Harnessing AI and digital public infrastructure (DPI) for Viksit Bharat

An NISG-EY Knowledge Report
December 2025

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The better the answer.
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Foreword

Over the past decade, India has emerged as a global leader in building robust, scalable and citizen-centric digital ecosystems. The India Stack, UPI, DigiLocker and Aadhaar have redefined service delivery and governance, setting new benchmarks for transparency, efficiency and accessibility. The next phase of this journey, anchored in AI, data and innovation, will be critical in realizing the vision of Viksit Bharat by 2047.

Artificial Intelligence (AI) is not just a technological enabler; it is a transformative force with the potential to unlock new opportunities in governance, healthcare, education, agriculture and beyond. When synergized with Digital Public Infrastructure (DPI), it can deepen inclusion, personalize public services and empower every citizen to participate in and benefit from India's digital economy.

It gives me great pleasure to learn that the National Institute for Smart Government (NISG) is organizing its inaugural Conference on the theme 'Harnessing AI and DPI for Viksit Bharat' and the NISG-EY Knowledge Report is being released at the NISG Conference. This event comes at a defining moment in India's digital journey, when the power of AI and the transformative potential of DPI are converging to shape a new paradigm for inclusive and sustainable growth.

The Ministry of Electronics and Information Technology (MeitY), Government of India remains steadfast in its commitment to fostering an ecosystem that promotes responsible AI innovation, ensuring ethical and secure data governance and nurturing a vibrant partnership between government, industry and academia. Our collective focus must be to make technology work for the people, to ensure that AI and DPI together become instruments of empowerment, equity and national progress.

This NISG-EY Knowledge Report captures valuable insights, emerging trends and actionable recommendations from thought leaders and practitioners who are shaping the digital future of our nation. I wish the NISG Conference all success and commend the NISG and EY for curating this timely and comprehensive publication. I am confident that it will serve as a catalyst for dialogue, collaboration and policy innovation in our shared pursuit of Viksit Bharat.

Shri S. Krishnan, IAS

Secretary, Ministry of Electronics and Information Technology (MeitY), Government of India

NISG is organizing its inaugural Conference on 'Harnessing AI and Digital Public Infrastructure for Viksit Bharat' on 5 December 2025 in New Delhi. The accompanying NISG-EY Knowledge Report marks an important milestone in India's digital journey—one that celebrates both our achievements and our ambition to build a truly inclusive, intelligent nation.

As Additional Secretary, MeitY, Director General, NIC, and CEO, IndiaAI Mission, I have witnessed how AI and DPI together are redefining the possibilities of governance, innovation and empowerment. This convergence represents far more than technological progress—it embodies our collective aspiration to make public service delivery more human, more accessible and more impactful. It is the foundation on which the vision of Viksit Bharat by 2047 will be realized.

India's DPI stack—Aadhaar, UPI, DigiLocker, CoWIN and beyond—has already demonstrated how trusted, interoperable and citizen-centric systems can transform lives. The next frontier lies in embedding AI across this ecosystem. AI can exponentially amplify the reach and effectiveness of DPIs, from enabling real-time, data-driven policymaking to delivering hyper-personalized citizen services that anticipate needs before they are expressed.

Equally transformative are the advances in natural language processing and voice-based AI, which hold the power to make digital public services truly inclusive. Imagine every Indian— regardless of language or literacy—accessing health consultations through eSanjeevani in their own language, or engaging with government platforms through natural, conversational interfaces. AI brings us closer to this vision of universal digital inclusion.

The NISG-EY Knowledge Report provides valuable insights for policymakers, technologists and innovators committed to harnessing AI responsibly. It reflects our shared mission to ensure that technology serves as a multiplier of trust, opportunity and development.

As we move forward, let us continue to build intelligent, inclusive and ethical digital ecosystems—ones that not only power innovation but also embody the values of empathy, accessibility and empowerment. Together, we can shape a future where every citizen benefits from the power of intelligent infrastructure and purposeful innovation.

Shri Abhishek Singh, IAS

Additional Secretary, MeitY, Director General, NIC, and CEO, IndiaAI Mission, Government of India

It gives me great pleasure to present the NISG-EY Knowledge Report on the inaugural NISG Conference on 'Harnessing AI and DPI for Viksit Bharat' being organized by NISG with EY as its Knowledge Partner. This conference marks an important milestone in India's ongoing digital transformation journey; a journey that has seen the country evolve from building foundational digital infrastructure to shaping a data-empowered, innovation-driven future.

The past decade has witnessed India's DPI emerge as a global exemplar of scalable, secure and inclusive digital governance. Platforms such as Aadhaar, UPI, DigiLocker and CoWIN have demonstrated how technology, when designed for the public good, can transform governance, empower citizens and strengthen trust in institutions. Today, as we stand on the cusp of a new technological era, the integration of AI with these digital public platforms opens unprecedented possibilities for accelerating our national vision of Viksit Bharat by 2047.

At NISG, we see ourselves as enablers of this digital evolution, helping government entities reimagine service delivery through innovation, capacity building and strategic partnerships. Our role is to ensure that technology serves as a force multiplier for human development, equity and trust.

The NISG-EY Knowledge Report seeks to provide actionable insights into how AI and DPI can together redefine governance paradigms, enhance public value and drive India's transition toward a future-ready digital economy.

I congratulate the NISG Events and Conferences team for their untiring efforts to organize this pivotal conference on AI and DPI. This occasion also marks the launch of a new vertical in NISG, a G2B platform, for facilitating dialogues and exchange of knowledge through events, conferences and masterclasses and bringing the best minds in government, technology and industry to work towards ensuring that India not only leads in digital innovation but also sets global standards for ethical, inclusive and human-centric technologies.

Shri Bhuvnesh Kumar, IAS

CEO, Unique Identification Authority of India (UIDAI), and CEO, National Institute for Smart Government (NISG)

EY India Foreword

India is committed to becoming a self-reliant, developed nation by 2047, the centenary of its independence. Digital revolution is a key dimension of this futuristic endeavor, cementing the capabilities needed for a modern, service-oriented state.

India's digitization footprint is deeply guided by the expansion of its DPI infrastructure, a representation of how technology translates into institutional capacity, reforming how people receive public services, participate in the economy and interact with the state. Millions of citizens can now open bank accounts online, verify documents digitally and access essential services in their own languages, highlighting the role of DPI in advancing inclusive growth and national development.

On this foundation, artificial intelligence (AI) is emerging as the next juncture for change. India's AI landscape is turning into one of the world's most innovation-driven ecosystems. The country is now among the leaders globally in AI skill penetration, the progress justified by advances in semiconductor and compute infrastructure, a thriving ecosystem of indigenous models and public-purpose AI platforms that make digital services more supportive of citizen needs.

Looking forward, AI-enhanced DPI applications are beginning to transition frontline service delivery towards an anticipatory governance ecosystem. Through predictive crop and weather advisories for farmers, secure digital management of personal health records and intelligent crowd management for large public events, the AI-DPI model promises innovation backed by data, intelligence and quality of services.

We, at EY, have been privileged to support this shift, working with governments to scale citizen-centric digital services that span policy development, operating models and platform architecture and impact measurement across digital identity, financial inclusion, social registries, direct benefit transfers and e-governance innovation. As India enters the AI-DPI decade, we remain committed to embedding responsible AI practices, standardizing state-onboarding models and linking outcomes to accountability frameworks.

Reflecting these commitments and the opportunities ahead, this report presents a pragmatic roadmap for leveraging AI-DPI convergence in support of Viksit Bharat@2047. It reviews the evolution of DPI, highlights areas where AI can improve public systems and outlines a coordinated pathway spanning policy, technology and institutional capacity. The intention is to support decision-makers as they plan the next phase of India's digital and administrative reforms.

With a strong digital foundation, an accelerating AI ecosystem and a clear national purpose, India steps into the AI-DPI decade with confidence. The path to Viksit Bharat is ambitious yet attainable and through sustained collaboration across government, industry and academia, its realization lies firmly within reach.

