage States to adopt the recommendations made in National e-Governance Service Delivery Assessment (NeSDA) 2019 and to improve the quality of delivery of services through annual publication of NeSDA report. Consolidate and connect a plethora of successful State level e-Governance initiatives for service delivery through case studies and knowledge dissemination.
3. Support for building trust on digital services by strengthening transparency, security, privacy, protection of personal data and assuring time bound grievance redressal.
4. Facilitate participatory governance and personalized service delivery to common citizens in rural areas by leveraging MyGov, Digital Village and API Based Architecture.

5. Support to institutionalize the use of e-Office within Central/State ministries, attached offices and departments and move towards a paper-less governance through Digital Secretariat.
6. Promote to develop India into a global cloud hub and facilitate development of Government applications and databases on cloud and digital public infrastructure.
7. Incentivize excellence in e-Governance by recognition of best practices/talents through award/honor and by constant improvements in the scheme for National e-Governance Awards.
8. Encourage to advance skill development and capacity building in e-Governance through skill enhancement training programs for Government officials.
9. Foster reforms in the field of public procurement system to make it more efficient and transparent by infusing contemporary agile practices, leveraging model RFP and by standardizing the process of execution of contracts with private players.
10. Facilitate the adoption of Digital Diplomacy to share the best practices on successful Digital India Products and replicate them in friendly countries.

The Mumbai Declaration is unanimously adopted in the Valedictory Session of the 23<sup>rd</sup> NCG on February 8, 2020 at National Sports Club of India, Mumbai.



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