



17th Feb 2023
Hotel the Park, New Delhi

Transforming Citizen Service Delivery for 'AatmaNirbhar' Bharat

PROGRAMME AGENDA

Timing	Session
02:00 to 03:00 PM	Registrations
03:00 to 03:05 PM	<i>Opening Address:</i> Dr Ravi Gupta , Founder & Chief Executive Officer, Elets Technomedia Pvt Ltd
03:05 to 03:10 PM	<i>Welcome Address:</i> Karthik Rajaram , Vice President & Country Head, India and ASEAN Business, Freshworks
03:10 to 03:30PM	<i>Keynote Address:</i> Roadmap for AatmaNirbhar Bharat; embracing transformational governance to turn vision into reality Dr Akhilesh Gupta , Senior Adviser/Scientist-H, Head, Policy Coordination & Programme Management (PCPM) Division & Secretary, Science & Engineering Research Board, Department of Science & Technology, Government of India S P SINGH , Joint Secretary, Ministry of Road Transport and Highways, Government of India
03:30 to 03:50 PM	<i>Fireside Chat:</i> Empowering citizens through IT innovation in governance Prashant Kumar Mittal , Director- Infrastructure, E-Services and IT Management, NeGD, Government of India Aditi Oberoi , Lead, Government & Public Sector (India)
03:50 to 04:10 PM	Short Break
04:10 to 04:40 PM	<i>Freshworks Presentation:</i> How India's Public Sector can transform its Citizen Experience Jyoti Saini , India Head, Public Sector Business, Freshworks Raghavendra Prasad , Founder, Project StepOne
04:40 to 05:30 PM	<i>Panel Discussion 1:</i> Putting technology at the heart of citizen service delivery for AtmaNirbhar Bharat <i>Moderator:</i> Karthik Rajaram , VP India and ASEAN, Freshworks Inder Pal Singh Sethi , Deputy Director General, National Informatics Centre

04:40 to 05:30 PM	<p>Ajitabh Sharma, Chairman & Managing Director, Jaipur City Transport Services Limited.</p> <p>Hitesh Vaidya, Director, National Institute of Urban Affairs (NIUA)</p> <p>George Kuruvilla, Chairman and Managing Director, Broadcast Engineering Consultants India Limited</p> <p>Anirudh Gupta, General Manager (IT), National Hydro Electric Power Corporation Private Limited(NHPC)</p> <p>Kanishka Agiwal, Head Service Lines India/South Asia at AWS</p>
05:30 to 06:00 PM	<p><i>Freshworks Tech Spotlight: Citizen Experience Platform Walkthrough</i></p> <p>Sanjukta Mukherjee, Head of Solution Engineering at Freshworks,</p> <p>Varun Taneja Head Solution Engineering for IT at Freshworks,</p> <p>Nimesh Pandey, Solution Engineering Manager at Freshworks</p>
06:00 – 06:15 PM	<p><i>Keynote Address: Roadmap for AatmaNirbhar Bharat; embracing transformational governance to turn vision into reality</i></p> <p>S N Tripathi, Director General, Indian Institute of Public Administration(IIPA)</p>
06:15 to 07:00 PM	<p><i>Panel Discussion 2: Accelerating citizen centric services delivery through e-governance</i></p> <p><i>Moderator: Dr Ravi Gupta</i>, Founder & CEO, Elets Technomedia</p> <p>Avinash Mishra, Adviser(Water, Panchayti Raj), NITI Aayog</p> <p>Amarendra P Behera, Joint-Director, CIET-NCERT</p> <p>Dr B R K Pillai, Chief Engineer, Human Resource Management, Central Water Commission, Ministry of Jal Shakti, Government of India</p> <p>Dr K Madan Gopal, Senior Consultant (Health), NITI Aayog</p> <p>Dr U S Pandey, Principal, School Of Open Learning</p> <p>Lakshit Mittal, Track Chair of Y20(Youth20 - Official Engagement Group G20)</p>
07:00 to 07:10 PM	Open House
07:10 to 07:15 PM	<p>Closing Remarks</p> <p>Karthik Rajaram, VP India and ASEAN, Freshworks</p>
07:15 PM onwards	Networking Dinner and Cocktail

