

United Nations E-Government Survey Local Online Service Index (LOSI)

Webinar Series – India

Opening Statement

Wednesday, May 15, 2024, 09:30 AM EST

Zoom Registration link: https://bit.ly/LOSI_EPISODE4

Dear Colleagues and Participants,

I extend a warm welcome to the 5th episode of the Local Online Service Index (LOSI) Webinar series, organized by the Division for Public Institutions and Digital Government of the United Nations Department of Economic and Social Affairs (UN DESA).

In our previous episodes, we heard from our colleagues in Jordan, State of Palestine, Brazil and Uzbekistan. Today, our focus shifts to India, a country with a rich history and a diverse culture.

As you all know, India with its vibrant digital ecosystem showed commendable progress in the recent years, categorized under “High” E-Government Development Index (EGDI) as per the 2022 UN E-Government Survey.

India’s Online Service Index (OSI) stands well above the global average, thanks in part to initiatives like "Digital India," which are revolutionizing internet connectivity, online government services, and digital literacy.

In today's webinar, we will delve into how India is implementing the LOSI methodology at the local level.

LOSI serves as a valuable compass for tracking e-government progress in cities, aligning with Sustainable Development Goal 11's vision of inclusive, safe, resilient, and sustainable urban environments.

Cities have arguably been one of humanity's greatest inventions, providing abundant opportunities, prosperity, and longer life spans. Yet, they have also imposed significant tolls, from poor health conditions to altering Earth's climate.

Cities are dynamic entities, constantly evolving, and digital technologies play a crucial role in enabling them to address residents' needs more effectively, thus enhancing livability, workability, and sustainability.

The LOSI strives to emphasize the pivotal role of digital technologies in empowering local officials to improve these needs.

Since its pilot study in 2018, LOSI has evolved significantly. The upcoming 2024 edition in September will mark a milestone, covering all 193 cities again after a two-year interval. We are hopeful for substantial progress since then.

Through the LOSI network, we are dedicated to fostering knowledge exchange and capacity-building initiatives among cities worldwide. I strongly encourage all of you to join the network if you haven't already done so.

Before wrapping up, I would like to express my gratitude to the Centre for Environmental Planning and Technology – CEPT University for their invaluable contributions to the LOSI methodology and its application in India.

I wish you all a productive meeting.

Thank you.