Executive summary

Building the foundations of Viksit Bharat through AI-DPI convergence

India's vision of Viksit Bharat@2047, bold and forward-looking outlook, as set by our Hon'ble Prime Minister, Shri Narendra Modi, is anchored on becoming a tech-forward nation by its 100th year of independence. At the center of this foresight lies the best interest of citizens, strides to build governance infrastructure that improves quality of life in sustainable ways.

Viksit Bharat is the face of India's long-term development agenda. It encapsulates economic growth, complemented by technological progress, modern infrastructure, social advancement and environmental responsibility.

India enters this journey from a position of strength. Over the last decade, the country has built the core digital, economic and governance foundations that make the goal of Viksit Bharat both credible and achievable. These structural gains give India the preparedness and confidence to pursue this national ambition with clarity and purpose.

As this vision takes shape, the past decade's efforts under the Digital India Programme have created the digital foundations needed to support it. India is now the third-largest digitalized country in the world[1] and Digital India's pursuit of transforming the country into a digitally empowered society and knowledge economy has recorded exemplary accomplishments.

Pillars of Digital India

- Broadband Highways
- Universal Access to Mobile Connectivity
- Public internet Access Programme
- eGovernance: Reforming Government through Technology
- eKranti: Electronic Delivery of Services
- Information for All
- Electronics Manufacturing
- IT for Jobs
- Early Harvest Programmes

From Bharat to the World - DPI as a Global Public Good

01 Aadhaar biometric ID system established (marking the beginning of India Stack foundations): 2009

02 Aadhaar enrolments initiated: 2010

03 Aadhaar-enabled e-KYC and e-Sign introduced: 2013–2015

04 DigiLocker launched: 2015

05 Unified Payments Interface (UPI) introduced: 2016

06 NPCI launched the Aadhaar Enabled Payment System (AePS): 2016

07 DIKSHA platform launched: 2017

08 Global DPI Repository (GDPIR) introduced: 2023

09 India Stack offerings today: 17

The impact of these systems is visible on a national scale. Of India's 146 crore citizens, over 138 crore now have a unique digital identity through Aadhaar[2]. UPI, which has become a defining feature of the country's digital economy, accounts for 85% of all digital transactions[3] in India. DigiLocker stores over 800 crore documents[4], marking a shift toward a paperless, easily accessible system of digital records.

Today, at many airports, passengers can scan a QR code to enter or link their boarding pass to DigiYatra for a smooth check-in. Aadhaar enables a Jan Dhan account to be opened in minutes through biometric or OTP-based authentication and UPI moves money across borders in countries such as the UAE, Singapore and France with ease. Even in healthcare, many hospitals now allow patients to access and share their digital health records, reducing the need to carry physical X-rays, prescriptions, or test results. Patients can store Aadhaar-linked health records online to retrieve and share information.

The JAM (Jan Dhan, Aadhaar and Mobile) trinity brought millions of previously unbanked individuals into the formal financial system. The interlinks allow authentication of individuals and delivery of money or services directly to the individual by combining a bank account (Jan Dhan), a trusted digital identity (Aadhaar) and an accessible communication channel (mobile).

Together, these platforms prove how DPI has materially re-architected public service delivery and set up the structural backbone through which the vision of Viksit Bharat can advance in the decades ahead.

Everyday interactions are now stitched together by digital systems and this transformation has been particularly impactful in bridging India's long-standing rural–urban divide. Mobile connectivity and smartphone penetration have made digital services accessible to first-time internet users and low-income households. Schemes that earlier struggled to reach the last mile can now be delivered digitally. The result is a governance ecosystem where public services are available on demand rather than chased by citizens.

> "India's Digital Public Infrastructure offers scalable, secure and inclusive solutions for global challenges.

Shri Narendra Modi,
Hon'ble Prime Minister of India,
at the G20 Digital Economy Ministers' Meeting, 2023

The principles of inclusion, innovation and trust are operational realities of India's DPI ecosystem. One visionary example is Bhasha Interface for India (BHASHINI), which offers multilingual translation and speech technologies across 22 official languages and many dialects and collaborates with over 50 government ministries and private organizations to build innovative AI solutions[5]. Today, digital services are no longer limited to English or a handful of regional languages; instead, they are being built for India's linguistic realities.

Another defining area where India's DPI advances inclusion is accessibility for persons with disabilities (PwDs). The Sugamya Bharat App, recently equipped with an AI-powered chatbot[6], offers voice-based support to divyangjan and the elderly on navigating disability-related information and government schemes.

A significant innovation initiative is the Ed Tech Innovation Challenge for PwD/CwD under the Atal Innovation Mission (AIM)[7], National Institute for Transforming India (NITI) Aayog, in collaboration with the Ministry of Education. This challenge focuses specifically on assistive education technologies, such as tools for remedial teaching, accessibility software and specialized learning devices.

In the journey of nation-building and achieving the Viksit Bharat vision, the role of AI is indispensable because it strengthens India's ability to manage its vast and diverse population through targeted delivery of public services. In the past few years, India has made a deliberate shift from being a consumer of global technologies to building its own AI capacity, whether in computing power, research or talent.

This transformation is particularly visible in the way the government is opening AI infrastructure to ordinary innovators: students in Tier-2 cities accessing subsidized GPU (Graphics Processing Unit) power, researchers building language models for Indian dialects and startups using government datasets to create applications tailored to local needs[8]. In addition to large corporations and public-private institutions, the development of advanced AI is becoming a public resource driving democratization of access and grassroots participation.

AI's presence is also becoming common in everyday life, often in ways people do not consciously notice. When a farmer receives an early warning about weather changes, when a patient gets quicker diagnostics in a district hospital, or when millions pass through crowded events like the Mahakumbh without major disruptions, AI is quietly doing the heavy lifting.

As AI takes a position at the forefront of India's next technological leap, a key catalyst is the convergence of AI with DPI. As systems like Aadhaar, UPI and DigiLocker mature, AI is being layered on top to make these platforms more citizen-centered, turning static digital systems into intelligent public utilities.

This shift is already visible in practical ways.

- AI-powered analytics are helping states improve traffic management in dense urban corridors by predicting congestion patterns and adjusting signal timings dynamically.
- In agriculture, machine-learning models built on satellite imagery and historical crop data are guiding district administrations in identifying early signs of crop stress, allowing for timely advisories and targeted support to farmers.
- In public safety, AI-enabled video systems are being used during large gatherings to detect abnormalities in crowd flow, alert authorities and prevent dangerous bottlenecks from forming.

With these foundations firmly in place, India moves toward Viksit Bharat with an actionable roadmap and a high degree of institutional and technological readiness. The journey ahead is ambitious, but India's capabilities make it achievable. The sections that follow unpack how these strengths will shape the country's next phase of growth—and why this is the moment to chart the path to Viksit Bharat with confidence and purpose.

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India's digital public infrastructure journey

India's digital transformation story is of a nation reimagining governance through technology and reach. Over the past decade, DPI has evolved from a vision of digital access to a model for equitable growth. Beyond digitizing administrative systems, it has redefined how citizens identify themselves, make payments and exchange data.

DPI serves three interlinked purposes: Inclusion, efficiency and innovation.

- **Inclusion** through universal digital identity and widespread connectivity, so that no citizen remains beyond the reach of essential services.
- **Efficiency** through integrated platforms that prevent loss of public funds, reduce transaction costs and enable that services are delivered in real-time.
- **Innovation** through open APIs and interoperable standards that allow government, startups and industry to co-create new digital solutions.

> The three purposes that DPI serves:
> Inclusion, efficiency, innovation

Together, the three purposes of inclusion, efficiency and innovation form the core of India's DPI architecture such that every resident can access essential services, that government and markets operate with greater speed and that entrepreneurs and institutions can innovate existing public service models.

1.1 India Stack as the foundational model

The India Stack, a set of open APIs and digital public goods, offers a unique digital infrastructure to governments, businesses, startups and developers to deliver online, paperless and consent-based services.

