

DIGI CONNECT

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Shobha Kumari
Vikash Madduri

Vidya Indurti
Ayushi Reddy
Sameera



FROM THE CEO'S DESK

Dear all,

Seasons greetings to you. The festive time is around, a sense of bonhomie is pervasive. The economy is showing green shoots. The media is full of advertisements inducing people to buy and be happy. It is ecstatic time at NISG. The Government of U.P. through a cabinet resolution, entrusted work to NISG, on nomination basis. NISG opened an office in Lucknow 25 months ago, and our efforts finally saw fruition. We were bold, we ventured, we put in relentless efforts, and we were rewarded.

Our Northeast region is showing tremendous promise. We will make forays into Arunachal Pradesh now. Bright professionals joined us at Guwahati. It is time for us to onboard more youngsters and more seasoned professionals.

Compared to last festive season i.e., Oct 20', the Tech Scenario is undergoing a change. To begin with some emerging technologies like Quantum computing, Blockchain have not made any visible impact. The Covid gently pushed us into a new normal: how we 'lived, worked and interacted' has been impacted.

On the positive side Covid acted like an 'unprecedented gargantuan catalyst', in accelerating demand for cloud. Cloud is here to stay, like the September monsoon of 2021 we are in an "overcast" year. From 2015 onwards Hyper-Scale Cloud providers made forays to India, they reaped good dividends now.

The smart phone penetration improved significantly: they are more affordable and have advanced capacity and features; which include chipsets for faster processing, Graphics Processing Units (GPU's) for immersive graphics, large HDR (High dynamic range) capable screens and extended battery capacity. All these features are conducive for Gaming Industry. With a median age of 29, India is ripe to ride the wave of gaming industry.

The number of internet users have gone up significantly, thanks to work from home and kids online classes. The internet market is relentless and unforgiving in its onslaught, making us prisoners of "Recommendation Engines".

Machine Learning Algorithms, processing our social media track record, will increasingly influence our decisions, no escape from their Octopus like grip of the internet. Recommendation engines are influencing our lives, in myriad ways. They influence our choice: whom we befriend, what we consume mentally and what we eat and wear. Through recommendation engines 'Surveillance Capitalism' is being unleashed. The sociological outcomes will be known over the years.

The Data Centre Expansion is galloping on account of better ecosystem: modernization in telecom network, expeditious Fiber laying by the state and private sector, 5G network launch and Power infrastructure. This will propel Cloud and Co-location Markets. SaaS and IaaS (Infrastructure as a service) and Co-location will be large opportunities. The Private Sector will embark on them, and the Government may follow suit after a few years. Even in government departments future business transformation will be powered by Cloud.

Arnold Toynbee writing about Civilizations stated "Society is the total network of relations between human beings. The components of society are thus not human beings but relations between them. Individuals are foci in the network of relationships. A visible and palpable collection of people is not a society; it is a crowd. A crowd unlike a society, can be "assembled, dispersed, photographed, or massacred". The internet influences this network of relations between human beings.

The relationships at workplace define the organization. How we collaborate with one another with a sense of trust and create the magic which will manifest in unimaginable outcomes. At NISG our gender diversity and regional diversity is growing by the day. We are truly pluralistic and are culturally tuned to offer a bouquet of services across the country.

The clients are entrusting us with projects, which involve use of emerging technologies. The "Waterfall Method" of working is giving way to "Agile". Each one needs to update and equip himself to adapt to these changing times.

The tech boom is on, the stock market is throwing up Unicorns every day. The challenges in China, is diverting investments to other Third World bourses. However, barring the IT sector there appears to be a slowdown in other sectors, in so far as hiring is concerned. How long can IT sector grow; post pandemic is a million-dollar question. We will know by early 2022.

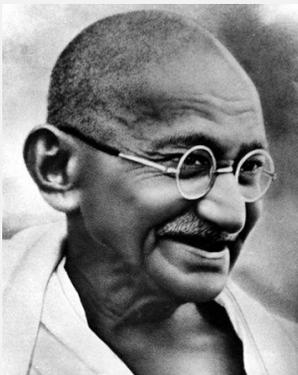
NISG in near future demands 'craving for excellence' and 'escaping the gravity of mediocrity'. The clarion call will be 'speed of execution' without compromising on quality outcomes. How we achieve this, we will collectively think and figure it out as a team.

