

## Digital locker system in India

Dr. Jayant D Porey

Assistant Professor, Department of Commerce, G.S. Science, Arts & Commerce College, Khamgaon Dist. Buldhana, Maharashtra, India

### Abstract

Sharing documents with various government and private agencies for different purposes is a tedious task. Digital locker scheme under the Digital India campaign is basically an electronic facility to be launched by our Indian Prime Minister Narendra Modi on 1st of July 2015. This would prove useful to the citizens of India in keeping their important documents such as PAN card, Adhaar card, and passport etc. in the digital format. This research paper highlights the benefits and the components along with the challenges that could be faced by the citizens of India while accessing this facility. This research paper focuses on how the use of this facility would e-monetize and also help us to securely manage our e-Documents in an electronic form.

**Keywords:** digital locker, digital infrastructure, digital literacy, & digital delivery of services, e- monetizes

### Introduction

Currently, in India, almost all of the government issued documents are in physical form across the country. This means every time a resident needs to share the document with an agency to avail any service, an attested photo copy either in physical form or on scanned form is shared. Use of physical copies of document creates huge overhead in terms of manual verification, paper storage, manual audits, etc. incurring high cost and inconvenience. This creates problem for various agencies to verify the authenticity of these documents, thus, creating loopholes for usage of fake documents/certificates. Due to the nature of these documents not having a strong identity attached to it, anyone with same name can indeed misuse someone else's document.

### Digital India Vision & Mission

The Digital India programme cleared by the cabinet in August 2014 seeks to 'prepare India for a knowledge future'. There are mainly three key objectives behind promoting digital India campaign on a large scale to facilitate:

- To create a digital infrastructure for online digital identity, mobile phone and a bank account,
- To service and govern a real-time online financial transaction platform
- To digitize all documents and records of the residents and make them available on a Real-time basis.

### Review of Related Literature

- District collector Bala Kiran intends to say that digital locker scheme being launched by the Indian Prime Minister Narendra Modi would help the citizens to secure their e-Documents and to share in the uniform resource identifier to various departments where a copy is to be produced.
- Departments of Electronics and Information technology, along with Government of India initiated the facility of digital locker scheme under the digital India campaign to provide a secure dedicated personal electronic space for storing the documents of resident Indian citizens.
- Vimal Sharma ICT Expert, intends to say that, the Digi

Locker, the National Digital Locker system launched by the Government of India, is aimed at the concept of paperless the use of paper.

- According to Department of Electronics and Information Technology in early 2015, this new development seeks to create an electronic space for storing the documents which is further linked to the Aadhar number of the user and thus can be utilized for securing personal documents such as PAN card etc of the citizens of India.

### Present Scenario

1. Registered members: 26, 66, 822.
2. Registered upload document: 33, 12, 530.
3. Present locker capacity: 36, 61, 48, 234.

Table 1

S. No.	Place	Members
01	Mumbai	24775
02	Thane	20620
03	Pune	17132
04	Chandrapur	8889
05	Nagpur	6670
06	Sangali	6366
07	Nashik	6078
08	Latur	4654
09	Aurangabad	4121
10	Akola	3943
11	Jalgaon	3728
12	Satara	3729
13	Amravati	3714
14	Kolhapur	3656
15	Ratnagiri	839
16	Sindudurgh	710

### Issues and Challenges

- Digital Locker System is supported by broadband highway, universal access to phone, e-governance etc. These pillars individually face challenges and thus require immediate attention for the success of Digital locker.
- Important challenge to be brought to light is the shortage of

human resources. India despite being an IT giant is often faced by the problem of shortage of staff. This can severely impact the growth of the aforesaid initiative. Adequate personnel should be appointed to carry out the objectives of the initiative.

- It becomes necessary for the government to ensure that its ability to raise debt is not completely exhausted.
- The program to be a success it becomes imperative that there is absolute coordination between the departments and utmost commitment on part of the ministries.
- Creating awareness among the citizens of the country and educating them about the advantages of digital locker.

