VIADUCT – The new development mantra

With an objective of achieving the ultimate goal of establishing a society that facilitates 'Ease of Living and Happiness" for all its citizens, it is essential to define vision goals and its related targets in an unambiguous manner in order to realize them in a definite timeframe. For such a transformation to happen and sustain, the government of Andhra Pradesh has identified a set of interconnected processes to function concurrently. These processes together will usher in a new development paradigm resulting in transforming the Sunrise state of Andhra Pradesh into a wealthy, healthy, competitive and happy society by tuning the systems to deliver better through people-centric governance and behavioral change.

The State has coined a new transformation mantra **VIADUCT** which expands into **V**ision, **I**nnovation, **A**ccountability, **D**igitization, **U**berisation, Convergence and Technology/ Transformation. The idea is to inspire the government functionaries at all levels to follow its philosophy and process flow for ensuring seamless public service delivery.

Vision: Soon after the State Re-organisation in June 2014, the Sunrise state of Andhra Pradesh started scripting Vision 2029 with a well-defined Vision statement that aspires AP state becoming one of among the top 3 developed states in the country by 2022, the best state by 2029 and the global investment destination by 2050. In sync with the State vision, the district vision action plans for 2019-24 are also formulated based on the Village Development Plans/Ward Development Plans under bottoms-up approach.

Innovation: Innovation is essentially an application of better solutions that meet new requirements, unarticulated needs, or existing needs through provision of more-effective products, processes, services, technologies, or business models that are made available to markets, governments and society. The government has established 'Innovation Society' and is providing a lot of scope for innovations on all fronts. Government is also committed to incentivize such new technological/scientific breakthroughs, cutting across the themes of startups, manufacturing, education, health and other areas. Amaravati land pooling, Zero budget natural farming, Pattiseema and using drones to spray pesticides to prevent the spread of plant diseases are some of the key innovations promoted by the government.

Accountability: As part of its transparent and technology-based governance, the government is committed to fix up the obligation of an individual or organization to account for his/its activities, accept responsibility for them, and to keep the results in a public domain. All functionaries in the government have to be responsible for their roles, responsibilities and timely service delivery leading to utmost people's satisfaction.

Digitisation: Digitisation solution empowers us to seamlessly convert physical documents into searchable and organized databases. The state has leapfrogged in the technology space, which

can be put down to the State's success in navigating the road from digital transformation to digital innovation. Andhra Pradesh government has used digitization in smart street lights and other ventures like land records under Bhudhar and Mee intiki Mee bhoomi and hosted various websites and dashboards for ensuring global access of secure data. Andhra Pradesh State FiberNet Limited (APSFL) has floated a new corporation, "A.P. Content Corporation" which is a wholly owned subsidiary related to Content. The key contents of various departments are hosted and made available to users through the Corporation.

Uberisation:

Uberisation, which is a transition to an economic system where users exchange under-utilised capacity of existing assets or human resources like cow dung, agriculture machinery including tractors typically through a website or software platform while incurring low transaction costs. This system is already in place through the 108 ambulance services. Vermi-compost, a key component in ZBNF system is one area using this innovative concept. The concept of Uberisation calls for exploring all possible areas for optimal utilization of the resource and will be highly cost effective and wider reach.

Convergence:

Andhra Pradesh is a pioneering state in the country that has worked extensively on convergence of funds as well as convergence of human capital for optimizing the resources. As many as 24 departments are working together with common fund sharing mechanism under the MGNREGS and SERP is handling several schemes deploying its huge social capital optimally for various purposes. NABARD is facilitating convergence of wide variety of approaches and best practices to mobilize poor households into SHGs. In the context of the social sector parameters, the State government is involving the self-help groups (SHGs) to mobilize and bring about behavioral changes among user groups. The advantage in the process is attaining a demand-driven mode of service delivery that is more sustainable than the programme-driven mode where the results depend on the resource managers.

Technology/Transformation:

Government is using technology in almost all fronts including governance and this is expected to lead to a transformed society that will be happy, healthy and competitive. While technologies such as Artificial Intelligence (AI), Internet of Things (IoT), Blockchain and robotics are being used as the driving forces behind digital transformation, Andhra Pradesh has taken a step further by pursuing several innovations using cutting-edge technology. The Real Time Governance Society (RTGS) and e-pragati platforms established in the state are examples of putting technology to use at its highest order.

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