"It is not by muscle, speed, or physical dexterity that great things are achieved, but by reflection, force of character, and judgment...." - Marcus Tullius Cicero

At NISG we shall collectively reflect and achieve, as Cicero suggested.

**J Rama Krishna Rao, IAS, (Retd.)
CEO NISG**

QUOTE OF THE MONTH



“ Carefully watch your thoughts, for they become your words. Manage and watch your words, for they will become your actions. Consider and judge your actions, for they have become your habits. Acknowledge and watch your habits, for they shall become your values. Understand and embrace your values, for they become your destiny.

Mahatma Gandhi

EXPERT SHARE



Alok Prem Nagar, IFS is currently working as the Joint Secretary to the Government of India, Ministry of Panchayati Raj. During his tenure at the MOPR, the Ministry won the prestigious, “Digital India Award – Gold Icon” for “Service Plus” under “Exemplary Product & Innovation Category”.

GOVERNANCE AT THE GRASSROOTS:

Digital empowerment and Citizen-Centric Governance in Panchayats

Alok Prem Nagar

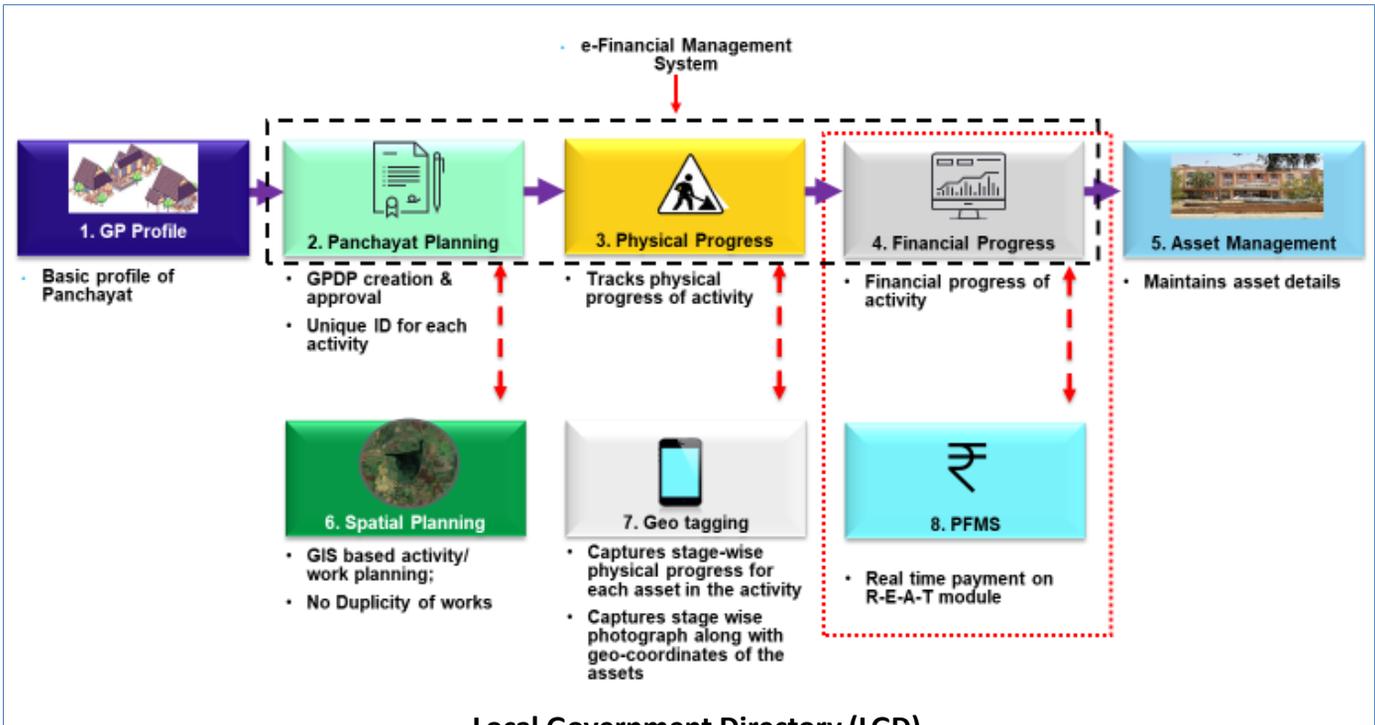
Mahatma Gandhi said “Independence must begin at the bottom. Thus, every village will be a republic or Panchayat having full powers.” Gram Swaraj became epitome of local self-governance in India. In 1992, democracy at the village-level in India saw new beginnings with the enactment of the 73rd Constitutional Amendment Act. What followed next was the toil of introducing governance, administrative, financial, and technological reforms that made panchayats today the epicentres of democracy.

