

MOBILE GOVERNANCE & MOBILE MANUFACTURING KNOWLEDGE WORKSHOP

18 April 2019

The Department of IT&E, Government of West Bengal, has embarked upon a journey to create a robust ecosystem that can nurture technology-driven innovation, entrepreneurship, and continuous capacity building. With this mission in mind, the department has conducted eight landmark events on emerging technologies i.e. Cyber Security, Blockchain, Artificial Intelligence, Embedded Technology, Internet of Things, Fintech, Quantum Computing & Global Blockchain Congress. The ninth such event in this drive was a knowledge workshop on Mobile Governance & Mobile Manufacturing (MGMM) held on 18th April 2019 at Biswa Bangla Convention Center, New Town, Kolkata.

The event is organized by Department of Information Technology & Electronics, Government of West Bengal, in collaboration with West Bengal Electronics Industry Development Corporation (WBEIDC) and NASSCOM. The overall project management support was provided by the Project Management Unit team from PricewaterhouseCoopers Pvt. Ltd, attached to the Department of IT & E, Government of West Bengal.

Considering massive reach of mobile phones in our country and availability of various citizen-centric e-governance services through smartphones, the Government of West Bengal believes that knowledge sharing on mobile manufacturing in India and mobile governance with participation from technology leaders, industry experts, and academia is the need of the hour. The knowledge workshop emphasized on proposed solutions that can yield long-term benefits and help achieve sustainable development goals.

At the beginning, Shri Prodip Mukhopadhyay, MD, WBEIDC Ltd welcomed the audience and said that The Department of IT&E brings industry, academia, chambers and other stakeholders to exchange their views, ideas and also explore the transformational power of the emerging technologies for the benefit of the society. The department has already organized eight such workshops on emerging technologies and this event is another block in the same chain of events.

The inaugural session was attended by eminent dignitaries namely Shri Rajan S. Mathews, Director-General, Cellular Operators Association of India (COAI), Mr. Y S Park, Director – Korea Trade-Investment Promotion Agency (KOTRA), Shri S. K. Bhattacharyya, IAS, Addl Secretary, DITE, Govt. of West Bengal, Mr. Wang Maotai, Founder Director, Sunwoda Electronic India Pvt Ltd, Mr. Steven Liu, Director – The Taiwan External Trade Development Council (TAITRA), Shri Debashis Sen, IAS, Addl. Chief Secretary, Dept of IT & Electronics, Govt of West Bengal, Shri Samar Jha, Chairman, WBEIDC Ltd, Shri Ambarish Dasgupta, Principal Advisor to the DITE, Govt. of West Bengal, Shri Pankaj Mohindroo, Chairman, India Cellular & Electronics Association (ICEA), Prof N. K. Goyal, Chairman, Emeritus, TEMA.

Shri Debashis Sen, IAS, Addl. Chief Secretary, Dept of IT & Electronics, Govt of West Bengal felicitated the dignitaries on dais and illuminated the inaugural lamp electronically to mark the beginning of the workshop.

In his inaugural speech Shri Debashis Sen, IAS, Addl. Chief Secretary, Dept of IT&E, GoWB, mentioned that the Government of West Bengal has been conducting knowledge workshops regularly which are getting tremendous response in terms of further queries, follow-ups and networks regarding the emerging trends in technology. He elaborated the goals of the Government for conducting such workshops. West Bengal has already been leading the country in the matter of e-Governance. At the state level, various citizen-centric services like issuing Birth Certificate, Death Certificate, approval of Building Plans etc. are delivered online. The Government thinks that to reach out to the common man more effectively for providing the citizen services, mobile is a platform that cannot be ignored any long. Government has undertaken to develop one App which will give at least 200 such services. The e-Governance will become m-Governance with the growth in the telecom sector and the Government can leapfrog in delivering public services to the common man through his mobile. There is tremendous opportunity waiting to be harnessed not only in the Fintech sector but in all sectors.

