

# Aadhaar and the judgment



TICKER

MIHIR S SHARMA

This week's judgment affirming that Indians do, in fact, have a fundamental right to privacy is momentous. It is among the most important constitutional decisions in decades; some have compared it even to Kesavanda Bharati in 1973, which decisively limited Parliament's ability to amend the Constitution.

The reason why it may be so important is that it is a reminder, one which was sorely needed, that India was conceived of as a nation that prioritised the individual over the collective. It was a country where majoritarian sentiment — whether legislative or popular — would always have to respect the rights of the individual, and the choices that individuals wished to make.

This country has, for some years now, been slipping into a very different conception of itself. I do not need to spell out the lineaments of that self-image. Certainly, dissent is not popular; distrust and caution about the state are discouraged; and the very notion of permanent and empowered minorities, whether of descent, belief or ideology, is considered troubling. Respect for minority rights is, if the minority is religious, "appeasement"; if the minority is political, "indecision"; and so on.

This judgment by the Supreme Court tries admirably to address this slide. The degree to which it succeeds determines the degree to which the Court, and the Constitution that we gave ourselves nearly seven decades ago, has the power to restrain a turbulent majoritarianism at this very dangerous point in our history.

You would think that given this clash of perspectives about who we are and over what may underlie our Constitution was inevitable, it could have emerged through any policy disagreement. I disagree, however. In some ways, it is no coincidence that the flashpoint for this deeper battle over the soul of this country has come over the Unique ID project, or Aadhaar. And that is because internal to Aadhaar itself, within the very design and usefulness of the project, lies this division between the clashing images of India.

Remember how Aadhaar was sold to us, back in the early days of the second United Progressive Alliance government? Think just of the words being used then: choice; voluntary; empowerment. Now think of the words you associate with Aadhaar right now: mandatory; savings; database. It should be clear that the project has, in and of itself, two different faces, corresponding to these two ideas; and over time it has swung from one to the other.

The reason why Aadhaar was such an important development, why I and others welcomed it at the time — and why it is still so important — is that it has and had the potential to turn the petition seeker from the government into a full citizen with entitlements. Rather than being someone who had to grovel to demonstrate identity and receive the services due to her, an Aadhaar recipient could — together with justiciable right to services laws — be able to demand them. To those who cared about strengthening the individual's rights in India, this seemed paramount. I also felt that Aadhaar, making the individual the eventual destination of welfare, allowing for the possibility of proper targeting of future welfare, would allow for the slow dissolution of the other networks that had been set up because of the imperfection of our welfare states. Again, it would strengthen the individual with respect to the other groups.

It would be foolhardy today to suppose that Aadhaar, as it is currently being implemented, will still strengthen the individual. In fact, it has turned into a bureaucrats' plaything. Rather than reducing barriers, it is increasing them. Rather than being seen as ensuring that Indians find it easier to access services, it is being seen as a way of ensuring that the state knows who is accessing its services. It is being driven by the justifications of savings and exclusion, and not by inclusion. It should be clear how much the project has altered.

Many bear blame for this. The UPA government that pushed Aadhaar failed to put the robust systems into place that so many people warned them would be necessary if it was to not become just another, if far more powerful, tool for the state. It was too slow, too divided, and too willing to compromise — there should never have been a demand, for example, for an address proof or some other form of identity at the time of registration. Nandan Nilekani, who sold and implemented the project so well, has sadly failed to serve as a voice of caution when we needed him the most, over the past two years. And the less said about the current government, which has overused and thus debased Aadhaar, the better. Even the Supreme Court has failed to ensure the implementation of its 2015 order reminding the government that Aadhaar was meant to be voluntary and not mandatory. Hopefully this judgment will be the beginning of a much needed course correction.

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# A political tinderbox

The Maldives is in a political shambles. It is courting China and Saudi Arabia with gusto. All Indians ought to be concerned



## PLAIN POLITICS

ADITI PHADNIS

Mohamed Nasheed, ousted president of the Maldives, living in exile, and the man who tried to propel Maldives towards a multiparty democracy, was in India earlier this week. The Maldives is in a political shambles. And all Indians ought to be concerned.

