



Goals and achievements of digital India - Mission

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Abstract

Digital India is a campaign launched by the Government of India to ensure that the Government's services are made available to citizens electronically by improved online infrastructure and by increasing internet connectivity or by making the country digitally empowered in the field of technology. Digital India includes plans to connect rural areas with high - speed internet networks. Digital India consists of three core components - the development of secure and stable digital infrastructure, delivering government services digitally, and universal digital literacy.

Digital India plan was launched on 1st July, 2015 by Prime Minister Honourable Narendra Modi. It includes many government projects and schemes for the speedy development of our country India like Bharat Net, Make in India, Startup India and Standup India, Industrial corridors, Bharatmala Sagarmala, Freight Corridors and e-kranti.

Keywords: Indian small scale industries, employment generation and growth, capital investment, ROCE

Introduction

1. The Digital India Programme aims to transform India into a digitally empowered society and knowledge economy by forming Information Technology as a basis of developing new Indian economy. The year 1986 is a bench mark in Indian history as it was in this year. India saw the face of internet services launch in India for the first time. With the launch of, 'Public Internet Access' in India by VSNL via dial up services, digitization on process started in India. Leading news dailies like Times of India and Hindu were successful in developing their work through websites with the result to see the launch of access through email like rediff.mail.com. This facilities to make government services available to citizens electronically by online infrastructure development. India is expected to be prepared for the knowledge - based transformation by the combined efforts of both the State-Centre governments. The Official website of digital India is digitalindia.gov.in. It was launched in 2015 under Digitization Sector by our PM under the Ministry of Electronics and Information Technology. This plan proposed to connect rural areas with high speed internet networks.

As of 31st December 2018, India had a population of 130 crore people (1,3 billion), 123 crore (1.23 billion), Aadhaar digital biometric identity cards, 121 crore (1.21 billion) mobile phones, 44.6 crores (4460 million) smartphones, 56 crore (560) internet users from 481 million people (35% of the country's total population) in December 2017, and 51% growth in e - commerce was acknowledged.

The three key vision areas of Digital India are -

1. Digital Infrastructure as a core utility to every citizen.
2. Governance and Services on Demand
3. Digital empowerment of citizens.

Objectives of the Research Study

1. To understand the key areas of Digital India.
2. To study the status and benefits of Digital India.

3. To review the functioning of digital India programme of the Govt.
4. To study the benefits for the people of the country.
5. To study the various challenges faced by the Digital India Programme.
6. To study the growth of the country.

Methodology Applied

1. The literature search was carried out on digital India programme.
2. Grey material on the topic was searched to reflect the problems of functionality of the programme.
3. The data is collected from varied sources like journals and e-journals to review the difficulty in the practical implementation of the digital programme in India.

Review of Literature

1. Dr. D. S. Shrivastava, "Digital India - Major Initiatives and their Impact - A Critical Analysis", has highlighted that the Digital India Programme has a vision to transform India into a digitally empowered society and knowledge economy.
2. Shri Narendra Modi (Honourable Prime Minister of India), "Technology transforms people's lives". It empowers and connects from mitigating poverty to simplifying process, ending corruption to providing better services.

1. G. Mahesh And Rekha Mittal

National Institute of Science Communication and Information Resources New Delhi has highlighted that, Digital library initiatives in India began in the 1990s and this review also found that most of Indian literature on digital libraries is post 1995.

2. Brijesh Kumar Yadav, Sudhakar Pushkar in Economic Development of India (1) 245 -255, 2018 informs on the topic Digital India: A Roadmap For the Growth of Rural India, focused that Digital India Programme can emerge

new progressions in each sector and generates innovative endeavors in the coming decade.

Limitations of the Study

1. The launch of Digital India Programme lacks general awareness among the common masses. Not all people have knowledge and means to have access to it.
2. This programme is not becoming successful due to lack of connect of remotest areas with requisite viable digitalize commercial units.
3. Indian Government has launched many mobile apps/portals to support the Digital India Programme. These mobile apps can be easily downloaded from the google play store and easily operated from any android mobile phone.

