

# Achieving Digital Transformation: From Vision to Action

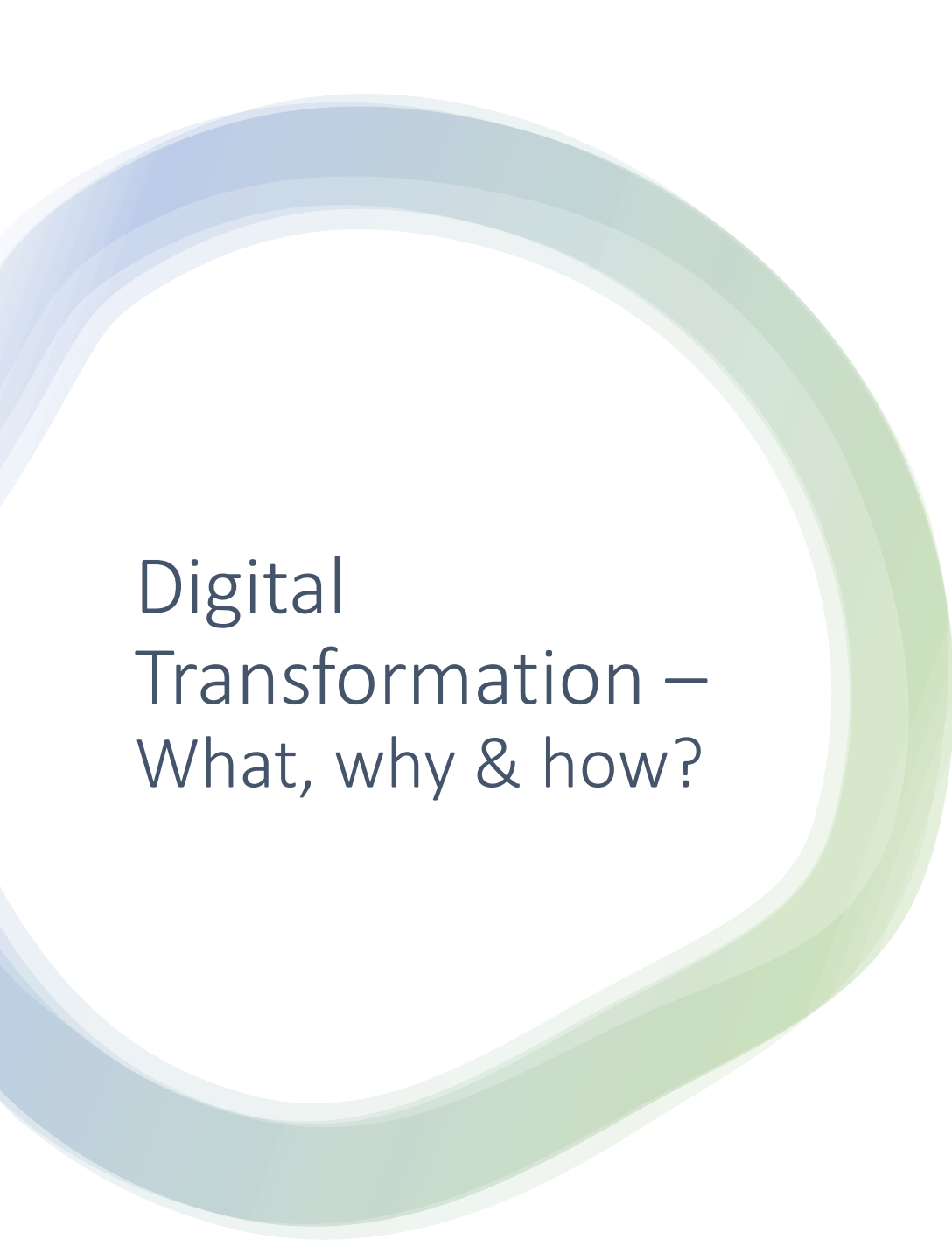
**Dr. Abhishek Jain, IAS,**

Secretary Education, Technical Education, Information Technology

Secretary to Chief Minister,

Government of Himachal Pradesh

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# Digital Transformation – What, why & how?

