COVID-19 Response and Recovery in New Delhi, India: Data Systems and Policy Support for the Chief Minister's Office

The Opportunity

IDinsight is the Government of Delhi's official technical partner for tackling the COVID-19 crisis for more than 20 million people. IDinsight has an embedded team within the government that is working directly[1] and on a daily basis with the Delhi Chief Minister's team. We are tasked with establishing data systems that streamline data from COVID-19 treatment facilities to inform emergency decision-making by the Chief Minister, and providing tailored policy support on other government priorities.

The Delhi Government has attempted to minimize the many negative effects of COVID-19 by implementing strict physical distancing measures, expanding health facilities, increasing testing rates, and intensifying welfare and other social protection services. However, as India's national lockdown is phased out, the Delhi Government will soon face complex decisions on mitigating health risks within a context of increasing mobility and economic activity. In the last week, Delhi has witnessed 500-600 new COVID-19 cases daily, resulting in a steadily increasing active caseload . Cities like Delhi require urgent [2] support to ensure that their public systems are empowered to respond to the many coming challenges.

IDinsight is seeking support for an Embedded Learning Partnership with the Delhi Government, composed of two service offerings, to strengthen the government's ability to make data-driven decisions in response to the COVID-19 pandemic.

IDinsight Service Offerings

The Delhi Government's first and immediate request (the first service offering) is to build a robust, efficient, and **decision-relevant data system for COVID-19** information from its hospitals, health facilities, and quarantine centres. This data system is **mission critical** and the **foundation** of the Delhi Government's COVID response, as it informs planning for treatment and quarantine facilities, testing and patient care, and experimental medical treatment.

The government's initial approach for collating COVID-19 information from health facilities was built overnight and inconsistently improved upon. The system was ad-hoc and haphazard, with attendant risks for data loss, data quality, privacy infractions, and other challenges. IDinsight's significant experience in assessing and building monitoring and data systems for government and non-government partners positioned us well to respond immediately to this request.

There are five ongoing workstreams for the data systems service

offering:

- Designing the data system

- Building decision analytics dashboards

- Cleaning and merging datasets across
databases

[1] IDinsight has a letter of support from the Delhi Government's Dialogue and Development Commission, and will soon be signing an MOU with the Health Department. [2] https://www.covid19india.org/state/DL - accessed on 22 May 2020

- Streamlining the data pipeline to coherently integrate data from various systems actors (labs, districts surveillance officials, ICMR , health facilities etc) [3]

- Advising Delhi Government on technology options for data
system

We believe that this system, once further developed, could serve as a best-in-class disease surveillance system for Delhi and provide a valuable model for rapidly growing cities in low- and middle-income countries. We are prepared to create and widely share documents and other resources that would help adoption and adaptation in other urban contexts.

The government has also requested **nimble and responsive policy support** (second service offering) over a longer duration for their evolving decision-making needs. Beyond data systems, IDinsight's broad methodological toolkit and in-house expertise of economists and public health specialists can help answer a range of questions facing the government. Here is an indicative list of questions we will seek to answer for the Delhi Government:

- How does the government ensure that other life-saving health services, such as immunization and TB treatment, aren't displaced by the COVID-19 response?

- What are the most effective ways of operating schools keeping in view public health needs?

- What are the most effective ways of COVID19-proofing economic interactions in markets, neighbourhoods and other locations?

- What are the knowledge, awareness and behavioural levels regarding COVID-19 and physical distancing in Delhi's population, and how do we raise these levels?

- How does the government balance health and livelihoods considerations in its decision-making on physical distancing and containment policies?

Note: This ELP has required IDinsight staff to be stationed within Delhi Government offices. IDinsight has ensured that all ethics, safety, and security measures are being implemented for its staff, which include, but are not limited to, adequate protective equipment, physical distancing arrangements, and health care coverage. All staffing on this engagement is voluntary as per internal IDinsight policy.

Staffing ████████

IDinsight will draw on its experienced and multidisciplinary team to provide best-in-class support to the Delhi Government. The team will include:

● **Partner**: social sector expert with strong analytical skills and several years of practical experience working with governments, foundations, and nonprofits

● **Technical Experts**: senior technical experts (PhD economist and data systems expert) who will ensure all technical and analytical plans and processes are high quality and rigorous

● **Engagement Manager**: a social sector professional with strong data, analysis and management skills responsible for project execution

● **Associates:** early-career professionals and data analysts with research and policy experience, responsible for supporting project execution

About IDinsight

IDinsight uses data and evidence to help leaders combat poverty worldwide. Our collaborations deploy a large analytical toolkit to help clients design better policies, rigorously test what works, and use evidence to implement effectively at scale. We place special emphasis on using the right tool for the right question, and tailor our rigorous methods to the real-world constraints of decision-makers.

IDinsight leads learning partnerships across Asia and Africa, working with governments,

multilaterals, foundations, social businesses, and innovative NGOs. We have worked with over 70 clients across 17 states in India and more than a dozen countries. We work in a range of sectors, including agriculture, digital identity, education, health, financial access, and governance.

We have offices in Dakar, Johannesburg, Lusaka, Manila, Nairobi, New Delhi, San Francisco, and Washington, D.C. To learn more, visit www.IDinsight.org.

Select Relevant Engagements in India

Decision Analytics for Delhi Govt's Innovative Primary Health Program (2019) **Partner:** Department of Health and Family Welfare, Delhi Government **Description:** The government launched "Mohalla" (neighbourhood) Clinics in 2015 to improve access to primary care and reduce outpatient burden on tertiary care hospitals. IDinsight provided a range of data services to the Health Minister to help measure and improve the initiative's performance.

Knowledge Partner for NITI Aayog's Aspirational Districts Program (2017–2020) **Partner:** NITI Aayog & The Bill and Melinda Gates Foundation **Description:** IDinsight supports NITI Aayog in defining monitoring priorities, collecting high quality data, building a data system for processing data, and conducting analyses to draw policy insights.

Technical Partner for the Govt of Punjab's Data-Driven Governance Initiative (2020–present) **Partner:** The Government of Punjab & The World Bank **Description:** IDinsight is supporting the government to improve its statewide data ecosystem by reviewing the quality, availability, and use of data, and the incentives and policies guiding the same.

Program Management Unit for the National Data and Analytics Platform (NDAP) (2019–present) **Partner:** NITI Aayog, Omidyar Network India, & Development Data Lab (DDL) **Description:** NITI Aayog's vision for NDAP is a user-centric single-stop platform that houses all publicly available government data with interoperability. IDinsight and DDL provide technical, data, and managerial support to NITI Aayog to work with stakeholders who are building or advising the platform.

Monitoring System for Educate Girls (2019–present) **Partner:** Educate Girls **Description:** Educate Girls is laying the groundwork for ambitious growth and we are helping them build a robust M&E infrastructure to facilitate the same. This includes codifying and strengthening data collection and quality processes, and building performance and process monitoring dashboards.