We have seen over the years that technology is a great enabler of governance and no stone was left unturned by this government in continuing to exploit technology and create an empowering environment for panchayats in establishing citizen-centric governance. This paper attempts to highlights some of the major initiatives of the Ministry of Panchayati Raj (MoPR), Government of India.

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create an empowering environment for panchayats in establishing citizen-centric governance. This paper attempts to highlights some of the major initiatives of the Ministry of Panchayati Raj (MoPR), Government of India.

eGramSwaraj (eGS) is an initiative of MoPR under eGovernance launched by the Hon’ble Prime Minister on 24th April 2020. eGS is a Work Based Accounting Software for PRIs, providing a single platform for all planning and accounting needs including various other aspects of Panchayat functioning (monitoring, asset management). The initiative also has a mobile app that connects panchayats across the country through and provides much needed information on Elected Representative, Panchayat activities (total/ongoing/completed works) and Receipt & Expenditure details for respective Panchayats.



Local Government Directory (LGD)



For enhancing transparency and accountability, integration of accounting module of eGramSwaraj and that of Public Financial Management System (PFMS) was carried out to provide an interface for the Panchayats to make online payments viz. expenditure incurred under Central Finance Commission. eGSPI is one of a kind of interface for Panchayats to make real time payments to vendors/service providers. Under the Central Finance Commission; substantial grants (Rs. 2,00,292.20 Cr by 14th FC & Rs. 2,36,805 Cr by XV FC) have been devolved to Panchayats for the purpose of delivering basic services. The aforementioned system facilitates effective monitoring of public expenditure and real time payments. Out of a total of about 2.6 lac, 2.28 lac Panchayats are onboard eGSPI of which 1.5 lacs

Panchayats have carried out online payments in the current year. Till date; cumulative payments of around Rs. 51,000 crores, under 14th& XV FC, have been transacted through eGSPI with a payment success rate of around 94%. The MOPR also started the “**AuditOnline**” application for online audit of panchayat accounts, currently implemented across 2.42 lac Panchayats.

Nearly 2.6 lac Panchayats are responsible for delivery of basic services listed under article 243G of the Constitution of India. To trigger the setting of service standards and mechanisms for redressing grievances, a “**Model Citizen Charter**” was prepared and released by Hon’ble Minister of Panchayati Raj on 04th June 2021



and a campaign - *Meri Panchayat, Mera Adhikaar- Jan Sevaayein Hamaare Dwaar* was held from 1st July 2021 to 15th August 2021; wherein Panchayats were to hold Gram Sabhas and finalise their own Citizen Charter. As on date 1,57,138 Gram Panchayats have finalised their Citizen Charters offering 920 Services at the panchayat level, some of which can be monitored online.

The “**ServicePlus**” application of the Ministry can be adapted to suit this need for any service/State. The portal panchayat Charter.nic.in provides the details and a good beginning towards citizen-centric administration.

“**Survey of Villages and Mapping with Improved Technology in Village Areas (SVAMITVA)**” scheme is a reformative step towards establishment of clear ownership of property in rural inhabited (*abadi*) areas,



Image courtesy: SOP document, eGramSwaraj

by mapping of land parcels using drone technology and issuing legal ownership cards (property cards/title deeds) to the property owners. This is the first ever such exercise to carry out property survey of all village-habitations in India. The Scheme is implemented with collaborative efforts of MoPR, State Revenue Departments, Autonomous District Councils, State PR Departments and Survey of India.

