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Association of Professional Social Workers & Development Practioners

IN SUPPORT OF

UN75 2020 AND BEYOND | SHAPING OUR FUTURE TOGETHER

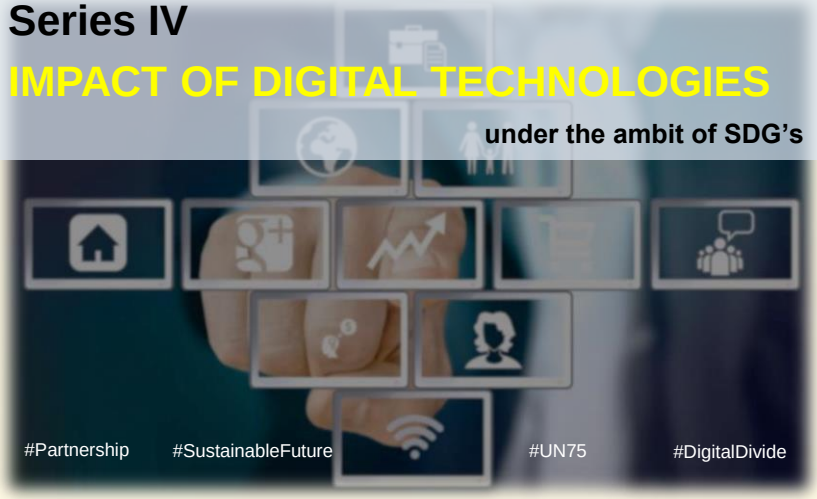
A COMPREHENSIVE REPORT

APSWDP VIRTUAL DIALOGUE
UN75 2020 AND BEYOND SHAPING OUR FUTURE TOGETHER

Platform: zoom

19th September 2020 | 03:00 pm to 04:30 pm (IST)

Series IV
IMPACT OF DIGITAL TECHNOLOGIES
under the ambit of SDG's



Baldeep Singh
Chief Guest
Technical Director
Department of Local Government, Punjab

Panelists

Joseph Jude
Chief Technology Officer (CTO)
Net Solutions

Harit Mohan
Founder & CEO
Signicent LLP

Vivek Trivedi
Research Fellow, Center for Social Work,
Panjab University, Chandigarh
-cum- Development Expert

Organising Team

Hitesh Kumar Gulati
Program Moderator
& Principal Convener,
Hon. Director, APSWDP

Rajeev Choudhary
Co-Convener & Rapporteur,
Member APSWDP

Yogesh Sharma
Co-Convener
Member APSWDP

Conceptualized by:	**Mr. Vivek Trivedi** Founder, APSWDP & Alumni, UNITAR/CIFAL JEJU
Designed & Edited by:	**Mr. Hitesh Kumar Gulati** Director (Hon.) – Policy and Administration, APSWDP
Compiled by:	**Dr. Sumit Arora,** Director (Hon.) – Capacity Building, Research & Projects, APSWDP
Technical Support:	**Mr. Rajeev Kumar Choudhary, Mr. Navneet Trivedi, Mr. Karamveer Singh** **Mr. Yogesh Sharma -** Member, APSWDP

The comprehensive report on **APSWDP Virtual Dialogue: UN75 2020 and Beyond Shaping Our Future Together, Series IV** has been compiled by Association of Professional Social Workers and Development Practitioners (APSWDP), Chandigarh [Association in Special Consultative Status with the United Nations Economic and Social Council (ECOSOC); Affiliated with the United Nations Department of Global Communications (DGC); and Affiliated with NITI Aayog (Former Planning Commission of India)].

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Report Design Inspiration from UN75 Toolkit

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Association of Professional Social Workers and Development Practitioners (APSWDP)
Post Box No. 363, Post Office Sector 11-D, Chandigarh – 160011

Website: www.apswdp.org **E-mail:** apswdp@gmail.com

Association of Professional Social Workers & Development Practioners

IN SUPPORT OF

UN75 2020 AND BEYOND | SHAPING OUR FUTURE TOGETHER

UN marks 75-year milestone anniversary of founding Charter

UN Photo
The UN Charter being signed by a delegation at a ceremony held at the Veterans' War Memorial Building on 26 June 1945.

26 June 2020 | UN Affairs

The UN Charter "brought rules and hope to a world in ruins", Secretary-General António Guterres told a virtual ceremony on Friday, commemorating 75 years since the Organization's foundational text was signed.

Founder & Convener
Association of Professional Social Workers and Development Practitioners (APSWDP)

MESSAGE

It is a matter of great privilege that Association of Professional Social Workers and Development Practitioners (APSWDP) has received Special Consultative Status and affiliation under Economic and Social Council (ECOSOC) and Department of Global Communications (DGC) of the United Nations respectively in 2019 when the United Nations initiated the celebrations of completing 75 years of existence.

The Civil Society Organisations (CSO's) under the United Nations has been entrusted to celebrate 75th Anniversary by organising various activities promoting the UN values worldwide. APSWDP has come forward to corroborate with the United Nation's global initiative of encouraging people, especially youth and marginalized to put their heads together to define how enhanced international cooperation can help realize a better world by 2045, the UN's 100th birthday.

I wish the APSWDP Virtual Dialogue – **"UN75 2020 and Beyond: Shaping Our Future Together"**, Series IV, with the theme **"Impact of Digital Technologies under the ambit of SDG's"** on **19th September 2020** has taken the global conversation ahead in India by inviting panelists from Government, Corporate and Social Work sector, with audience from diverse background and age groups.

I am sure that the APSWDP UN75 Dialogue, Series IV on similar lines with the objectives of the United Nations will contribute towards shaping a global strategy in redefining a comprehensive global plan of the future we want.

I congratulate the entire organizing team, volunteers and experts to come forward in the times of COVID-19 pandemic in joining the global conversation initiated by the United Nations.

Vivek Trivedi

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BACKGROUND

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BACKGROUND

In pursuit of ***celebrating the 75th Anniversary by igniting people's debate: UN75***, the Secretary General Antonio Guterres has launched a global dialogue, which is perhaps the largest and furthest reaching global conversation ever on building the future we want.

Association of Professional Social Workers and Development Practitioners (APSWDP) is a professional association which has been conferred ***Special Consultative Status*** under the ***United Nations Economic and Social Council (ECOSOC)*** and has also been affiliated with the ***United Nations Department of Global Communications (DGC)***. On this occasion, ***APSWDP*** conceived a ***dialogue in support of UN75 2020 and Beyond***: Shaping Our Future Together by organizing a ***Virtual Dialogue Series-IV***, with the theme "***Impact of Digital Technologies under the ambit of SDG's***" on ***19th September, 2020 (Saturday)***.

In a world of Volatility, Uncertainty, Complexity and Ambiguity (VUCA), we are passing through several human crisis ranging from climate crisis, health issues, digital divide, gender inequality, population burst, rising conflicts and violence, etc.; APSWDP came forward to corroborate with the United Nation's global initiative of encouraging people, especially youth and marginalised to put their heads together to define how enhanced international cooperation can help realize a better world by 2045, the UN's 100th birthday.

The aim of this virtual dialogue was to inspire the communities on ***harnessing digital technologies for a better future***, as digital advances can support and accelerate achievement of each of the ***17 Sustainable Development Goals (SDG's)*** – from ending extreme poverty to reducing maternal and infant mortality, promoting sustainable farming and decent work, and achieving universal literacy. The view and ideas presented in this virtual dialogue will be submitted to the offices of the United Nations Economic and Social Council as well as to United Nations Department of Global Communications for incorporating the ideas discussed into their next agenda.

KEY OBJECTIVES

The key objectives of UN75 Virtual Dialogue is to develop a continuous support for leading a discussion, identifying alternatives and implementing the solutions by involving unheard voices of youth and communities in fostering creativity, innovation and building a sustainable, inclusive and peaceful world.

With this dialogue, APSWDP aims to ignite vibrancy in thoughts and creating synergy among youth across tough geographical remote locations, languages, ethnicity, culture, economic background, etc.

BACKGROUND

APSWDP UN75 DIALOGUE SERIES IV

Aligned to the goals of APSWDP UN75 Series programs, APSWDP's sole objective was to harness digital advances in supporting and accelerating achievement of each of the 17 Sustainable Development Goals – from ending extreme poverty to reducing maternal and infant mortality, promoting sustainable farming and decent work, and achieving universal literacy. The *UN75 Dialogue, Series IV* was ***inaugurated*** *and* ***chaired*** by ***Mr. Baldeep Singh, Technical Director, Department of Local Government, Punjab***. The dialogue witnessed deliberations from ***Chief Guest*** and ***Eminent Panelists*** on the following topics:

- Impact of Digital Technologies in Breaking Barriers in Education, Growth & Well-Being
  Mr. Joseph Jude, Chief Technology Officer (CTO), Net Solutions
- Digital Technologies for Advancements in Industry Innovation and Sustainability
  Mr. Harit Mohan, Founder & CEO, Signicent LLP
- Harnessing Potential of Digital Technology in Social Welfare Administration
  Mr. Vivek Trivedi, Research Fellow, Center for Social Work, Panjab University, Chandigarh -cum- Development Expert

3 Panelists

78 Participants

MODE OF COMMUNICATION

The mode of communication for UN75 Dialogue was English. However, the participants from regional background were also encouraged to join the conversation in their respective vernacular. APSWDP does not discriminate on the grounds of language. We believe in participation from across the lines. Our Convener & volunteers felicitated the participants when they were not comfortable with the language.

TARGET AUDIENCE

- Academician
- Business Consultant
- Corporate Sector Professional
- Corporate Social Responsibility
- Development Practitioner
- Government
- Legal Practitioner
- Public Health
- Researcher
- Self Employed
- Social Activist
- Social Worker
- Student

