A Study of Challenges and Features of Digital India

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Abstract: It is a well-known fact that digital India is the outcome of many innovations and technological advancements. These transform the lives of people in many ways and will empower the society in a better manner. The 'Digital India' program, an initiative of honorable Prime Minister Mr. Narendra Modi, will emerge new progressions in every sector. The motive behind the concept is to build participative, transparent and responsive system. The Digital India drive is a project of theIndian Government to remodel India into a knowledgeable economy and digitally empowered society, with good governance for citizens by bringing co-ordination in public accountability, digitally connecting and delivering the government programs and services to mobilize the capability of information technology across government departments. Today, every nation wants to be fully digitalized and this program strives to provide equal benefit to the user and service provider. Hence, 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 governanceand improve the quality of life of citizens.

Key Words: Objective, Types of e-Governance Initiatives, Challenges, Features of Digital India.

INTRODUCTION

Digital India is a program to transform India into digital empowered society and knowledge economy. The Digital India is transformational in nature and would ensure that Government servicesare available to citizens electronically. It would also bring in public accountability through mandated delivery of government's services electronically; a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis. The program will be implemented in phases from the current year till 2018.

The "Digital India" initiative aims at availing digitizing of various individual projects of all central government and ministries like education, health services and other services, that can be deliveredto citizens using Information and Communication Technology (ICT) by joining all the areas of India including the Gram Panchayats at high speed internet through broadband connectivity, in order to focus on the e-governance till 2019.

It is rightly said by the hon'ble Prime Minister of India, Narendra Modi that Information Technology plays important role to make India a digital country, in his words "India Today(IT) + Information Technology(IT) = India Tomorrow(IT)".

OBJECTIVE

- Digital India Group is to come out with innovative ideas and practical solutions to realise Hon'ble Prime Minister Narendra Modi's vision of a digital India.
- Prime Minister Modi envisions transforming our nation and creating opportunities for all citizens by harnessing digital technologies.

VISION OF DIGITAL INDIA

The vision of Digital India program aims at inclusive growth in areas of electronic services, products, manufacturing and job opportunities etc. It is centered on three key areas –

- Digital Infrastructure as a Utility to Every Citizen
- Governance & Services on Demand and
- Digital Empowerment of Citizens

With the above vision, the Digital India program aims to provide Broadband Highways, Universal Access to Mobile Connectivity, Public Internet Access Programme, E-Governance: Reforming Government through Technology, eKranti - Electronic Delivery of Services, Information for All, Electronics Manufacturing: Target Net Zero Imports, IT for Jobs and Early Harvest Programs.

DIGITAL INFRASTRUCTURE AS A UTILITY TO

EVERY CITIZEN

- High speed internet as a core utility
- Cradle to grave digital identity -unique, lifelong, online, authenticable
- Mobile phone & Bank account enabling participation in digital & financial space
- Easy access to a Common Service Centre
- Shareable private space on a public cloud
- Safe and secure Cyber-space

GOVERNANCE & SERVICES ON DEMAND:

- Seamlessly integrated across departments or jurisdictions
- Services available in real time from online &mobile platform
- All citizen entitlements to be available on the cloud
- Services digitally transformed for improving Ease of Doing Business
- Making financial transactions electronic & cashless
- Leveraging GIS for decision support systems & development

DIGITAL EMPOWERMENT OF CITIZENS:

- Universal Digital Literacy
- Universally accessible digital resources
- All documents/ certificates to be available on cloud
- Availability of digital resources / services in Indian languages
- Collaborative digital platforms for participative governance
- Portability of all entitlements through cloud

TECHNOLOGIES OF DIGITAL INDIA

Digital India holds the potential to truly transform India from a developing into a developed economy. ICT infrastructure lies at the very foundation of the success of Digital India. We believe that as a nation we should allocate a fixed percentage of our GDP to be invested exclusively on creating, upgrading and maintaining digital infrastructure.

We have metrics on percentage of GDP spent on social infrastructure and physical infrastructure. It is time that we decide a minimum percentage of GDP which should be spent for ICT infrastructure.

Digital India is transcending beyond e-Governance to every aspect in the life of an Indian citizen. ICT is deeply enmeshed in Digital banking, insurance, e-Commerce, entertainment, e-Health, e- Education, KPOs, IT/ITES, modern manufacturing, transportation, agriculture and many such sectors today.

The robustness and the quality of ICT infrastructure will determine the success of digitization of Indian economy and overall success of Digital India. As a nation we should also set targets to roll out fibre infrastructure both in urban and rural India.

