# DIGITAL INDIA: EMPOWERING INDIAN CITIZEN THROUGH TECHNOLOGY

Dr. Md Umar Rayees[*]

## ABSTRACT

*India will rename its new identity when it embraces the digital technology. It is assumed that the new initiative in mobile connectivity and internet of technology can enable India to take a giant leap in the digital world. The objective of this paper is to understand the concept of and advantage of Digital India, service launched through Digital India and future scope of Digital India. The second main objective of this paper is to find out the limitations in implementing the digital India program. This paper is based upon the secondary data. Digital India initiative will help the rural areas to got internet connectivity and would be able to access to basic online services. The main purpose of this programme would be save wastage of time and by avoiding approaching offices physically to avail services. Digital Locker, Bharat Net, eSign, e-Health, e-Education, e-Kranti, National Scholarship Portal, Swacch Bharat Mission, Wi-Fi Hotspots are the key services which are to be launched through Digital India programme. The main expectation from this programme is to be improve upon the Information Technology interface for getting the wide spread coverage with the help of e Governance and e-Service platform in the world. Having a digital interface is convenient to both the government and public as well. The main agenda of the government is to build every family and every human being digitally empowered.*

**KEYWORDS***: Digital India, Government of India, Technology, e-Governance.*

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## Introduction

This is the 21st Century and in this time India must struggle to meet the aspirations of its people where the services of the government can reach door to door to help the people and also contribute in the direction of a long-lasting positive impact."India lives in villages" said the Father of the Nation, Mahatma Gandhi. The former Prime Minister of India Shri Atal Bihari Vajpayee said on television on 22nd March 1998 "The Government will strive hard to make India a global Information Technology power – specifically, [we will] make India one of the largest generators and exporters of software in the world – within 10 years". The Prime Minister also recommended professionals to deal with the three national tasks in which he wanted to enlarge the role of languages in computers, He suggested, by using internet it will improve the government-citizen interface as well as improve facility of IT applications for rural development and agriculture.

According to a report of 2015, In India, by 2019 around 2.5 lakh villages will have the phone connectivity and broadband connection. With the help of Digital technique the country's imports cost will be turn zero and India will have 4,00,000 Public Internet Access Points. The Educational institutions which include schools and universities will also have Wi-Fi facility which is very helpful in pursing academic activity. The honorable prime minister said in his speech "I see technology as a means to empower and as a tool that bridges the distance between hope and opportunity& Digital India is an enterprise for India's transformation on a scale that is, perhaps, unmatched in human history". (Nikam et. al, 2004)

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[*]    University Department of Commerce & Business Management, Ranchi University, Ranchi, Jharkhand, India.

**Objectives of the Study**

- To realize the concept and advantage of Digital India.
- Identify the main service launched through Digital India.
- Identify the future scope of Digital India.

**Research Methodology**

In research problem the data collection methods are an vital part. There are various ways of collecting the data. There are two ways of data collection, primary data and secondary data collection. This paper is purely based upon the secondary data. Secondary data related to previous studies and other reliable sources like various journals, books and online magazines.

**Digital India- What it Means**

According to the Wikipedia website "Digital India is an plan by the Government of India to ensure that Government services are made available to citizens electronically by improving online infrastructure and by increasing Internet connectivity". The scheme was started on 1 July 2015 by the great effort of our honorable Prime Minister Mr. Narendra Modi. Digital India is a programme to prepare India for a knowledge future. The main aim of this plan is to connect the rural areas with high-speed of network connectivity. Digital India is an ambitious programme of the Indian Government whose cost is worth Rs 1,13,000 crores. Department of Electronics and Information Technology (DEITY) play a crucial role in implementation of digital India. This will impact on the ministry of Communication & IT, rural development, HR department & health department. The program will have an impressive the help level to provided internet connectivity to the people to prepare a future initiative. The intention proves the popular equation i.e. "IT+IT= IT, which means India Today + Information Technology = India Tomorrow".