### Objectives of Research

By linking each members Aadhaar number which is a unique number given to all the holders of the card, digital locker will reduce the dangers of losing important documents. Also the possibility of documents being forged will be minimized therefore it will allow secure access to Government issued documents. Digital locker is also attributed with the advantage of saving a lot of time effort and money on part of both the service providers and also the service consumers as these documents will be made available anywhere, anytime. Besides they can be shared via the online system. Carrying physical copies of documents will soon be a redundant concept. The digital locker will render it services throughout all major departments viz., education, healthcare, railway and other ministries. It seeks to bring together various existing schemes and programs.

1. To study digital India scheme.
2. To study prevailing digital locker system in India.
3. To analyze & assess the problem of digital locker system.
4. To study the existing feasibility of the digital locker system.

### Research Methodology

Digital locker system in India is a good initiative move taken by India towards e-document and e-economy. For the research study purpose secondary data is heavily used to express views. For this purpose books, magazines, government official letters, newspapers and websites is used.

### Conclusion

Digital Locker scheme launched under the Digital India Campaign is a good initiative taken by the Government of India to ensure safe custody of the important documents such as PAN card; Adhaar Card etc. which determines the nationality of the Citizens of India electronically. This move would in turn result in much more transparency, authenticity and eradication of red tapism and corruption to the maximum extent possible. This is a good move towards making India 'a digitized economy' and thereby ensuring broadband connectivity in the rural areas. Thus, for the program to be a success, it becomes imperative that there is absolute coordination between the various departments and utmost commitment on the part of government.

### Suggestions

Digital locker is useful for citizen of India for that purpose four independent factors must be taken into consideration are Ease of use, variety of services, Social influence and Perceived Risk were taken into consideration. While Perceived ease of use & variety of services has positive impact on the usefulness of

digital locker. Social influence can play an important role in creating more awareness among the citizen of India but it did not have strong influence on usefulness of digital locker. Apart from the above researcher also wants to suggest that:

1. Government must implement an advertising campaign of digital India scheme for the benefit of the rural masses.
2. Establish central portal system for easy and convenient access.
3. Establish faster internet connectivity for smooth & hurdle free operations.

### References

1. Al-Ajam A, Nor. Internet Banking Adoption: Integrating Technology Acceptance. 2013.
2. Cranor LF, Reagle J, Ackerman MS. Beyond concern: understanding net users' attitudes about online privacy, technical report, TR 99.4.3, AT&T Labs. 1999.
3. Digital Locker –1,00,000 Mark in 100 Days. Pib.nic.in. Retrieved. 2016. from <http://pib.nic.in/newsite/PrintRelease.aspx?relid=122091>
4. Digi Locker. Digilocker.gov.in. Retrieved. 2016. from <https://digilocker.gov.in/>
5. Digital Locker Scheduled to be Launched on by the Hon. Prime Minister. 2015.
6. Dubbudu R, Dubbudu R, Dubbudu R. The Government of India has launched Digital Locker. 2015.
7. Jyotsana Singh Bharati, Arpit Garg. how useful is digital locker? an empirical study in indian context. Indian Journal of Commerce & Management Studies. 2016, 7:2-1.
8. Model and Trust. European Journal of Business and Management. 2016.
9. Ms.Mehek Gulati, Ms. Kanika Verma. Digital locker JETIR. 2016, 3(6).
10. Zeithaml VA, Parasuraman A, Malhotra A. Service quality delivery through Web sites: a critical review of extant knowledge. J. 2002.
11. <http://www.linkedin.com>
12. [www.Digilocker.gov.in](http://www.Digilocker.gov.in)
13. [www.aarf.asia](http://www.aarf.asia)
14. [www.sirhow.com](http://www.sirhow.com)
15. <http://facility.in/digitallocker-India-government-launched-for storing-documents>.