Center for Digital Public Goods, IIM- Bangalore - Annual Policy Conclave 2025

In partnership with eGov Foundation

Theme: Reimagining India's Urban Future Through Digital Innovation and Institutional Reform

Introduction

The Annual Conclave 2025, themed "Reimagining India's Urban Future Through Digital Innovation and Institutional Reform," brings together policymakers, practitioners, and thought leaders to chart a transformative urban agenda. This conclave explores how Digital Public Infrastructure (DPI) and Digital Public Goods (DPGs) can unlock resilient, inclusive, and market-driven ecosystems that enhance service delivery, empower local bodies, and foster public-private collaboration for sustainable urban development.

Event Details

Date: August 9, 2025
Venue: IIM Bangalore Campus
Duration: Full Day Program from 9:00AM onwards
Participants: 100+ government officials, city leaders, policy researchers, urban practitioners, technology leaders, and civil society representatives

Agenda

Inauguration (09:00 – 09:30 AM)

Prof. U Dinesh Kumar (Director in Charge, IIMB), Ms. Usha Padhee, Principal Secretary, Housing and Urban Development Department, Government of Odisha, Dr. Santhosh Babu, Chief Mission Director, Information Kerala Mission, Government of Kerala, Professor R Srinivasan, Chairperson, Center for Digital Public Goods, IIM-B, and Viraj Tyagi, CEO, eGov Foundation

> Welcome and Introduction by Prof. R Srinivasan, CDPG
> Welcome and Introduction by Viraj Tyagi, eGov Foundation
> Launch of Publications by Center for Digital Public Goods
> Inaugural address by Prof. U Dinesh Kumar (Director in Charge, IIMB)

Opening Plenary (09:30 – 10:00 AM)

Keynote Speaker: Dr. Santhosh Babu, Chief Mission Director, Information Kerala Mission, Government of Kerala

Fireside Chat (10:00 – 10:30 AM)

Framing the conversation: What is the role of DPI/DPGs in Public Service Delivery and making our cities more livable?

Professor R Srinivasan, Chairperson, Center for Digital Public Goods, IIMB, and Mr. Viraj Tyagi, CEO of eGov Foundation

Panel Discussion 1 (10:30 – 11:30 AM)

Perspectives from India and the world: Transforming the citizens' experience and local governance through digital infrastructure

Usha Padhee, (Principal Secretary, Housing and Urban Development Department, Govt. of Odisha), Dr. Debolina Kundu (Director, National Institute of Urban Affairs), Prof. Gopal Naik (Jal Jeevan Mission Chair Professor, IIM-B), Arun Sharma, (Senior Development Specialist, The World Bank), CV Madhukar (Chief Executive Officer, CoDevelop), Anand Iyer (Chief Policy and Insights Officer, Janaagraha). **Moderator:** Gautham Ravichander (Director, Policy & Advocacy, eGov Foundation)

Lightning Talks - Voices from the frontlines (11:30 AM – 12:15 PM)

Session A: Role of elected representatives in making our cities more livable: Tikender Singh Panwar (Member of the Kerala Urban Commission, Sr. Fellow, IMPRI, Former Mayor of Shimla)

Session B: Implementation challenges and innovative solutions, shared by ULB Officials from Odisha in leading multi-sectoral digital transformation efforts: 1. Soumya Ranjan Mishra, OMAS, Executive Officer, Chowdwar NAC, Cuttack District, HUDD, Govt. of Odisha 2. Ashalata Rachmala, OMAS, Executive Officer, RAMBHA, Ganjam District, HUDD, Govt. of Odisha

Session C: Delivery of Public Services in Africa: Hrishikesh TMM Iyengar (Extended Term Consultant — Social Protection and Jobs Global Practice, The World Bank)

Panel Discussion 2 (12:15 – 13:00 PM)

Unlocking the potential of urban data exchange

Prof. Anjula Gurtoo (Professor, Data Management, IISc, Bangalore), Dr. Jyotirmoy Dutta (Principal Scientist, Center for Data for Public Good, IISc Bangalore), Jaya Dhindaw (Executive Program Director, Sustainable Cities and Director, WRI India Ross Center), Dr. Ramki Srinivasan (CEO, Mobility and Intelligent Transportation Collaborative (MInT), IIT Madras), Sooraj M Raveendran (Senior Consultant, IIHS Urban Informatics Lab). **Moderator:** Manish Srivastava (CTO, eGov Foundation)

Lunch (13:00 – 14:00 PM)

Afternoon Plenary (14:00 – 14:30 PM)

Lessons from India's DPI Journey : Digital Public Infrastructure for Public Service Delivery as the next frontier - the role market players
Keynote Speaker: Suresh Sethi, Managing Director and CEO, Protean eGov Technologies Ltd.

