

# Indians Empowerment through Digital India

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**Abstract:** *Technology is the key to the vision of a Digital India. Social Media, Mobility, Analytics and Cloud are the foundations that will enable the Digital India visions of providing “governance and services on demand” and “digitally empowering citizens” and support the social inclusion schemes being launched by the government. The digitization has a proven impact on economy and society by reducing unemployment, improving quality of life, and boosting access to knowledge and other public services. The Digital India drive is a dream project of the Indian Government to remodel India into a knowledgeable economy and digitally empowered society, with good governance for citizens. This paper provides a comprehensive review of the flagship programmes launched and monitored under the Digital India initiatives. An attempt has been made in this paper to understand Digital India – as a campaign where technologies and connectivity will come together to make an impact on all aspects of governance and improve the quality of life of citizens.*

**Keywords:** Empowering citizen, Technology Digitization, Cloud, Public Services

## I. INTRODUCTION

Digital India is a Dream project for making India Digitalized. Digital India is an initiative made by Government of India to interact easily and efficiently with the public. Digital India is a program, Government of India launched for the development of a country. It is the electronic system which a government of India uses for providing efficient government services to public electronically by electronic modes for improving and making good interaction with the citizens. Government started this program for providing its services to the public under one roof like a “multiplex or a super stock market” of taking all government services anytime, anywhere and it cuts of the problem of visiting the service centres, timing problem as this program provide the services to public 24\*7 means 24 hours a day, 7 days a week without any holiday of Sunday or government holiday.

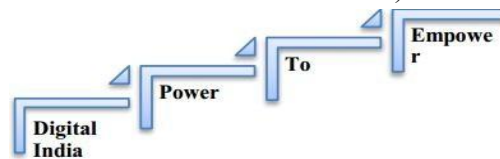
## II. RESEARCH METHODOLOGY

This study attempts to explain the How the empowering Indian citizen through technology in Digitalization Era. It is based on secondary data that is collected through different sources like E-governance Report, newspaper, Magazines, Periodicals, Internet, Government websites, journals E-literature and books etc.

## III. ORIGIN OF DIGITAL INDIA

Prime Minister Narendra Modi launched digitalization system in the country on 1st July, 2015. The plan for making India digital is to connect rural Areas with high speed internet networks. Digital

India is a program to prepare India for a Knowledge future. Digital India is an initiative made by the PM Narendra Modi to transform India into digital empowered society and knowledge economy. This program is an ambitious program of Government of India with a project amount of rupees 1,13000 crores. This program is for preparing India knowledge based. The words of PM Modi for Digital India are “The more technology we infuse in Governance the better it is for India”. “Digital India is more for poor underprivileged. It Aims to bridge the gap between digital haves and have not’s by using the technology for the citizens” words of Shri Ashwini Vaishnav (the Hon’able Minister of Communication and IT Government of India).



The components of Digital India are:

- Creating Digital infrastructure.
- Providing of services
- Digital literacy

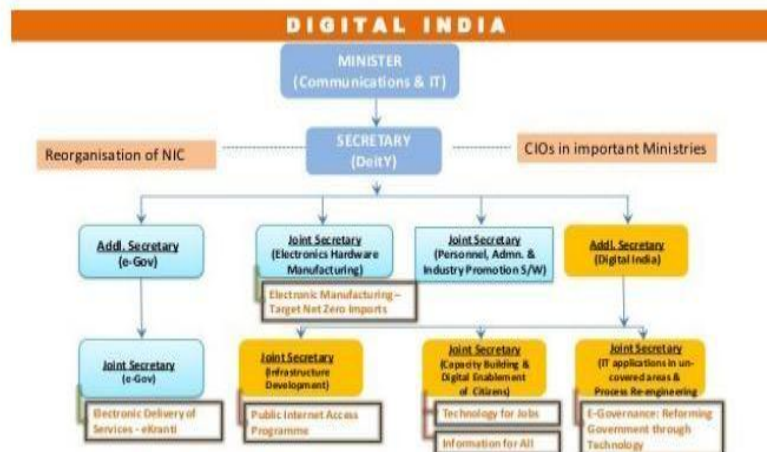


Figure 1 Digital India

There are three Vision Areas and Nine Pillars for the implementation of digital program in India. Digital India is a complex program that reduces the manual working of multiple departments. Digital India program is a use of computer technology and mobile applications for taking up of Government services quickly. Digital India today Digitalization system in India will not only makes changes in government processes, policies, increases but also brings about huge democracy in the economy of a country. This becomes a major innovative program for the economic development of our country. vision of digital system is the development of a country through electronic technology and for creating more job opportunities.