The scheme covers multifarious aspects viz. facilitating monetisation of properties and enabling bank loan; reducing property related disputes; comprehensive village level planning etc. As on date, Drone flying has been completed in 62,251 villages and Property cards have been generated for more than 18,000 villages. The “Aadhar Authenticated Property Cards” generated are also available on DigiLocker. SWAMITVA details can be accessed at www.svamitva.nic.in.

“**Gram Manchitra**” is a spatial planning application for facilitating planning at Gram panchayat level using geo-spatial technology. It provides a decision support system for “Gram Panchayat Development Plan (GPDP)”.

The application also makes use of data pertaining to SECC, Mission Antyodaya, resource envelopes allocated to the panchayats, which will assist in a better visualization of works during the planning. Several analysis tools like proximity analysis, measurement tool, query etc., have been provisioned to support the users for prioritizing the activities and enable de-duplication of assets under various schemes. Its adoption is being rolled out in pilot gram panchayats in all the states through extensive training and outreach starting from 2 October 2021.

The panchayats are well on their way to transform India into a digitally empowered society and a knowledge economy - “Faceless, Paperless, Cashless”.

THE FRONTIER

Best Practice in eGovernance

State of Governance Framework

Can we assess how good the governance and public management in a state is? Probably yes! The Department of Administrative Reforms and Public Grievances (DARPG) has developed the "State of Governance Framework and Toolkit (SOGF)" in 2009 for assessing the state of governance in a States or Country.

The SOGF is a practical guide for assessing the quality of public service delivery and governance in a state using a simple, user friendly and generic methodology. The framework can be used by any agency to test the quality of governance in a State. The assessment is measured across five dimensions viz., Political, Economic, Legal & Judicial, Social and Administrative and defined components under each dimension.



Governance Dimensions					
Components	Political	Legal/Judicial	Administrative	Economic	Social/ Environmental
	1. Exercise of Franchise	1. Law & Order and Internal Security	1. Citizen interface and engagement	1. Fiscal Governance	1. Welfare of the poor & vulnerable sections
	2. Profile & conduct of political executive and parties	2. Safeguarding of basic rights	2. Managing human, financial & other resources	2. Business Environment	2. Role of civil society and media
	3. Functioning of the Legislature	3. Police admn. Citizen-friendliness of Police	3. Basic service delivery	3. Support to the primary sector	3. Environmental management
	4. Political decentralization	4. Access to Justice & Judicial Accountability	4. Corruption, perception, vigilance & enforcement		
	12+10 (22)	15+9 (24)	15+27 (42)	4+14 (18)	2+15 (17)
48+75 (123)					
Number Secondary + Primary (Total Indicators)					



The SOGF measures governance using the fixed indicator framework. The framework constitutes both *qualitative indicators* which provide a measure through people's opinions and perceptions and quantitative indicators which are based on numerical or statistical facts that are used to make sense of, monitor, or evaluate some phenomenon. The data sources for the indicators consist of primary sources which include surveys among citizens, employees, business firms, civil society and media and secondary sources such as official reports, government documents etc.

The indicator framework also lists the facts that determined the choice of indicators.

These factors include the following:

1. Impact, outcome, output, process and input variables
2. Development versus governance
3. Result-oriented indicators
4. Judicious mix of subjective (primary data) and objective (secondary data) indicators
5. Pertaining to governance principles

Interested states can use the SOGF and attempt to assess the governance in their states. The indicators were developed in consultation with subject experts, government officials, civil society representatives, etc. The framework was also tested in two states before finalizing the final SOGF to know more connect with the DARPG, Government of India.