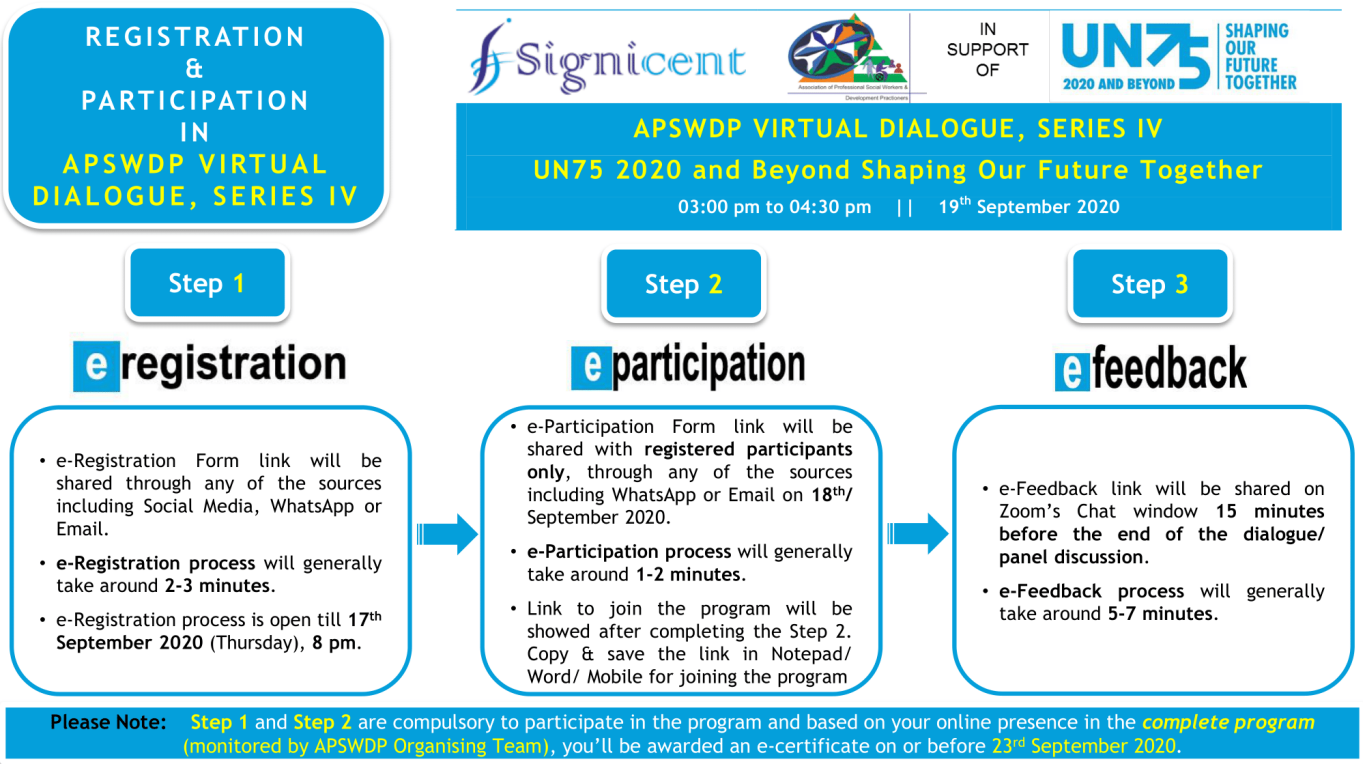
BACKGROUND

OUTCOMES

The following outcomes emerged from the Series IV Dialogue:

1. Develop understanding of Sustainable Development Goals (SDGs) with special focus on harnessing Digital Technologies.
2. Confidence building and sensitizing youth, professionals, social workers, community about ICT's and digital innovations as the need of the hour. Taking them forward for getting their voices heard.
3. Exposure to understand various issues and solutions for building a digitally advanced sustainable future together.
4. Sensitization and adopting the practice of "Think Global and Act Local" in bridging the Digital Divide.
5. Create awareness and build leadership in community through the workshops and sharing of success stories.

STANDARD PROCESS TO PARTICIPATE IN THE DIALOGUE



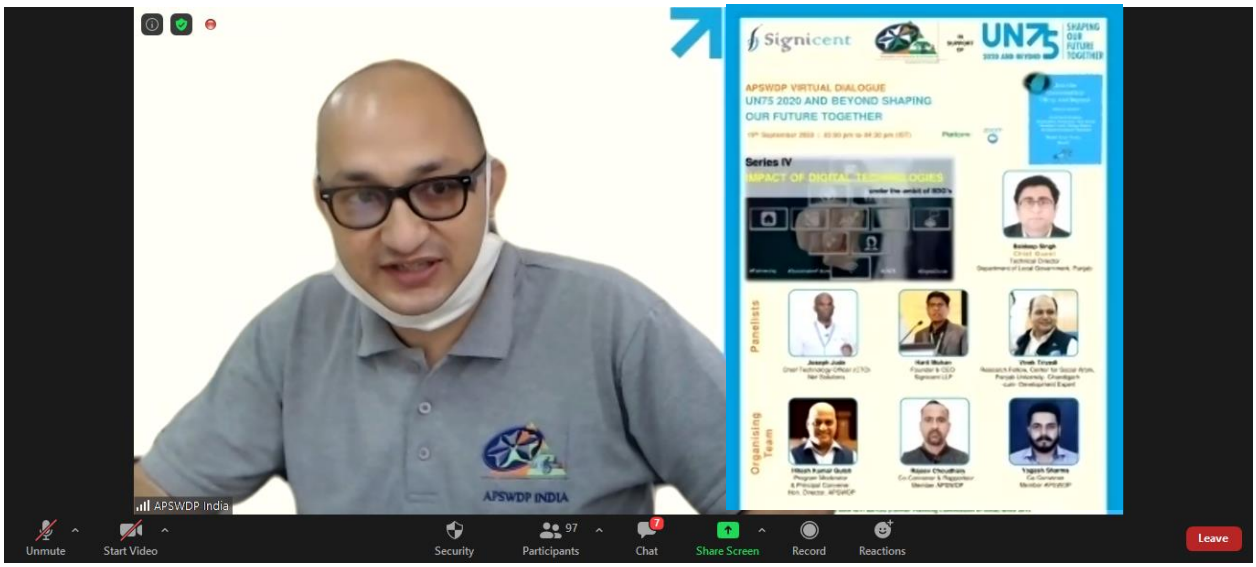
OPENING CEREMONY AND INAUGURAL

OPENING CEREMONY AND INAUGURAL

PROGRAM INTRODUCTION

Dr. Sumit Arora, Director (Hon.) – Capacity Building, Research & Projects, APSWDP shared about the conception of **APSWDP Virtual Dialogue**, **Series IV** with the theme **"Impact of Digital Technologies under the ambit of SDG's"** on **19th September 2020**. He further mentioned that the world is full of volatility, uncertainty, complexity and ambiguity wherein humanity is passing through several human crisis ranging from climate to health related issues, digital divide, gender inequality, population burst, rising conflicts and violence.

APSWDP as a Civil Society Organization has come forward to collaborate with the United Nations Global Initiative of encouraging people especially the youth and marginalized to put their hands together to define how enhanced international cooperation can help realize a better world by 2045. He stated that The aim of this virtual dialogue is to inspire the communities on ***harnessing digital technologies*** for a better future, as digital advances can ***support and accelerate achievement of each of the 17 Sustainable Development Goals (SDG's)***.



FORMAL WELCOME

Dr. Sumit Arora extended his sincere gratitude to the **Chief Guest - Mr. Baldeep Singh,** Technical Director, Department of Local Government, Punjab, of the UN75 Dialogue Series IV, for giving his consent to preside the function. He also formally welcomed the eminent panelists from various sectors including Government, Corporate and Social Work sector.

OPENING CEREMONY AND INAUGURAL

INTRODUCTION OF CHIEF GUEST

Mr. Baldeep Singh started his career in Government of Punjab and headed Accounts Branch of Department of Local Government and spent 11 years rendering services to budgetary Plan, Non Plan and of the urban local bodies, settlement of CAG/ PAC, Finance and Pay Commissions, Personal Accounts of the employees, etc.

He also served as Executive Officer in Engineering Wing of the Department whereby he started 200 night shelter run by ULBs. Headed as the controlling officer for Dengue, Malaria and other Vector Born Diseases.

Mr. Baldeep is currently working as Technical Director of Punjab Urban Livelihood Mission constituted by Local Government Department. And looking for centrally sponsored schemes like DAY-NULM and Pradhan Mantri Awas Yojana. He is Nodal Officer of Tobacco Control and coordinator with NUHM and AIDS Control Society.

INAUGURAL ADDRESS BY CHIEF GUEST

Mr. Baldeep Singh in his keynote address expressed gratitude to the team of APSWDP for inviting him as a Chief Guest on APSWDP UN 75 Virtual Dialogue series IV: Role of Digital Technologies under the ambit of Sustainable Development Goals (SDG's).

He started his deliberation by emphasizing that Digital technology not only enhances the connectivity, financial inclusion, excess to trade and public services, technology but also acts as a great equalizer to understand the problem faced in health sector - particularly current COVID Pandemic. He shared various instances of leveraging digital technologies in Healthcare, Education and Government sector.

Artificial Intelligence in healthcare sector plays a pivotal role by equipping the specialists and doctors to diagnose the diseases at an early stage and take preventive/ life saving measures for the same. The COVID-19 situation in education sector has eventually helped the school teachers and students to adopt a virtual learning environment thus making the learning to be more interactive and results oriented. Students have also started giving online papers. Public services are also becoming more accessible and accountable through block chain powered system. The value of the district data has also been acknowledged by everyone which support in creation of more responsive policy & program.

OPENING CEREMONY AND INAUGURAL

INAUGURAL ADDRESS BY CHIEF GUEST

Mr. Baldeep Singh has a vast experience of working in line with all the 17 SDG's, wherein he shared insights of two of 17 SDGs Goals during his official duty. First is the goal number one "No Poverty" through centrally sponsored program National Urban Livelihoods Mission (NULM), where the state of Punjab in India has ranked one (1) in the ranking released by the Ministry of Housing and Urban development. Under this scheme he along with his team helped and guided the economically weaker sections to eventually create more than 6000 Self Help Group (SHG) who left their poverty by helping each other, shared a given amount and got loan whenever they need. The Second SDG, which he deals is housing scheme, to cover the housing for urban, where they have a centrally sponsored scheme "Pradhan Mantri Awash Yojana", in which they have sectioned 96000 cases in the state of Punjab and which has even been with GIS Map. 20000 houses have already been constructed till date; the data is also available at Government of India Website.

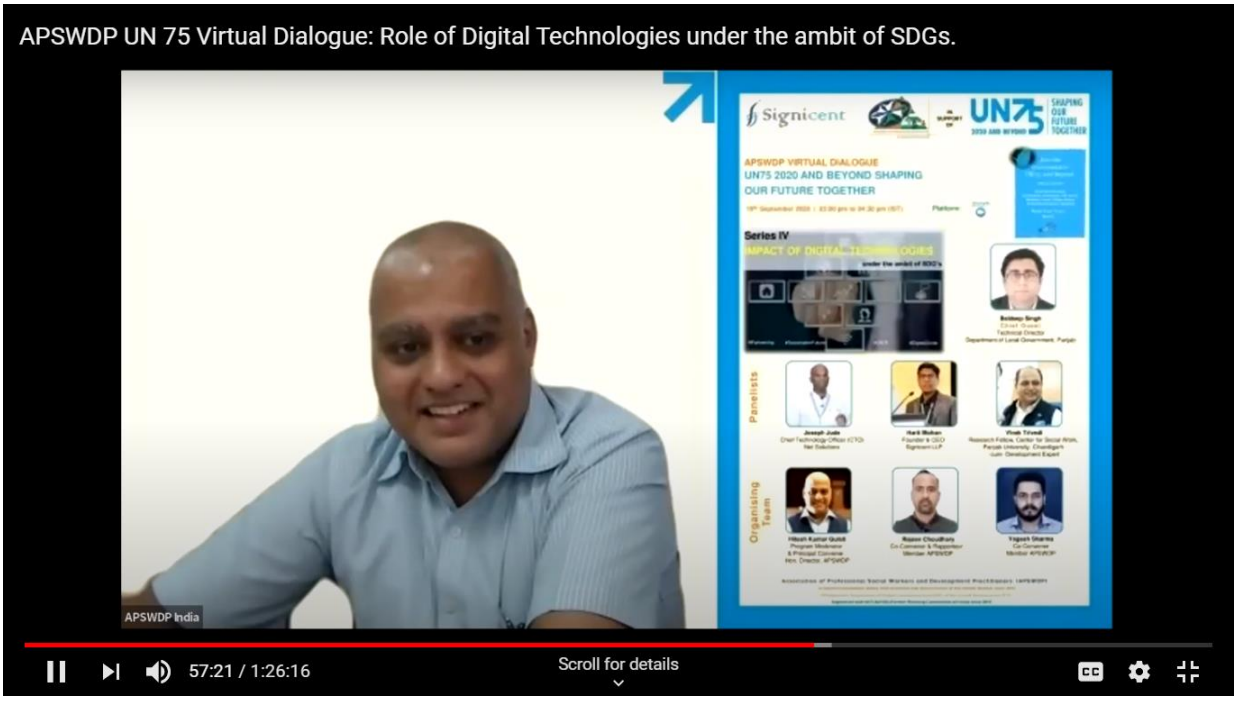
He concluded his dialogue by making the participants realize that "Our society is continuously changing and the COVID-19 pandemic has given us an opportunity to harness digital technology to its peak" for achieving the best possible results.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

VIRTUAL DIALOGUE/ PANEL DISCUSSION

PANELISTS WELCOME

Mr. Hitesh Kumar Gulati, Director (Hon.) – Policy and Administration and the Moderator of APSWDP Virtual Dialogue Series IV welcomed all the three (3) eminent panelists from Government, Corporate and Social Work Sector and introduced them to the august gathering.