Three Key Vision areas -Figure 2. Vision Area:



### Infrastructure as a utility to every citizen

The initiative is aimed at providing connectivity through fixed-line broadband, mobile connectivity or Wi-Fi hotspots. Every citizen would be provided with a unique identity with lifelong validity that can be tied up with mobile number and bank account to enable digital banking. Access to Common Service Centre (CSC) would be improved and shareable cloud space on public cloud servers would be provided.

### Governance and services on demand

The initiative plans to create seamless integration across multiple government departments and jurisdictions, and make services available on online and mobile platforms. Financial transactions would be made cashless and electronic, and entitlements would be available on the cloud. The ease of doing business in India would be improved.

### Digital empowerment of citizens

The initiative would provide universal digital literacy to empower citizens to use digital platform/ devices. Universal access to digital resources would be provided, wherein all documents would be available in digital form on the cloud. Government services would be provided in local languages and a platform would be made available to citizens for participative governance.



### Broadband Highways:

The Government of India launched Digital India program with the vision of broadband networks all over the country in which government allocated 5 billion to connect high speed broadband highways for connecting all the villages, government departments, institutes and universities. For

fulfilling this pillar, the National optical fiber network (NOFN) is launched. Investment in this project is funded by Universal services obligation fund, it has set the process for connecting broadband networks to the country's 2, 50, 000 gram panchayats by year 2016.

#### **Universal Access to Phones:**

In this Pillar, Government of India focuses on network connectivity and filling the gap in connecting the different areas of the country to mobile access or network with the help of internet coverage. In the past years, network technology like 2G was running in the country which was at one time becomes the most useful network connect but then there becomes a need for the further high speed connectivity to reach the maximum of areas within the country as in some of the areas, there was no coverage for 2G networks. Government felt the need for the startup of new and modified network and for this they have started with 3G and 4G which we are using today for better and efficient mobile connectivity. But still, there is a need arise for the further more improved internet connectivity and for this government is focusing on 5G network connectivity in future.

#### **Public Internet Access Program:**

The two components of this pillar are common service centres (CSC) and Post office as Multi service centres. This Pillar focuses on connecting the National Rural internet mission. It consists of those technologies that support effective cost, security, services, connectivity that delivers remote access to any information or service available across the domain. This change in technology will open new doors of e-services to every citizen i.e. E-governance. E-Governance is an easy services delivery program government started for connecting with the public. Common Service centres are the centres that covers the local area for nearby places. It provides multi end point for service delivery. Its coverage is 2, 50,000 villages.

#### **E-Governance -Reforming Government through Technology:**

E- Governance is a Re-Engineering process of government business using IT to improve its processes and policies. This pillar is formed by government for transforming government to e-government and its governance to e-governance. E-Governance is the situation where the interaction with the government can be done through one counter, 24 hours a day, 7 days a week without waiting in queues at government offices. Each citizen can make a contact with government through a website where all forms, laws, news and other information will be available. This model of E-Governance could be put to three categories: G2G, G2B and G2C.

#### **E-Kranti – electronic delivery of services:**

eKranti means electronic delivery of services to public. This eKranti focuses on providing information and knowledge to people regarding health, farming, rights, and financial services electronically with easy access. Government of India has allocates 5 billion for eKranti projects in the country. It includes the following sub projects:

Projects	Services offered
e-Education	<ul style="list-style-type: none"> <li>• literacy programs and Wi-Fi connectivity in schools.</li> <li>• Online graduate and master degree courses</li> </ul>
e-Health	<ul style="list-style-type: none"> <li>• Online medical consultation</li> <li>• Online medicine supply and records</li> </ul>
e-Farming	<ul style="list-style-type: none"> <li>• Online availability of real time price information</li> <li>• Online ordering of inputs and loan payment</li> </ul>

#### IV. HOW DIGITAL INDIA CAN CHACAN CHANGE OUR LIFE

No more submitting documents: -As the part of the programmer, the government has announced a Digital Locker service. The aim of this is that people able to store all the government issued documents in this digital locker & share these documents with government departments whenever required.