Important Links

1. Participate in National eGovernance Service Delivery Assessment (Neda) 2021 Citizen Survey. National eGovernance Service Delivery Assessment (NeSDA) is an initiative by the Department of Administrative Reforms and Public Grievances (DARPG) which will be used to assess and benchmark e-government development and public service delivery efficiency in India at a state/UT level. <https://nesda.gov.in/publicsite/survey/public/>
2. Read about "[Accenture Federal Services](https://www.accenture.com/us-en/insights/us-federal-government/technology-vision-2021): Five trends for post-pandemic leadership". This year's global report, "Leaders Wanted", examines how the world responded to the unprecedented stresses and challenges created by the COVID-19 pandemic. <https://www.accenture.com/us-en/insights/us-federal-government/technology-vision-2021>
3. Earn a free certificate by completing a course on "Digital Skills: Embracing Digital Technology" offered by Kings College London. On this course, you'll learn about the digital technologies you can use to make your life, work, and study easier. From email and messaging to social media, you'll discover digital tools for communicating and searching, and explore the creative possibilities offered by digital technology. <https://www.futurelearn.com/courses/digital-skills>



TRAILBLAZER

Institution in Focus



Stezy is an easy to use, fast secure, and scalable "Do it yourself Blockchain Platform", which helps enterprises to integrate and deploy blockchain and smart contracts seamlessly without much friction across industry verticals with ease. The DIY application and smart contract builder is a fully automated secured infrastructure, with single click deploy. It offers a range of easy customized solutions tools to help businesses with implementing blockchain. With ecosystem tools like simplified interface and API integration, Stezy makes it easy for companies to integrate Stezy blockchain with existing infrastructure, apps, workflows and seamlessly move from proof of concept to production stage.

What differentiates Stezy from other BaaS solutions? Stezy is the only solution of its kind which provides most flexibility to the organisations in terms of choice of consensus protocols, frameworks, and deployment regions. Moreover, Stezy provides a smart contract builder which takes away the efforts of writing programs in solidity and manually deploying it on the blockchain node you own.

What Stezy offers

- Do It Yourself Blockchain
- Automated Blockchain,
- Smart Contract & Application,
- Optimizes Cost & Saves Time
- Flexibility to choose Blockchain
- API Integration
- High Performance and Scalability



Enterprise assurance

Stezy platform enables ledgers to deliver the scalability and distributed governance enterprises need without sacrificing the security and immutability they expect



Integrated with your business

Merge blockchain with the IT assets you already have – Stezy lets you integrate blockchain with the cloud services your organization uses to power shared processes



Blockchain on your terms

No one-size-fits-all approach – Stezy makes it easy to get started and iterate quickly with the blockchain of your choice, both on premises and on the cloud

Stezy Use Cases

Stezy is built to enable enterprises build complex blockchain use cases by signing onto Stezy blockchain platform and use the DIY tools to create industry specific use cases with Stezy API which can be seamlessly integrated to your application.

Banking and Capital Markets

- Audit compliance
- Bond issuance
- Trade finance
- Loan syndication
- Post trade settlement
- Global payments
- Derivatives trading
- KYC/AML

Compliance & Regulatory

- Immutable Records for Regulatory
- Proof of Ownership
- Proof of Process
- Real-Time Regulatory Oversight
- Client Onboarding System
- Trust & Transparency
- KYC

Insurance

- Claims management
- KYC
- MBS/Property payments
- Fraud detection
- Automated underwriting
- Risk visualizations

Health

- Personalized medicine
- Records sharing
- Compliance
- Agricultural authentication
- Pharmaceutical purity

Manufacturing

- Asset tracking
- Real-time auction for supplier contracts
- Supply chain transparency
- Dynamic commodities pricing

Retail

- Loyalty tracking
- Product provenance
- Logistics management
- Digital rewards
- P2P selling
- Ticket purchases

Get in touch with Stezy – email: contact@stezy.io or visit their website at www.stezy.io

SPECIAL ARTICLE

Orchestrating Digital Platforms for multi-departmental Government Services

*Murali Krishna Bommireddy,
Associate Vice President, NISG*



The era of open platforms that collaborate and deliver services has arrived. In the last decade, with the success of Aadhaar, the number of platform-based services that are open-API based have proliferated across the Government services ecosystem. The UPI, the Smart Cities, the DBT, Health, Education and even Agriculture sectors are moving into platform-based service delivery model. These services are being built stack-based and on open-APIs. This approach allows layering functionality based on the common services which are re-usable and extensible. While the common services at the bottom of the stack allow a lot of re-use, the microservices at the upper layers allow extensibility and variations in services delivered to the citizens based on states' specific policies. Having toolkits allow a "coding-culinary" experience without knowing how to code, by allowing you to cook your own flavors of services!!

