

Digital Delivery of Citizen Services – Capacity, Constraints & the Meghalaya Lesson Organised by Centre of Excellence for Digital Transformation (CeDT), IFHE Hyderabad.

Date: Friday, 21 November 2025

Time: 12:30 PM – 1:30 PM

Venue: Big Conference Hall, IBS Hyderabad

Session Theme: Digital Delivery of Citizen Services – Capacity, Constraints & the Meghalaya Lesson Organised by Centre of Excellence for Digital Transformation (CeDT), IFHE Hyderabad.

Role allocations:

Moderator: Dr C. S. Shylajan, Director, FoSS, IFHE Hyderabad

Panelists:

Mr Stephen Anurag, NISG – Government of Meghalaya

Dr Sharique Hassan Manazir, Kautilya School of Public Policy

This session aims to explore the institutional, infrastructural, and policy dimensions of digital service delivery, drawing particularly from the Meghalaya experience and the broader challenges of state capability, workflow harmonisation, and last-mile inclusion. Given your collective expertise across public policy, digital governance, and field implementation, your perspectives will be invaluable to our faculty, researchers, and students.

