# Institute for Research on Andhra Pradesh (IRAP)

Invites you for a webinar on

## Technology and Public Services:
## Issues and Challenges for Marginalized Groups in A.P

## Chakradhar Buddha

Researcher, Lib Tech India

Chakradhar is currently working as a researcher with Liberation Technology, a.k.a LibTech India is a team of engineers, social workers, and social scientists who, inspired by the Right to Information movement and the idea of social audits, focus on various aspects of improving transparency, accountability, and democratic engagement in rural public services delivery. Previously he worked with various movements working on issues of social justice including Green Peace India. He is co-convenor of NREGA Sangarsh Morcha, platform of movements, organisations working on issues of 'Right to work'. He is on the working committee of National campaign for people's right to information (NCPRI). He is a Resource person on RTI to AP Human Resource Development Institute. He trained more than 3000 government officials on RTI and filed more than 1000 RTI Application on issues of public interest.

## Abstract:

Use of technology in public services delivery has become synonymous with governance in social policies in India over the last decade. There have been attempts to digitise the process from enrolment to the last mile. The use of technology increased state capacity multifold in services delivery, improved citizen experience and it is also widely believed to reduce leakages. In a nutshell, technology has become a panacea for all the problems in service delivery. However, inadequate infrastructure, absence of transparency and accountability, inaccessible digital trail to citizens and frontline workers has meant that millions of eligible beneficiaries get excluded with no easy recourse of resolution. In this context Chakradhar discuss opportunities and challenges for the citizens and the state in terms of Direct Benefit Transfers by taking the case of PDS, MGNREGA and PM Kisan Samman Nidhi in AP.

**Chair: Dr Ch Satish, Centre for Studies in Social Sciences (CSSS), Calcutta**

Date: 30 April, (Saturday) 2022. Time: 5p.m-6:30 p.m.
Weblink:

https://us04web.zoom.us/j/75866941467?pwd=QfE5jKVMaWDxq_lYiAYOPcWclTXAz6.1

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