The Maldives was a single-party state until 2008. The executive was in charge of the civil service, the security forces and the judiciary. It also had control over parliament through a "constitutionally appointed" group of members of parliament. The

country was ruled for 30 years by Maumoon Abdul Gayoom.

This was challenged by Nasheed, who became president of the Maldives after forming his Maldivian Democratic Party (MDP) in exile, contesting the 2008 presidential elections and winning 54 per cent of the vote. A new constitution was formulated but in 2012, Nasheed was overthrown with the help of security forces and put under home detention.

In 2013, fresh presidential elections were held and former president Gayoom's half-brother, Abdulla Yameen, became president through what Nasheed supporters say was a rigged election. For several hours afterwards, Nasheed sought "refuge" in the Indian High Commission, making India a factor in the internal politics of the Maldives. Nasheed was in prison for nine months; he was tried and found guilty of terrorism and given a 13-year jail sentence. He then sought to go to the UK for surgery where he sought and got the status of a refugee. If he returns to his country he will be arrested to serve the rest of his sentence.

Not surprisingly, this caused a vacuum in the MDP's top leadership. Meanwhile,

Yameen became very active on the foreign policy front, hoping foreign powers would help secure his own position if it was threatened. Chinese President Xi Jinping's September 2014 visit to the Maldives was his first visit to South Asia, signalling the balance of power dimension to India. Xi was accompanied by a 100-member business delegation and mooted the idea of a Maritime Silk Road (MSR) connectivity between China and the Maldives. As this required land, the Maldives constitution (which previously prohibited foreign ownership of any part of Maldivian territory, but allowed leasing of land for up to 99 years) was amended to allow foreigners, who invest more than USD 1 billion, to buy land within the project site, the only condition being that at least 70 per cent of the area of the completed project must be reclaimed land. Chinese tourists are flocking to the Maldives. This is part of the plan.

Other agreements signed between the Maldives and China have seriously worried India. The latest is the Maldivian offer to China to develop its main airport as part of its iHaven project. India's GMR had earlier got the contract to build the same airport, later cancelled and taken to international arbitration that GMR won. GMR got the contract during the Nasheed administration and lost it when Nasheed was overthrown.

Yameen's last visit to India in 2016 saw New Delhi endorsing him, rectifying its pro-Nasheed tilt. Prime Minister Narendra Modi and Yameen signed a defence agreement. This was nothing short of a dramatic turn-

around. Barely a year earlier, India had almost openly sided with the Nasheed administration, going so far as to lobby with the Commonwealth Ministerial Group to sanction the Maldives for overthrowing Nasheed in a "coup" (Yameen responded by quitting the Commonwealth altogether).

India and China are not the only countries in the mix. The Maldives is an Islamic republic and is 100 per cent Sunni. The first Maldivian embassy in Riyadh was opened only in 2014, but it was the first embassy in any Middle Eastern country. And after the constitutional amendment in 2015 allowing foreigners to own land, Saudi Arabia has drawn up plans for a massive integrated development project in the Maldives, fuelling speculation of the sale of Faafu Atoll to that country. Following his official visit to the kingdom in 2016, Yameen had declared that the Maldives and Saudi Arabia are "currenty at the peak of diplomatic relations".

The risk of this increased visible presence of Saudi Arabia is that it could have an even more radicalising effect on the Maldives' young population: Already hundreds of young Maldivians are in Syria to join Daesh. A Maldivian national, Ibrahim Fauzee, imprisoned in Guantanamo Bay for his connections with Al Qaeda, has since been released and runs an Islamic Foundation in Male.

Politician-entrepreneurs have not really allowed the Islamic clergy to play a role in politics. But Maldives will see presidential elections in 2018. India will be watching the outcome closely.