Digital India is basically a joint effort of the Government of India to connect rural area with the help of internet & provide them access to basic online services. The aim of this programme is to change India into a digitally powerful society and knowledgeable country by influencing IT as a growth engine of new India. The main benefit of this programme is to save valuable time because people don't need to stand in a Queue. There are three most important components of digital India which are following

- The formation of digital infrastructure.
- Delivering the services digitally.
- Digital literacy.

**How Digital India can Change Our Life**

- **No More Submitting Documents:** As the part of the programme, 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:** The government is setting up Bharat Net, a high speed network for internet connectivity in whole the country. Panchayat across the country to have high-speed web connectivity will enable through optical fiber cables.

- **Modern Post-offices:** With Digital India programme, the government wants to transform post offices into multi service kiosks. People can deliver e-mails through internet connected computers. Post-offices are also work function as cyber cafes, which help those people also who don't have the internet connection.

- **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 programme, all the government hospital is connected with e-services. This programme is known as "The Online Registration System".

Top services launched by the government in Digital India - National Scholarship Portal, Swacch Bharat Mission(SBM) App, e-Education, e-Health, Wi-Fi Hotspots, Digit Locker, Bharat net, My Gov App, E-Kranti and e-sign etc. The following point of top services launched by the government in Digital India is given / discussed below:

- The National Scholarships Portal the students can apply directly for all the scholarships which are provided by the Indian government. The main aim of this app is to help the student for submission of application, sanction, verification and distribution of the scholarships without any different. This basic purpose a new for making faster and well organized manner of scholarship applications and send the scholarships directly in the account of the students within time through the process of Direct Benefit Transfer (DBT).

- The next initiative programme is e-health which is a rising field in improvement of medical informatics, public health and business. This is very helpful in the movement of health resources and health care by electronic means. There are three main areas of e-health in which the first is the transfer of health related information with the help of internet and telecommunication second is the use of e-commerce to develop public health services and last but not the least is to use e-commerce and e-business practices in health systems management. The main advantage of easily accessible, e- health is low cost and providing anonymity to users. Like e-health, e-education is also a same concept which is launched under the digital India.

- E-education or online education has become one of the most popular ways of gaining access to education. Education changes the students experience as well as the instructor's. In this, class time does not require we can watch the lecture whenever you are free. In the 21st century e-education has a distinctive capability to carry all the unrestricted by time or place for the learners. The main advantages of e-education are no need to go in the classroom, 24*7 access, reduce travel time, improve internet skills.

- The ministry of drinking water and sanitation, government of India monitoring of progress under the Swachh Bharat Mission, at the central level. Swacch Bharat Mission (SBM) App is a app for achieving the goal of Swacch Bharat which is mainly used by people and government organizations. The Swachh Bharat Mission (mSBM) Mobile based application has been developed by National Informatics Center (NIC). This App will be used only with Android phone where a user can upload the photographs of toilets, reported in SBM MIS. The main of this app is that the mobile application is very helpful for the user to capture the photos with date and time of recording.

- 'DIGILOCKER' started under the supervision of our honorable Prime Minister Shri Narendra Modi. Online lockers can securely save a variety of digital files in a virtual space. 'DIGILOCKER' is a secure place for storing online document. The people of India will be able to avail a maximum of 10 MB storage space by using their Aadhaar Number.

- The government launched Bharat Net Programme, under this scheme improve the internet services in the rural areas for connecting the Gram Panchayats to the digitally world. BSNL, Airtel, Reliance Jio and Airtel, Aircel etc Internet Service Providers (ISP) has specified licenses to provide network. The process of connecting over 2.5 lakh village panchayats with optical fibre-powered high-speed broadband Internet.

Sitharaman outlined the inclusion of the Universal Service Obligation Fund will expedite the BharatNet project across the rural areas of the country. "To bridge the rural-urban digital divide, BharatNet is targeting internet connectivity in local bodies in every panchayat in the country. This will be speeded up with the assistance of universal service obligation fund (USOF) under the public-private partnership," The USOF, as it is commonly known as, will catalyse the process of connecting over 2.5 lakh village panchayats with optical fibre-powered high-speed broadband Internet.