Some of the major mobile apps and portals are-

1. My Government Mobile App
2. Narendra Modi App
3. Swachha Bharat Mobile App
4. Incredible India App
5. Khoya Paya
6. Garv Grameen Vidyutikaran
7. Voter Name Search
8. M. Passport Sewa
9. M. Kavach
10. Bharat Net
11. Wi - Fi Hotspots
12. Next Generation Network

Digital Services app was launched on 1st July, 2015 through which services are provided by the government in coordination with the Department of Electronics and Information Technology (Deity). It highlighted the growth of the Nine Pillars of Digital India as under -

1. Broadband Highways
2. Universal Access to Phones
3. Public Internet Access Programme
4. e- Governance - Reforming government through technology
5. e - kranti - Electronic delivery of services
6. Information for all
7. Electronic manufacturing - Target net zero imports.
8. IT for Jobs
9. Early Harvest Programme

Digital India Programme includes the following key projects and offers new digital services as under -

1. Locker Digital System.

Digital Locker facility was released in November, 2017. This app will help citizens to digitally store their important documents like PAN card, passport, mark sheets and degree certificates as it is available in 13 languages in India. Locker will provide secure access to government issued documents. Digital Locker services are integrated into UMANG to minimize paper use and provide anytime and anywhere, authentic and safe access to documents. It aims to reduce the use of physical documents and enable sharing of e-documents across agencies. The sharing of documents will be done through registered repositories thereby ensuring the authenticity of the documents online. Digital locker facility will help citizens to digitally store their important documents like PAN card, passport, mark sheets and degree

certificates. Digital locker will provide secure access to Government issued documents.

2. Easy Access to National e - governance (MyGov. In)

Information can be effectively made available by the government to its citizens within no time. You can access documents like birth certificate, service certificate, resignation letters etc. This application enables the citizens to get engage in governance through discussions through electronic media. This is a mobile App for mobile users to engage in governance through a “Discuss”, “Do” or “Disseminate Approach”.

3. Swachh Bharat Mission (SBM)

This mobile app would be used by people and Government organizations for achieving the goals of Swachh Bharat Mission.

4. E-Sign Framework

This application would allow citizens to digitally sign a document online using Aadhaar authentication.

5. The Online Registration System (ORS)

The online registration system is used by service provided by the hospitals. The services like online registration, payment of fees and appointment, online diagnostic reports, enquiring availability of blood online etc. in hospitals are provided.

6. National Scholarship Portal

This portal helps scholarship process including filling and submission of student application, verification, sanction and its disbursal.

7. Digitize India Platform (DIP)

This app helps for large scale digitalize of records in the country that would facilitate efficient services to the citizens. Digital services being initiated with the digital connectivity cards like Jan Dhan Adhaar and Mobile (JAM) which went beyond to touch other social and welfare areas of the citizens. JAM cards served as a platform for other emerging govt. Services like Start-ups, digital education, seamless banking and payment solutions, Agritech, health tech, Insurance, Medicines, Covid Drive, Smart cities, e-governance and e-businesses.

8. Bharat Net

The Government of India has undertaken an initiative namely Bharat Net. It is a high speed digital highway to connect all 2.5 lakh Gram Panchayats of country. This would be the World's Largest rural broadband connectivity project using optical fibre.

9. BSNL

has introduced Next Generation Network (NGN) to replace 30 years old exchanges. It manages all types of services like voice, data, multimedia, video and other types of packet switched communication services. It has deployed several Wi-Fi hotspots throughout the country. The users can use hotspots through their android mobile handsets.

10. BPO and Job- Growth

The Government is planning to create 28,000 seats of BPO's in various states and to set up at least one Common Service Centre in each of the gram panchayats.

11. E - Sampark Vernacular email Service

Out of 10% English speaking Indians, only 2% reside in rural areas. Rest everyone depends on their vernacular language for living their lives. As of now, email addresses can only be created in English Language. To connect rural India with the digital India, the government of India impelled email services provides grants including g-mail, office and rediff to provide the email in regional languages. The email provides companies have shown positive sign and is working in the same process.

12. INDIAai App

This is a National AI Portal of India. It is created to lead to knowledge creation to promote economic growth of India. It is formed in joint accountability with MEITY, NASSCOM, NEGD, on 30th May, 2020 by our minister Shri Ravi Shankar Prasad.