## What?

- To create new or modify existing business processes, culture, and customer experiences to meet changing business and market requirements.
- To leverage data-driven insights to make decisions and actions.

## Why?

- To improve efficiency, productivity, innovation, customer satisfaction and competitive advantage.

## How?

- Requires a clear vision, a comprehensive strategy, a roadmap, buy-in from stakeholders, investment in capabilities and tools and effective communication.
- Have a digital vision to achieve desired future state and empower government departments to execute the transformation agenda

# Digital Transformation

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- Digital + Physical
- Digital does not necessarily mean disruptive



# What Digital Transformation should encompass

## Bridging gaps and inequalities

- Regional gaps
- Gender gaps
- Social gaps
- Economic gaps
- Technology gaps
- Digital divide

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5G and 6G is big source of data communication connecting different dimensions of our life.



Data is power

# Vision and Mission of the State of Himachal Pradesh

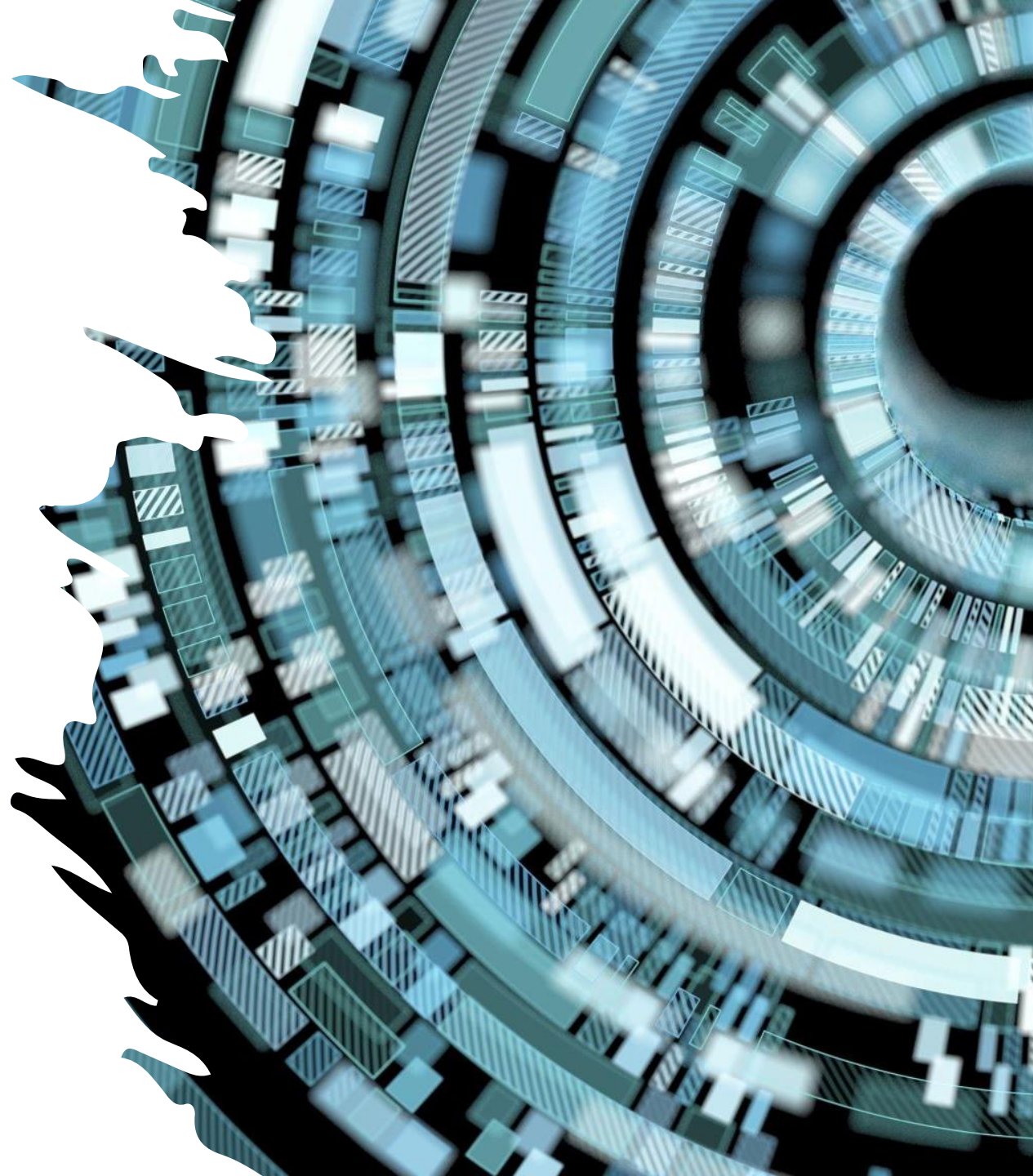
## Vision:

