



Guaranteeing Public Service Delivery through PSDI



## Guidance

Guiding the implementation of efficient, effective and transparent public service delivery



## Governance

Good Governance through pro-active intervention by reaching out to citizens for providing services



## Guarantee

Guaranteeing improved service delivery of all Government services through a common platform



## Guard

Guarding against delays in public service delivery



**Public Service Delivery Infrastructure (PSDI)**





# PUBLIC SERVICE DELIVERY INFRASTRUCTURE

Governments world over are moving towards strengthening their existing public service delivery mechanism from a fragmented and decentralised approach to an integrated and collaborative model. Such a model warrants the creation of a robust and trusted database of citizens, each having a unique identifier for every citizen, and a service delivery platform that leverages the trusted database and connects the organizations responsible for service delivery and the delivery channels.

However, the existing public service delivery systems that evolved over a period of time were built on siloed databases that are fraught with deficiencies like duplicate / fictitious identities and incoherent databases maintained by organizations mandated with public service delivery. This has resulted in leakages, leading to loss to the public exchequer and public discontent despite the best efforts of the Governments to improve service delivery efficiency.

Realizing the imperative need to address the aforesaid deficiencies, Governments are renewing efforts to create an inclusive and holistic approach to public service delivery. The Public Service Delivery Infrastructure (PSDI) is the platform that addresses this need by orchestrating all stakeholders viz., people, places and programs onto a common virtual platform to deliver public services in an integrated and collaborative manner.

## The Public Service Delivery Infrastructure comprises the following:

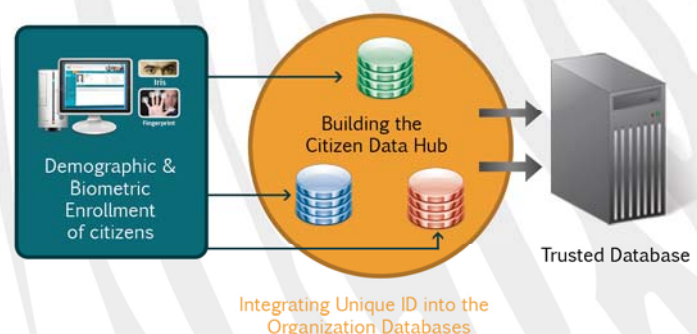


### Unique ID:

The Unique ID is issued based on demographic and biometric data of the citizen. Demographic data usually comprises information like name, age, gender, address, occupation, place of birth etc, while biometric data comprises Face, Fingerprint and Iris. While several attempts in the past to issue a Unique ID based on a single biometric (usually fingerprints) met with limited success, the multi-modal approach (Face + Fingerprints + Iris) proven to be sustainable and cost effective and is being widely accepted.

### Citizen Data Hub:

The Citizen Data Hub is built by seeding the Unique ID issued to each citizen into the organizational databases and integrating them into a trusted database.





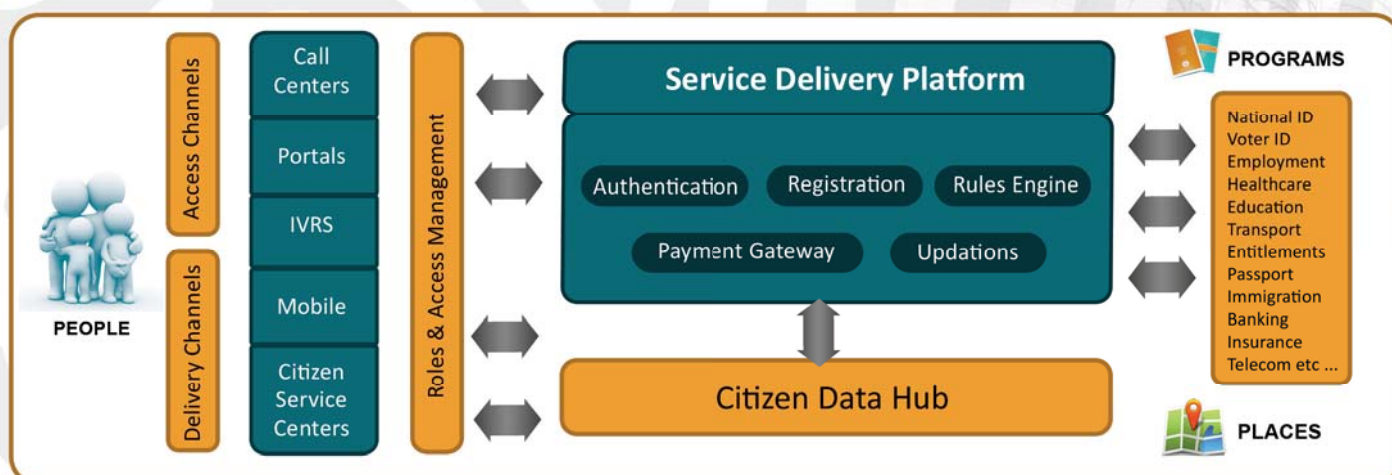
## Multi purpose citizen ID card:



