

# Servam

Social Security  
Platform



**The vision of the Social Security Platform is to create one single interface for the beneficiaries and their providers to deliver public benefits in a rational, objective, convenient and targeted way to those in need**

**Social welfare has to be integrated; cannot be compartmentalized into DBT - non DBT , cash - non cash, subsidy - benefit etc.**

## Limitations

Need to independently seed JAM across departments

Data sharing across departments difficult due to lack of meta data standards

Multiple processes for crediting beneficiary accounts

Non uniform handling of payment rejections and grievances

Independent databases impede convergence and scheme design/redesign

## Need for a Social Security Platform

**Aggregated View of Social Welfare**

**Objective Planning**

**Social Security for All**

**Maximize Impact**

**Scheme Rationalization**

**Effective Monitoring of Schemes**

DBT transformation to go beyond addressing current set of limitations

**Loosely-coupled benefit delivery applications**

**Scheme 1   Scheme 2   Scheme 3   . . . . .   Scheme n**

The scheme owner can define eligibility criteria, triggers for benefit delivery, quantum of benefit, and benefit delivery mode

**Common applications**



**Payment Processes**



**End User Support**



**Grievance Redressal Mechanism**

**Regular beneficiary data update mechanism**



**Gram Panchayat**



**Common Service Centre**



**Anganwadi**



**Post office**



**Bank / Payments Bank**



## Key Features

|   |  |   |   |                              |   |
|---|--|---|---|------------------------------|---|
| <b>Unified Household Database with JAM (Bank Account, Aadhaar &amp; Mobile) seeded and integrated with Registrar General of India's Civil Registration System (CRS)</b> | <b>Household data to be the cornerstone of this database</b> | <b>Department workflows &amp; apps to be integrated with / created on this platform</b> | <b>Department workflows &amp; apps to be integrated to / created on this platform</b> | <b>Access to beneficiary</b> | <b>Single contact point for all schemes</b> |
|---|--|---|---|------------------------------|---|

## Beneficiaries

**Access** - Citizens will have access to their information e.g. household details, demographic details, JAM details, benefits being availed etc.

**Empowerment & Transparency** - Enables citizens to track their payment credits, rejections and history

**Convenience** - Facility to update data locally and eliminates the need to visit multiple departments to update the same data

## Government

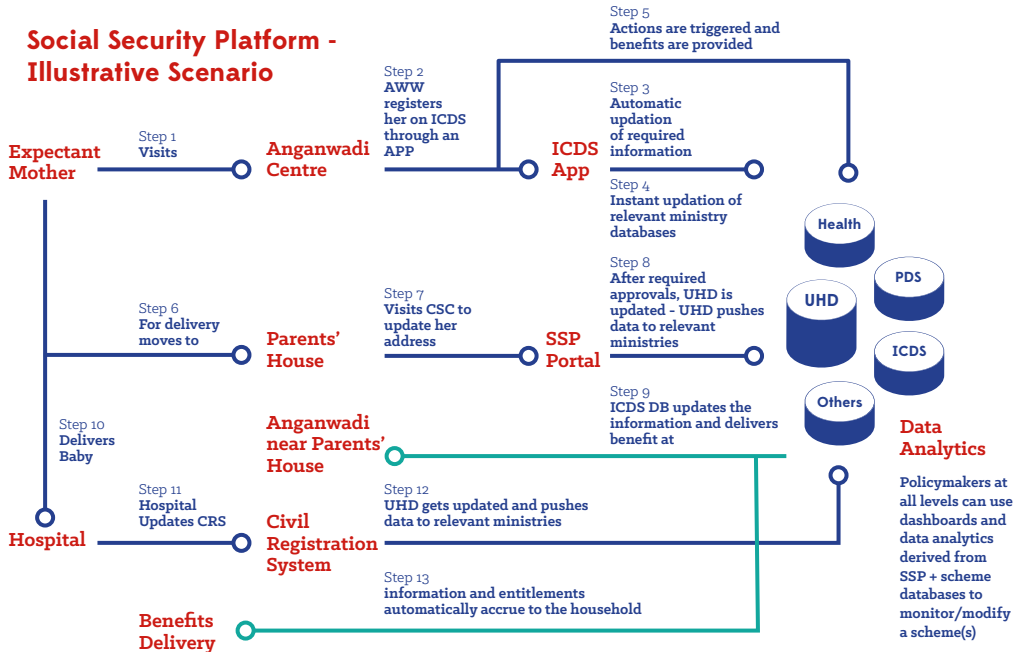
**Planning** - Proactive planning of infrastructure, resources and capacity, scheme design based on aggregated statistics

**Transforming Social Welfare and Delivery Mechanism** - Quick roll out of new social welfare schemes / programmes based on current needs, embrace efficient supply chains, create dynamic entitlements and portable benefits, give benefits to affected citizens when most needed

**Inclusion** - Identification of disparities by population segment and geography to make social welfare more inclusive

**Enhancing Awareness** - About new schemes / programmes, benefits under existing schemes / programmes

## Social Security Platform - Illustrative Scenario





**CDFI is a Centre focused  
on developing and scaling new  
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