From Bharat to the World - DPI as a Global Public Good

Why it Matters Globally

- Drives digital inclusion
- Boosts innovation across borders
- Speeds up service delivery in developing nations.
- Supports UN Sustainable Development Goals (SDGs)

India's Global Role

- Aadhaar, UPI, DEPA - scalable, secure DPI models
- Shared via India Stack Global with countries like Mauritius, Sri Lanka, Philippines
- Leadership at G20, partnerships with UNDP, World Bank and African Union

It consists of three layers of open APIs:

01 **Digital identity infrastructure**

Aadhaar, the world's largest biometric ID system[9], provides residents with a unique digital identity to authenticate access to over 2,240 social welfare schemes[10] across sectors like welfare, finance and travel. Aadhaar-enabled Direct Benefit Transfers (DBT), an initiative that directly transfers subsidies and benefits from various social welfare schemes into the bank accounts of beneficiaries using their Aadhaar number, have saved approximately INR3.48 lakh crore by April 2025[11], by reducing duplication.

In January 2025, Aadhaar holders conducted more than 284 crore[12] authentication transactions, a 32%[13] growth from January 2024.

02 **Digital payments infrastructure**

UPI, launched in 2016 by the National Payments Corporation of India (NPCI), supports instant, low-cost mobile-based payments using a unique UPI ID. It powers 85%[14] of India's digital payments and connects 675 banks on a single platform. Complementary systems like the Bharat Bill Payment System (BBPS) allow citizens to pay all recurring bills, while FASTag uses Radio Frequency Identification (RFID) to facilitate cashless toll payments.

In June 2025[15], UPI processed 1,839 crore transactions worth over INR24 lakh crore[16].

03 **Data empowerment and open access**

The third layer of India Stack, powered by the Data Empowerment and Protection Architecture (DEPA), is designed to give citizens full control over their personal data. It enables people to safely share their data with service providers using digital consent. DEPA rests on three core pillars[17]: First, a landmark Personal Data Protection Bill that gives citizens defined rights over their personal data. Second, a digital consent artefact that standardizes how user permission is captured and shared. Third, regulated consent managers—such as Account Aggregators in finance—who act as data traffic controllers, enabling secure, permission-based data flows between institutions.

Since Pre-COVID-19, about 92%[18] of small businesses in India got access to formal credit post DEPA's implementation.

1.2

Policy and institutional architecture driving DPI

India's DPI ecosystem involves a set of specialized institutions that work across digital platforms, standards and security frameworks. The system consists of entities such as:

- **Ministry of Electronics and Information Technology (MeitY)**
- **Unique Identification Authority of India (UIDAI)**
- **National Informatics Centre (NIC)**
- **Digital India Corporation (DIC)**
- **National eGovernance Plan (NeGP)**
- **National Payments Corporation of India (NPCI)**
- **National Institute for Smart Government (NISG)**

Enabling policy frameworks

Policies and regulatory instruments that strengthen the governance of DPI and safeguard citizen trust include, among others:

- The **National Data Governance Framework Policy (NDGFP)**
- The **Data Empowerment and Protection Architecture (DEPA)**
- The **Digital Personal Data Protection Act (DPDP), 2023**

1.3

How DPI is transforming citizen service delivery

India's DPI architecture, identity, payments, data exchange, document management and multilingual AI serves as the foundational layer for smooth public service delivery. The combination of Aadhaar, UPI, DigiLocker, Ayushman Bharat Health Account (ABHA), BHASHINI, Open Government Data (OGD) and Open Network for Digital Commerce (ONDC) has unlocked a service environment where citizens can perform end-to-end actions digitally with minimal friction.

> The Indian economy has witnessed profound positive transformation in the last ten years. The people of India are looking ahead to the future with hope and optimism.

Smt. Nirmala Sitharaman,
Hon'ble Minister of Finance,
at her Budget 2024 speech

Aadhaar[19] enables residents to prove their identity and address across institutions using biometrics, OTP, or face authentication. It supports access to welfare benefits and Direct Benefit Transfers, opening of Jan Dhan bank accounts using e-KYC, cash withdrawals via Adhaar Enabled Payment System (AePS), e-KYC for SIM cards, Aadhaar–PAN linking, e-verification of tax returns and creation of ABHA health IDs. It also acts as an access key for platforms like DigiLocker and several government services.

UPI[20] allows citizens to send and receive money instantly, make merchant payments online and offline and pay bills, such as utilities, credit card dues and FASTag. It enables receipt of salaries, pensions and subsidies, supports payment requests through the 'collect' feature and offers UPI Lite for offline transactions. UPI AutoPay powers subscription payments and the platform is now usable internationally, including in the UAE, Singapore, France, Sri Lanka, Mauritius and others.

DigiLocker provides a digital wallet for government-issued documents, allowing users to store and download verified certificates such as driving licenses, vehicle registration certificates, mark sheets and identity documents. These digital files are legally valid and can be shared securely with banks, employers, universities and government agencies.

e-KYC and eSign simplify verification and documentation by enabling quick completion of KYC for banking, telecom, insurance and loans. Citizens can digitally sign documents and use Aadhaar-based or offline KYC methods to authenticate themselves.

Ayushman Bharat Digital Mission[21] **(ABDM)** offers a unified health identity that allows citizens to share medical records with doctors and hospitals, book appointments, access Pradhan Mantri Jan Arogya Yojana (PMJAY) information, manage prescriptions and lab reports and store documents in digital health lockers. It also supports digital KYC at healthcare facilities.

Digital Infrastructure for Knowledge Sharing[22] **(DIKSHA)** allows students and teachers to access curriculum-aligned digital textbooks, QR-coded content, interactive lessons and assessments in multiple languages. It supports teacher training, certification and creation of learning resources, while schools use it for lesson planning and classroom delivery. DIKSHA also offers downloadable offline content, state-specific repositories and smooth access across devices, ensuring continuity of learning nationwide.

BHASHINI enables multilingual access to digital services by supporting translation of text and speech across Indian languages. It powers voice-based interfaces, real-time translation tools and multilingual chat systems for sectors like education, health and commerce.

ONDC[23] enables consumers to buy from any seller across the open network, covering categories such as groceries, food delivery, electronics, mobility and medicines. It allows price comparison across apps, supports payments via UPI, provides localized delivery options and standardizes invoices, tracking and grievance mechanisms. Mobility services such as Namma Yatri are also integrated.

The OGD[24] platform provides citizens, developers and researchers with open, machine-readable datasets published by central ministries, state governments and public agencies. It supports the creation of public dashboards, climate and disaster-response tools, agriculture and market-price advisories, mobility and transport solutions and health and education analytics.

FASTag automates toll payments across the national highway network, enables nationwide interoperability, tracks toll expenditure digitally and can be linked to bank accounts, wallets, or UPI. It also supports logistics movement visibility.

Unified Mobile Application for New Age Governance[25] (UMANG) aggregates more than 1,400 government services on a single platform. Citizens can apply for certificates, track Employees' Provident Fund Organisation (EPFO) claims, use DigiLocker, access PAN and Pradhan Mantri Awas Yojana (PMAY) services, book gas, check scholarships, pay bills and taxes and access land records in several states.

e-Sanjeevani[26] enables free teleconsultations and digital prescriptions through online OPDs. It offers video consultations, access to specialists through the hub-and-spoke model and home-based medical support.

The MeriPehchaan[27] platform offers a unified National Single Sign-On that allows citizens to access multiple government services using one set of credentials. As of 2025, it has enrolled 55.52 crore[28] users. The e-Hastakshar (e-Sign) service enables legally valid digital signatures for documents and transactions, with 81.97 crore[29] e-Signs issued across ESPs (e-Sign Service Provider) in 2024.

Unified Logistics Interface Platform[30] (ULIP) provides visibility into logistics by enabling shipment tracking across road, rail, air and ports. It supports verification of vehicles, containers and cargo; streamlines logistics documentation; and digitizes gate passes, e-way bills and port clearances.

Government e-Marketplace[31] (GeM) allows sellers and service providers to register and engage in transparent government procurement. It supports catalogue listing, bidding, order tracking, invoicing and payments.

The Common Services Centres (CSCs) initiative provides last-mile digital access points that deliver a wide range of e-services to rural and remote communities. As of July 2025, over 6.5 lakh[32] CSCs operate nationwide, including 4.63 lakh[33] at the Gram Panchayat level in 2024. They offer more than 800 services, spanning government schemes, digital payments, education, telemedicine and financial inclusion.

