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Institute for Identity (I-government)

Sub theme: Goal 17 – Partnerships for the goals

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Abstract

The paper talks about the partnership between Government to Citizen (G2C) through AI. Concentrating on documentation work for citizens to develop sustainability. The concept of the paper highlights industry innovation (SDG 9), well-being (SDG 3), Consumption (SDG 12), Communities (SDG 11), and & Strong institutions (SDG 16).

Documents are important identities in any context. In India a single person holds several documents to prove their identity. The services module from G2C has to be improved first in the digital era for a sustainable future. In partnership with their communities, G2C can map its capacities and key offerings to the needs of the community. With this, the national institute infrastructure debate needs to include public health as an integral part of "building for tomorrow." It is nevertheless vital for the lives of millions of people. As all the documentation work taking place in the government institutes is dated.

The government has collected more data in the last decade and that's why data analytical processes across the organization will allow them to allocate their resources. This reduces operating cost also and meets the citizen's needs.

The conclusion and research in this paper will prove that strong Institutions make strong partners, having autonomy helps institutions and organizations function efficiently and this will end "Red tapism".

Keywords

Identity Documents - Public services - red tapism – Data transparency - One channel window

1. Indian Identity cards

Digital adoption across India we have seen in the last decade, the Government created an identity for each citizen on the digital platform. In 2007 internet penetration was just 4% which jumps to 55% as of date and it is expected to reach one billion by 2025. In 2009 Aadhar card mandatory has solved identity issues by some percentage as still the Government/system has to understand that after issuing these cards, there are many Ids related issues where citizens need to upgrade, alter or re-issue these cards which become tedious jobs for individuals. Due to Aadhar people from poor places started having some documents as their identity. Before Aadhaar it was a big issue for all. Still there are debates, issues and many questions about Identity cards systems which arise in day-to-day documentation work.

Undocumented people still make large percentage of the population in India as we have this long list of documents example: Aadhaar Card, Indian passport, Voter ID Card, PAN Card, Driving license, Ration card, Birth certificate, Service Identity Card, Policy Bond, Caste Certificates, Freedom Fighter Identity Cards and many more cards provided by India's different authority to citizen. Indian identity systems are not consistently accepted as there is too much documentation work. Also getting these documents is a tedious job for every citizen as it has to pass through many windows.

Figure 1: India's Identity Crisis



Reference: <https://www.dailymail.co.uk/indiahome/indianews/article-2297714/Indias-identity-crisis-Between-Aadhaar-passport-PAN-NPR-struggling-prove-identities.html>