Most Government departments in India have travelled through the first generation of e-Gov services reaping moderate to good benefits from them. Some of the pro-active departments even saw second generation IT systems delivering services. Can we afford these generational shifts frequently? Perhaps not. Platforms solve these issues more diligently because they tend to naturally evolve over time. Just as e-Gov services evolved over time in India, platforms too will evolve without having to re-build them again and again. Only the services on top of them may undergo changes based on the business scenarios of the day.

These services are relatively easy to build rather than monolithic services or even an entire platform. These bring down costs eventually and are more maintainable and extensible. Plugging in newer software infrastructure like e-Rupi or the new Unique Land Parcel Identification Number (ULPIN) will be a lot easier into these platforms.

Development of platforms with sector specific open-APIs need great architecting skills. The success of the platform largely depends on the design considerations and proper execution of the same. Hence, it is only prudent that when a state Government department builds a platform for a particular sector, it is important to plan it for multi-state-hosting environment where multiple states can re-use a same platform. Scaling these platforms to all sectors can quickly be achieved by coordinated planning between different state governments and sharing their platforms effectively. Platforms are designed to be customized for each state easily through its architecture. States sharing the platforms and distributing different sectors amongst themselves for faster conception can quickly digitalize the nation. There are lessons to be learnt from the previous generation CCTNS, e-Courts and Commercial Taxes where every state built their own version of the software only to succumb to the new generation of business ideas. The revolutionary enactment of the GST law has changed the state-led-model to centralized development model that hasten reforms and



digitalization in that sector. This idea needs to be applied to all the other sectors which will hasten the digitalization; of course, with reforms and proper legislations where needed. This does not necessarily mean disturbing the autonomy of the states. It can still be protected with proper conception and business architecture.



There is a need to build broad based solution components that survive the ephemeral nature of these problems



Extensibility, evolvability and reusability is the key for implementing platforms



Platforms should enable rapid development and deployments



Mix of various platform components, toolkit components and Microservices to form a e-Gov Service

Let's look at a few interesting possibilities, though trivial. If Tirupati smart city could interact with railway ticket booking platforms, the TTD will be able to plan the number of laddus that need to be ready with, on a busy, long-weekend! If Chandigarh smart city could transmit the AQI to Delhi smart city after the stubble burning, the school children could be planning their upcoming holidays, a few days in advance and the Delhi Government could take adequate precautions. An AI based predictive modelling could have prevented locust swarms from moving to MP from Rajasthan. An early detection of drain spillage by the sensors of the

Thoothukudi smart city could alert the dwellers about contaminated water and flooded drains, three days in advance, enabling them to prepare in prior. Orchestrating and Choreographing digital Government platforms through collaboration will have extremely interesting possibilities for a 21st Century India. Though these modern, digital communities are a few more years away, the prospects are exciting enough to drive digitalization sooner than later. As the saying goes, visionary digitalization has far reaching advantages over ephemeral computerization which can only add to the chaos of silos.



Murali Krishna Bommireddy,
Associate Vice President, NISG

Opinions expressed here are personal to the author and are not the opinions of the publisher



NISG Bulletin

Updates from NISG

Consulting

- NISG has been appreciated for its role as project consultant and PMC partner for the "Assam Society for Comprehensive Financial Management System (AS-CFMS)" for implementing a comprehensive IT system to manage Non-GST-Tax related functionalities for the Commissionerate of Taxes Department (CoT), Govt. of Assam. CoT department's 'Drive, NISG's project management and M/s. TCS's effective system design and implementation saw the project "GO-LIVE" on 1st September 2021.

Manpower Augmentation

- In the presence of Shri J.R.K. Rao, IAS (Retd.), Chief Executive Officer, National Institute for Smart Government (NISG) and Shri Sivasubramanian Ramann, Chairman and Managing Director, Small Industrial Development Bank of India (SIDBI), an MOU was signed by Shri Rangarajan Vellamore, Senior Vice President, NISG and Shri Sudatta Mandal, Deputy Managing Director, SIDBI at 01:30 pm on 1st October, 2021. In this connection, Shri Ajay Prakash Sawhney, Secretary to the Government of India, Ministry of Electronics and Information Technology, New Delhi

addressed a letter to the Chairman and Managing Director, recommending the services of NISG.