Covid Vaccine Intelligence Network[34] (CoWIN) supports vaccine registration, appointment booking, certificate download, updating passport details and verification of vaccination records and provides authenticated certificates for travel or institutional needs.

02

AI catalyzing India's development roadmap

India's transformation in AI is reshaping how the country builds digital capacity, strengthens governance and drives economic growth.

The government is enabling an ecosystem where computing power, GPUs and research opportunities are available at an affordable cost. This marks a fundamental shift from a resource-limited AI landscape to one that is nationally accessible and innovative.

According to the Stanford AI Index 2024[35], India now leads the world in AI skill penetration, recording a score of 2.8, surpassing the US (2.2) and Germany (1.9). Since 2016, the concentration of AI talent in India has expanded by 263%[36], underscoring the country's emergence as a significant global hub for AI expertise.

At the center of this transformation is India's rapid expansion of AI compute and semiconductor infrastructure. An open GPU marketplace ensures equitable access for students, startups and researchers, while domestic GPU development and five semiconductor plants under construction build the hardware backbone of technological self-reliance.

The IndiaAI Mission (2024), backed by an INR10,300-crore[37] allocation over five years, is establishing one of the world's largest public AI compute capacities and has built 34,000+[38] GPUs until May 2025. On the side of innovation, the IndiaAI Dataset Platform will host the nation's largest anonymized datasets, helping startups and researchers to access high-quality AI applications[39].

> Three Centres of Excellence[40] in New Delhi have been set up, covering healthcare, agriculture and sustainable cities, to deepen research capabilities, while new National Centres of Excellence for Skilling are preparing the workforce for industry-relevant expertise, aligned with the 'Make for India, Make for the World' vision.

The government is also nurturing a thriving ecosystem of indigenous AI models and public-purpose applications, including foundational models such as Large Language Models (LLMs) and Small Language Models (SLMs), as well as multimodal systems like BharatGen, Sarvam-1 and Everest 1.0. Parallelly, platforms such as BHASHINI and Chitralekha are helping citizens access digital services in their preferred and native languages.

AI-powered applications, including the BHASHINI-based Kumbh Sah'AI'yak chatbot and railway passenger monitoring systems, have showcased strong impact on crowd management during Mahakumbh 2025 by offering AI-powered chatbot assistance to pilgrims at the gathering.

GenAI adoption across businesses, startups and SMEs is increasing in tandem. India hosts 520-plus[41] incubators and accelerators, ranking third globally in active programs, while its AI startup funding has grown sixfold quarter-on-quarter.

India's current AI landscape:

Key takeaways

- India's technology and AI sector continues to expand at pace, with total industry revenues expected to exceed US$280[42] billion this year.
- More than six million[43] people now work across technology and AI-related roles nationwide.
- The country hosts a strong global operations base, with 1,700-plus[44] Global Capability Centers (GCCs) generating INR6,460 crore[45] in revenue in 2024.
- India's startup ecosystem has scaled to nearly 1.8 lakh[46] startups as of October 2025 and close to 90%[47] of new startups formed last year incorporated AI into their offerings.
- High-adoption sectors—industrial and automotive, consumer goods and retail, Banking, Financial Services and Insurance (BFSI) and healthcare, collectively account for around 60%[48] of the country's total AI value creation.

2.1

AI policy and institutional landscape

Recognizing AI's strategic importance, NITI Aayog's National Strategy for Artificial Intelligence[49]– #AIforAll provides India's foundational policy vision for harnessing AI as a driver of public-sector transformation and social inclusion. The strategy identifies healthcare, agriculture, education, smart cities and mobility as priority sectors where AI can create national scale transformation.

It proposes a whole-of-economy approach focused on building institutional capacity, enabling data and compute infrastructure and accelerating research and innovation through Centres of Research Excellence (COREs) and International Centres for Transformational AI (ICTAIs). The core objective is to position AI not as a standalone technology but as a systemic capability embedded across governance and industry to advance development goals.

NITI Aayog's Priority Sectors for AI Implementation

- **Agriculture**
- **Healthcare**
- **Education**
- **Smart Mobility**
- **Smart City Infrastructure**

The strategy also outlines the enabling ecosystem required for safe and scalable adoption of AI in India. This includes expanding domestic talent through structured skilling programs, improving access to high-quality datasets and building national compute capability through platforms such as AI Research, Analytics and Knowledge Assimilation Platform[50] (AIRAWAT).

To further strengthen the foundations of AI, the Government of India approved the IndiaAI Mission[51] in March 2024 under MeitY. The Mission seeks to position India as a global hub for AI development, research and innovation.

The Mission's architecture covers seven key pillars :

Compute Capacity
Creation of a high-performance AI compute infrastructure (10,000+ GPUs) through public–private partnerships to enable sovereign model training and deployment.

IndiaAI Innovation Centre
Development of indigenous large multimodal models (LMMs) and domain-specific foundational models for governance, education, health and agriculture.

Safe & Trusted AI
Ensuring AI ethics, explainability and security guardrails, aligned with the Digital Personal Data Protection Act (2023) and the National Data Governance Framework Policy (NDGFP).

Application Development Initiative
Support for ministries and states in embedding AI across sectors including agriculture, mobility and health.

FutureSkills
Expansion of AI skilling programs and establishment of AI & Data Labs in Tier-2 and Tier-3 cities.

Startup Financing
Provision of financial and infrastructural support to deep-tech AI startups.

Datasets Platform
A unified repository of quality-assured, anonymized datasets to support both research and solution-building.

Seven key pillars of IndiaAI Mission Architecture

2.2

Building AI skills, ethics and responsible governance frameworks

India's decision to foreground responsible AI stems from not merely deploying advanced systems, but ensuring that these systems enhance public good, uphold citizen rights and strengthen trust in government-led platforms.

This philosophy was strongly articulated at the 6th Meeting of the Global Partnership on Artificial Intelligence (GPAI) Ministerial Council[52], where India served as Lead Chair. Members reached consensus on a renewed vision for GPAI, acknowledging both the transformative potential of AI for sustainable development and the growing risks related to safety, security, misinformation, bias and data protection.

The GPAI Ministerial Council reaffirmed its commitment to the Organisation for Economic Co-operation and Development (OECD) Recommendation on AI and the United Nations Educational, Scientific and Cultural Organization Recommendation (UNESCO) on the Ethics of AI and endorsed an integrated governance model that brings GPAI and OECD members onto an equal footing while preserving GPAI's multi-stakeholder character.

India used this platform to champion global cooperation in building human-centric AI, stressing that inclusive governance and shared standards must guide the development of advanced AI systems. These discussions amplified the concerns and aspirations of developing and low and middle-income countries, reinforcing the global commitment to 'AI for Good and for All,' as articulated in the New Delhi Ministerial Consensus.

The vision of ethical and responsible governance frameworks comes to life through many initiatives by the Government of India that protect and define how AI is used by the citizens. These include, but are not limited to:

- **IndiaAI Governance Guidelines' Safe & Trusted AI pillar[53]** emphasize fairness, accountability, resilience and sustainability such that AI systems deployed in governance remain aligned with citizen rights.
- **The Skill India Digital Hub[54] (SIDH)** uses AI-based matching, personalized learning pathways and digital credentialing to serve more than 400 million potential learners, strengthening workforce readiness at a national scale.
- **FutureSkills Prime[55]**, a MeitY-NASSCOM initiative, has trained more than 1.2 lakh learners in AI, machine learning and data analytics. Under the IndiaAI Future Skills pillar, the government is expanding AI & Data Labs across non-metro cities to democratize access to advanced training.
- **iGOT Karmayogi[56]**, the government's integrated learning platform for civil servants, is helping build AI awareness and digital competencies within the public sector, enabling a more capable and technology-ready administrative workforce.
- **The AI Startup Hub[57]**, under the IndiaAI Mission, supports early-stage AI enterprises with access to datasets, compute resources, mentorship and regulatory guidance strengthening India's pipeline of homegrown solutions for governance, healthcare, education, agriculture and industry.

