



Presents

## Gen AI for PSUs Driving Competitive Edge in Citizen Services

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Date: 20th March, 2025 | Venue: EROS, New Delhi

**Key Metrics:** 1 Session | 12+ Psu Leaders | 1.5 + Hours Of Discussion

### Session Overview

The roundtable discussion on "**Gen AI for PSUs: Driving Competitive Edge in Citizen Services**" focused on the transformative potential of Generative AI (Gen AI) in enhancing public sector efficiency and citizen services. Experts from Google Cloud and PSU representatives deliberated on key areas such as infrastructure readiness, AI-driven service personalization, workforce training, data security, and new AI-powered applications.

The discussion emphasized Google Cloud's contributions, showcasing real-time data analytics, AI-powered translation, scalable infrastructure, and enhanced security features. The panelists explored how AI can optimize resource allocation, improve accessibility, and support policy development, while also addressing challenges in AI adoption within PSUs.

## Key Takeaways

1. Ensuring PSUs have scalable, AI-compatible infrastructure is essential for smooth integration and long-term success.
2. Gen AI can enhance accessibility, responsiveness, and efficiency in government services, improving user experience.
3. Employees need structured training programs to build AI competencies and maximize AI benefits in public service delivery.
4. Implementing robust security measures is critical to prevent unauthorized access and breaches while leveraging AI's data-driven insights.
5. Collaborating with technology providers like Google Cloud can accelerate AI adoption and innovation in public services.
6. AI-driven predictive analytics can help PSUs allocate resources effectively, supporting disaster preparedness and social welfare initiatives.
7. While AI adoption presents challenges such as infrastructure limitations and workforce adaptation, clear strategies can facilitate smoother implementation.
8. Prioritizing AI-driven solutions can position PSUs for enhanced digital transformation, ensuring efficient and citizen-centric governance.

## Key Participants

- **Nagender Singh Yadav**, Joint Director - Systems, Hindustan Petroleum Corporation
- **Dr. Prashant Atreya**, Executive Director - IT, NHPC Ltd.
- **A. K. Patel**, CISO, NTPC Ltd.
- **Anwaya Bilas Sengupta**, Alternate CISO & CM, Grid Controller of India Ltd.
- **Saikat Bhowal**, Group General Manager - Digital Technology Solutions, Engineers India Ltd.
- **Amit Kulshreshtha**, General Manager, NTPC Ltd.
- **Sudhanshu Sharma**, General Manager - ERP & IT, Indraprastha Gas Ltd.
- **Bharat Panwar**, Additional General Manager - IT, BHEL
- **Kuldeep Khokhar**, Deputy General Manager, Power Finance Corporation Ltd.
- **Ankur Konwar**, Deputy General Manager, Indian Oil Corporation Ltd.
- **Atul Kohli**, General Manager - IT, NTPC Ltd.
- **Sanket Kumar Jain**, Sr. Manager IT, IREDA

## Conclusion

The roundtable wasn't just a discussion—it was an action-oriented collaboration aimed at reshaping the future of citizen services through AI. **Google Cloud** played a key role in:

1. **Bringing together the right minds**—PSU leaders, policymakers, and AI experts to explore AI-driven innovation in public services.
2. **Crafting a focused, impactful agenda**—tailored to address the challenges and opportunities of AI adoption in PSUs.
3. **Driving actionable outcomes**—ensuring key challenges such as infrastructure readiness, data security, and workforce training were addressed with tangible solutions.

With **Google Cloud** leading the charge, this session showcased how AI and cloud technology are redefining governance, enhancing service delivery, and setting new benchmarks for digital transformation in the public sector.

**ObserveNow** plays a crucial role in facilitating thought leadership, industry collaboration, and knowledge-sharing through exclusive roundtables, conferences, and panel discussions. By bringing together IT leaders and PSU stakeholders, ObserveNow drives innovation, helping public sector organizations leverage AI-driven solutions to enhance citizen services, optimize resources, and accelerate digital transformation.



## Event Glimpses