VIRTUAL DIALOGUE/ PANEL DISCUSSION

PANELIST INTRODUCTION

Mr. Joseph Jude is a **business technologist**, who works with CXOs to solve their business problems with technology. He is interested in business of technology and technology of business. He is currently serving as **Chief Technology Officer (CTO)** of an IT services company to accelerate their digital offering.

Previously, he architected e-governance system for LLP Act, India and also oversaw transition of India's premier e-governance project, MCA21 from TCS to Infosys.

DIALOGUE BY MR. JOSEPH JUDE

IMPACT OF DIGITAL TECHNOLOGIES IN BREAKING BARRIERS IN EDUCATION, GROWTH, AND WELL-BEING

Mr. Joseph Jude initiated his dialogue with a need to think "If we determine based on daily news, we would say we live in an awful period in history". Each day brings terrible news of rapes, murders, genocide, and poverty. We do not deny any of it. These are so obvious. What we are oblivious is that **we are also living in a golden era**.

He mentioned that we are editing the human genome, going to space, and coming back as if we are on a picnic, and printing houses and human organs. Today a poor in a slum has better tools than kings of the previous century. These are either miracles or magic or just technological wonder.

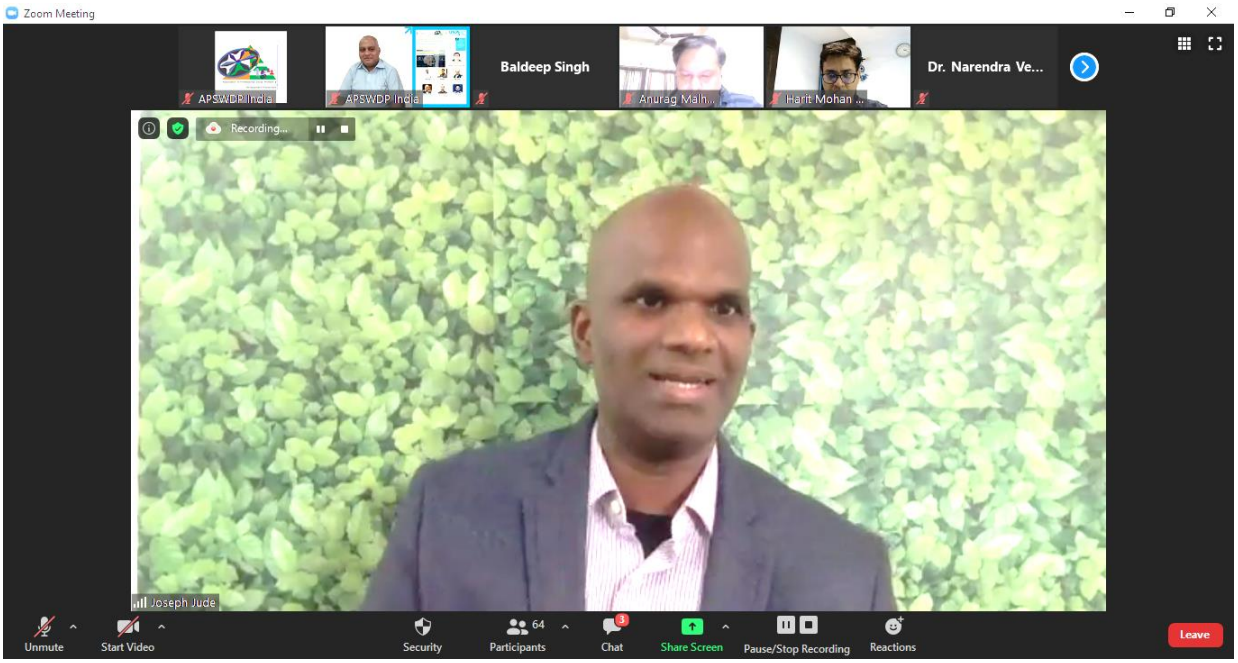
Mr. Jude then talked specifically about the impact of software technology. **The software has the same impact on us as money and writing**. Both money and writing are flexible. We can write on the sand, stone tablet, or a digital tablet. Similarly, money can be stored in coins, notes, or cards. The software works the same way. It can be in a huge mainframe computer or on a tiny device collecting data from Mars.

There is a manifesto called Cluetrain manifesto. One of the thesis of the manifesto summarises the theme of his talk. It says **hyperlinks subvert hierarchy**. Hyperlinks, as you know, means Internet-based technologies. In the last decade, hyperlink based technologies have indeed subverted all and every hierarchy.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. JOSEPH JUDE

IMPACT OF DIGITAL TECHNOLOGIES IN BREAKING BARRIERS IN EDUCATION, GROWTH, AND WELL-BEING



He further illustrated with an obvious example. He added that none of the political leader understands the power of digital technology better than our PM Modi. Until Modi came to the scene, the news media shaped and reshaped political careers. But **Mr. Modi subverted the hierarchy of the mainstream media**. Using hyperlink based technologies like social media, he reaches out to his constituents directly. He doesn't need an intermediary. Whether you subscribe to his style of politics or not, there is a lot you can learn from his adaption of technologies.

After a few years of his graduation in 1994, Mr. Jude joined a software firm. He had to write a program to create a pop-up window. To learn how to do it, he had to go to the British Library, borrow a fat book, and type 100 lines. All of this took him a day. Today he can google his question, copy, paste the answer, and do it in ten minutes. He can learn from the best of the minds, either of the past or the current, via the internet. Stanfords and IITs are throwing their lecture videos on the net. There is no shortage of ideas on the net. **Today, we are all sitting in the comfort of our homes and learning from the best of the minds**. All thanks to digital technologies.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. JOSEPH JUDE

IMPACT OF DIGITAL TECHNOLOGIES IN BREAKING BARRIERS IN EDUCATION, GROWTH, AND WELL-BEING

He further talked about social changes. Suppose you order food from Swiggy or Zomato. When the delivery boy comes, do you ask his caste? His family background? His eating habits, maybe? This was unimaginable a few years back. A lot of us were conscious of social hierarchies. We were careful about who delivered us food and who drove us. Hyperlink based digital technologies thwarted all of that. **Technology is not only changing our social perspectives but also provide a livelihood for thousands of people**. They have opportunities that were not accessible to them earlier.

While concluding his dialogue, Mr. Joseph Jude mentioned that like all inventions, **digital is a double-edged sword**. As much as it arms us with the power to better ourselves and society, digital can easily make our lives miserable. That's the reason why dialogues like this are essential. We need to spread knowledge, debate their impact, and shape the future together.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

PANELIST INTRODUCTION

Mr. Harit Mohan is **Founder & CEO of Signicent LLP** in India & Signicent LLC in Delaware, USA. The company employees 80 full time experts in the area of IPR (patents, trademarks & copyrights). As an IIT Madras 2008 post grad, research & technology has always been close to his heart. He has also done course on 'entrepreneurship – launching an innovative business from University of Maryland College Park. He has given 12 years of his career solving problems and overcoming hurdles faced by research companies and institutes. He with his company has been a technology & IPR consultant to over 400+ businesses globally spread across 15 countries.

He has been a member of Patent Information Users Group (USA), Licensing Executives Society (USA), CII, TiE, AIMA & PHD Chamber (India).

DIALOGUE BY MR. HARIT MOHAN

DIGITAL TECHNOLOGIES FOR ADVANCEMENTS IN INDUSTRY INNOVATION AND SUSTAINABILITY

2020 has already heralded a sea-change in use of technology and the advent of many hands-free utilities. Digital health technology has evolved by leaps and bounds over the recent times. Travelling to work in jet packs and making a trip to space are not very distant dreams anymore. We are living in an era where the use of technologies in the digital ecosystem is an important tool to gauge a country's technological progress.

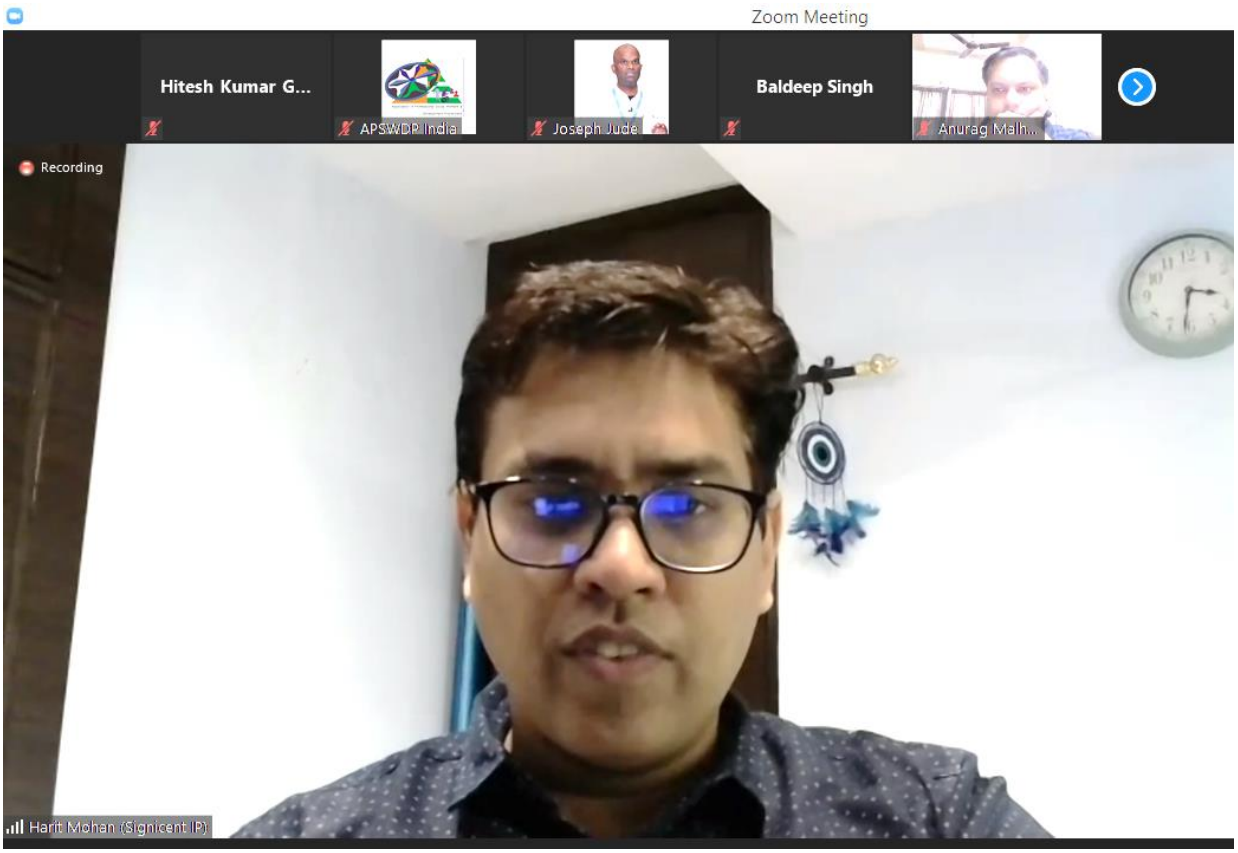
A technology evangelist, an IIT Madras alumnus and the founder of Signicent LLP, Mr. Harit Mohan presented on "Digital Technologies for Advancements in Industry Innovation & Sustainable Cities". A report by NASSCOM on industries for the period 2018-2019 shows that about $3.65 trillion were spent globally on technology alone. Here's a look at some other awe-inspiring numbers:

