

eGov Foundation Endorses the Universal DPI Safeguards

Dear DPI Safeguards Secretariat,

Public service delivery is the most direct interface between citizens and their governments. It shapes access to essential services, builds institutional trust, and determines the quality of life for billions of people. As governments across the world turn to digital infrastructure and emerging technologies to modernise how these services are designed and delivered, we are at a pivotal moment. The choices made now about how infrastructure is built will determine whether it expands access, equity and dignity, or entrenches new forms of exclusion and harm. At eGov Foundation, we believe that this transformation must be built on a foundation of safety, and inclusion from the outset.

As a global non-profit organisation, our focus for over 23 years has been on ensuring equitable, accessible and transparent public services for all. Our work is designed to strengthen institutional capacities and ecosystems needed to improve public service delivery through Digital Public Infrastructure (DPI)/Digital Public Goods (DPG). We do this in collaboration with governments, multilateral organisations, civil society organisations, and market actors. Our work is grounded in the belief that technology should serve public purpose as a *means to an end*.

For over two decades, we have provided strategic advisory for national programmes, contributed to national and subnational implementation strategies, built institutional capacities through formalised training programmes, workshops, and design thinking, and developed reusable digital infrastructure. In addition, DIGIT, our open source and interoperable platform has been adopted to deploy services across sectors including urban governance, public finance, health and sanitation.

By combining strategic support, capacity building and reusable digital infrastructure, we enable governments to translate development priorities into systemic solutions that are more efficient, inclusive, and designed to serve populations at scale.

We recognize the potential of DPI to accelerate the Sustainable Development Goals, as highlighted in the Global Digital Compact. At the same time, we also recognise that DPI must be designed, implemented, and governed responsibly. The Universal DPI Safeguards Framework developed through the DPI Safeguards Initiative, a global multi-stakeholder effort convened and supported by the United Nations Office for Digital and Emerging Technologies (ODET) and the United Nations Development Programme (UNDP), provides an important foundation for advancing these objectives.

eGov Foundation commits to adopting the Universal DPI Safeguards Framework and applying it across our advisory, capacity-building, and implementation support. As part of this commitment:

- We will adopt the relevant Universal Safeguards principles at the appropriate lifecycle stages of DIGIT implementations and our advisory engagements.

- Through all our engagements, we will continue to promote inclusivity, equity and accessibility in the design, adoption and governance of DPI and DPG, including through engagements with governments, civil society, academia, development partners and tech ecosystems.
- We will continue to strengthen government capacity and foster local ecosystems to enable governments to design, implement, scale, and sustain DPI that is locally owned, contextually relevant, and resilient over the long term.
- We will contribute to the broader global community of practice by sharing implementation experiences, lessons learned, and good practices that advance safe, inclusive, and sustainable DPI adoption.

Through this letter, we nominate Anumita Raj, Head, Global Institutional Partnerships as the focal point of our commitment. We look forward to engaging with the Universal DPI Safeguards Initiative as we implement these commitments, exemplifying the underlying values of the initiative, and to sharing our experiences from our work across the world with others.

Sincerely,



Viraj Tyagi, CEO
eGov Foundation