- To achieve digital transformation of Himachal Pradesh involving advanced digital technologies, reliable data and connectivity for effective governance and inclusive development.

## Mission:

- Adopting digital technologies, fast and universally accessible data connectivity for inclusive development and governance aiming at digital transformation of Himachal Pradesh.

# Current Key Initiatives of the State



# GARUD-Drone Project





# GARUD Project

## GARUD(Governance And Reforms Using Drones) Project

**GARUD** will have a **quad-strategy** with following components:

### 1. Drone-enabled Governance:

Aimed at exploring and increasing use of drones in governance and functioning of various departments

### 2. Drone Mahotsav and Melas:

Aimed at generating awareness and creating enthusiasm for use of drones by departments and in private sector

### 3. Enabling Policy for promoting Drones:

Aimed at promoting participation of private sector in drones and drone enabled technologies

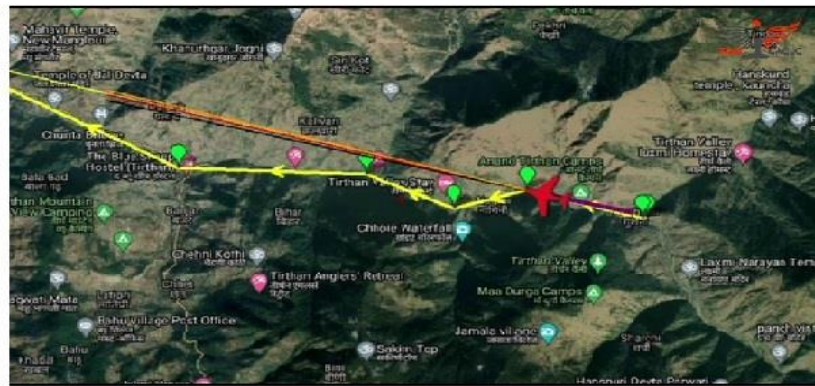
### 4. Drone Flying Training Schools:

Aimed at creating a network of Flying Training Schools, to make Himachal the leading State in exploiting the job opportunities expected in the sector