DINNER WITH BS ▶ KARAN BAJWA, MANAGING DIRECTOR, IBM

# IBM's transformation man

Bajwa tells Raghu Krishnan about the ways in which the information technology landscape is changing globally and how he plans to shape the company to stay ahead of the curve

The top boss at IBM in the country has always had his base in Bengaluru, from where the global tech major runs its massive operations for India and the world. Not Karan Bajwa, who took charge as managing director of IBM India in January. The self-confessed workaholic is based in Gurugram, on the outskirts of Delhi. He shuttles to Bengaluru often to meet colleagues and customers, as he looks to transform the company, known for its diversity, to "sing one song" or stand as one IBM.

The task is huge, admits Bajwa, though he sees it as an opportunity rather than a challenge. That is one of the reasons he returned for a second stint at IBM, this time to head the company, after nine years at Microsoft, with his last role as its managing director.

Bajwa believes that there are three types of technology companies. First, those with deep consulting expertise; second, those that possess enormous technology assets; the third set of companies are those that can deliver services to customers. Most complexities in technology arise when there are communication gaps between these sets of companies. "We are dealing with one of the complex (business) transformations (currently). Customers don't want people to tell them what to do or to throw products at them. They want all of it to be stitched together and that is IBM's biggest advantage," says Bajwa, as we sit down for dinner at The Lantern, a Chinese restaurant at The Ritz-Carlton, Bengaluru.

The Lantern is a standalone three-storied building outside the main hotel. The basement has an open-air section that draws the cool breeze of Bengaluru during the monsoon — bringing back to Bajwa memories of the Garden City when he first landed there in the 1990s for training at the Centre for Development of Telematics, an institution set up by Sam Pitroda that rang in the first telecom revolution in India. It was the period when fans were rare and air conditioners rarer in the city even as it was sowing the seeds of the information technology (IT) revolution that has shaped it into what it is today.

Bajwa has been travelling to Bengaluru ever since, even when he was at Cisco and Microsoft. Does he rue the bumper-to-bumper traffic of today's Bengaluru, I ask. "I don't. Gurugram is worse," pat comes the reply. "Bengaluru has changed like any other city — Delhi has changed, Gurgaon didn't exist in 1991," says Bajwa, as he orders a

watermelon juice, while I take a lime soda.

Except for the weak infrastructure — Bajwa says the government should learn from Hyderabad how to improve it — Bengaluru has all the right attributes — talent, quality of living, culture and ecosystem. That has helped IBM and other global and local firms to grow, while the citizen activism among entrepreneurs such as Biocon Chairman and Managing Director Kiran Mazumdar-Shaw also forces the government to respond to citizens' concerns.

IBM, globally, is undergoing transformation as it sheds its traditional business model to shift towards digital and cloud. India has been a bright spot. With the resources it built in the country, it has been able to lessen the impact of the outsourcing model, while deliberately focusing on building the local business. IBM is a clear leader in the local market. But even here the business models are being disrupted, like it is happening globally, with customers looking at outcomes and not just technology support.

Bajwa says he would go for the "minimalist" set menu and not order à la carte. "It is easier to handle," he explains and chooses the non-vegetarian option, making sure there is no fish. The non-veg portion has pumpkin corn soup, chicken shu mai — open-top steamed chicken dumplings with wonton skin, prawn and asparagus with black fungus — some noodles and rice. I go for the vegetarian option.

Traditionally, technology companies have been selling products and solutions, promising customers that IT is an enabler to build their businesses. It has been an expense item, where the decisions are taken by a technology team led by the chief information officer. But now, technology is strategic, something that impacts the survival of most businesses.

Uber and Ola disrupted the taxi business, both in India and globally; Airbnb disrupted the traditional hotel business and Paytm the way money is transferred. The disruptors came out of nowhere. This is a concern for CEOs, who decide on the business impact of technology investments.