- Indian Government launch a new project for promoting the active participation of Indian people which name is "MERI SARKAR". The National Informatics Center (NIC) is managed this website. The basic objective of this app is that Indian citizen can announced their ideas, views and thoughts or put any question to the PM directly with the help of all India Radio.

- A hotspot is "a physical location that offers Internet access over a wireless local area network (WLAN) through the use of a router connected to a link to an Internet service provider". Hotspots typically use Wi-Fi technology. BSNL has taken this opportunity for deployment of WiFi hotspots

throughout the country within the time. The customer can latch on the Wi-Fi network through their cell phone devices. The governments of India try to access the hotspot all over the country at free of cost under the digital India Programme.

## Limitations in Growth of Digital India

The limitations involved in the exponential growth of Digital India can be classified into two categories namely Technical and non-technical (Dutta, 2015).

- Technical Problems: Some technical problems in cut and collect the complete advantages of service later on under digital India
    - Technical illiteracy: Technology literacy means the ability to appropriately select and responsibly use technology. Most of the people in India are not technically well-educated. This is the main problem in development of digital India.
    - Infrastructure: There is different lack in establishing the infrastructure like internet, technology, ways of communication and electricity will influence the speed in development of digital India.
    - Recognition of applications: All the citizens of India are not well aware about the facilities offered by digital India so that the citizen should be ready to accept these facilities.
    - Security and privacy: The security and privacy of data is very necessary. If there is not any security of the data, then nobody wants to use the e-services. Peoples are think that they can't prevent their private data from being used wrongly by the hacker, so they think that e-services websites are not secure enough and avoid the e-services.
    - Authentication: With the help of digital signature the authentication of citizen services can be verified before they use the online services, but this is very expensive method and it also requires frequent maintenance.
- Non-technical Problems: Some non-technical problems due to India are a large country which has rural areas population approximately 70% of their total population.
    - Population: In implementing digital India population of India is one of the biggest challenges. India's population is on second number in the world and it is impossible to the government to provide the internet facility to the large number of people.
    - Services are not accessible easily: In India the internet users are growing but still there is a major problem that most of the people is not easily able to access digital India activities.
    - Lack of awareness in people: After the completion of around two and a half year of this project still most of the people don't have the awareness about this project and for increasing the awareness the government does not pay attention to make the people about digital India activities. There is a lack of awareness in people.
    - Implementation Cost: In the path of implementation of digital India, the other problem is the cost. Most of the people live below poverty line in developing countries like India and they are not able to buy the computers, internet connection etc (Dashora,2017).
    - Low Literacy: The literacy rate of India is very low which a huge barrier in implementation of digital India is. Most of the people in India cannot understand English. Literacy can be defined as the ability to read and write with understanding in any language.
    - Language Dominance: 90% of the population of India cannot speak English and on the internet all the things are in English language. Due to the vast dominance of English, computers and the internet are quite useless in Indian villages

## Future scope of Digital India

The future expectation from Digital India Project is that it will unlock the path for wide contribution from the private sector. This main difficulty for the private sector is that the governmental projects have an endless delay as compared to their estimated time. Most of the people are not digitally literate even they don't know how to operate a computer in India, this is a main problem in implementing the project. Through this problem people from all part of India can't take benefit of this service. If the e-Governance system is not easy to access, then the user has difficulty in using it. The government should provide security which helps in increasing the number of users and anyone can't take advantage from their data.

**Conclusion**

        With the help of all above scheme, India is supposed to be get maximum revelation and will lead in the world with IT interface, e-Governance and e-Service. With the help of these 'e' services like e-education, e-health and e banking the expectation from the Indian organizations is to leave the best effect in the world. The government's vision to make India '5G ready' in 2020.

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