Shri Sen said, besides seeing how better the government can provide public services to the common man through his mobile the second objective of the workshop is to give visibility to the Electronic parks that have been set up or are being set up in the state of West Bengal. Electronic parks have been developed at Sonalpur, Naihati, Falta and each of

the 16 IT Parks have provision for IT and Electronic Hardware manufacturing. He hoped that being very close to South-East Asia, Bengal can get somewhere in the supply-chain from these Electronic Hardware parks which is very easy in EODB sense.

In his keynote address Shri Ambarish Dasgupta, Principal Advisor to the DITE, GoWB referred to the social scientists view that there would be a day when state will actually act only as a policy maker. The mobile operators, the telecom operators, the mobile manufacturers will play an extremely key role where the state will possibly wither away from administration of e-services. The potential of m-Gov to be a success is much higher because of the mobile penetration. He also emphasized on the barriers regarding security, data privacy, openness, flexibility and compatibility with e-Gov system.

The next session began with a speech by Shri Pankaj Mohindroo, Chairman, India Cellular & Electronics Association (ICEA), on "Emerging Opportunities in Mobile Handset Manufacturing Ecosystem in India". He proudly shared the piece of information that India is the number 2 mobile manufacturing country since last year. The India Cellular & Electronics Association (ICEA) is incubating areas like consumer electronics, medical electronics, and defense electronics but have reasonable expertise in mobile manufacturing. India is a country with obsession of import substitution. But in case of mobile manufacturing the Indian market is already saturated and the only way to grow now is export. He also mentioned that the National Policy in Electronics is envisaging that by 2025 India will produce 100crore phones in one year. While answering in the interactive session he said that the fault ratio in Indian made products are less than products made in China. In feature phones the Indian brands are today scoring over all global brands because innovation in feature phones have stopped happening in other parts of the world.

Shri Vishal Puri, Director PwC covered the topic "M-Governance Transforming Rural India". He said, India as a country with limited resources cannot take basic services like healthcare or education to the rural masses. To build sufficient schools, hospitals or infrastructure to support rural masses may take almost the entire budget. So to take the basis services to the people who do not have access to those services as of now being digital is the only way. Mobile is the only way to reach out the people on the ground level. Mobile penetration is high in countries like South Africa, Nigeria or Kenya because of the transformative power it brings with it in terms of communication or access to basic services. Mobile can enable financial services or digital services to the people who are at the ground level. He emphasized that the Government has to focus on building telecom structure to reach the basic services to rural area.

This was followed by a speech by Mr. Wang Maotai, Founder Director of Sunwoda Electronic India Private Limited on the topic "Key Process of Improving the Mobile Manufacturing in India" and next a speech by Shri Ramesh Mishra, Director of Ernst & Young who covered the topic "West Bengal Single Mobile Platform".

Shri Ramesh Mishra discussed the various requirements of mobile applications. As the literacy rate in West Bengal is quite high, the expectation level is also high and so the mobile applications must be focused to citizens and reach the last mile to serve them where they are supporting e-Governance. He said that although many mobile Apps are launched successfully but many of them fail quickly because users are so impatient that if the App does not perform once, they don't have time to come back again. Thus it has to be right at the first time.

Shri Rajan S. Mathews, Director-General of Cellular Operators Association of India (COAI) deliberated on the topic "The Future of 5G and its impact on India". He mentioned that in India mobile networks will be one of the most democratizing forces in terms of governance and services because of the continuous ability to develop their intellectual capabilities. He pointed out that defense is no longer all about armed forces. It is about cyber security and how the country protects the resources and the knowledge that is in possession. The war frontier has moved on and the people have the responsibility of ensuring good governance and good country positioning in terms of global sovereignty. 5G is a platform with higher speed and latency able to deliver all type of services and in India already high level forums have been set up to focus on increased use of mobile internet and massive machine type communication.

