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Reimagining Governance: CeG's Core Strategy
At its core, governance is about building seamless, two-way interaction between the government and its citizens. CeG acts as the vital bridge—enabling government departments to digitize their operations while ensuring that citizens can access services more conveniently and transparently.

The key pillars of this transformation include:

Common Infrastructure:

- ♦ The State Data Centre and Statewide Area Network (SWAN) provide robust connectivity across departments.

Validated Data Systems:

- ♦ Shared data platforms help ensure accuracy and consistency across government databases.

Unified Service Access:

- ♦ CeG builds and maintains citizen-facing portals and applications, creating a streamlined interface between the public and government agencies.

Flagship Platforms Driving Impact

Karnataka's digital public infrastructure is powered by scalable and citizen-centric platforms, several of which have achieved national recognition:

Seva Sindhu:

- ♦ With over 2,000+ citizen services onboarded, Seva Sindhu

POWERING CITIZEN-CENTRIC GOVERNANCE

KARNATAKA'S DIGITAL LEAP

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is India's largest integrated service delivery platform—setting a new benchmark for ease and efficiency.

Kudumba and FRUITS Databases:

- ♦ Kudumba houses verified data on 90%+ of Karnataka's families, aiding in targeted welfare delivery.
- ♦ FRUITS (Farmer Registration and Unified Beneficiary Information System) captures detailed profiles of 99% of the state's farmers, both land-owning and landless.

Unified Land Management System:

A major step forward, ULMS aims to become the



single source of truth for land records and property ownership in the state.

e-Procurement Portal:

- ◆ This has digitized the tendering process, ensuring transparency and accountability.

Scholarship and Survey Apps:

- ◆ Recently launched in-house mobile apps now allow surveys that once took days to be completed in just 2–3 minutes, marking a significant leap in operational efficiency.

Embracing Emerging Technologies

Karnataka is now pushing the frontier further through advanced technologies:

AI and Machine Learning Cell:

- ◆ CeG has established an in-house AI/ML cell that's creating solutions to long-standing governance challenges.

AI in Public Grievance Redressal:

- ◆ An upcoming AI-powered module will intelligently route and manage citizen complaints for faster resolution.

Decision Support Systems:

- ◆ These tools are helping departments make data-driven policy decisions, backed by real-time analytics.

AI-Powered Attendance Monitoring:

- ◆ The Karnataka Advanced Attendance Monitoring System now uses facial recognition to make attendance marking seamless for government officials.

Reaching the Last Mile

Digital Inclusion at Scale

- ◆ CeG's approach to digital inclusion is deeply localized and two-way:
- ◆ 8000+ Service Centers across the

state operate under Karnataka One, Bangalore One, and Grama One programs.

Youth-Led Enablement:

- ◆ More than 7,000 local youth have been empowered to run these centers.

Deprivation Analytics:

- ◆ CeG leverages database intelligence to identify vulnerable and underserved populations.
- ◆ IVR, SMS, and WhatsApp-based services are under development to reach citizens even without smartphones or internet access.

Securing the Future: Privacy, Training, and Infrastructure

Looking ahead, CeG is focusing on building a governance ecosystem that is:

- ◆ Scalable to meet rising demand
- ◆ Secure to protect sensitive citizen data
- ◆ Stable with reliable infrastructure
- ◆ Citizen-Centric by design

CeG is collaborating with agencies like ITBT Department, NIC, and Bhashini to bolster cybersecurity, invest in robust infrastructure, and train officials and citizens alike in data protection and digital ethics.

Conclusion: Karnataka's Vision for a Digital-First Future

Karnataka's e-Governance model exemplifies how a state can combine infrastructure, innovation, and inclusivity to transform governance. With citizen trust at the core and emerging technologies as enablers, Karnataka is not just adapting to the digital era—it's helping lead India into it. □

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