- NISG has been awarded Manpower Augmentation project by the Centre for Military Airworthiness And Certification (CEMILAC) under Defence Research Development Organization (DRDO), Ministry of Defence, Government of India.

CBKM

- NISG has entered an MoU with Centre for eGovernance (CeG), Bangalore to work together on eGovernance and information technology. NISG would support CeG on training, research, manpower augmentation and project management and execution.
- NISG, capacity building team has been awarded an assignment to organise a workshop for officers of Government of Tripura on "Government Process Reengineering" to help implement process reforms in select departments.



Plugged-in eGovernance Tech News

[NITI Aayog and Ministry of Development of Northeastern Region \(MoDONER\)](https://www.niti.gov.in/sites/default/files/2021-08/NER_SDG_Index_NITI_26082021.pdf) has released the first edition of the "Northeastern Region (NER) District SDG Index and Dashboard, Baseline report 2021-22" on 15th Aug 2021. The Index measures the performance of the districts of the eight States on the Sustainable Development Goals and their corresponding targets and ranks the districts based on the same. For more details, please access the document

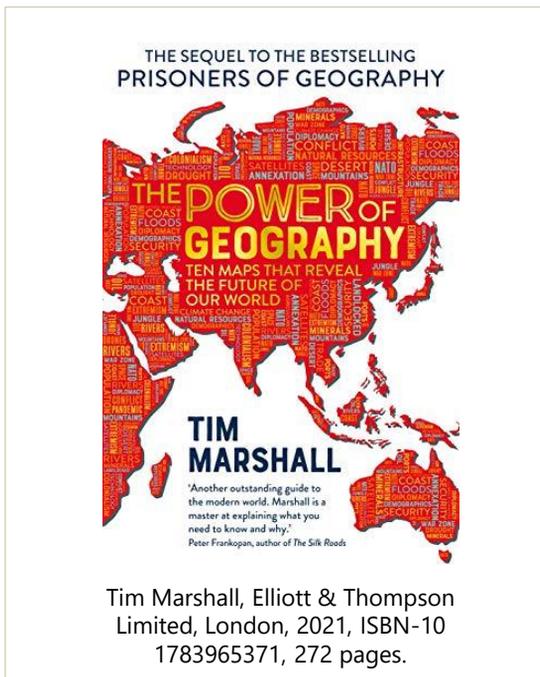
https://www.niti.gov.in/sites/default/files/2021-08/NER_SDG_Index_NITI_26082021.pdf

[The recently concluded G20 Digital Ministers held at Italy, publishes "A Declaration of Digital Ministers - Leveraging Digitalization for a Resilient, Strong, Sustainable and Inclusive Recovery"](https://static.mygov.in/rest/s3fs-public/mygov_158219311451553221.pdf) for achieving the UN Sustainable Development Goals (SDGs) in its three economic, social and environmental dimensions, in line with the G20 priorities for 2021 of People, Planet and Prosperity. For more details, please access the document.

https://www.g20.org/wp-content/uploads/2021/08/DECLARATION-OF-G20-DIGITAL-MINISTERS-2021_FINAL.pdf

The Ministry of Electronics and Information Technology (MeitY), with other departments of the Government of India (GoI), is working on building an enabling ecosystem to leverage digital platforms for transformative social, economic and governance impact, through a citizen-centric approach. Along with Open APIs, an Electronic Consent framework, a Personal Data Protection (PDP) Bill, a Committee of Experts on governance of non-personal data, the GoI is striving towards improving the lives of Indian citizens in a transformative way, by building robust 'National Open Digital Ecosystems' (NODE), i.e. open and secure digital delivery platforms, anchored by transparent governance mechanisms, which enable a community of partners to unlock innovative solutions, to transform societal outcomes. For more details, please access the document https://static.mygov.in/rest/s3fs-public/mygov_158219311451553221.pdf

BOOK REVIEW



Tim Marshall's global bestseller, **"Prisoners of Geography"**, uses ten maps of crucial regions throughout the world to illustrate the geopolitical strategies of today's world powers and what they represent for our future. The book offered a new perspective of looking at maps, demonstrating how every nation's choices are limited by mountains, rivers, seas and concrete. The world has changed since then, but not the geography.