2.3

AI use cases in India

AI has begun to play a substantive role in India's digital transformation, with advanced applications emerging across governance, public service delivery and key economic sectors. Enabled by strong digital public infrastructure and mission-driven programs, AI is now being integrated into operational workflows, decision-support systems and citizen-facing platforms.

Given below are some principal use cases of AI in India and how they are supporting evidence-based governance.

- In urban areas, Intelligent Traffic Management Systems[58] (ITMS) use AI-based video analytics to streamline signal timings, identify violations and improve commuter movement.
- In agriculture, AI-based advisories under Kisan e-Mitra, Digital Crop Survey and Farm Machinery Custom Hiring Centre (CHC)[59] apps provide farmers with hyperlocal weather updates, crop health diagnostics, input recommendations and early warnings on pest infestations.
- Citizen-facing grievance redress platforms such as Centralised Public Grievance Redress and Monitoring System[60] (CPGRAMS) and state-level helpline systems now use natural language processing to categorize complaints, prioritize urgent cases and route them automatically to the appropriate department.
- Across public service touchpoints, chatbots and virtual assistants, such as UMANG's AI assistant, Indian Railway Catering and Tourism Corporation's (IRCTC) AskDisha and UIDAI's Aadhaar Mitra, help citizens resolve queries instantly with conversational ease.

03

AI-driven digital public infrastructure: Shaping the next era of citizen service delivery

As India charts its path towards Viksit Bharat 2047, a central priority is the integration of AI into the country's DPI. This next phase, envisions a state capable of delivering higher-quality public services and ensuring equitable access to opportunities for every citizen.

AI-powered DPI systems hold large potential to shift governance frameworks in the direction of new-age development. For instance, such systems can enable early detection of labor market disruptions, allowing timely implementation of corrective measures prior to adverse impacts on employment. Using AI-DPI models, electricity departments can accurately forecast demand at the district level, while identification of micro, small and medium enterprises (MSMEs) at risk of closure and prompt delivery of credit support becomes easier.

This approach is characterized by continuous learning, anticipatory decision-making and citizen-centric public service delivery.

> "Power of digital public infra could multiply 100 times if used with AI.
>
> **Shri Ashwini Vaishnaw,**
> Hon'ble Minister of Railways, Information and Broadcasting, and Electronics and Information Technology, Government of India, *at the NASSCOM Technology and Leadership Forum (NTLF) 2025*

3.1

Opportunities for synergy in AI-DPI collaboration

Opportunities for AI in digital governance are substantial, with the potential to positively impact the citizen's experience across the administrative landscape

Predictive analytics in welfare delivery can help governments identify eligible beneficiaries more accurately, detect anomalies or fraud in DBT schemes and anticipate which communities may require additional support during crises.

Smart regulation, risk-based inspection and automation of citizen services can prioritize high-risk cases for inspections in sectors such as food safety, labor, or environmental compliance and automate routine processes like issuing certificates, routing grievances and renewing permits.

Data interoperability and federated AI models with localization abilities enable AI systems to learn from diverse datasets, while federated learning allows models to be trained across distributed data sources, like state-specific languages, cultural contexts and administrative rules.

Building AI-ready administrative capacity includes training civil servants to understand, deploy and oversee AI systems responsibly and equipping departments with the tools and skills needed to manage data, evaluate algorithms and integrate AI into their workflows.

Policy frameworks, including open data policies, data-sharing architectures, algorithmic governance standards and procurement guidelines ensure that algorithmic decisions are made transparently.

3.2

Flagship projects of central and state governments: Scaling DPI with AI across agri-tech, health-tech, skilling and more

As India deepens its digital transformation, AI is becoming integral to security, economic resilience, social protection and public service delivery. These ongoing and implemented use cases demonstrate how AI is being harnessed across sectors.

01 Law and Order/Homeland Security

- Trinetra – AI policing platform, Uttar Pradesh[61]
- A unified AI policing system combining facial recognition, Crime and Criminal Tracking Network and Systems[62] (CCTNS) databases, CCTV analytics and real-time alerts for law enforcement.
- Bharatpol – National law enforcement data platform[63] (Central)
- A unified interface enabling real-time sharing of Interpol notices, look-out circulars, absconder databases and cross-agency alerts.

02 Financial Services

- **Bima Sugam[64] – Unified Digital Insurance Marketplace (Central)**
  A national platform combining insurers, distributors and customers into a unified interface for policy purchase, servicing and claims.
- **Open Credit Enablement Network[65] (OCEN) (Central)**
  An API-based credit infrastructure connecting lenders, loan service providers (LSPs) and digital platforms to enable embedded, data-driven lending.
- **Unified Lending Interface[66] (ULI) (Central)**
  A consent-based, standardized lending DPI designed to enable interoperable credit journeys across banks and Non-Banking Financial Companies (NBFCs)

03 Agriculture

- **Farmer ID/Kisan Pehchaan Patra[67] (Central)**
  An Aadhaar-linked digital identity for farmers, enabling unified access to subsidies, insurance, schemes and agriculture-related services. It is targeted for nationwide implementation.
- **AgriStack[68] – Federated agriculture data infrastructure (Central)**A national-level DPI that integrates farmer identity, land records, crop and soil data and market information into a consent-based ecosystem supporting precision agriculture and targeted benefit delivery.

04 Health

- **AI health screening (TB and Cancer), Maharashtra[69]**
  AI-enabled screening tools for TB and cancer and other image-based diagnostics.
- **AI for NCD screening, Kerala[70]**
  AI-driven tools that support early detection and population-level profiling of non-communicable disease (NCD) risks.

05 Urban Development, Land and Mobility

- **Bhu Aadhaar/Unique Land Parcel Identification Number[71] (ULPIN), Karnataka**
  An AI- and GIS-based land authentication system using satellite imagery, cadastral maps and planning datasets to detect encroachments and streamline land mutation processes.
- **B-TRAC 2.0[72]– AI traffic management, Karnataka**
  An AI-supported traffic management system for Bengaluru that predicts congestion, detects violations and optimizes routes.
- **Unified Real Estate Regulatory Authority[73] (RERA) Portal (Central)**
  A national platform that integrates all state and Union Territory RERA systems to enable unified project registration, compliance tracking and grievance redressal in real estate.

- **India Urban Data Exchange[74] (IUDX) (Central)**
  An open-standard API ecosystem enabling secure, interoperable data exchange across mobility, utilities and urban planning systems.

06 AI in state governance systems

- **Real Time Governance Society[75] (RTGS), Andhra Pradesh**
  An AI-driven predictive governance platform that integrates satellite data, welfare databases, weather feeds and citizen dashboards to support cyclone alerts, crop distress prediction, DBT monitoring and clustering of grievances.
- **Telangana Data Exchange[76] (TGDeX), Telangana**
  A state-run interoperable data exchange providing secure, scalable and AI-ready data flows across departments, built to align with national DPIs.
- **Tamil Nadu Data Open-Government Data Portal[77] (TNOGDP), Tamil Nadu**
  A statewide data infrastructure offering an integrated platform for multi-department AI applications and improved service delivery.
- **MahaAI[78], Maharashtra**
  A state AI platform that powers chatbots, automated certificate delivery and citizen query resolution across multiple government departments.

Note: This compilation highlights major AI deployments across priority sectors but is not an exhaustive list. India's AI ecosystem continues to evolve, with pilots and full-scale implementations emerging across multiple states and ministries.

3.3 Public-private collaboration in AI-DPI implementations

The expansion and impact of integrating AI with DPI systems relies heavily on effective public-private partnerships (PPPs). Collaboration models that combine government stewardship with private-sector innovation while embedding non-negotiable standards for responsibility and secure AI deployment translate to reliable blueprints for nationwide adoption.

Responsible AI and assurance as a foundation

As an enabling measure, public–private AI initiatives should incorporate mandatory assurance mechanisms to safeguard citizen interests, such as:

- Pre-deployment ethics reviews and bias/safety testing
- Explainable AI decisions for transparency in citizen-facing services
- Rollback plans to mitigate unintended outcomes
- Security safeguards, including zero-trust access, secrets management and defenses against prompt-injection in agentic AI systems.


