


# Chapter 2

## Empowering Citizens Through Code: Policy Pathways for Scalable Digital Public Infrastructure

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### ABSTRACT

*The electronic industry is changing the process of providing services of governments, as well as the way people interact with the government. Countries across the world are establishing Digital Public Infrastructure (DPI) - shared systems to support such priority services as identity cheques, online payments, along with data sharing. In this chapter, Empowering Citizens through Code explains how software and digital*

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*innovation can be used to help create open, transparent, inclusive systems that can benefit everyone. It further indicates that good public policies are also required to complete this task; technology will not assist in this task. Good policies ensure the safety of the data of people, a tool does not belong to a few individuals and that innovation could be useful. The chapter describes the reasons why laws, open standards, and intergovernmental cooperation can make digital platforms more secure, efficient and scalable.*

## **INTRODUCTION**

The new era of digital has been transforming how government is being operated, how service delivery is being done in the system as well as how the citizens are relating to the systems. The digital platforms ceased being communication platforms or business platforms, but they are created and predetermined structure of infrastructure that determines economic growth, development and governance (Digital Cooperation Organization, 2025; World Bank Group, 2025). Digital Public Infrastructure (DPI) is a trend that is being embraced by governments worldwide in an effort of simplifying service delivery to the citizens hence, making the process more efficient, transparent and inclusive (Carnegie Endowment for International Peace, 2025; International Telecommunication Union, 2025). DPI is a coalition of integrated electronic services and offers certain of the key services include identity cheques, electronic transactions, safe transfer of data and access to state programmes (Organisation for Economic Co-operation and Development, 2024). Similar, to roads and electricity, DPI constitutes the backbone of the digital society, which is present in the real world, and individuals as well as organisations can comfortably speak in the public and the private world (Digital Cooperation Organization, 2025).

The point of the concept of Empowering Citizens through Code identifies the problem of technology in the specific case of empowering the citizens which includes the usage of open-source software, compatible systems, and digital platform as one of the systems which gives the citizens either direct payoffs of the direct benefits of citizen participation and access to the services provided by governments (World Bank Group, 2025). Meaning In this sense, code goes beyond programming, yet it is design and structure of systems that will encourage more transparent and responsive and cantered governance (Gadicha et al., 2024). The citizens are able to have access to significant services, keep personal documents, do business and even engage in the governing process directly through well developed digital systems in a fast and safe manner (International Telecommunication Union, 2025).

However, technology is not the solution in empowerment. The policy designs have to be robust such that the digital systems are secure, non-bias and scalable

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