The sequel, **"The Power of Geography"**, a revelatory new book by Marshall, takes us into ten regions that are set to shape global politics and power. The ten chapters encompassing Australia, Iran, Saudi Arabia, The United Kingdom, Greece, Turkey, The Sahel, Ethiopia, Spain, and space being the last chapter, which is particularly invigorating, illustrates how a region's geography affects the decisions made by its leaders. Each chapter has an ingeniously constructed and well-researched history of the country, certainly with enough detail to grip the readers. Marshall provides a breezy panoramic survey in each chapter where his fluency in weaving regional history, politics and culture and more contemporary events is enthralling.

Marshall, with his characteristically felicitous and witty writing, begins each chapter by introducing the reader to the region's geographical reality and ancient history, eventually meandering his way through to the twentieth century and then to the present. Marshall says that the choices people

make, today and in the future, are inextricably linked to their physical surroundings and as we are entering a new era of great power-rivalry, several actors, even minor players, are vying to take centre stage.

Australia, the chapter that opens the book, noting that it became an island only 35 million years ago, began with convicts, then details how the country opened to certain populace and how it became accessible for others after the two world wars ended. Australia then urged people to emigrate and swell the coffers of evolution. It all adds up to a fascinating reading experience. The author also canters to Canberra's current dilemma in relation to Beijing backlash over Covid and more, as well as the risks involved in dealing with China. Each region has been scrutinised in the same way, with reminisced news items bought forward to see how they have taken their place in the history, how people were affected, how politics became warped and twisted over time, including the details of insurgency, terrorism, and political corruption, and how they have all played a part as the insane tentacles spread far and wide, radically forming the countries stories.

Throughout this accomplished book, the reader is frequently reminded of how a new empire – the superpower China – is ruthlessly extending its ominous reach, utilising every opportunity to gain power and undermine its rival, the United States. This subplot underpins a wonderfully entertaining and lucid account, written with wit, pace and clarity making the entire book a great read.

Samridhi Agarwal,
Senior Executive, NISG

On the Canvas



Source: <https://www.promptcloud.com>

TRIVIA

- Which report of the Administrative Reforms Commission, 2008 talks about eGovernance?
a. Tenth Report b. Eleventh Report c. Sixth Report
d. Eighth Report
- Which is the top skillset that will be in demand for the next 5 years?
a. Technology Design and Programming b. Leadership and social influence c. Creativity, originality, and initiative
d. Analytical thinking and innovation
- Which emerging technology has seen maximum application in the smart city projects across India?
a. Blockchain b. Deep learning c. Internet of Things d. Robotics
- Which of the following Asian country has secured the highest eGovernment Development Index (EGDI) rank according to United Nations in 2020?
a. Japan b. China c. Singapore d. South Korea
- What is BIS 15700:2005 also popularly also known as?
a. Electronic Service Delivery b. Sevottam c. Public Delivery Model
d. None of the Above

1. Answer: Eleventh report

Eleventh report of the Second Administrative Reforms Commission recommended reforms on eGovernance. The report covers legal framework for eGovernance, National eGovernance plan and eGovernance initiatives in India.

2. Answer: Analytical thinking and innovation.

World Economic Forum in its report "The Future of Jobs", 2020 gives highest priority to "analytical thinking and innovation" which has been categorized as a key problem solving skill.

3. Answer: Internet of Things (IoT)

According to OECD (title, 2012), the key technology behind the success of smart city initiatives is the IoT. IoT applications can be seen in energy, buildings, water, traffic management, healthcare, transportation and eGovernance across all smart city initiatives in the country.

4. Answer: South Korea

Republic of Korea is ranked at 2nd position with an overall EGDI score of 0.9560 next to Denmark. The EGDI is released by the Department of Economics and Social Affairs, United Nations annually.

5. Answer: Sevottam

"Sevottam" or "Excellence in Service Delivery Model", a quality management framework applicable to public service delivery organisations, was first introduced by Department of Administrative Reforms Public Grievances (DARPG).

**National Institute for Smart Government**

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