



Australian Government
Department of Foreign Affairs and Trade



Digital Public Infrastructure and Public Service Delivery Inclusion. Efficiency. Security

Friday, May 8, 2026 | 10:00 AM to 01:00 PM (IST)

Introduction

The integration of **Digital Public Infrastructure (DPI)** into public service delivery is reshaping social protection systems globally by enhancing inclusivity and efficiency. Governments are increasingly leveraging digital identity frameworks, interoperable payment systems, and consent-based data governance to optimize the distribution of social benefits. Across countries at different stages of digital maturity, including Australia, Brazil, and several low- and middle-income economies, policy attention is increasingly focused on how DPI can be translated into scalable, trustworthy and secure welfare delivery systems.

India's experience with **Direct Benefit Transfer (DBT)** offers one prominent use case within the broader DPI framework given its potential to streamline welfare programs, reduce inefficiencies, and promote inclusion. Anchored in *Aadhaar*-based identification and supported by interoperable digital systems for payments and public financial management architecture, DBT has reshaped the scale, speed, and monitoring of welfare transfers across 320 schemes. While India's model has become a reference point in global discussions on DPI-enabled welfare, its experience also highlights the complex design and governance challenges embedded in large-scale digital systems.

This workshop is convened by **ICRIER in partnership with the University of Queensland (UQ), Australia**, under the project "*A Paradigmatic Shift in Public Service Delivery: Accessible, Inclusive, and Secure DPI*" to gain deeper insights into the design and governance of DPI – enabled public service delivery architectures. The discussion will bring together policymakers, practitioners, researchers, and international experts to reflect on comparative country experiences, with a focus on inclusion dynamics, last-mile delivery, institutional coordination, security and privacy safeguards.



Australian Government
Department of Foreign Affairs and Trade



Panel Discussion

The deployment of DPI-enabled welfare systems at population scale has surfaced important challenges and trade-offs. Issues related to authentication failures, exclusion risks for vulnerable populations, coordination across implementing agencies, and concerns around privacy, cybersecurity, and grievance redressal continue to shape outcomes. These experiences underscore that DPI performance cannot be assessed solely through aggregate efficiency gains, but must be examined through the interaction of inclusion, efficiency, and security embedded in system design and governance. The discussion will focus on the following broad themes:

- **Inclusion and access at scale:** Examining design and implementation challenges related to authentication, beneficiary onboarding, last-mile delivery, and the role of intermediaries such as banks, post offices, and common service centres.
- **Efficiency and administrative capacity:** Assessing the extent to which DPI-enabled public service delivery has reduced leakages and transaction costs; improved monitoring and accountability through platforms such as the Public Financial Management System (PFMS); and enabled efficient transfers through payment rails such as the *Aadhaar* Payment Bridge System (APBS) managed by NPCI.
- **Security, data governance, and trust:** Exploring issues of data protection, cybersecurity risks, grievance redressal mechanisms, and the adequacy of existing institutional and regulatory safeguards for maintaining trust in digital welfare systems.
- **Comparative international perspectives:** Reflecting on India's DBT experience alongside Australian's Centrelink; policy recommendations for strengthening inclusion, efficiency, privacy and security in the system.