No need for standing in queue to submit driving license application: - This mean that no longer have to go to the RTO office to submit your driving license application. A person can submit the application online. This application will be signed with your signature digitally & the payment of fee will be through government e-pay service.

- Internet in Panchayats: - As a part of Digital India programmer, government is setting up Bharat Net, a high speed network for internet connectivity all over the country. Internet would use optical fiber cables & will enable Panchayat across the country to have high-speed web connectivity.
- Modern Post-offices: -Post-offices will work function as cyber cafes, which help those people also who don't have the internet connection. With Digital India programmer, the government wants to transform post offices into multi service kiosks. People can deliver e-mails through internet connected computers.
- Hotspots Everyone: -Bharat Sanchar Nigam Ltd. Help in Wi-Fi hotspots in all over India, so that people with laptops and smart phones can connect with Wi-Fi & access web service. BSNL has hotspots at 53 locations. At the end of 2015 BSNL wanted to cover 250 locations with at least 2500 hotspots in the country. Doctor Appointment Online: -As a part of Digital India programmer, all the government hospital is connected with e-services. This programmer is known as "The Online Registration System".

Having taken the right steps in the direction of introducing economic reforms, it is now vital for the government to focus on implementation and execution of its policies using technology. India lags behind the targets set up by the new government in achieving the ambitious dream of providing even the remotest villages with high-speed internet. Out of 1 million miles of fiber optic cable to be laid, for instance, less than 31,000 miles have been laid out. The target date of 2013 for completion of the National Fiber Optic Network program has been extended to 2019. Technology is the most crucial enabler in India's economic growth and trends in the Information and Communication Technology (ICT) sector indicate demand is expected to grow fueling growth firms in this sector.

### **Pradhan Mantri Jan Dhan Yojana (PMJDY)**

This scheme has been launched with the aim of providing basic banking amenities to everyone, by Providing accounts, debit cards and accidental insurance coverage worth ₹ 1 lakh. This is envisioned as a move to empower Indian citizens and head towards inclusive growth.

- **Progress:** The scheme has been very successful, so far, with over 150 million bank accounts being opened. Over 100 million RuPay debit cards have also been issued.
- **Technology intervention for success:** Use of RuPay debit cards for transactions and extended reach into remote areas with handheld PoS devices will bring about rapid adoption of these cards.

### **Direct Benefit Transfer (DBT)**

Under the DBT scheme, consumers will receive subsidies directly into their bank accounts, while the subsidized goods will be sold at market prices. This will reduce pilferage, adulteration and other malpractices, while ensuring that subsidies reach the people who need them.

- **Progress:** Nearly 140 million beneficiaries have received over 229 billion in DBT till July 2015. The PAHAL initiative, which allows DBT in the case of LPG cylinders, has seen a lot of traction. Over 1.62 million people have voluntarily given up LPG subsidy under the “Give it Up” campaign of the government.
- **Technology Intervention for Success:** Linking of bank accounts with Aadhar for DBT will allow efficient tracking and monitoring of benefits transfer. It will also reduce leakages and duplication of beneficiaries.

### **JAM Trinity**

The Jan-Dhan-Aadhar-Mobile trinity aims to integrate the three identification numbers to allow citizens to avail several government benefits. It is supposed to be a game-changing reform that will allow transfer of benefits in a targeted, leakage-proof and cashless manner.

- **Progress:** The initiative was announced only in February 2015. The judiciary, however, has questioned the move since it requires the use of Aadhar, which cannot be made mandatory. This has stalled progress on this front.
- **Technology Intervention for Success:** Use of other identification, such as voter IDs which have a higher penetration than Aadhar cards, could be used as alternate means of authentication to enable a quicker rollout of this scheme, reducing its dependence on the Aadhar card.

### **Smart Cities**

The government aims to create 100 smart cities by 2022 outfitted with high-tech communication capabilities and civic infrastructure across the country. For instance, Surat, one of the cities chosen for the smart city programmed, is being fitted with a network of CCTV cameras to monitor crime. In all, a total sum of ₹ 480 billion over 5 years for the development of smart cities has been laid out by the central government<sup>22</sup>.