But selling to the top leadership requires a different mindset, says Bajwa. His advice to his salespeople is to elevate the conversation. "My simple instruction to every salesperson is, 'when you go to the customer, use less of this (Bajwa points to his mouth) and more of this (ear). Talk less, listen more.' Most chief executives know what they want and IT firms such as IBM need to engage with

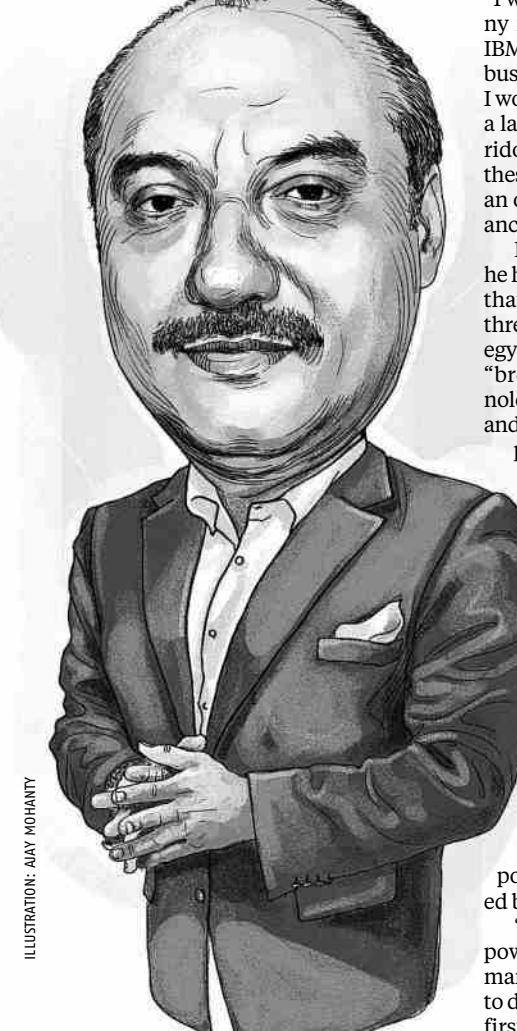


ILLUSTRATION: AAY MOHANTY

them and help deliver outcomes.

The soup is tasty, Bajwa says, moving away from our serious discussion for a minute.

Ever since Bajwa took over, he has made sure that his style of working doesn't affect others. He is the first to come to office every day and puts in 14-15 hours a day. "I enjoy working," he says. Working odd hours and weekends could have a ripple effect on colleagues; Bajwa says he is mindful of that. So, now he prefers not to work on weekends, spending that time at home with his 17-year-old daughter, who is planning to go overseas

for higher studies after completing Class XII.

The demanding office schedule also means his hobbies are simple — such as watching Bollywood movies. Indeed, non-serious films are great stress busters. Bajwa tried taking up golf — he enrolled for courses three times — but the turf didn't encourage him to stay on course for long.

At the workplace, Bajwa is implementing an important change. As part of Ginni Rometty's global initiative, he is urging people to work in offices rather than remotely from their homes. "I want people to come to office. This company is so diverse, my biggest fear is that two IBMers would go into a meeting and exchange business cards... The day that fear comes true I would know there is a problem," he says with a laugh. "It is very difficult to replace the corridor conversations, water cooler gossips — these are important attributes of the culture of an organisation. You've got to have a fine balance to become more collaborative."

Bajwa talks about his vision for IBM, which he has dubbed "One IBM". He shows me a slide that has been shared internally — it shows three pillars that drive the go-to-market strategy of the company. They are "mainstream", "breakthrough" and "expand". "Take technologies such as cloud, cognitive to customers and developers, and expand the market by tapping opportunities even at the bottom of the pyramid," reasons Bajwa.

"Digital, security and blockchain — we have three assets, where we have a point of view, intellectual property and the ability to deliver," says Bajwa, while working on his dumplings. The servings are huge and we wonder what is in store for us.

Among IBM's biggest customers in India is the government. I enquire about the fear of technology lock-in that often comes up in conversations with regulators and government officials dealing with technology. "It is just a fear," he says, and in the same breath,

points out that a government has great power in deciding what technology is adopted by its people.

"Nobody can rub them in. They have huge power — of regulation, of the way they can manage (technology adoption). This has a lot to do with perception — that is the reason the first thing I said was that it is important to educate," says Bajwa. "Every company realises that you also need the citizenship for the country... in a manner of speaking... to be able to work in that country." He says the only way to tackle the perception issue is by making technology interoperable so that newer shifts can be taken care of.

