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Digitalization of Public Services – Opportunities and Challenges

AP-MHRD
BAPATLA
What is a Communication?

- Exchanging of information between
- 1--------→ 1
- 1--------→ Many
- Many------→ Many
- Human------→ System vice versa ...
What is Communication?

Communication is a process by which people send messages or exchange ideas or thoughts with one another in a verbal or non-verbal manner.
Types of Communications

• Olden Days people are using pigeons
• Analog Communication
• Telegram services
• Telephone Service
• Digital Communication Services
What is Analog Communication

• An **analog signal** is any continuous **signal** for which the time-varying feature (variable) of the **signal** is a representation of some other time varying quantity.
Analog Signals
What is Digital Communication

• A digital signal is a signal that is being used to represent data as a sequence of discrete values.

• At any given time it can only take on one of a finite number of values.
What is Digital

- Piece of change
- Rapid Adoption of Technology
- New Sustainable Competitive Advantage
- Helps Environment (Paper less)
Digitalization of Public Services

• **Digitalization India** is a campaign launched by the Government of **India**.
• To ensure that Government services are made available to citizens electronically.
• By improving online infrastructure and by increasing Internet connectivity
• Making the country digitally empowered in the field of technology.
Digitalizing India (E-Governance)

- Vision to transform India digitally by infusing technology in governance also known as E-Governance.
- started by our PM in 2015
- Objectives
  - Creation of Digital Infrastructure
  - Delivery of services digitally and
  - Digital Literacy
Digitalization of Public Services

• Aim: Every service would be just a touch away

• Some of the Digitalization Applications in India

• Banking facilities were made a lot easier, also available in remote areas of the country

• Information is made open to all, access to various government services through a single online platform, for e.g: UMANG
• Corruption would be reduced by opting online mode for transactions
• Online market available i.e GeM (government e-marketplace)
• Increase rate in ease of doing business.
• Maximum opportunity for Start-ups
• Students Intern Ships
Digital Education

- Online Learning for all the courses
- Online Projects
- Online Examinations
- Virtual Meetings
- Audio / Video Conferences
- Payment Wallets
Digitalization Opportunities

- Training & Education
- Health Care
- Start ups
- Mobile App Developer
- Data Analyst
- Big Data Developer
- Cloud Infrastructure & Computing
- Enterprise Resource Planning
Digital Services in India
Challenges

- Band Width (only 2 GigaBits/sec)
- Complete 4G (LTE) is not implemented
- Smart phone penetration (Radiation)
- Cyber Security
- Cyber Crime
- Lack of Awareness
- Over Usage of Digital Marketing
- Lack of communication to remote villages
Conclusion

• Don’t go for Digital
• Go for Digital Innovations
• Digital Innovators are the Winners
• Such as Uber, AWS, Oyo ...
• So trained your students
• To Adopt Digitalization,
• To Think Innovative
• To Implement Innovative
• And Stood among one
THANK YOU
all of you