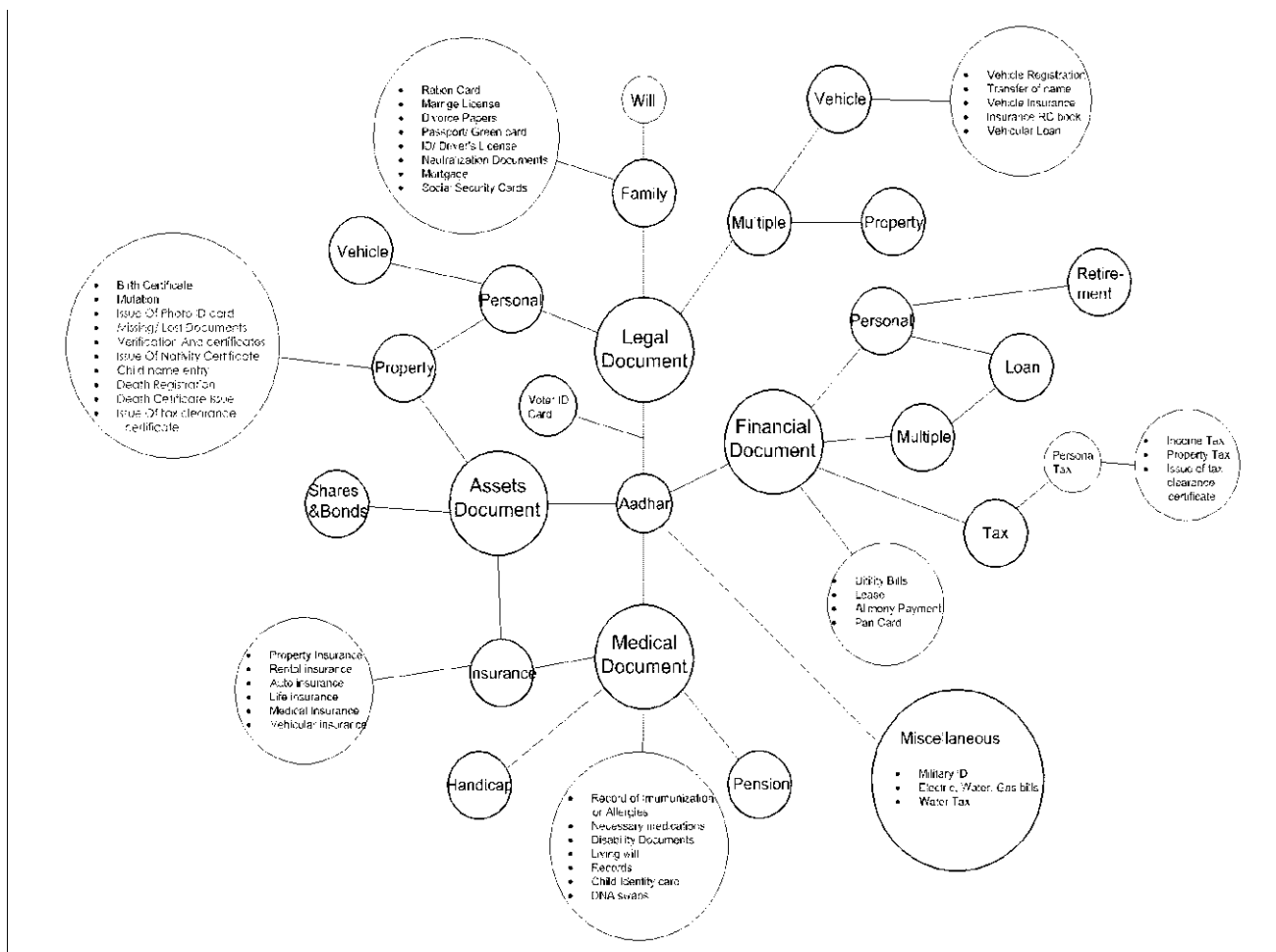
2. Digital Upgradation in System

Data is now the world's most valuable resource. The Economist famously declared this in 2017, warning that navigating this new economy requires a "radical rethink" about data ownership and control. As data becomes the currency and source of power, the dynamics between governments, companies, and the public shift.

By 2030, AI could add up to \$15.7 trillion in value to the global economy, according to a recent PwC report. NSAI acknowledges this potential and is a part of the government's National Strategy for Artificial Intelligence (NSAI). To advance public sector possibilities and be able to embrace and deploy innovation, the government must adopt artificial intelligence to increase efficiency in service delivery.

The Indian government does not have any overarching guidelines for using AI Systems. In order to provide such services, such a framework must be established to support various stakeholders in responsible management of AI in India. There are many sectors which are identified for development e.g.: Stock Brokers, Mutual Funds (MFs), Machine Learning (ML) applications etc. This framework is for specific categories rather focusing only on Identity work this will get link to Healthcare & Education system this can be taken on priority as our problems in this sector are vast in terms of population, awareness, and health.

Figure 2: Chart of number of documents required to individual person in India



Reference: Author

As we can see in above chart No of different category and types of documents every individual required, some as personal some as citizen. And this are not only required by citizen for personal benefit documents like Aadhar, Voting Card, Driving License etc. are mandatory for government also to issue to maintain sustainability, Law & Order in society. E.g. Driving license are must taken by individual but while proceeding for same if as an individual citizen has to pass through no of checkpoint, this becomes difficult task and scenario will be worst on roads. Drivers without legal documents and examination will drive on road. That's why government must provide all this documents as easy as possible. For this entire system must be restructure with all local authority providing infrastructure at all level for documentation work is necessary.

3. Partnership Goal

Our efforts on all 16 goals will come together through this goal 17. A new local & global partnership is required to achieve a development agenda that is ambitious and interconnected - Among these are financing development, connecting people through information technology, facilitating international trade, and improving data collection. Data collection & people's information will help to identify & improve health, employment, education & dividing human force in required sectors as per demand.

A number of steps have also been taken in India to make use of data to facilitate effective policy making and monitor progress in implementing various schemes. In order to achieve the Sustainable Development Goals, these interventions

are directly and resoundingly beneficial. The challenges they are facing serve as an example for similar challenges facing other developing countries. Localizing Sustainable Development Goals has been of utmost importance to the government, since States and Union Territories are in charge of implementing the ambitious development agenda.

During the past seven years since the Sustainable Development Goals were adopted in September 2015, Given the fact that the success of the SDGs at the global level is largely dependent upon India's implementation of them, India has shown a strong commitment to them.