Bajwa says he has five to six mentors and counts Infosys independent director Ravi Venkatesan and a former boss at Microsoft among them. "I always learn from real people. Your mentors should never be your idols. You outgrow mentors — that is perfectly normal," sums up Bajwa.

# Portrait of a youth champion



## PEOPLE LIKE THEM

GEETANJI KRISHNA

Pictures sometimes speak louder than words. I thought of this while watching the video of a young woman I met the other day at Plan India Impact Awards in the Delhi's India Habitat Centre. In those rarified environs, 19-year-old Shalini Chauhan's description of her campaign against child labour and child marriage in her village was impressive. But when I watched the video, which placed her firmly in her own milieu — a backward, patriarchal village in Ambedkar Nagar, Uttar Pradesh — the true import of her work had me gobsmacked.

At the age of 11, Chauhan joined an NGO, Bal Jagriti Manch, through which children themselves worked on their rights and related issues and brought out a small newspaper. "Initially, my parents thought this was a waste of time," she told me. But the chil-

dren's group did advocacy on issues that affected them the most, and proved not only to be a support for each other, but also formidable watchdogs for the village. Chauhan became a legend of sorts as she conducted weekly meetings and explained to her peers why it was important for them to study instead of working, or why getting married early would hinder their development. She got her group to visit the homes of children who dropped out of school, or girls who were being married off while they were still minor. "Parents often told us not to interfere in their personal matters, but I stood my ground, saying that if a child wasn't getting educated, or a minor was getting married, it was a matter of public concern," she said.

To everyone's surprise, these young activists began to make a difference. Till date, Chauhan and her friends have helped more than 2,500 children in and around their village to get birth certificates. They have also facilitated many to get admission into government schools. Over the years, Chauhan has prevented several child marriages and interceded successfully with countless parents of working children. "We've also devised novel ways to get our point across," she said. So recently, when a child found an insect in his midday meal, he composed a song about it and sang it in a school function attended by all the district officials! Once, despite their best efforts, Chauhan and the gang were unable to pre-

vent a child marriage. "I was disheartened but swore that it would never happen again in my village," she said. On issues regarding child labour, she has not only taken on village elders, but has also directly enlisted the help of the district administration. "Today, whether it is the police station or the office of the district magistrate, I march right in and fearlessly state my case," said Chauhan. "Perhaps because I'm a girl or because I'm so young the officials always listen to me."

Readers with any sort of experience of UP's patriarchal villages would understand how heretical it must seem for a girl to walk into the police station or the village panchayat and tell people much older than her what to do. "To that, my answer is, who will understand a child's problems better than another child," she countered.

At 19, Chauhan is no longer a member of the children's group that has shaped her life. "I mentor them now, and want to spend the rest of my life working on the rights of children and women," she told me. Soon after our conversation that evening, Plan India awarded the Youth Champion prize to her. "Today, our neighbours say they want their daughters to become like me when they are older," she told me in parting. "Imagine that!" The video ended and I mused that perhaps even Chauhan didn't realise how desperately the country, especially its villages, needs youth champions like her.

When my wife took my father to the hospital for a surgical procedure, my sister demanded to know whether we had checked the doctor's references, my elder brother asked if it was affiliated with the ECH protocol, and my younger brother wondered why his

opinion had not been considered.

When I decided to exchange my car, the neighbour asked about its fuel consumption, my brother-in-law checked whether I had made charts of competitive test drives, and the lady across the road asked why I'd opted for the same colour as her husband's car.

When we decided to move home because my parents would be staying with us, the bank relationship manager wanted to know whether we were buying or leasing the property, the chartered accountant asked why we hadn't explored the option of purchase, and my father wanted to know the rent.

He wasn't the only one. Sarla wanted to know the rent we would be paying, my current landlady wondered whether we were paying the correct rent, my office wanted to know why the rent was so high, and an acquaintance wanted to know why the rent was so low.

When we're out to dinner, my wife asks everyone where they buy their sarees, everyone wants to know who tailors my jackets, my driver asks what time we will renew home.

Once a month my daughter fires our service providers, demanding to know why the mobile phone package hasn't been updated, the broadband consumption regulated, or Tata Sky failed to bundled all connections together.