INFANTS

Illustrative public-private AI implementations leveraging DPI rails

India has created shared digital 'rails' that any public program can use—identity (Aadhaar/ABHA), payments (UPI), consented data exchange (Account Aggregator/ DEPA), health records (ABDM), language services (BHASHINI) and open networks (ONDC). These rails are the common infrastructure; AI solutions (e.g., translation assistants, triage and routing, claims decision support, risk and fraud analytics, computer vision) are layered on top of them.

The table that follows presents, for each initiative: what the AI does, which rail(s) it relies on, the public–private collaboration involved and why the approach scales (i.e., it can be reused by other ministries and states without rebuilding the basics). In practice, this means one rail can support many AI services—for example, once BHASHINI is integrated, multiple departments can add multilingual chat, IVR and assistive tools with minimal duplication.

Public-private collaboration in AI-DPI implementations

S.No.	Initiative	What the AI does	DPI rails used	Public–private collaboration	Why it scales
1	**BHASHINI × Indian Railways (CRIS)**	Multilingual translation/ voice-AI for passenger info and support	BHASHINI language stack	MeitY's BHASHINI + CRIS + private app/IVR partners	One national language rail rapid reuse across all passenger touchpoints
2	**'Jugalbandi' WhatsApp Assistant**	GenAI answers on schemes in local languages over WhatsApp	BHASHINI + messaging APIs	Government-backed research groups + Big Tech + state partners	Meets citizens where they are (WhatsApp) with open language models
3	**ABDM partner apps**	AI triage, assistants, claims aids on ABHA/FHIR	ABDM (ABHA ID, FHIR, registries)	NHA open standards + hundreds of private integrations	Shared health data standards faster innovation without custom pipes
4	**Account Aggregator (AA)**	AI underwriting, fraud/risk, PFM copilots using consented data	DEPA/AA consent artefacts & APIs	RBI/DFS framework + AAs + banks/NBFCs/ fintechs	Lawful, auditable data flows at population scale power AI
5	**DigiYatra (airports)**	Vision/biometric AI for seamless entry and flow	DigiYatra digital ID framework	MOCA + DigiYatra Foundation + airports/airlines + vendors	Central policy + federated rollout consistent UX across airports
6	**UIDAI Face Authentication**	AI face-auth for e-KYC/ verification in services and apps	Aadhaar authentication + verifiable credentials	UIDAI standards + device/app ecosystem	Low-friction, widely supported authentication broad adoption by service providers
7	**RBIH Public Tech Platform for Credit**	Shared rails where lenders run AI models for quicker loans	RBIH PTPFC + ID/consent/ data APIs	RBIH platform + banks/NBFCs/ fintechs	Common rails reduce integration cost; competition improves AI quality

3.4

Contributions of EY to AI-DPI convergence

India has spent the past decade building citizen-centric digital public platforms, marking its contribution to creating a tech-oriented global order of governance. The next chapter encompasses the introduction of AI enabled, predictive, hyper personal public services that reach every citizen.

In achieving this feat, the work by EY has consistently gone beyond advisory. We have helped governments translate policy intent into auditable systems, including building reference APIs and canonical data models, creating model factsheets and audit log frameworks, designing human in the loop review processes and developing rollout playbooks that ministries and states can adopt without ambiguity.

Several national and state initiatives reflect this contribution. For PARIVESH, EY India supported the design of reviewable AI assistants and transparent quality rubrics for decision support. For the Trade Intelligence and Analytics initiative, the firm helped establish secure ingestion protocols and template based data processes to ensure consistent onboarding. In education, EY India contributed to standardizing DIKSHA workflows and measurement frameworks to help states replicate successful models.

> In agriculture, the firm supported the development of coordination toolkits for program units under PM KISAN and the Digital Agriculture Mission, improving coherence across data, governance and implementation. EY also supported the Punjab AI ML Centre of Excellence in creating bias assessment and rollback mechanisms for safe, vendor neutral experimentation.

More broadly, the work by EY across India and globally spans the entire lifecycle of DPI: from policy formulation and business model design to technical architecture, data governance and outcome measurement. This portfolio covers digital identity, financial inclusion platforms, social registries, direct benefit transfers and e governance modernization, foundational capabilities that make AI enabled public services accessible and responsible.

Looking ahead to Vision 2047, EY remains focused on embedding 'responsible by default' AI practices into DPI, maintaining sector specific blueprints for rapid onboarding and linking program outcomes to unified KPI frameworks.

3.5

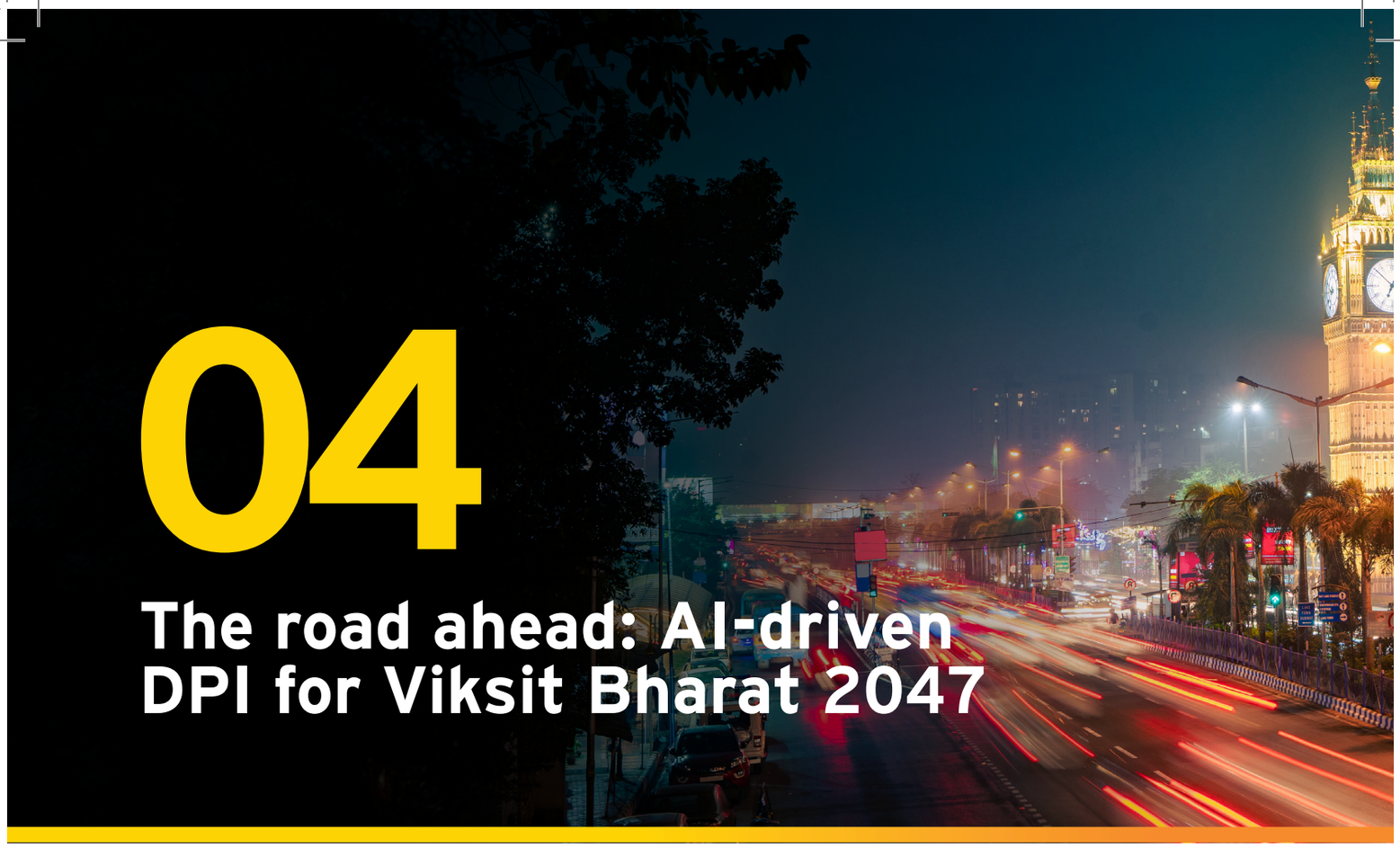
Futuristic use cases in AI-DPI implementation

India's next wave of e-governance pairs AI with DPI rails (identity, consented data, payments, health, language) so private innovators can plug in safely at population scale. With open standards and policy guardrails, pilots can become repeatable, measurable services—spanning health, agriculture, mobility, justice and utilities—delivering faster TATs, fairer decisions and more auditable outcomes.

