



30 March 2020

Ministry of Electronics and Information Technology  
Government of India.

Dear Sir/Madam,

### Submission to NODE consultation by the Internet Society

The Internet Society is pleased to submit our comments and suggestions for developing India's Strategy for National Open Digital Ecosystems (NODE).

The Internet Society is a global not-for-profit organisation that supports and promotes the development of the Internet as a global technical infrastructure, a resource to enrich people's lives, and a force for good in society. Working through a global community of chapters and members, the Internet Society collaborates with a broad range of groups to promote the technologies that keep the Internet secure, and advocates for policies that enable universal access.

We commend the Ministry of Electronics and Information Technology for initiating a multistakeholder process in developing India's Strategy for National Open Digital Ecosystems. Multistakeholder processes are inclusive and effective, and they reduce the risk of creating a set of priorities that reflect only the interests of any one entity. We have for more than two decades been a strong advocate and facilitator of multistakeholder approaches in policy development and decision-making.

In 2018, the Philippines' Department of ICT, in partnership with the Internet Society, developed the country's National ICT Ecosystem Framework (NICTEF), which will set the direction of ICT development in the country. In the course of a year, the DICT facilitated nationwide consultations, employing different tools and avenues to ensure that all relevant stakeholders are able to participate meaningfully in the policymaking process. The resulting document reflects both the needs and the priorities of the whole country, setting the groundwork for ICT programmes and policies that are actionable, transparent and accountable.

We are pleased to submit the NICTEF case study ([https://www.internetsociety.org/wp-content/uploads/2019/11/NICTEF-Case-Study\\_EN.pdf](https://www.internetsociety.org/wp-content/uploads/2019/11/NICTEF-Case-Study_EN.pdf)) as a resource for engaging with the wider community of stakeholders in India, to spur and mobilise broad collaboration in formulating the National Open Digital Ecosystems.

The case study helps address the following questions from the NODE whitepaper:

*8. What are effective means to mobilize the wider community and build a vibrant network of co-creators who can develop innovative solutions on top of open platforms?*

*10. Are you aware of any innovative grievance redressal mechanisms/models that go beyond customer support helplines to augment accountability to citizens?*



11.4. The “Community” for your NODE – key stakeholders, how would they engage with the platform and build on top of it? What benefits would having a vibrant community offer and what additional use cases can be unlocked? Please list any challenges (e.g. incentivising adoption, value sharing) and how you may overcome these?

12. Are there any useful resources that you have come across that would help the broader community, as we build out this NODE approach?

14. How would you like to engage further (e.g. individual consultations, workshops, etc.) as we build the strategy for NODE?

We trust you will find the case study useful as it outlines the processes followed as well as learnings.

Please do not hesitate to contact us if we can be of further assistance.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Rajnesh D. Singh'.

Rajnesh D. Singh  
Regional Vice-President, Asia-Pacific  
Internet Society