Partnership with all level government offices will help to improve overall scenario in India. As we have so many layers of offices for documentation work where running cost and salary of each employee add an additional cost compare to quantity of work also handling amount of population in particular city ratio is less. Unifying all offices in common policy is solution for micro and macro level planning.

4. SDG Goals covered

Partnership with local is main agenda in this paper and along with this topic other goals like Industry Innovation (SDG 9), Well-being (SDG 3), Consumption (SDG 12), Communities (SDG 11), and & Strong institutions (SDG 16) will give resolution in certain area which will play crucial part on partnership on various level. This resolves many layered issues in mentioned goals and creates enormous data for the government and public to proceed in a clear direction for progress.

Make in India & Digital India are flagship programs under Goal 9 Industry, Innovation & Infrastructure. Several other initiatives taken by the Government are Pradhan Mantri Gram Sadak Yojana (PMGSY), Bharatmala, Sagarmala, etc.

Goal 3 Well-being can be connected with data we collected through identity managing track of individuals' health becomes easy. The health sector in India has been strengthened with active efforts to cover all aspects of Goal 3 within the country. The various initiatives of the Government include The National Health Mission (NHM), AYUSHMAN BHARAT - Pradhan Mantri Jan Aarogya Yojana (PMJAY), The National Mental Health Programme (NMHP), The National Programme for Prevention and control of cancer, diabetes, cardiovascular diseases, and stroke (NPCDCS), etc.

As part of Goal 10, the government has introduced several programs aimed at reducing inequalities, some directly and some indirectly These are - Pradhan Mantri Jan Dhan Yojana (PMJDY), Prime Minister Employment Generation Programme (PMEGP), Stand-Up India Scheme, etc.

Various government schemes and strategies have been formulated for achieving targets enlisted under SDG11 Sustainable Cities and Communities. Those are - Atal Mission For Rejuvenation And Urban Transformation (AMRUT), Pradhan Mantri Awas Yojana - Urban, Smart Cities Mission, etc.

Goal 12 (Sustainable Consumption and Production) emphasizes on “Doing more with less” making sure that the needs of the present generation are fulfilled without compromising the needs of the future generation. In order to achieve this Goal, a focus needs to be placed on promoting resource efficiency, green economies, and sustainable infrastructure. The program also promotes the reduction of pollution and degradation as well as minimization of waste.

Through transparent and accountable institutions at all levels, India strives to promote peace, justice, and good governance. The Aadhaar has resulted in efficient service delivery and corruption, it is one of the largest national identification projects in the world.

Above all yojana shared to give an over view of all possible linkage in past, present and for future this goals will be more successful if we through AI collect all data of citizen and channelize them to improve social awareness, employment, education and to create more national level and local level policies.

5. Infrastructure for Institute

Unorganized infrastructure is not new for us in public work departments. We have come across many stories about peoples experience with this department and their working systems.

Figure 3: Queue at public work department office.



Reference: <https://www.livemint.com/news/india/india-post-mobile-app-helps-deliver-masks-medicines-11588155110458.html>

The government offices around the city would give bad memories as they do not have restrooms facilities for visitors. Physically challenged people cannot visit at all due to unviability of ramps, Furniture is not proper many have to take support wall and & get work done. Seating arrangement at newly inaugurated registration office near Othakadai (Madurai - Tamil Nadu) is very poor. When registration is done by property owners, the experience of visiting these offices is simply horrifying.

Local & State government can emulate the central government model to providing required ambience & facilities for public work departments offices. Said by Suresh Vishwar, LIC agent (West Masi Street).

As discussed, in above point 1st to 4th is about streamlining system, collecting data and crating policies one more aspect of this paper is to develop infrastructure to accommodate all this system & citizen also as we know scenario of public work department offices in India. We have different offices for one documentation work, government many time create temporary structures, create camp or booths in open ground or school are a solution for this works. And there is no specific office state of a rt understructure for all this which is necessary.