- About 50 trillion GB of data will be generated around the world by the end of 2020
- There are over 4 billion connected people over the internet today
- It is speculated that the number of digital voice assistants in use today will triple to almost 8 billion by 2023
- India added around 128 million internet users during 2019-2020, up by 23% from the previous year.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. HARIT MOHAN

DIGITAL TECHNOLOGIES FOR ADVANCEMENTS IN INDUSTRY INNOVATION AND SUSTAINABILITY



Mr. Mohan iterated that digital technology is at the helm of all industries today and innovation is evident in all areas be it agriculture, manufacturing, health services, policing, information and computing, transportation, education and fintech to name a few.

Recent trends have shown that artificial intelligence (AI), cloud computing, advanced robotics, internet of everything (the internet of things, people, processes and data together), network & connectivity, big data and analytics, cloud computing (coupled with modern-day edge computing), 3D printing, security, transparency & privacy, digital twinning, autonomous driving, the advent of 5G internet and human augmentation & extended reality are drivers of tomorrow. This becomes more evident with the fact that level- 3 autonomous vehicles will be seen on the road in the near future, agriculture sector has seen immense implication of drones and AI, companies across the globe are using drones for delivery of items including eatables to parcels today.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. HARIT MOHAN

DIGITAL TECHNOLOGIES FOR ADVANCEMENTS IN INDUSTRY INNOVATION AND SUSTAINABILITY

With the dawn of the era of Industry 4.0, the technological engine has pushed far enough to get to a state where we can see mining being done remotely in several parts of the world. Digital technology has made immense contributions towards industry innovation and its footprints can be seen across all aforementioned domains.

Mr. Mohan emphasized that artificial intelligence and big data have played a pivotal role in battling Covid-19 that has shaped a different future for all of us than we could have imagined. China itself has used web-based and cloud-based tools to screen and direct individuals to appropriate resources during the pandemic. An estimated rise of 60% of internet usage is seen when compared to the pre-lockdown levels of internet usage. Video conferencing apps such as Zoom have seen the silver lining in this global outage showing an increase of 10 times in usage and content delivery services like Akamai have seen a 30% escalation in content use. With time, these numbers are expected to rise for various other sectors too.

The latter half of Mr. Mohan's presentation depicted an impact of digital technologies leading to development of sustainable cities all over the world. According to an index of sustainability by Arcadis for the year 2018, Indian cities were able to make it to the top 100 but were far from the world leader London that ranked #1 in the index. Cities are ranked on factors such as eco-friendliness; physical attributes such as safety and resilience of habitat, economic growth depicting the state of employment, urban sustainability, adequacy of infrastructure, and goodness of social, economic and environmental impact.

He stated that advanced cities across the globe have employed digital connectivity for infrastructure development such as the SIIUR system of LED lighting control which uses sensors to control the lighting in streets at various times of the day in Barcelona, Spain, thus saving big on power usage. Quoting relevant examples from different parts of the world, he talked about an app, WHIM which is developed for digitized public and private transportation in Helsinki, Finland that allows you to plan your routes and pay digitally with plans available for monthly subscription. He cited another example during the presentation, Porto tech hub which is an association of three companies to bring businesses and talent on the same table for the Porto city in Portugal. Furthermore, Dublinked is an open dataset that gives you information ranging from noise levels in the city to finding a place to lock your bike in Dublin, Ireland.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. HARIT MOHAN

DIGITAL TECHNOLOGIES FOR ADVANCEMENTS IN INDUSTRY INNOVATION AND SUSTAINABILITY

Towards the end of his presentation, he said that India has caught on with the development of its cities, by earmarking 100 cities over a 5 year period all over the country as “Smart Cities” for retrofitting and developing the infrastructure and providing modern amenities using digital technology. India rose to the 44th rank in world digital competitiveness rankings. He concluded by opinionating that “India has made substantial progress in its Global innovation index ranking, yet there are miles to go before we smile”.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

PANELIST INTRODUCTION

Mr. Vivek Trivedi is Masters in Social Work, PG Diploma in Journalism and Mass Communication and presently Research Fellow (Pursuing Ph. D.) at Centre for Social Work, Panjab University, Chandigarh. He has been awarded with Hindustan Times Brightest Young Climate Leadership Award 2010 by the British Council, New Delhi and conferred twice State Award in 2014 and 2020 by Chandigarh Administration on 65th Republic Day and 74th Independence Day 2020.

He is a global traveller and given global fellowships over the last 15 years including by UN agencies.

DIALOGUE BY MR. VIVEK TRIVEDI

HARNESSING POTENTIAL OF DIGITAL TECHNOLOGY IN SOCIAL WELFARE ADMINISTRATION

Mr. Vivek Trivedi in his deliberation during panel discussion, started by introducing Digital India Mission and its three key pillars namely Digital Infrastructure, Digital Governance and Digital Literacy by engaging citizens.

He elaborated that approx. 40 per cent of country lives under poverty, 25-30 per cent accounts for illiteracy and if we see the data on digital literacy, then more than 90 per cent of the country is still looking forward to be digitally sound and literate, which is a major barrier towards ensuring development in line with digital technology.

He recalled the period in 2015 when he was involved in developing a pilot project in line with third objective of Digital India i.e. Digital Literacy and Engaging Citizens, wherein he developed the same with five point strategy including awareness generation, training of trainers, capacity building and training, digital empowerment of communities and convergence with institutions.

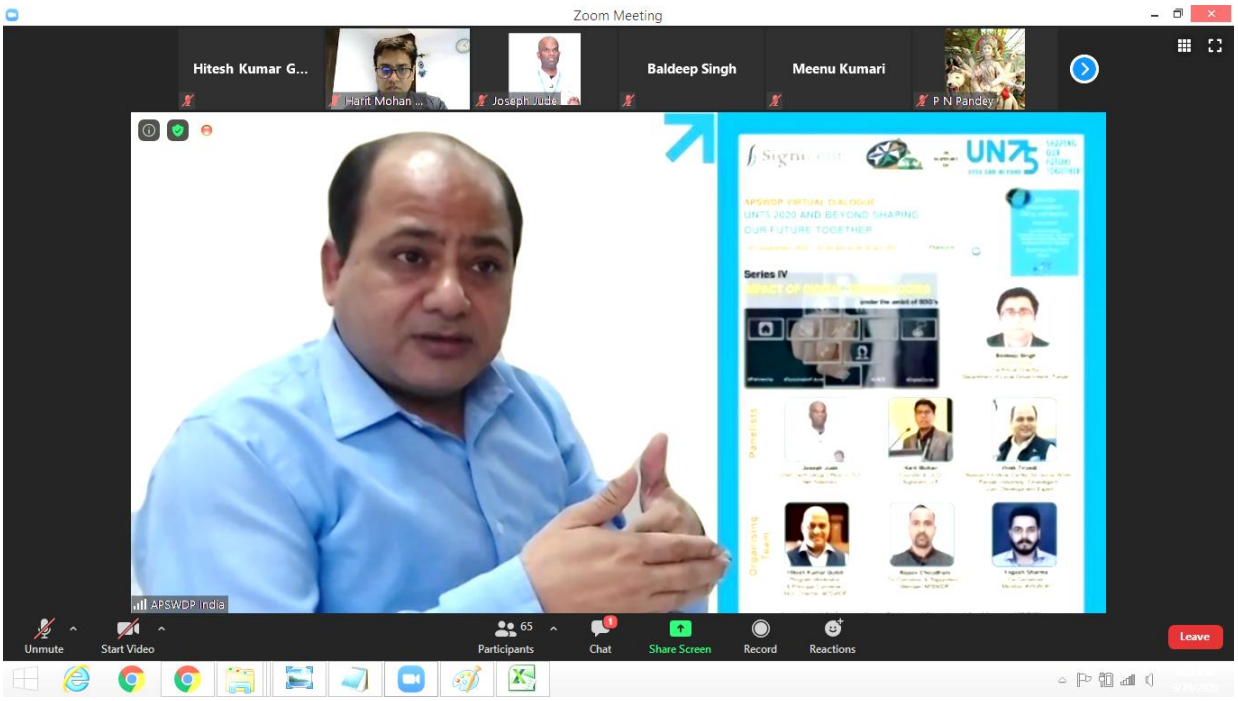
Later, he referred Sustainable Development Goals (SDGs) particularly SDG 17 – Partnership for the Goals and the Digital Technologies in the Social Welfare Sector. He also corroborated points raised by Mr. Joseph Jude and Mr. Harit Mohan in their deliberation regarding private sector involvement in developing digitally empowered society and communities their by fulfilling the sub goals of SDG 9- Sustainable Cities

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. VIVEK TRIVEDI

HARNESSING POTENTIAL OF DIGITAL TECHNOLOGY IN SOCIAL WELFARE ADMINISTRATION

and Communities. Further, Mr. Trivedi shared a case study on Street Vending Plan of Shimla and Chandigarh, wherein he referred provision of digital third party survey, SMART Identity Card and SMART Licenses for the street vendors, MIS and GIS mapping of street vendors in the city, digital mode of transactions using UPI, NEFT, PAYTM etc. while making financial transactions, digitally sound web-portal for tracking and ensuring transparency, hand held devices for supervision by enforcement agencies under e-governance initiative.



He has also highlighted revolution made by UIDAI/AADHAR and Direct Benefit Transfer (DBT) in the country particularly for making transparency and avoiding duplication in the social welfare schemes like subsidies transfer, scholarships, LPG connection and other services. He also shared that informal sector has always been neglected and remained away from mainstreaming. With the enactment of Street Vendors Act, 2014, chances are there to bring street vendors in formal sector by way of regulating street vending, protecting their livelihood, taking them under revenue and taxation system along with focus on their financial inclusion by promoting online banking, m-banking, UPI, PAYTM and other means.