With rails in place, the frontier shifts to multimodal, proactive and risk-aware AI. With DPI allowing common IDs, consented data, payments and language stacks, these futuristic AI patterns can move from pilots to everyday services, replicable across ministries and states.

Futuristic Use Cases in AI-DPI Implementation

S. No.	Initiative	What the AI does	DPI rails used	Public–private collaboration	How it is scalable
1	**AI Patient Copilot (Hospital Triage)**	Multimodal GenAI triage, discharge guidance, Q&A in Indian languages	ABDM/ABHA, FHIR, DigiLocker	NHA rails + hospital ISVs + med-ed startups	Common health IDs/APIs reusable assistant across hospitals
2	**Just-in-Time Farm Insurance**	Satellite/IoT AI loss estimation, auto-payout triggers	DEPA/AA (consent), UPI/ AEPS, Land/Geo. registries	Insurers + agri-tech + banks	Consent + instant payments rapid, auditable claim settlement
3	**Smart Mobility Orchestrator**	City-wide AI traffic prediction and signal control; voice help	ULB data hub, BHASHINI, Open Maps APIs	City SPVs + ITS vendors + startups	Shared data hub lets multiple vendors improve one network
4	**Learning Twin for Schools**	GenAI tutor, teacher assist, outcome dashboards	Student ID/ registry, DigiLocker, BHASHINI	EdTech + State SCERT + content partners	Standard IDs/ content APIs scalable, localized pedagogy
5	**Procurement Integrity Radar**	Graph AI for cartel/fraud detection across tenders	GeM/eProc APIs, PFMS/UPI, Vendor registries	CVC/ministries + analytics vendors	Unified tender/ payment rails cross-scheme anomaly view
6	**Precision Subsidy and Demand Shaping**	AI nudges, dynamic tariffs to manage grid peaks	DISCOM consumer registry, Smart-meter APIs, UPI	State utilities + IoT/energy firms + billers	Meter + payments rails measurable peak-load shift
7	**Judicial Copilot and Scheduling**	Brief summarization; cause-list optimization	e-Courts/e-Filing, BHASHINI	e-Committee + law-tech partners	National court rails uniform tools across courts
8	**Urban Works Vision QA**	Site-photo AI checks pre-payment; defect triage	Work-order registry, Geo-tag, PFMS/UPI	ULBs + EPCs + CV/AI vendors	Pay-gate on PFMS ties AI quality to disbursal



04

The road ahead: AI-driven DPI for Viksit Bharat 2047

India is actively building an AI-powered digital public infrastructure ecosystem that will underpin its modernization and development goals for Viksit Bharat by 2047. For the road ahead, the country is nurturing the people, infrastructure and governance frameworks that will anchor an AI-enabled future for DPI.

A core pillar of this journey is skilling and capacity building. With AI adoption picking pace across agriculture, health, finance and multiple other sectors, improved AI literacy and advanced technical training become imperative. India's talent base, spanning students, private sector professionals and public administrators, is actively upskilling in core areas such as prompt engineering, predictive systems, privacy and design principles and data classification to use advanced systems effectively.

India's commitment to innovation and research leadership further defines its long-term trajectory. Platforms such as AIRAWAT, providing national-scale high-performance compute resources and AI cloud infrastructure, the growing network of AI Centres of Excellence, have created foundational R&D capacity. These enable the development of indigenous, sector-specific solutions, including climate-adaptive agriculture, disease surveillance, logistics optimization and multilingual governance interfaces.

> Equally vital to this ecosystem is the growth of India's data center and cloud infrastructure to develop AI and advanced tech solutions. National Data Centres (NDCs) established by NIC in Delhi, Pune, Bhubaneswar, Hyderabad and Guwahati, along with NDC-NER (North-East Region), provide high-performance computing, disaster recovery and cloud services to government ministries, state governments and PSUs.

With storage expanded to around 100PB and thousands of servers supporting diverse workloads, these centers underpin India's digital public infrastructure. The NIC's 2022 enhancement project is strengthening national cloud infrastructure, already supporting over 300 departments, while the GI (Government of India) Cloud initiative, MeghRaj, is creating a unified cloud environment for quick rollout of services like digital payments, digital identity, and consent-based data sharing.

India's efforts to institutionalize Responsible AI through advanced data protection, cross-sector institutional mechanisms like DEPA and greater transparency are directly addressing concerns around misuse, bias and systemic vulnerability. As AI becomes embedded in citizen-facing platforms, a rigorous approach to ethics and security safeguards through initiatives such as the National AI Governance Guidelines is evident in securing national interests and reinforcing public confidence.

Financing is a critical factor driving this convergence. Instruments such as the Digital India Fund, IndiaAI Mission and expanded public-private partnerships are already enabling investment in GPUs, high-end compute clusters, open innovation ecosystems and state-level capacity building. These mechanisms lower market barriers for startups, MSMEs and research institutions, while allowing states and smaller public agencies to adopt advanced technologies without prohibitive costs.

In taking these approaches, India's pursuits are guided by the timeless spirit of 'sabka saath, sabka vikas, sabka vishwas', a revolutionary movement that embodies the soul of an inclusive and prosperous nation.

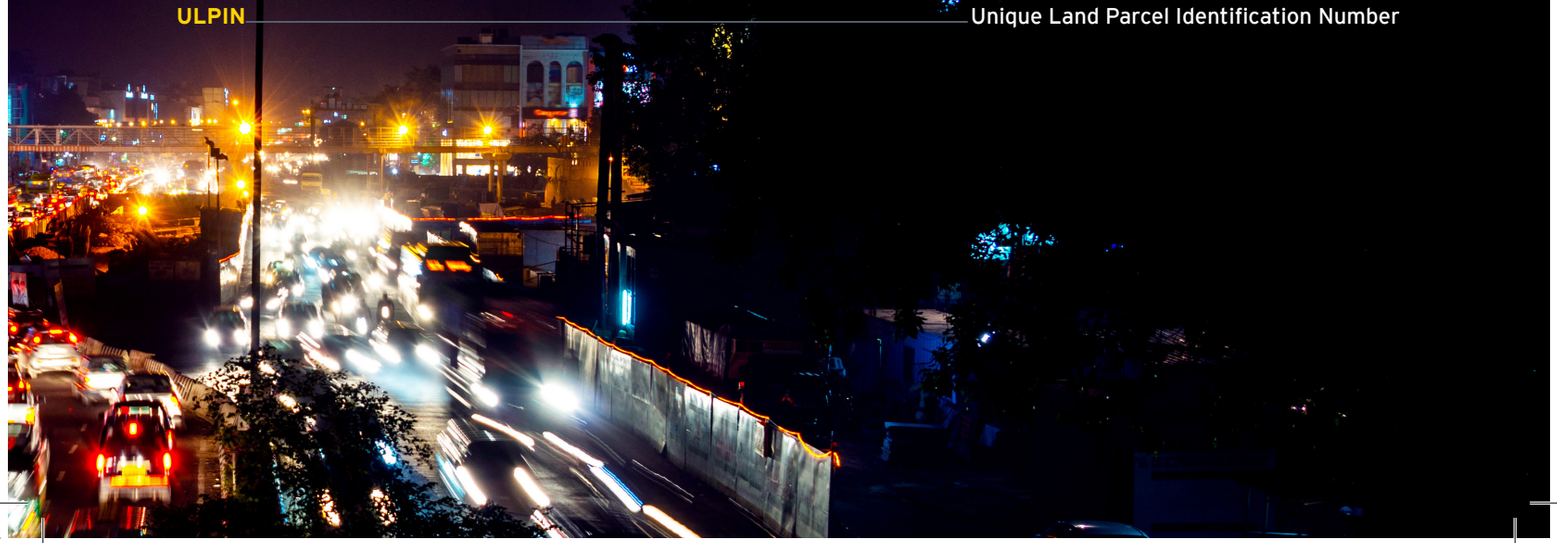
This new chapter reflects the country's conviction that digital empowerment is not a privilege but a right, where technology breaks down barriers, deepens inclusion and celebrates linguistic and cultural diversity even as it drives innovation.