This was followed by a speech by Dr. Ashwini K. Sharma, Vice Chancellor of Vijaybhoomi University, Karjat, Mumbai. While talking on the topic "Mobile Governance transforming India" he marked that though there is a myth in the

market that m-Governance is different from e-Governance but actually m-Governance is a sub-domain of e-Governance with a different technology platform and security parameters which has to be redesigned. Government of India and many other institutions are keen to support m-Governance and even RBI has allowed banks to provide financial services through mobile phones. The mindset of the government is also changed looking at the advantages and pros-and-cons of the mobile governance. He said that the basic aim of m-Governance is to reach maximum citizens to deliver most of the services through mobile as mobiles are real-time e-connected, cost is very low and no operational training is required for the users.

The post-lunch session began with an exciting quiz mixed of wit and intellect on Mobile Governance and Mobile Manufacturing conducted by Shri Sanjay Kumar Das, Jt. Secretary, Department of IT & Electronics, Govt. of West Bengal. The winners were awarded each with a Medal, a Certificate and a Gift.

Shri Susanta Kumar Dash from Reserve Bank Information Technology Private Limited (ReBIT) deliberated on "Unified Mobile Platform for Digital Inclusion in Financial Transactions". He discussed recent initiatives taken by the Government of India and the Reserve Bank of India on policies related to the digital payment and how can the country have better cashless economy with inter-operable digital payment eco system.

Up next Lt. Gen. Dr. S.P. Kochhar (Retd), Chairman of Telecom Sector Skill Council of India shared his views on the topic "Skilling Requirement for Smart Cities on Mobile Governance". In m-Governance there is no distinction between rural and urban. Cost of mobile reduced so much that everybody has at least one mobile and it is a need from the citizens that m-Governance comes in. But mobile works on availability of bandwidth and due to low connectivity people may not use those Apps. Mobile penetration does not always ensure usage of m-Governance in that case.

Dr. V. N. Sastry, Professor and Head Centre for Mobile Banking (CMB), Institute for Development and Research in Banking Technology (IDRBT) deliberated on "Mobile Governance and Mobile Payment Security". He explained how the services are provided in mobile governance and the various challenges, the importance of the security part in financial services. He emphasized on the roles that the students can play in various aspects of the SDLF – Software Development Life Cycle. He also mentioned the two problems i.e. the display and the battery power.

This was followed by a speech by Shri Dipak Singh, Scientist 'G'/Sr. Director, MeitY. He covered the topic "Security Standards & their adherence in mobile application driven E-Service Delivery". He said that when we talk about security basically we talk on how much trust we have on the Apps that we use. Since cost of data came down drastically, the use of Apps also increased. People are using built-in Apps and 3rd party Apps. He discussed the standards that are maintained for developing mobile Apps. Suggested that the data stored in the mobiles should be encrypted using cryptography.

The next session was the panel discussion on the topic "Mobile Governance :: Transforming Public Service Delivery". The panelists were Shri R. P. Arya, Ex-DGM, VSNL, Shri Avinash Vyas – Senior Manager Country, TAIPA, Prof N.K. Goyal, Chairman, Emeritus, TEMA. Shri Manu Seth, Ex-CEO South East Asia, HTC Taiwan, Shri Anil Kumar, VP-Sales Kolkata and West Bengal, Airtel. The panel was moderated by Prof N.K. Goyal, Chairman, Emeritus, TEMA. The panel members gave valuable thoughts on the various ways that mobile governance could transform public service delivery system and make it easier for common citizen. The panel also discussed the infrastructure changes which would be required for implementation of 5G technology. Various opportunities available in the State for being a mobile manufacturing hub in eastern location of APAC region were also discussed. It was an interactive session and remarkable participation was also observed from the audience.

Shri Suvayu Ray, Project Director, PMU team from PricewaterhouseCoopers Pvt. Ltd summarized the take away of the workshop. The workshop concluded by Vote of thanks given by Shri Debashis Sen, IAS, Addl. Chief Secretary, Dept of IT & Electronics, Govt of West Bengal.