VIRTUAL DIALOGUE/ PANEL DISCUSSION

DIALOGUE BY MR. VIVEK TRIVEDI

HARNESSING POTENTIAL OF DIGITAL TECHNOLOGY IN SOCIAL WELFARE ADMINISTRATION

While concluding his deliberation, he also referred SMART City Mission, which has a mandate to make cities SMART in governance, citizen feedback, convergence of services there by making ease to citizens, transparent and simplified procedures. He stressed on promoting utilization of available digital technologies also advised participants to work on synergy between institutions, IT corporates, government and civil society to come up with partnered collaborations for upliftment of marginalized and downtrodden communities.

PARTICIPATION AND ANALYSIS

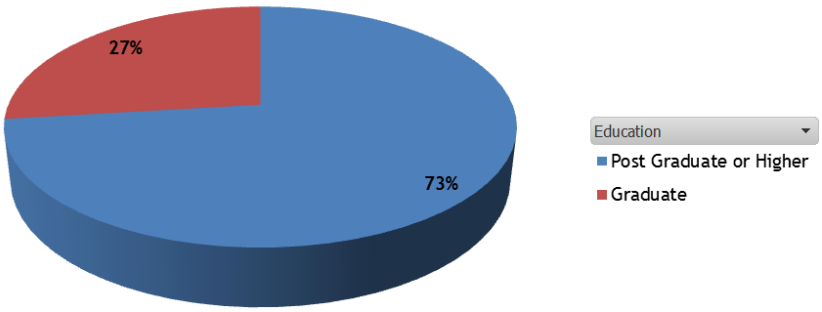
PARTICIPATION AND ANALYSIS

PARTICIPATION

78 participants including panel experts from various states of India participated in the APSWDP Virtual Dialogue, Series-IV.

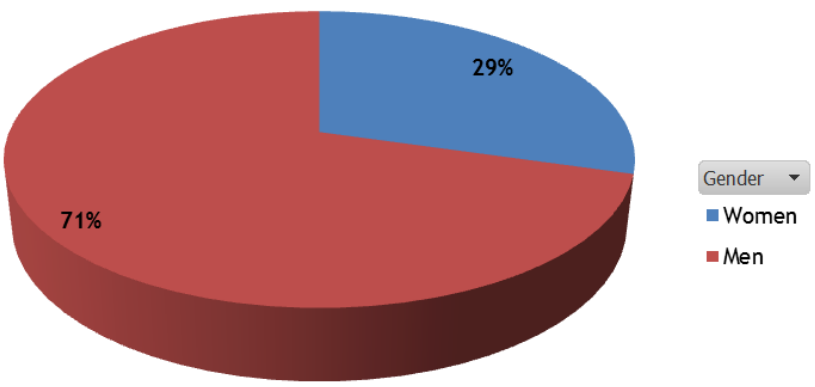
EDUCATION PROFILE OF PARTICIPANTS

Education	Count
Post Graduate or Higher	57
Graduate	21
Higher Secondary/ Class XII	0
Senior Secondary/ Class X	0
Primary/ Class I - V	0
Incomplete	0
Grand Total	**78**



GENDER RATIO

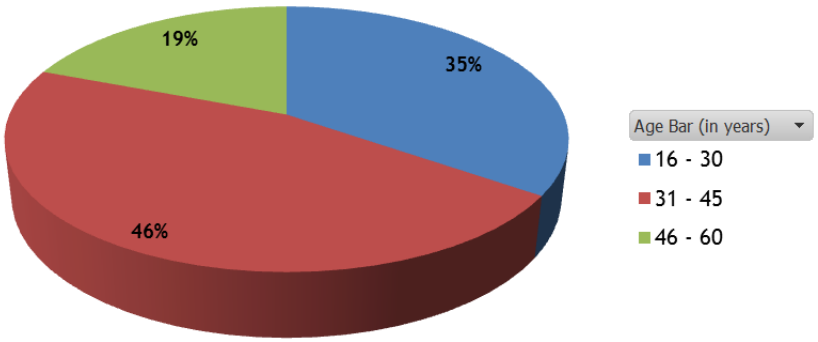
Gender	Count
Women	23
Transgender	0
Men	55
Grand Total	**78**



PARTICIPATION AND ANALYSIS

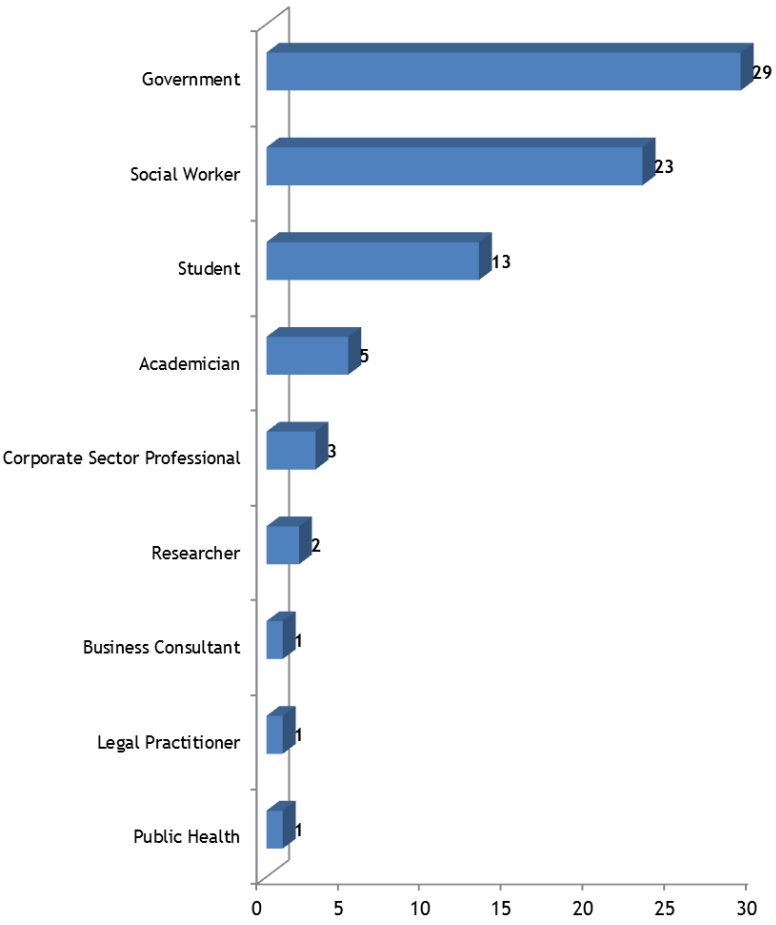
AGE-GROUP PARTICIPATION

Age-Group (in years)	Count
15 or younger	0
16 - 30	27
31 - 45	36
46 - 60	15
61 and above	0
Grand Total	**78**



PROFESSION/ OCCUPATION PARTICIPATION

Age-Group (in years)	Count
Academician	5
Business Consultant	1
Corporate Sector Professional	3
Corporate Social Responsibility	0
Development Practitioner	0
Government	29
Legal Practitioner	1
Public Health	1
Researcher	2
Self Employed	0
Social Activist	0
Social Worker	23
Student	13
Grand Total	**78**

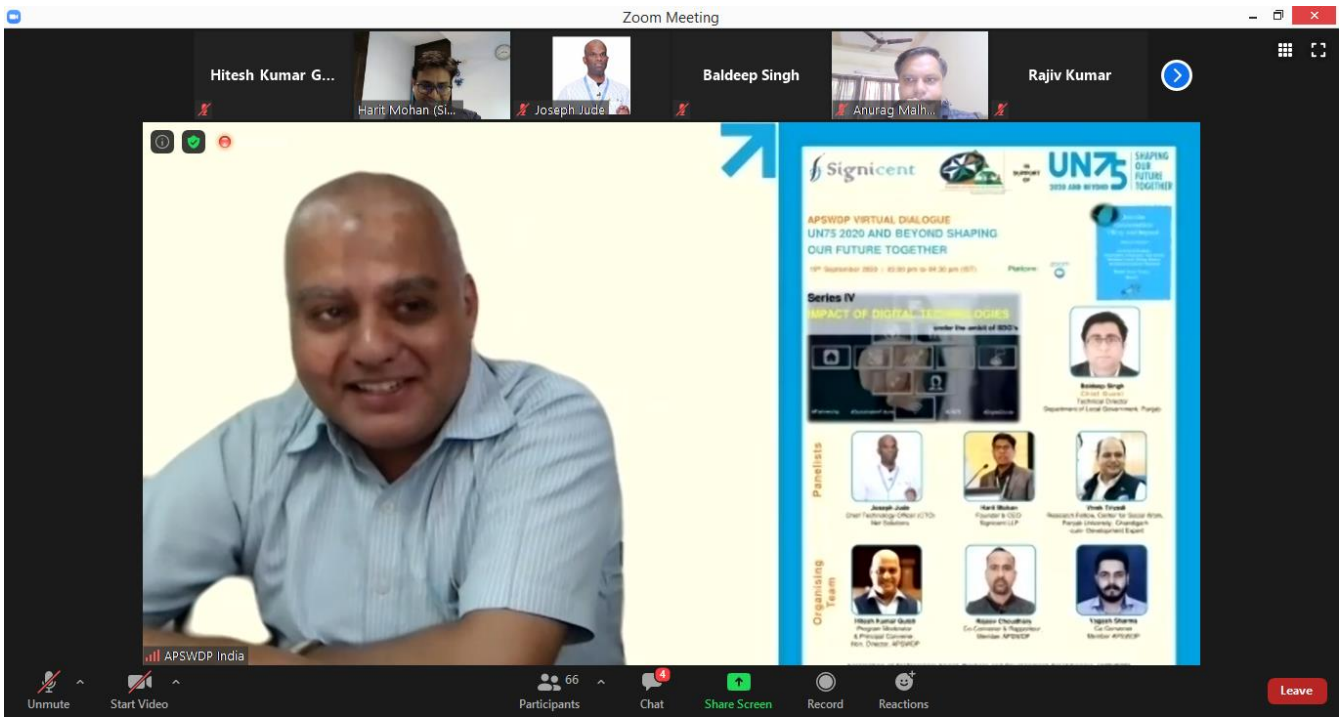


VALEDICTORY SESSION

VALEDICTORY SESSION

VALEDICTORY SESSION

Mr. Hitesh Kumar Gulati, Moderator and Program Convener of APSWDP UN75 Series IV expressed heartfelt gratitude to Mr. Baldeep Singh, Technical Director, Department of Local Government, Punjab for accepting the request to be the Chief Guest of the **Dialogue Series IV** with the theme "**Impact of Digital Technologies under the ambit of SDG's**", hosted by Association of Professional Social Worker and Development Practitioners (APSWDP), **on 19th September, 2020**. Mr. Singh is leading and guiding youth in Sustainable Development Goals (SDG's) and has been a great source of inspiration for the entire fraternity. The participants were inspired by the words of the Chief Guest on leveraging technology for Sustainable Solutions and it was a privilege to listen to Mr. Baldeep Singh.



He extended special thanks on behalf of APSWDP to the eminent panelists Mr. Joseph Jude, Mr. Harit Mohan and Mr. Vivek Trivedi, who agreed to be a part of the Dialogue. They inspired the participants with their success stories and case studies in harnessing digital technologies, with some of the important takeaways from the dialogue like:

- Start with the customer and your business goals, not with technology. Thereafter, leverage technology or customize solutions helping you in achieving those goals.
- Create a roadmap of what the current customer understanding looks like and how you want it to look and combine this with your own business growth objectives. Practice this to create a plan, which can then enlighten you on the specific role you need digital technology to play.