With a unified purpose and a growing role in shaping global digital cooperation, India stands ready to define the next chapter of modern nationhood—self-reliant, innovative and an active, constructive voice on the world stage.

Annex A
Glossary

ABDM	Ayushman Bharat Digital Mission
ABHA	Ayushman Bharat Health Scheme
AEPS	Aadhaar
AI	Artificial Intelligence
AI COE	Artificial Intelligence Centre of Excellence
AIRAWAT	AI Research, Analytics, and Knowledge Assimilation Platform
AGRISTACK	Agricultural Data & Services Stack
AIM	Atal Innovation Mission
BBPS	Bharat Bill Payment System
BHASHINI	Bhasha Interface for India
CCTNS	Crime and Criminal Tracking Network Systems
CDAC	Centre for Development of Advanced Computing
CHC	Custom Hiring Centre
COWIN	Covid Vaccine Intelligence Network
CORE	Centre of Research Excellence
CPGRAMS	Central Public Grievance Redress and Monitoring System
CRIS	Centre for Railway Information Systems
CSC	Common Service Centre
CV	Computer Vision
DBT	Direct Benefit Transfer
DEPA	Data Empowerment and Protection Architecture
DFS	Department of Financial Services
DIKSHA	Digital Infrastructure for Knowledge Sharing and Learning
DIC	Digital India Corporation
DISCOM	Distribution Company
DPI	Digital Public Infrastructure
DPDP	Digital Personal Data Protection Act
EFPO	Employee's Provident Fund Organisation
EPC	Engineering, Procurement and Construction
E-SANJEEVANI	Telemedicine Platform
ICTAI	International Centres for Transformational AI
ITMS	Intelligent Traffic Management System
FHIR	Fast Healthcare Interoperability Resources
ESPS	e-Sign Service Provider
GCC	Global Capability Centre
GEM	Government e-Marketplace
GOI	Government of India
GPU	Graphics Processing Unit
GPAI	Global Partnership on Artificial Intelligence
INDIAAI	India Artificial Intelligence Mission

INDEA	India Digital Ecosystem Architecture
IUDX	India Urban Data Exchange
IVR	Interactive Voice Response
JAM	Jan Dhan. Aadhaar, Mobile
KYC	Know Your Customer
LLM	Large Language Model
LSP	Loan Service Provider
MEITY	Ministry of Electronics and Information Technology
NASSCOM	National Association of Software and Service Companies
NBFC	Non-Baking Financial Company
NITI	National Institution for Transforming India
NEGP	National e-Governance Plan
NER	North-East Region
NDGFP	National Data Governance Framework Policy
NIC	National Informatics Centre
NISG	National Institute for Smart Government
NPCI	National Payments Corporation of India
OCEN	Open Credit Enablement Network
OECD	Organisation for Economic Cooperation and Development
OGD	Open Government Data
ONDC	Open Network for Digital Commerce
PAN	Permanent Account Number
PFMS	Public Financial Management System
PM	Prime Minister
PMJAY	Pradhan Mantri Jan Arogya Yojna
PMAY	Pradhan Mantri Awas Yojna
PTPFC	Public Tech Platform for Frictionless Credit
PWD	Persons with Disabilities
RBI	Reserve Bank of India
RERA	Real Estate Regulatory Authority
RFID	Radio Frequency Identification
RTGS	Real Time Governance Society
SCERT	State Council of Educational Research and Training
SIDH	Skill India Digital Hub
SSO	Single Sign-On
SLM	Small Language Model
TGDEX	Telangana Data Exchange
TNDP	Tamil Nadu Data Platform
TNAIM	Tamil Nadu Artificial Intelligence Mission
TNOGDP	Tamil Nadu Data Open-Government Data Portal
ULB	Urban Local Body
UPI	Unified Payments Interface
UIDAI	Unique Identification Authority of India
UMANG	Unified Mobile Application for New Age Governance
UNESCO	United Nations Educational, Scientific and Cultural Organisation
ULI	United Lending Interface
ULIP	Unified Logistics Interface Platform
ULPIN	Unique Land Parcel Identification Number



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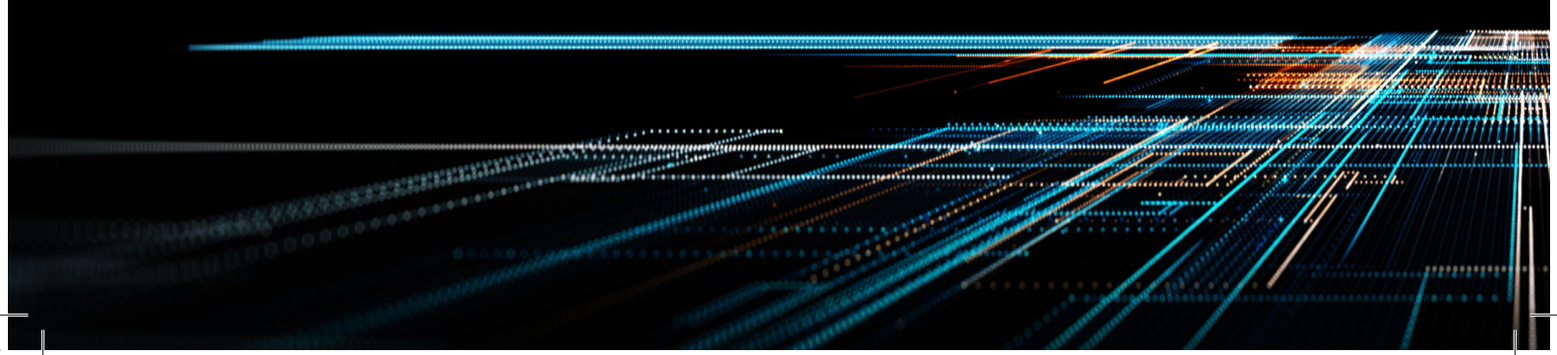

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About NISG

The National Institute for Smart Government (NISG) has emerged as a pivotal institution in driving India's journey towards digital transformation and efficient e-governance. Established in 2002 as a Public-Private Partnership under the Ministry of Electronics and Information Technology (MeitY), with Secretary, MeitY as its Chairman, NISG was conceived to blend private-sector efficiency with public accountability to modernize government functions through strategic digital reforms.

NISG's mission aligns with the Government of India's vision of building a digitally empowered society. As a not-for-profit advisory body, it supports Central, State governments and PSUs in adopting citizen-centric approaches that emphasize transparency, efficiency, and inclusivity. Its core services encompass strategic consulting, program management, technology adoption, and capacity building for public officials, ensuring that the digital transformation ecosystem is robust and sustainable.

Over the past two decades, NISG has played an instrumental role in conceptualizing and overseeing the implementations of major Mission Mode Projects (MMPs) such as MCA21, Passport Seva, UIDAI (Aadhaar), and e-Procurement systems. These initiatives have revolutionized service delivery, simplified citizen interactions, and reduced bureaucratic red tape. NISG is also focusing on Digital Public Infrastructure (DPI), harnessing emerging technologies like artificial intelligence, blockchain, and machine learning to enhance public sector decision-making and innovation capacity.

Collaboration lies at the heart of NISG's strategy. It partners with various ministries, state governments, and public sector enterprises to design scalable digital solutions, aligning local governance structures with national digital priorities. It also ensures replication of best practices across domains and geographies. Through its capacity-building programmes, such as those launched with the National e-Governance Division (NeGD), NISG equips government employees with the knowledge and tools needed to effectively manage and sustain e-governance projects.

Looking ahead, NISG has also expanded its influence beyond India's borders, contributing to global digital governance dialogues across the Global South. Its work reinforces India's leadership in promoting inclusive, secure, and interoperable digital systems. By continuing to serve as one of MeitY's strategic partners, NISG remains central to India's digital governance evolution, fostering innovation-led growth and making governance more accessible, accountable, and citizen-driven.

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