Panel Discussion 3 (14:30 – 15:30 PM)

Public-Private Partnerships in Urban Innovation: Models, Challenges, and Opportunities

Speakers: NSN Murty (Partner and Leader Government and Public Services, Deloitte), Abhishek Kumar (CEO, MyGate), Balakrishnan Mahadevan (IIMB CDPG, ex-COO NPCI, ex World Bank), Abhishek Pravimal, IAS (Managing Director, Goa Industrial Development Corporation), Gokul CV (Asst Director General, Department of Posts). **Moderator:** Varun Basu (VP, Growth and Partnerships, eGov Foundation)

Tea/Coffee break (15:30-15:45)

Fireside Chat (15:45 – 16:30 PM)

Guardrails for DPI/DPGs: Data Protection and Privacy by Design
Prof. S Rajagopalan (President MOSIP, IIITB) in conversation with Shehnaz Ahamed (Sr. Resident Fellow and Lead, Applied Law and Technology Research, Vidhi Centre for Legal Policy). **Facilitator:** Anumita Raj (Associate Director, eGov Foundation)

Closing Plenary (16:30 – 17:00 PM)

Synthesis and Way Forward - Presentation of key insights and actionable recommendations
Gautham Ravichander, Director - Policy & Advocacy, eGov Foundation and Prof. R Srinivasan (Chairperson CDPG, IIMB)

Discussion Themes

India's Urban Vision 2030: Policy Priorities and Digital Pathways

The opening fireside chat establishes the foundational context for India's urban digital transformation journey, outlining the strategic role of Digital Public Infrastructure and Digital Public Goods in creating more responsive and efficient service delivery and governance systems. This sets the stage for understanding how open-source, interoperable digital solutions can serve as catalysts for citizen-centric service delivery and making our cities more livable.

Transforming Citizens' Experience and Local Governance through Digital Infrastructure

The National Urban Digital Mission has laid the foundation for digital-first urban governance in India, and many other countries around the world are embarking on a similar journey. As we evolve toward NUDM 2.0, the focus shifts from digitization of municipal services towards creating intelligent, interoperable urban systems that can adapt to citizen needs and scale across diverse municipal contexts.

Key questions include: What governance frameworks are needed to ensure seamless interoperability between state and municipal digital systems? How can NUDM 2.0 leverage emerging technologies like AI and IoT to create predictive and responsive urban services? How do we balance standardization with local customization in digital municipal platforms? How can the principles of Digital Public Goods be leveraged to foster a collaborative ecosystem where cities can co-create, share, and reuse digital solutions? How are other countries thinking about DPI for citizen-centric service delivery, and what lessons can they apply from India's experience?

Lightning Talks: Voices from the frontlines

Perspectives on the role of elected representatives from the former elected Mayor of Shimla, the incredible journey of digital transformation of local governance in Kerala, and the frontline experiences from Odisha to Africa - reveal ground-level realities of urban transformation, highlighting practical implementation challenges and solutions. The Kerala model also demonstrates how DPI can strengthen local governance across the urban-rural continuum, deploying the same underlying digital infrastructure for both urban local bodies and panchayats.

The series of short yet impactful 'lightning talks' in this segment will seek to answer questions like - What are the critical success factors for enabling urban transformation across diverse geographical and socio-political contexts? How can platforms integrate with existing state-level systems while maintaining unified service delivery? What role do elected representatives; community participation and citizen feedback, play in continuously improving service delivery?

Unlocking the Potential of Urban Data Exchange

The emergence of urban data as a valuable asset opens new possibilities for public-private collaboration in many sectors like sustainable mobility, energy transition, and air pollution management. Creating robust data exchange mechanisms while ensuring privacy and equitable access requires innovative governance models that harness market efficiency without compromising public

interest. This panel explores how urban data exchange platforms can unlock smarter planning, responsive urban governance, and multi-sector collaboration.

Key questions include: What might be some innovative use-cases for utilizing aggregated data generated from private service platforms in addition to public ones? What governance frameworks can enable secure and equitable urban data sharing between public and private sectors? How can data be leveraged for urban planning and service delivery while maintaining privacy protection?

Lessons from India's DPI Journey - Digital Public Infrastructure for Public Service Delivery as the next frontier

Drawing from India's national-level successful experiences of digital transformation like Aadhaar, UPI, DigiLocker, UPYOG etc, this theme explores how lessons from these successes can be applied to transforming public service delivery across sectors. The talk will highlight the role of market players and innovators who build the solutions on top of shared digital rails.

Public-Private Partnerships in Urban Innovation

The evolving landscape of public-private partnerships in urban innovation presents opportunities for creating sustainable collaborations that leverage market efficiency while ensuring equitable access to urban services. This theme examines various collaboration models, addresses challenges in balancing public interest with commercial viability, and explores how startup ecosystems can contribute to solving urban challenges while creating sustainable business models.

Key questions include: What does it take for market players to have the right incentives to build innovative solutions on top of shared digital rails? How can the vibrant startup ecosystem be a core stakeholder in India's DPI/DPG journey, with a shared goal of improving lived experience in our cities?

Guardrails for DPI/DPGs: Data Protection and Privacy by Design

As Digital Public Infrastructure (DPI) becomes a critical layer in local governance and service delivery, questions around data protection, user consent, and equitable access are moving from the margins to the mainstream. This session will explore how DPI platforms can embed guardrails to protect citizens from potential harm. It will also reflect on the global experience; how countries across Africa, Southeast Asia, and Latin America are grappling with similar concerns as they build foundational identity systems, digital registries, and platforms for service delivery.