VALEDICTORY SESSION

VALEDICTORY SESSION

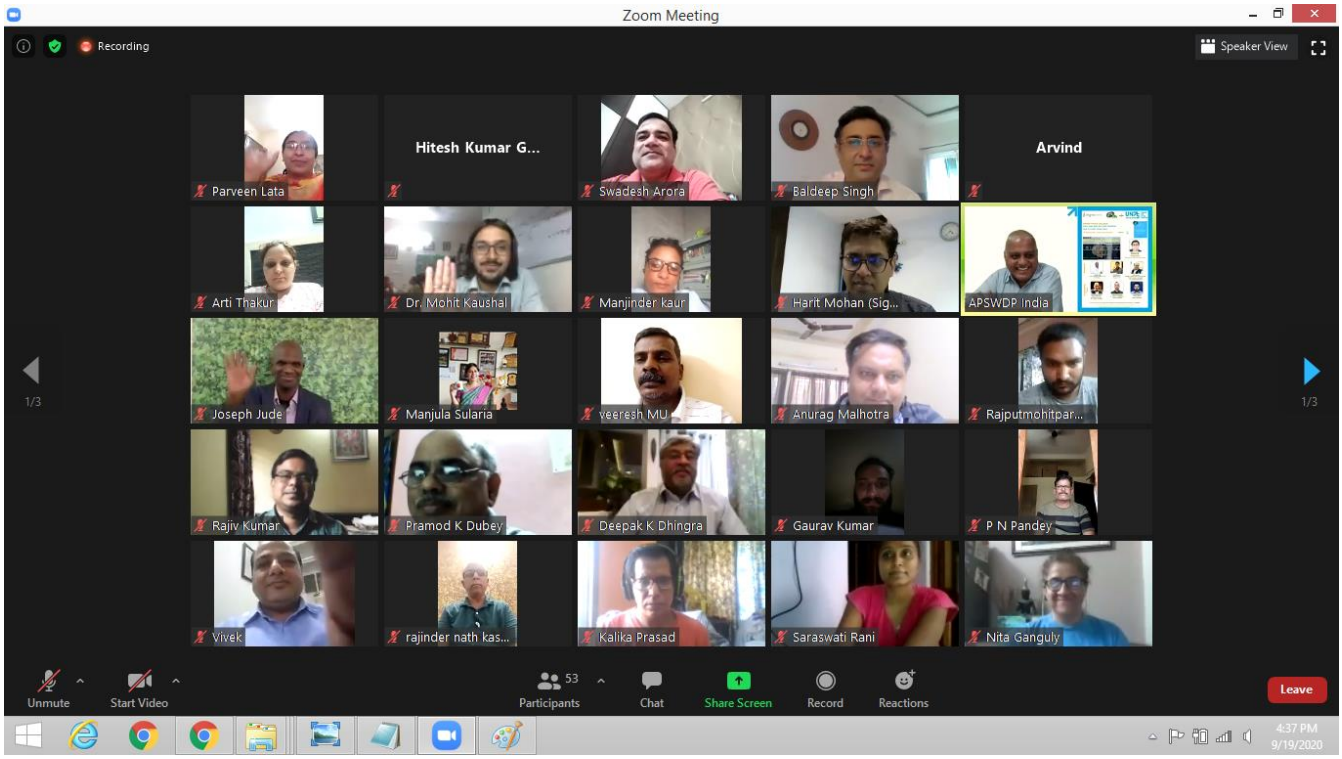
- Data Collection and Analysis plays a pivotal role in making any kind of decision.
- For deriving true value and sustainable solutions in driving business growth, businesses need to relentlessly enhance their systems to stay one step ahead of the competition.
- Take your team on the journey with you and invest in training them to use digital technology aptly.

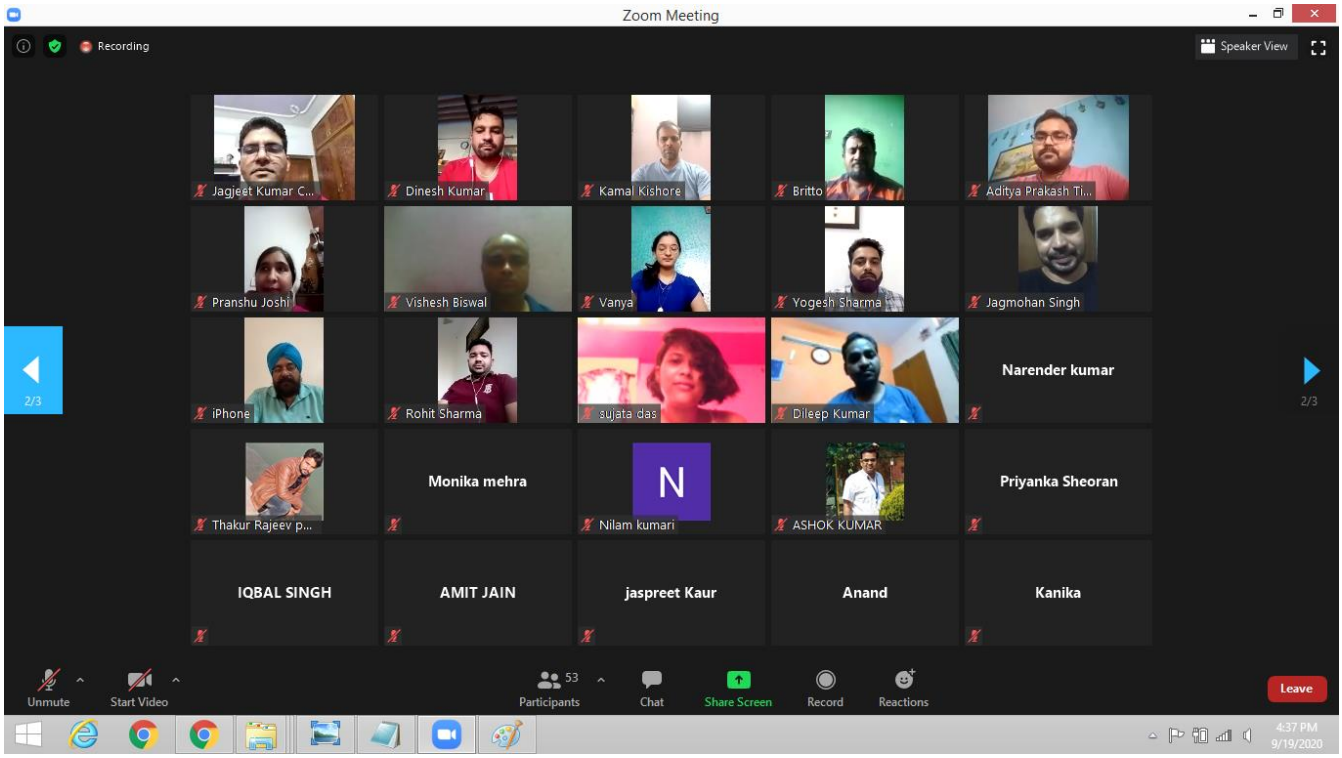
Mr. Gulati quoted to dear friends and professionals - an event like this requires meticulous planning and an eye-for-details. The team of APSWDP is fortunate to be mentored and guided by our Emeritus Members from various domains and backed by a team of very motivated, dedicated and result-oriented colleagues. He expressed thanks to the entire organizing team comprising of Dr. Sumit Arora, Mr. Navneet Trivedi, Mr. Rajeev Kumar Choudhary and Mr. Yogesh Sharma for their tremendous efforts, in-depth planning and timely execution of the program.

And last but not the least, he was thankful to everyone for showing their keen interest in this event without which none of us would have come this far. A grand applause for everyone present here!