Our fibreisation is one of the lowest in the world amongst the large economies and we all should make it a national endeavor to bridge this gap.

TYPES OF E-GOVERNANCE INITIATIVES

Over the last two decades, India has seen the emergence of a range of e-Governance initiatives which have been undertaken by various government departments at state and central levels. They can be classified into four main categories, based on the entities that the government is interacting with:

- G2G: Government to Government
- G2C: Government to Citizen
- G2B: Government to Business
- G2E: Government to Employee

GOVERNMENT TO GOVERNMENT (G2G):
Initiatives Comprehensive online treasury computerization project of the state government, the project has resulted in the computerization of the entire treasury related activities of the State Government. The system has the ability to track every activity right from the approval of the State Budget to the point of rendering accounts to the government.

GOVERNMENT TO CITIZEN (G2C):
Initiatives Computerization of Land Records (CLR): In collaboration with NIC, CLR enabled better useof land resources, their formalization and analysis. This ensured that landowners get computerizedcopies of ownership, crop and tenancy and updated copies of Records of Rights (RoRs) on demand

GOVERNMENT TO BUSINESS (G2B):
Initiatives e-Procurement Project: An initiative of the governments to reduce the time and cost of doing business for both vendors and government. This also aims to eliminate the corruption.

GOVERNMENT TO EMPLOYEE (G2E):
G2E is agencies to be able to improve effectiveness and efficiency, eliminating delays in processing and improving employee satisfaction and retention. Internal efficiency and effectiveness, adopting commercial best practices in government operation in areas such as supply chain management, financial management and knowledge management.

CHALLENGES

Digital India initiation also face some challenges like: Privacy Protection, Data Protection, Cyber Law, Telegraph, E-Governance and E-Commerce Etc. Recently, ninth India Digital Summit was been hosted by the Internet and Mobile Association of India (IAMAI) in New Delhi on Jan.2015 to discuss the plans of Digital India Initiative. There the increment in mobile wallets in India for payment and e- commerce infrastructure was been discussed by a panel, as over 60% of Indian citizens still deal in cash and don't have bank accounts, so in order to establish digital transaction mobile wallets are very essential.

FEATURES OF DIGITAL INDIA

- Digital locker system to minimize usage of physical documents and enable their e-sharing via registered repositories.
- MyGov.in as an online platform to engage citizens in governance through a "Discuss, Do and Disseminate" approach.
- Swachh Bharat Mission Mobile app to achieve the goals set by this mission.
- E-Sign framework to allow citizens to digitally sign documents online using Aadhaar.
- E-Hospital system for important healthcare services such as online registration, fee payment, fixing doctors' appointments, online diagnostics and checking blood availability online.
- National Scholarship Portal for beneficiaries

from submission of application to verification, sanction and disbursal.
- Digitize India Platform for large-scale digitization of records in the country to facilitate efficient delivery of services to the citizens.
- Bharat Net program as a high-speed digital highway to connect all 250,000-gram panchayats of country -- the world's largest rural broadband project using optical fibre.
- BSNL's Next Generation Network to replace 30-year old telephone exchanges to manageall types of services like voice, data, multimedia and other types of communication services.
- BSNL's large scale deployment of Wi-Fi hotspots throughout the country.
- "Broadband Highways' as one of the pillars of Digital India to address the connectivity issue while enabling and providing technologies to facilitate delivery of services to citizens.
- Outsourcing Policy to create such centers in different Northeastern states and in smaller towns across the country.
- Electronics Development Fund to promote innovation, research and product development to create a resource pool within the country as also a self-sustaining eco- system of venture funds.
- National Centre for Flexible Electronics to promote research and innovation in the emerging area of flexible electronics.

Digital India promises to transform India into a connected knowledge economy offering world-class services at the click of a mouse and will be implemented in a phased manner. The government feels that open access to "broadband highways" across cities, towns and villages would give a fillip totrade across the country.

CONCLUSION

The government has refused to reform the controversial IT Act. However, public outrage and protests against abuses of the law have multiplied since 2012. Civil society and political initiatives against this legislation have increased and demands for new transparent and participatory processesfor making internet policy have gained popular support. Technical designed to curb freedom of expression, arguably to achieve political gain, have no place in a

functioning democratic society. While government efforts to expand digital access across the country are promising, these efforts should not be undermined by disproportionate and politically motivated network shutdowns.

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