A Multi purpose citizen ID card is issued to the citizens to authenticate and enable them to access various services. The Smart Card contains the demographic and biometric data of the citizen in a digital format and can be used for running applications of different organizations delivering public services.

## Service Delivery Platform:

The service delivery platform is the most critical component of PSDI that helps in linking people, places and programs. The platform acts as the middleware that interconnects the trusted database with the organizations that deliver programs and facilitates delivery of services through the service delivery channels.



## Service Channels and Service Delivery Points:

The service channels and Service Delivery Points comprise Citizen Service Centres, Portals, Mobile, Call Centres etc, which offers multiple options to a citizen for information, interactions and for transacting with the organizations delivering public services.



PSDI rides on a citizen centric philosophy wherein every citizen is uniquely identified, and enables Governments to reach out to the people to offer services based on citizens' personalised needs. The objective of building the PSDI is to radically enhance the efficiency of public service delivery and also enable Governments to realise their goal of inclusive growth, social equity and welfare of the people.



## About 4Gid

4G Identity Solutions (4Gid) is a Pioneer (since 2001) & Global leader in providing large scale identity management solutions leveraging smart cards and biometric technologies. 4Gid specializes as an end-to-end identity management solutions provider & system integrator in Civil ID, Homeland Security & Law Enforcement for government, corporate, banking and defense sectors. 4Gid has re-defined ID management business space by providing thought leadership and proof of concepts that led to the world's largest ID programmes. 4Gid has executed many of the world's first large scale identity management solutions for federal governments, multilateral agencies and top notch corporates, and is currently delivering the world's biggest Civil ID project – India's Unique ID / Aadhaar.

4Gid strives to contribute in bringing today, best of the breed technologies of tomorrow and has set new benchmarks in the identity management industry. In terms of innovation and solution readiness, 4Gid has consistently been ahead of the pack. 4Gid believes and practices a proactive approach to solutioning. 4Gid experts are consistently helping in understanding client requirements and working on novel approaches to meet the same. 4Gid has pioneering solutions catering to the needs of Public Service Delivery Infrastructure, Public Distribution System, Pensions, Social Welfare schemes, ePassport, eVisa, Immigration & Border Control, Voter ID and National ID.

4Gid strong delivery capabilities in handling large scale identity management projects has already resulted in phenomenal savings to the government exchequer, running into hundreds of millions of dollars - eliminating the errors of inclusion and exclusion in government welfare schemes thereby bringing value to millions of citizens and preventing leakages in the delivery of government welfare services like food subsidy programmes.

## Our Trail Blazers:

- World's Largest Biometric Identification - India's UID/Aadhaar 1.2 Billion Residents
- World's First Multi-Modal Biometric Civil ID 10 fingers (4-4-2), 2 Iris & Face
- World's Largest Supply of 4-4-2 Slap Fingerprint Live Scanners 15,000 devices
- World's Largest Coastal ID 7517 kms, 12 Million Citizens
- World's Fastest De-duplication 6.2 Quadrillion matches in 2 months record time
- World's Largest Corporate ID 470,000 Employees
- World's Largest 1:N Realtime Identification 90 Million Citizens
- India's First Automated Realtime Criminal ID Connecting 148 Police Stations

## Awards

- Ranked 4th in Inc. 500 fastest-growing companies 2012
- Ranked 23rd in Deloitte Technology Fast 50 fastest growing companies 2012
- Channel World Premier 100 Award 2012
- ETNOW Leaders of Tomorrow Award 2011
- Aadhaar Excellence Award 2011
- ID World Outstanding Achievement Award 2010



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