# Drone-enabled Governance-POCs

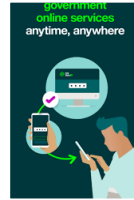


**Himachal Pradesh: Enabled by TechEagle**  
HP's First Medicine Delivery by Drone



# Himachal Online Seva (e-District )Portal

## Project Goals



Anywhere and anytime access to Government services



Reducing Number of visits of Citizen to Government office



Delivery of services through Online, CSC / Sugam Centers



Reducing turnaround time of services delivery



Backend Workflow Automation

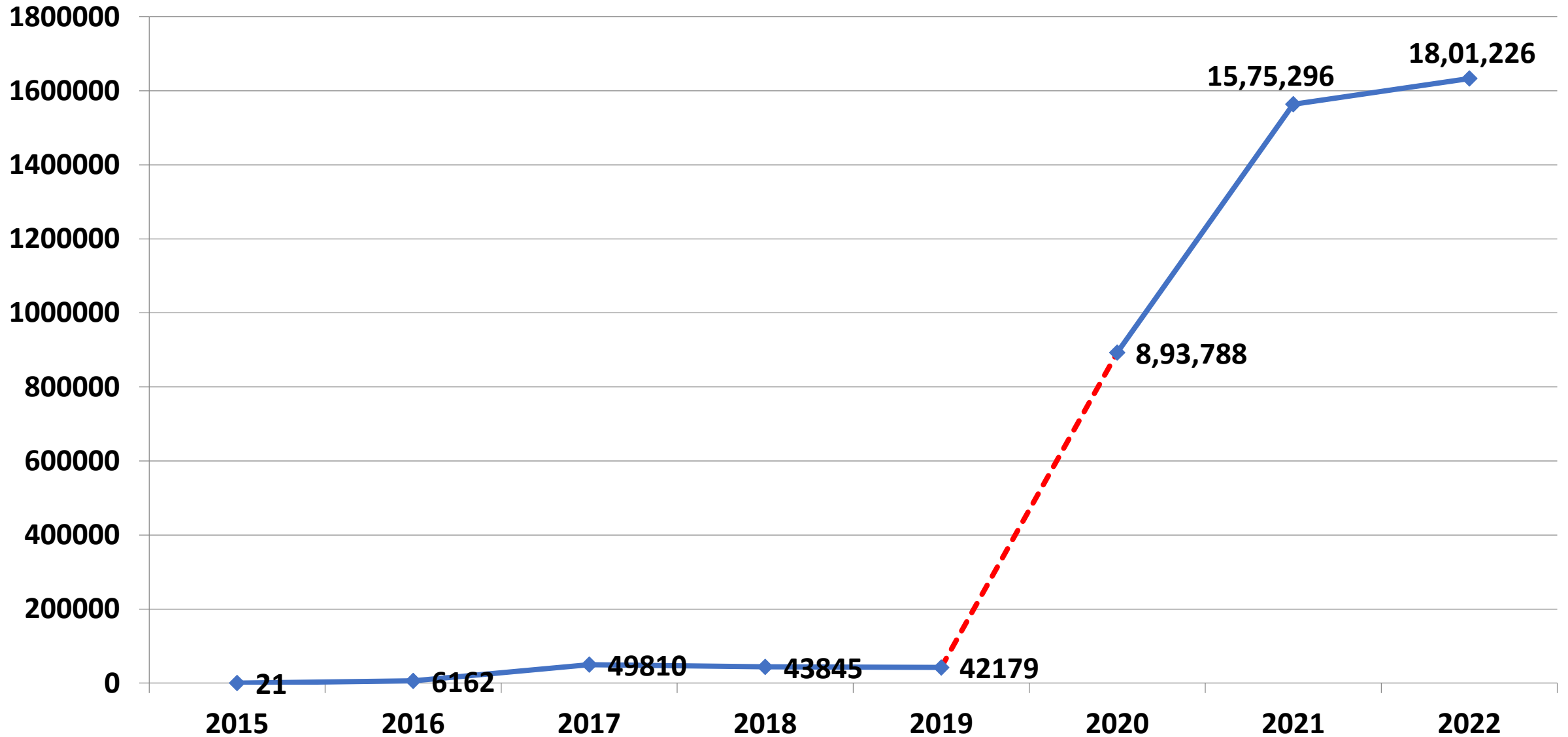


Cost Saving

## Status

- Launched on 2<sup>nd</sup> July, 2015
- 136 Services of 21 departments available
- [URL:http://edistrict.hp.gov.in/](http://edistrict.hp.gov.in/)
- 71 Services available through Lok Mitra Kendra (LMK)

# Transactions Year Wise -2015 To 2022



# DT Vision to Action Plan

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- Inclusive
- Participative
- Achievable
- Transparent
- Monitorable



# What DT should be

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- Not just educated, digitally literate, urban, young, English medium, male

But

- Uneducated, digitally illiterate, rural, all ages, Hindi/regional medium, all gender





Thank you

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