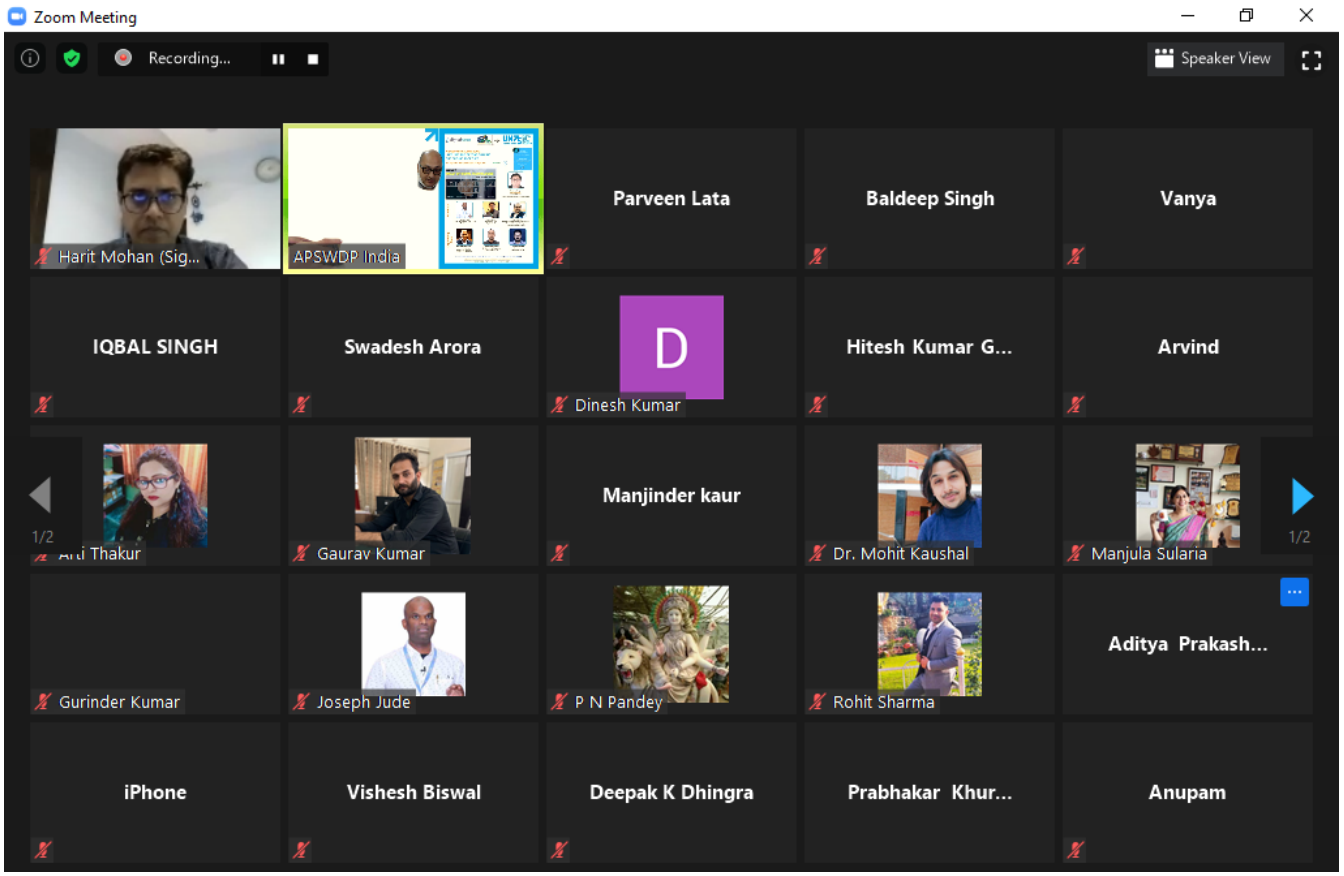
GROUP PHOTOGRAPH

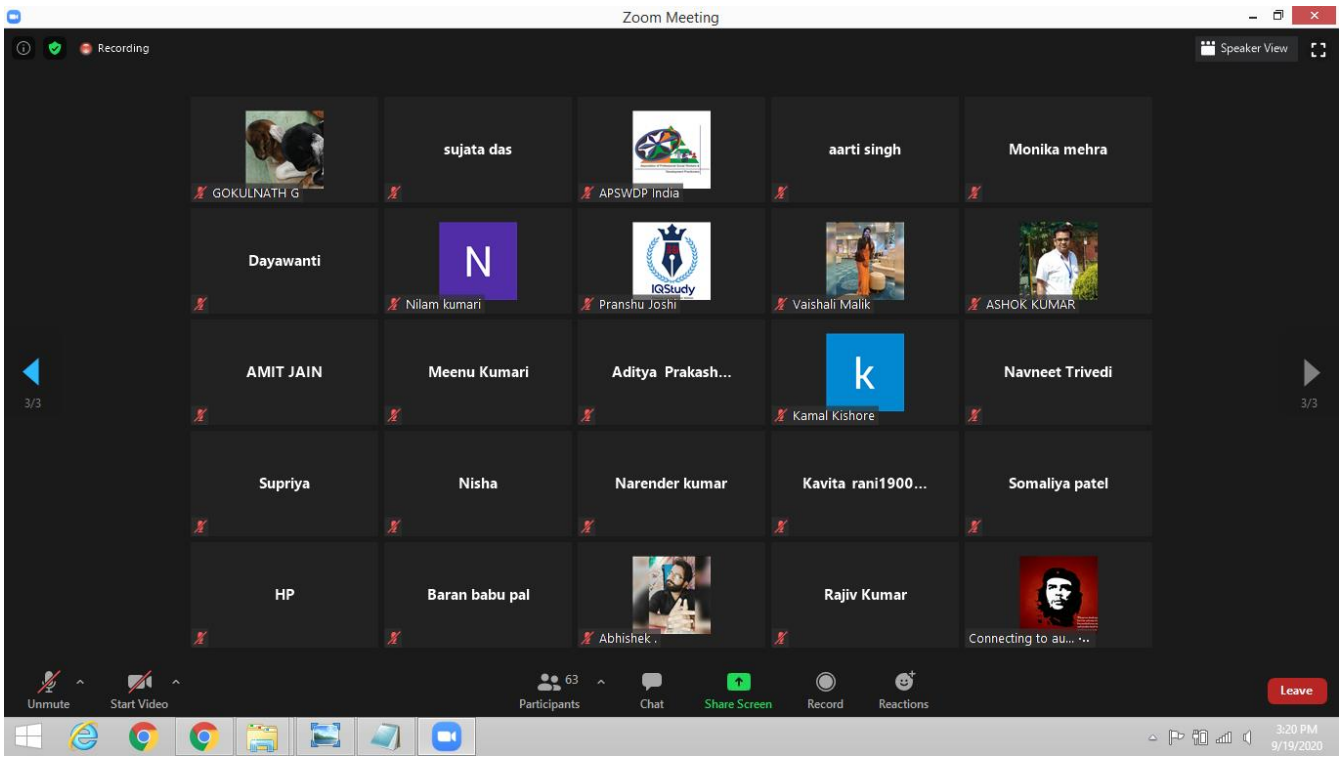
GROUP PHOTOGRAPH





GROUP PHOTOGRAPH





ANNEXURE

PROGRAM FLOW & e-FEEDBACK

ANNEXURE

PROGRAM FLOW

IN SUPPORT OF

UN75 2020 AND BEYOND | SHAPING OUR FUTURE TOGETHER

APSWDP VIRTUAL DIALOGUE, SERIES IV

UN75 2020 and Beyond Shaping Our Future Together

03:00 pm to 04:30 pm || 19th September 2020

Time	Program Flow	Concerned Person
03:00 pm to 03:05 pm	Formal Welcome	Mr. Hitesh Kumar Gulati Director (Hon.) - Policy & Administration, APSWDP
03:05 pm to 03:10 pm	Program Background & Introduction of Chief Guest	Dr. Sumit Arora Director (Hon.) – Capacity Building, Research & Projects, APSWDP
03:10 pm to 03:25 pm	Address by Chief Guest and Dialogue Chairperson	Mr. Baldeep Singh Technical Director, Department of Local Government, Punjab
03:25 pm to 03:30 pm	Introduction of Panelists in the Dialogue	Mr. Hitesh Kumar Gulati Director (Hon.) - Policy & Administration, APSWDP
03:30 pm to 03:40 pm	Impact of Digital Technologies in Breaking Barriers in Education, Growth, and Well-Being	Mr. Joseph Jude Chief Technology Officer (CTO), Net Solutions
03:40 pm to 03:50 pm	Digital Technologies for Advancements in Industry Innovation and Sustainability	Mr. Harit Mohan Founder & CEO, Signicent LLP
03:50 pm to 04:00 pm	Harnessing Potential of Digital Technology in Social Welfare Administration	Mr. Vivek Trivedi Research Fellow, Center for Social Work, Panjab University, Chandigarh -cum- Development Expert
04:00 pm to 04:25 pm	Open House/ Question & Answers (along with Questions from Chat Room and e-Participation Process)	Mr. Hitesh Kumar Gulati Director (Hon.)- Policy & Administration, APSWDP & Participants
04:25 pm to 04:30 pm	Concluding Remarks and Vote of Thanks	Mr. Hitesh Kumar Gulati Director (Hon.) - Policy & Administration, APSWDP

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

TOTAL RESPONSES RECEIVED: 61

Your feedback will be utilized by Association of Professional Social Workers & Development Practitioners (APSWDP), Chandigarh team to determine and improve future programs.

Rating received for the each section based on the following criteria:
5=excellent **4**=good **3**=average **2**=fair **1**=poor

EXPERT/ PANELIST (S) FEEDBACK					
Rating of the **Expert/ Panelist (s)** on the following:	**5**	**4**	**3**	**2**	**1**
1.Knowledge of the subject matter.	72.13%	21.31%	3.28%	1.64%	1.64%
2.Explained and illustrated the topic.	63.93%	31.15%	0.00%	3.28%	1.64%
3.Completed the dialogue/ panel discussion within the timeframe.	73.77%	18.03%	3.28%	3.28%	1.64%
4.The panelists answered questions completely.	75.41%	18.03%	3.28%	1.64%	1.64%
AVERAGE SCORE	**71.31%**	**22.13%**	**2.46%**	**2.46%**	**1.64%**

93.44% of the participants feel ***happy** with the **Knowledge and Dialogue** by the **Expert/ Panelist (s)**.

FEEDBACK ON CONTENT AND STRUCTURE OF THE DIALOGUE/ PANEL DISCUSSION					
Rating on the **Content and Structure** of the **Dialogue/ Panel Discussion:**	**5**	**4**	**3**	**2**	**1**
5.The usefulness of the information received in the dialogue/ panel discussion.	63.93%	31.15%	1.64%	3.28%	0.00%
6.The structure of the dialogue/ panel discussion.	63.93%	29.51%	3.28%	0.00%	3.28%
7.The pace of the dialogue/ panel discussion.	65.57%	27.87%	3.28%	3.28%	0.00%
8.The convenience of the dialogue/ panel discussion.	65.57%	27.87%	3.28%	1.64%	1.64%
AVERAGE SCORE	**64.75%**	**29.10%**	**2.87%**	**2.05%**	**1.23%**

93.85% of the participants feel ***happy** with the **Content and Structure** of the **Dialogue/ Panel Discussion**.

***Happy** - %age sum of excellent (5) and good (4) responses

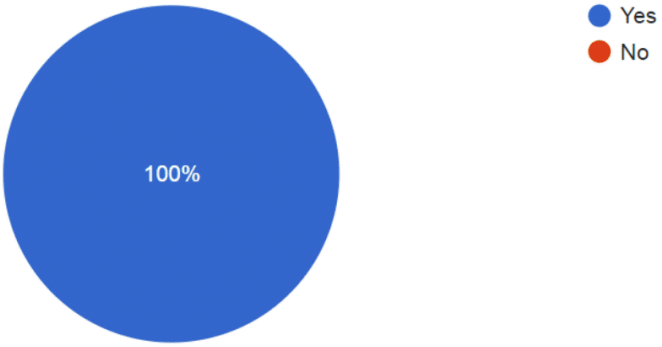
ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK		
9. Was this dialogue/ panel discussion appropriate for your level of experience?	**Yes** **100.0%**	**No** **0.0%**

61 responses



If you said "No" at S.No. 9, please explain

13 responses

No
N. A
Very informative session
5
New insights on Digital Terminologies and Technology
NA
Excellent
Excellent session
Very informative session.
6

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK

10. What did you most like about the dialogue/ panel discussion?

10. What did you most like about the dialogue/ panel discussion?

47 responses

All session are very information N knowledgeable
Crisp information. To the point
Overall it was good
Information
Excellent explain of topic and very informative session
Knowledge gain
The way of their discussion
5
Speech of josph sir
The clarity of the panelist of the discussion.
Well organized , informative, clarity and adherence to time frame
All session
Well organised
Vivek sir session were wonderful
Good panel with great knowledge shareing session
All sesion too much informatives
All webinar are Excellent
All sessions were good but Vivek ji session really very wonderful.
Everything

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK

10. What did you most like about the dialogue/ panel discussion?

47 responses

Sharing of case studies by Mr. Vivek Trivedi
All the session was very informative.
Panelists were well informed and also delivered outstandingly.
Joseph Jude was good
Digital technology
Insight about the topic
Great
Excellent explain and informative session
Digital
great session
Point to point discussion
All
Question and answer session
Questions answes, subject
It was purely on the topic.... Helped me alot in knowing the unknown facts
Mr. Joseph and Mr. Trivedi sir
6
Good
All sessions was informative
All panel are good
It was in consquence of present senario. the subject matter was very informative

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK

10. What did you most like about the dialogue/ panel discussion?

47 responses

- Structure of framing dialogue pattern
- Street Vending Plan
- The whole session was very informative.
- The way of presentation was awesome. All penal members were expert in their field.
- Digital technology
- Ok
- Imapact of digital technology

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK
11. Any other Feedback

11. Any other Feedback

42 responses

No
knowledgeable
Satisfaction
I enjoyed the webinar with clear voice and good network
Excellent webinar
Best knowledge
Wonderful session
Very informative session
Excellent
Non
If you do this program in Hindi, it will be even better
Please collate all the 4 cohort recordings along with handouts and more reference materials
Organize more webinar in environmental studies
Looking forward to be part in the upcoming events
Excellent
Organize a webinar on environment study
Most informative session.
Keep on organising such sessions to engage and enlightening masses.
Thank you
Thanks to APSWDP

ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

OVERALL FEEDBACK

11. Any other Feedback

42 responses

Kudos to the entire team, well organized, well executed and very informative session.
Good experience
Excellent Webinar
Thank u APSWDP for good and informative session
Awesome webinar
No thanks
Thnku sir
Really useful this webinar
Great informative session
This virtual dialogue added to my knowledge about the uses of digital technology in the fields like service sector, security, govt sector and all other fields of life. Very informative and useful session. Thank you, APSWDP.
No