13. BHIM App

BHIM stands for 'Bharat Interface For Money'. This app being released on 30th December, 2016 to make money transactions quickly by Unified Payments Corporation of India (UPI). It has simplified the way to make direct payments on UPI by using the bank's UPI ID or scanning their QR code with the BHIM App. Money can be requested through the app. This app was developed by the National Payments Corporation of India (NPCI).

Status and Benefits of Digital India

The Government plans to make digital village across the country by linking all schemes with technology. The digital village would be powered by LED Lighting, Solar Energy, Skill Development Centres and e-services like e-education and e-health. Around 2,50,000 villages and institutions will be connected through internet by 2019. Electronic transactions related to e-governance projects in the country have almost doubled in 2015, due to digital India programme. Records say 3.53 billion transactions took place in 2014 which almost doubled in 2015 to 6.95 billion.

The Make in India project is a great boost to electronic manufacturing sector. One of the missions of Digital India is, 'Pradhan Mantri Gramin Digital Saksharta Abhiyan.' The main objective of this mission is to make 6 crore people in rural areas across India digitally literate reaching around 40% of rural households by covering one member from every eligible household. The budget sanctioned was of Rs. 2,351.38 crore to be utilized by March, 2019.

The Digital India mission would make its way to education, healthcare, financial and Government services to all the citizens of the country through common service delivery outlets by the latest technology. Thus it would provide online services and facilities to common masses. This will lead to a cashless society with least degree of corruption. Through internet IT industries are using the opportunities for application development which would result in increasing the productivity of the industries in Indian companies like TCS, Infosys, Wipro etc. have already

started working on automation, big data and social media connect. But they are silent on their achievement due to having competitive edge with each other. Boosting public internet access is a live example of digital intervention in the fields of organisations, meetings, school meetings and sending messages, building up of games for all ages, food delivery, e-shopping during the pandemic lock-down has enabled to overcome the crises of COVID-19 and other challenges smoothly.

The media and entertainment sector alone observed 365 million online gamer by the end of 2020 as compared to 269 million online gamer in 2018. Consultancy firm Deloitte reported that India's online gaming industry is expected to expand at a compound annual growth rate of 40% to \$2.8 billion by 2022 up from \$ 1.1 billion in 2019. Gamification will act as a game changer for sectors like education and like. Govt. And Industry together aim to reskill/up skill a total of about 1.4 million employees over a period of 5 years. The impetus to local languages has helped both literate and ill-literate individuals to become technology friendly. Booms in these sectors can lead to hit the target of a 5 trillion-dollar economy by 2025.

Since online transactions are digital, it get automatically registered. It acts as a check to illegal transactions and corruption of money as it make impossible for people to hide money. With high speed internet in all gram panchayats, an individual will have access and ease of operating his financial transactions with the banks due to its connectivity with Adhaar No. It is made safe and reliable with the use of one time password. This permits shareable private space on a public cloud. Digital India is working on providing applications in local languages like Hindi and other regional and local languages but the important requirement is the contractual clauses framed by the Govt. should be in line with the contractual clauses framed by the foreign corporations for the simple reason because the Indian Companies derive 90-98% of the revenue from these foreign corporations and the prices are very attractive outside India. Govt. Of India has to come out with attractive and competitive set of clauses in the global market for the success of Digital India.

According to World Bank Report a 10% increase in mobile and broadband penetration would increase per capital GDP by 0.81% and 1.31% respectively in developing countries. So, it can play a key role in GDP growth.

In brief the Digital Programme in India is likely to generate giant demand for jobs in IT, electronics and telecommunication sector directly or indirectly.

Challenges of Digital India

The major challenges faced by the Government in the implementation of Digital India Programme is as under-

1. Lack of Clarity in Policies

Private corporations are facing the problem of understanding FDI policies of Government in India, due to which they are not able to further frame policies and

programs for themselves related to investment in Digital India.

2. Infrastructural Difficulties

Due to lack of proper infrastructure, private corporations are hesitant in working in remote parts of the country.

3. Policies on Taxation

Again the Govt. Is not clear on policies of taxation which acts as a discouragement for private corporations to work on digital basis.