### Skill India Initiative

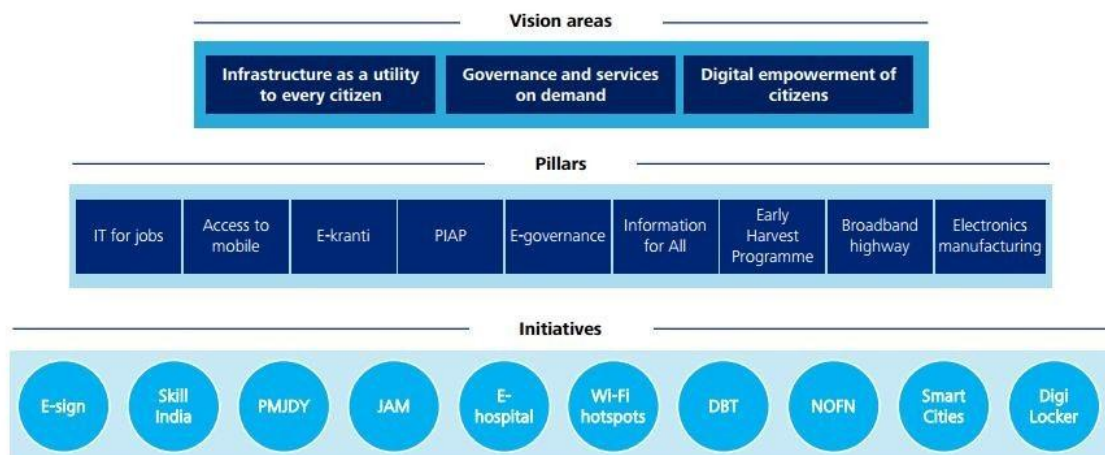
Launched in July 2015, the Skill India initiative aims to impart training in different areas to 400 million people in India by the year 2022. This will be essential to the success of the Digital India programmer, one of the major challenges of which is a lack of skilled workforce.

- **Progress:** Under the Pradhan Mantri Kaushal Vikas Yojana (PMKVY), 50,000 youth in 100 job roles across 25 sectors will be trained at special centers. SMS campaigns to reach out to 400 million youth are being rolled out<sup>25</sup>. Through an initiative known as Recognition of Prior Learning, the government aims to identify and certify youth for the skills they already possess. Loans ranging from ₹ 5,000 to ₹ 150,000 will be made available to youth for skill development over the next 5 years.
- **Technology intervention for success:** Equipping training centers with high speed Wi-Fi and video facilities will enable greater outreach and quicker scalability of the project. Development of mobile applications for training will also be immensely useful.

### E-Hospital:

This is another initiative by the government under the Digital India program and is being managed by the Department of Electronics and Information Technology. It features an online registration system which links various hospitals across the country for registrations and appointments based on Aadhar. Under this initiative, people can use services like online registration, payment of fees and appointment, online diagnostic reports, checking on the availability of blood online, etc.

- **Progress:** 6 hospitals are on board. The website – ors.gov.in – is fully functional and has received over 48,000 registrations so far. The website, updated regularly, also features a dashboard which allows real-time tracking of data and registrations<sup>27</sup>.



These initiatives are almost revolutionary in the manner in which they will change governance, and finally bring to life the vision of inclusive growth. Most of the initiatives have met with success, at least in the initial phase. Their success in the future will depend on how the policymakers, the executive and the citizens, alike, cope with the numerous challenges that present themselves at various stages.

## **V. CONCLUSION**

Globally, technology has been the greatest enabler in causing disruptive change. India's story is no different and the use of digital technologies to educate and empower citizens is being seen as a game-changer. The vision of digital India is grand. Digitization has the potential to boost productivity, create new jobs, and enhance the quality of life for society at large. Digitization can also play an important role in achievement this goal as it can have a greater reach to the people. Digital India campaign is a welcome step in shaping India of the 21st century powered by connectivity and the technological opportunity.

Digital India is ambitious programmer of government of India. Services like E-kranti, My Gov.com many more portal services creates a knowledge economy. Millions of jobs, mobile connectivity, internet highway, online information and many others things create a new India. The outcome of Digital India is to produce Wi-Fi locations for people, creating job, universal phone connection, High speed internet , Digital Inclusion, e-Services, e-Governance, Digitally motivated people, National Scholarships Portal , Digital Lockers System, e-education and e-health making India to be pioneer in IT use solution.

However the goal is still far away since most of the nine pillars of digital India mission are facing serious challenges in implementation. It is imperative that focused persistent attention must be given to each and every pillar so that this programmer does not end up in failure. In fact we all should be mentally prepared for the change and be ready to face the challenges in implementing this policy, only then it would be possible to make this vision a reality.

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