ANNEXURE

e-FEEDBACK AND ANALYSIS

efeedback

Signicent | IN SUPPORT OF | UN75 2020 AND BEYOND SHAPING OUR FUTURE TOGETHER

APSWDP VIRTUAL DIALOGUE, SERIES IV

UN75 2020 and Beyond Shaping Our Future Together

03:00 pm to 04:30 pm || 19th September 2020

e-Feedback and Analysis

GRAPHICAL PRESENTATION OF

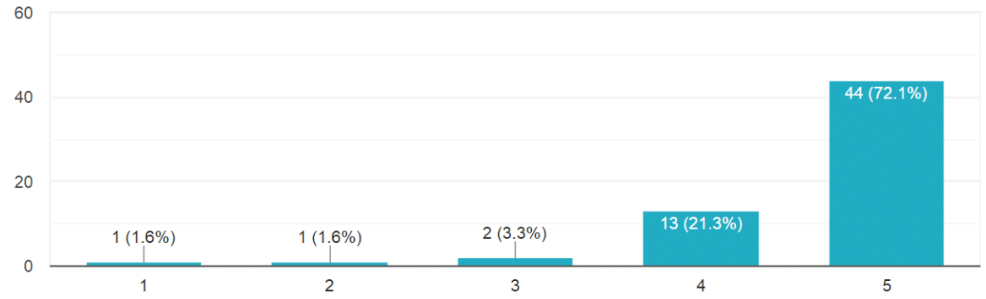
Q.1 to Q.4 - Expert/ Panelist (s) Feedback

Q.5 to Q.8 - Feedback on Content and Structure of the Dialogue/ Panel Discussion

EXPERT/ PANELIST (S) FEEDBACK

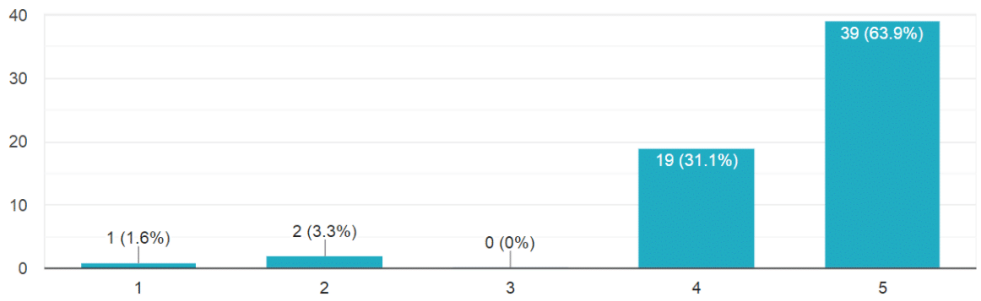
1. Knowledge of the subject matter.

61 responses



2. Explained and illustrated the topic.

61 responses



ANNEXURE

e-FEEDBACK AND ANALYSIS

e-Feedback and Analysis

GRAPHICAL PRESENTATION OF

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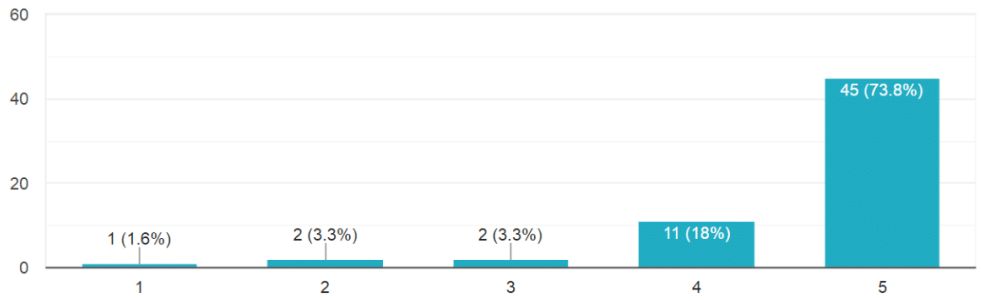
Q.5 to Q.8 - Feedback on Content and Structure of the Dialogue/ Panel Discussion

EXPERT/ PANELIST (S) FEEDBACK

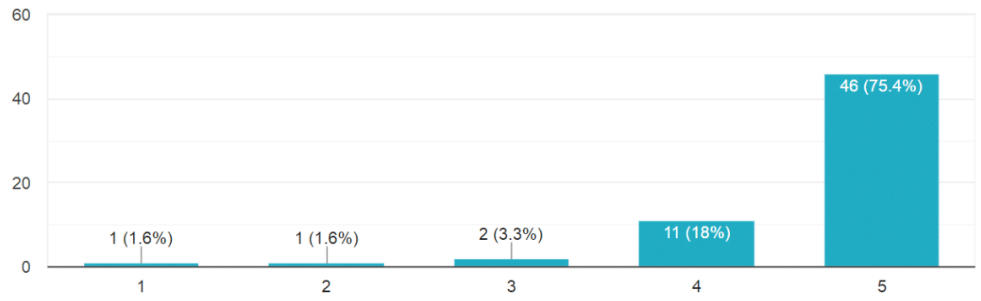
3. Completed the dialogue/ panel discussion within the timeframe.

61 responses



4. The panelists answered questions completely.

61 responses



ANNEXURE

e-FEEDBACK AND ANALYSIS

efeedback

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APSWDP VIRTUAL DIALOGUE, SERIES IV
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03:00 pm to 04:30 pm || 19th September 2020

e-Feedback and Analysis

GRAPHICAL PRESENTATION OF

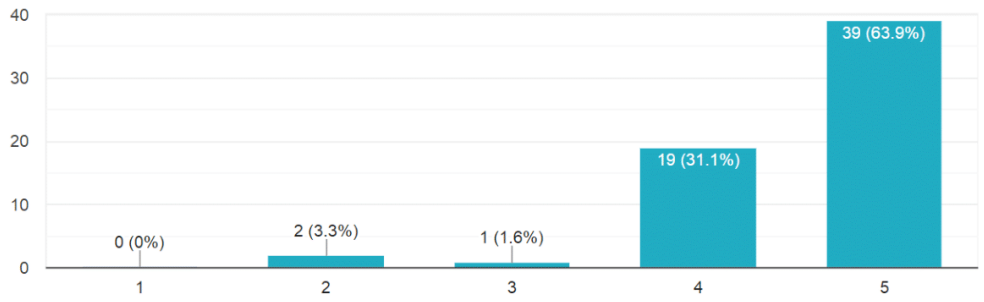
Q.1 to Q.4 - Expert/ Panelist (s) Feedback

Q.5 to Q.8 - Feedback on Content and Structure of the Dialogue/ Panel Discussion

FEEDBACK ON CONTENT AND STRUCTURE OF THE DIALOGUE/ PANEL DISCUSSION

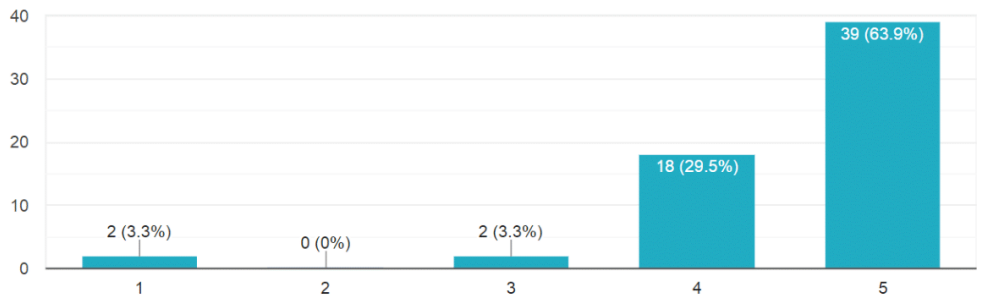
5. The usefulness of the information received in the dialogue/ panel discussion.

61 responses



6. The structure of the dialogue/ panel discussion.

61 responses



ANNEXURE

e-FEEDBACK AND ANALYSIS

efeedback

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APSWDP VIRTUAL DIALOGUE, SERIES IV
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e-Feedback and Analysis

GRAPHICAL PRESENTATION OF

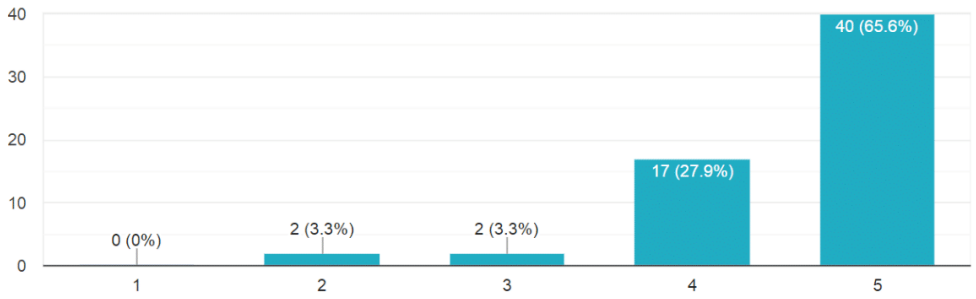
Q.1 to Q.4 - Expert/ Panelist (s) Feedback

Q.5 to Q.8 - Feedback on Content and Structure of the Dialogue/ Panel Discussion

FEEDBACK ON CONTENT AND STRUCTURE OF THE DIALOGUE/ PANEL DISCUSSION

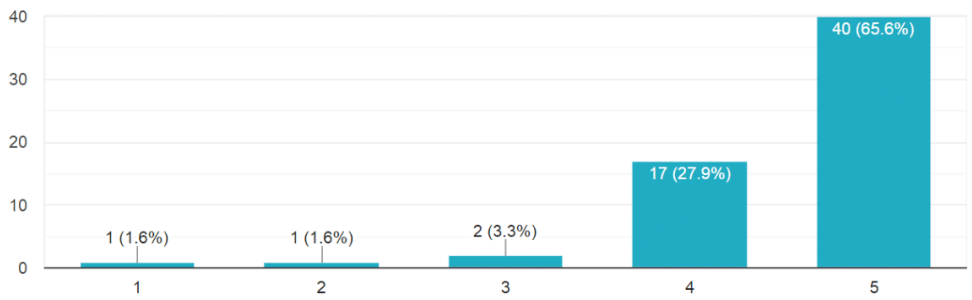
7. The pace of the dialogue/ panel discussion.

61 responses



8. The convenience and sequence of the dialogue/ panel discussion.

61 responses



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UN marks 75-year milestone anniversary of founding Charter

UN Photo
The UN Charter being signed by a delegation at a ceremony held at the Veterans' War Memorial Building on 26 June 1945.

26 June 2020 | UN Affairs

The UN Charter "brought rules and hope to a world in ruins", Secretary-General António Guterres told a virtual ceremony on Friday, commemorating 75 years since the Organization's foundational text was signed.

Association of Professional Social Workers and Development Practitioners (APSWDP) (Regd.) Chandigarh, INDIA

An Association in Special Consultative Status with the United Nations Economic & Social Council (UN ECOSOC)

Affiliated with the United Nations Department of Global Communications (UN DGC)

Affiliated with NITI Aayog (Former Planning Commission of India)

E:Mail: apswdp@gmail.com

Website: www.apswdp.org

Facebook: @apswdp
Twitter: @apswdp_india
Linkedin: apswdp-india
Youtube: APSWDP Chandigarh