4. Failure of Governments Request For Proposals (RFPs)

Many requests for proposals (RFPs) issued by the government are not being picked up by competent private sector organisations if they are not found commercially viable.

5. Digital Divide

For success of digital India, the remote rural areas need to be digitally connected. A study shows that over 55,000 villages remain deprived of mobile connectivity.

6. Poor Digital Connectivity

As per current need, India needs over 80 lakh hotspots as against the availability of about 31,000 hotspots at present to reach the global level of one Wi- Fi hotspot penetration for every 150 people.

7. Requirement of Uniform Right of Way (ROW) Policy for all states

Digital infrastructure can develop when a Uniform Right of Way (ROW) policy across all states with a reasonable cost structure is made along with a single window mechanism for granting ROW permission.

8. High Level of Digital Ill- literacy

Digital illiteracy is prevalent in most of the towns and villages in India. Digitization is limited to certain extent. Full fledged digitization is cashless transactions on daily basis, use of internet services to get government certificates. This requires administration changes, Taxation changes and change in public mentality. So it's a team work which includes citizen's responsibility and support to the new system.

9. Connectivity to remote areas

The problem of connectivity is a complex issue because every state has different laws pertaining to its execution. It is a very difficult for the central authorities to make a database where such a huge information can be stored.

10. Compatibility with Centre- State database

Every state has different internet protocols because every state is diversified both religion wise and language wise. Hence, software compatibility with the centre is very difficult and expensive.

11. Fear of Cyber- Crime

Digital India is also likely to be gripped by cyber crime. Therefore, a strong anti - cyber team is required which maintain the database and protects it all the time.

12. Inter departmental Coordination.

Inter departmental coordination is required for the implementation of digital India. Integration has technical and corporate issue. Corporate in the sense self ego of the officers and staff of our Government services are hurdle in the change.

13. Finance

A huge amount of capital is required to make India digitally grow, whereas the results of its growth would take time to show it.

14. Use of stored information.

The information stored by the database should be utilized as and when required by other govt. Departments as well provided the safety and security of the information used must be maintained.

The threats, challenges, dangers and set backs of digitization of India should be accepted and firmly resolved for its success in India.

Suggestions

In order to make Digital India Programme a success in India focus on imparting digital literacy should be ensured on sound footing in a continuous and comprehensive manner. Government is able to approach and connect 2.5 lakh villages with the help of apps like Bharat Net through high speed broad band and also encourage private players to lower the data tariffs to make the internet a service for all the masses. At present, there are 778.09 million broadband subscribers in India and the number is increasing and with it the access to services. Yet the economy has to ensure that these services are provided uninterruptedly and on continual basis. For this the government has to ensure that the people should not only have android cell phones but they should also know to use it. Prime Minister Modi gave the formula and analysis of IT + IT = IT and has elaborated this as, "Indian Talent + Information Technology = India Tomorrow." People should learn to use the online facilities offered to them but should also become aware of securing their online data. Digital India moving into villages to make Digital Villages would certainly help in bridging the gap between Bharat and India enabling the country to make technology accessible to all its citizens. For this, it is suggested to have a proper digital infrastructure can promote digital growth at the remotest areas of the country. Cyber security is of utmost importance to safeguard the database on a large scale. Peoples faith and trust for this programme would go a long way for its success.

Conclusion

India needs to provide relevant services to its customers, use its technical know how for the benefit of the customers work harder on developing tools that improve productivity at optimum rates and keep bringing new ideas in software engineering which are new and not developed elsewhere in the universe along with having greater impact and acceptability by the users of not only India but also in the universe. Digital India program has picked up momentum by transforming India into a digitally empowered society and knowledge economy. It has been able to enact several government schemes like Bharat Net, Make In India, Start up India, Stand up India and Industrial corridors, etc. As per the remarks of founder of Infosys Company Digital India

has a potential of becoming an important instrument of job creation but only if the government accepts the international standards of contracts related to software development and timely payments. Indian IT companies would be keen to work with foreign corporations provided issues like price, timely payments, accepting software on time, not breaking or changing contracts midstream, not insisting on making any actions of cheating and providing a complete support by the government.

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