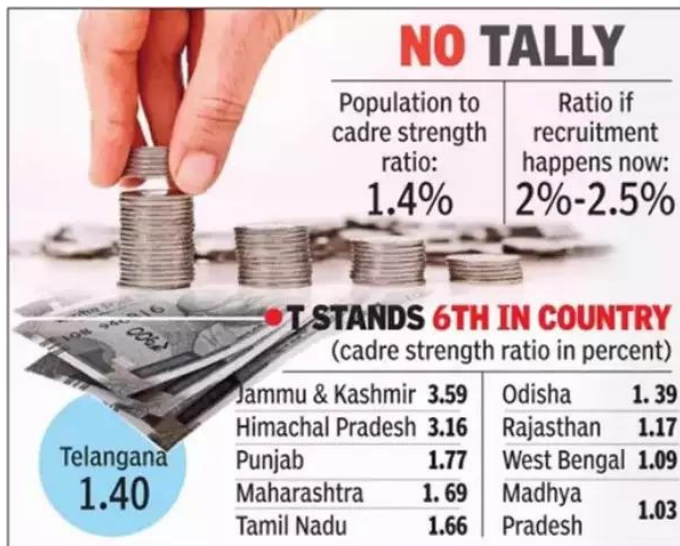
In all collecting only citizens data is not idea collecting data of existing government offices and rearranging their methodology and working system aligning them as common office for all documentation work will help the citizen and then if required proposing new infrastructure should be option. Using of all existing infrastructure is important.

6. Population v/s government employee

Ratio of population v/s government employee is 1.4% which is way too low. There is varying research on the possibility of AI posing a threat to jobs over the next two decades globally, as per white house report of 2016. AI works best when humans collaborate with it, according to early research. Artificial intelligence should be incorporated into the government as a means of enhancing human work, not as a means of cutting the number of people employed

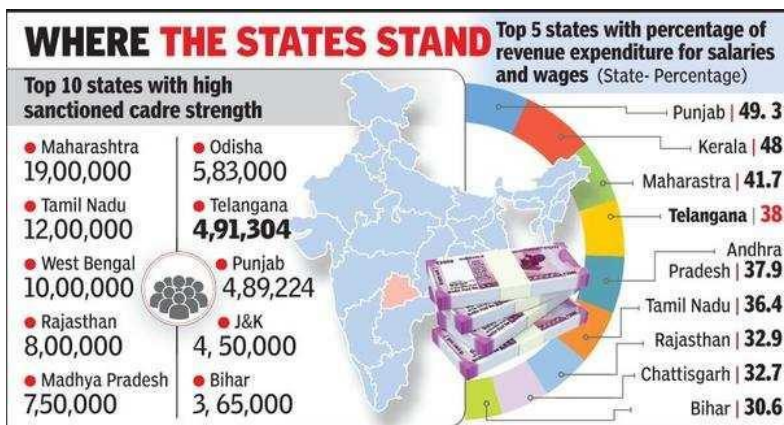
Government efficiency can be improved with this data collected through AI, even though it is not a solution for existing problems. Using data to improve citizen services may also represent an opportunity to leverage other emerging technology in the public sector

Figure 4: Ratio of population vs government employee.



Reference: Hyderabad News - Times of India (indiatimes.com)

Figure 5: Population to service department employee ratio state wise.



Reference: Hyderabad News - Times of India (indiatimes.com)

“The various stakeholders must join hands to ensure that AI is used for large purposes”.

As seen in figure 4 & Figure 5 India is having only 139 employee for population of 1 lakh and US have 668. This shows our weaknesses while providing services to outsized population. There is no rule for per capita staff for a local, state or government body experts say this. Developed countries are positioned better than India in work per capita ratio as we discussed above. We don't have to start with scratch in hiring new employee with Basic AI knowledge. As of now government have sufficient data about citizen and they can proceed with setting up basic outline for this kind of project at national level.

7. Conclusions

The major issue in this paper we are highlighting is not only Identity system alignment through data or AI, it is also to organize system at micro level rather working on policies. Infrastructure for government offices is completely absent. We must have prototype offices for public work.

When we say infrastructure for office means in any city or place in India there will be number of Administrative office for different type of paper work for each individual office running cost and wages for employee are higher than the amount of work it carry and here is the solution to make all existing infrastructure must convert to do all kind of documentation work rather handling 1 or 2 portfolio this will resolve micro level problems also citizens don't have to travel across the city for common documentation work.

Considering 1.35 Cr population in India, we need to create one prototype structure in all part of city where it can address all documentation work and many other works for which every individual can evade to travel to other part of the city. This will be most sustainable model for the work which is important and equally least important many times.

Positioning of this prototype can be based on Distance, population or any other factor which implied in particular city. And this prototype must create identity in terms of architecture also E.g., we all know how post box or red telephone booth have strong identity. This prototype will also give citizen a sense of belonging, identity, and pride that yes, it is a place which resolve my documentation work which is provided by government.

The data of citizen, Government employees & Government infrastructure is over all package for paper and re aligning them in easiest possible way to resolve documentation work issues is agenda.

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