

## Digital India: Empowering Indian citizen through Technology

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### Abstract

The revolution of India in terms of technology is an innovative and an important concept that will enable connectivity at any time and from any place. This newly developed concept is termed as “Digital India”. This programme was launched by Central Government of India in 2015 to make government services available to the digitally empowered Indian Society and try to make these accessible to every corner of India. The programme is implemented to amplify the skills of individuals and overall development of the country as a whole. This particular study has been done to understand the project from inside out in terms of its implications and various challenges being faced in their application.

### Index Term

Technology, Digital India, Empower, Revolution

#### 1. Introduction

Connecting the entire nation virtually requires an innovative approach in technology sector that swiftly moves a digitally enabled and empowered economy. To cater to this, the government of India launched a foundation programme in July 2015 as “Digital India Programme”. The focus of the programme was to enable virtual connectivity by providing required facilities and services. This connectivity means communication and connection of urban and rural areas with government facilities and services from anywhere and at any time, thus improving the quality of life of Indian citizens. In this direction, the main steps taken are improvement in digital infrastructure, access to network devices and advancement in digital technologies. This in turn will be a growth of employment opportunities and will be a major boost to the Indian Economy.

Digital India programme ensures growth of all major sectors i.e. Agriculture,

Industry(Manufacturing), Services. To name a few of the facilities provided under this programme are e-mandi,e-education, e-banking,e-hospitals,e-government,digitallocker, etc.

DigitalIndiaisaprogrammehaving(3D's)functionalparts.

- DigitalInfrastructurecreation(DI)
- DigitalServicesDelivery(DS)
- DigitalLiterary(DL)

### **Objectivesofthe Study**

This paperattemptsto understandthe“DigitalIndiaProgramme”withthe objective:-

- To identifyandstudythe projectsintroducedunderthis programme.
- To study its relevance in empowering Indian citizens by identifying theopportunities.
- To identify the challenges faced in understanding and implementation of the programme.

### **2. Methodology**

On the basis of available data in the field of study, an attempt has been made to fulfill theobjectives by collecting information through other research papers, media publications, official websites and internet.

### **3. Results andDiscussion**

DigitalIndiaProgramme isintroducedwitha vision oftransformingIndiainto digitally empowered society and thus working towards the improvement ofeconomyby creatingopportunitiesfor Indiancitizens invaried sectors. The programmewas launched so as to attract foreign investment in IT field of India so as tomake the country globally advanced in technology and skills. Its main focus was to uplift the living standard of people as a whole.

**This programme has 3 main areas of operation:**

#### **1. D.I(DigitalInfrastructure)foreverycitizen.**

Itaims at providing network devices , internet facility at high speed, cyber space, andaccesstocommonservicescenter.It also includes various cities of India being labelled as Smart Cities which means a technologically advanced urban area that uses various types of electronic methods, voice activation methods and sensors to run the particular city. Information gained from that data is used to manage assets, resources and services efficiently and after that the data is used to improve the overall development across the city. This includes data collected from citizens, devices, buildings and assets that is then processed and analyzed to monitor and

manage traffic and transportation systems, power plants, utilities, water supply networks, waste, crime detection, information systems, schools, libraries, hospitals, and other community services. However, smart cities are smart, not only in the way in which their governments harness technology but in the way that they monitor, analyze, plan, and govern the city

## II. **D.S(DigitalService)**

It aims at providing real time governance and services to Indian Citizens across various departments including Electricity Bill payment , Water and Sanitation expenses, LPG cylinder and much more. It also various undertakes payment options such as shopping bills, payment at restaurants, travel tickets etc in the form of Credit Card, Debit Card , UPI payment and various bar code scanning options .

## III. **D.L(DigitalLiteracy)**

It aims at educating Indian citizens about digital technology and making them digitally literate by providing digital resources of study free of cost in their native languages, Advertisements at various TV channels and social media so as to make aware of all the options so that they can easily understand all the latest techniques and inventions and make their life easy and free of much paper work.

To accomplish the vision ,there are 9 sub-projects falling under this project which are namely called as Pillars.

### **9 Pillars of Digital India**

- A. Broadband Highways
- B. Universal Access to Mobile Connectivity
- C. Information to all
- D. Public Internet Access Programme
- E. E-Governance
- F. E-Kranti
- G. IT for Jobs
- H. Electronics Manufacturing
- I. Early Harvest Programmes

Each of the above mentioned pillars are an important step towards a common goal of citizen empowerment by digital revolution.

#### **A. Broadband Highway:-**

This ensures broadband for rural, urban and national information infrastructure. This not only will help each and every individual to connect with each other but also with the norms of various

government and private institutions and projects. This will help in completing much of the legal and official work without the need of stepping out of their home.

**B. Universal Access to Mobile Connectivity:-**

There will be a boon of 3G, 4G and 5G network connectivity that makes society well connected and able to access government services online and to equip villages with mobile network coverage so that they do not miss out on any advancement which any person residing in an urban person would enjoy.

**C. Public Internet Access Programme:-**

Facilitation of CSC (Common Service Centers) and Post Offices, wifi network at various public places such as Railway Stations, Bus stand, Airports and various restaurants and malls etc are some of the many facilities being provided so as to uplift and improve the overall working of the project.

**D. E-Governance:-**

Revolutionary transformation of governance by online access to everything i.e. effortless tracking, online access of application, departmental interfacing quick response, digital signatures and fingerprinting are some of the various options in E-Governance.

**E. E-Kranti:-**

With 44 Mission Mode projects including Banks, Post Office, Income Tax, Agriculture, gram panchayat, etc., it aims at digital service delivery without the need to stand in long queues and wasting whole day which was the otherwise scenarios in various government and even some private institutions. This will surely help in making one's life easy if he/she knows how to properly use the service.

**F. Information for All:-**

Availability of Documents and Information to all citizens be it adults or even children so that there is no difficulty in understanding various protocols and services provided by the particular ministry. This will make sure that there is minimal error and complete transparency in various departments.

**G. Electronics Manufacturing:-**

Targeting NET zero imports by 2020, it ensures e-manufacture in country. This not will create job opportunities for the Indian citizens but also will make a huge positive impact on the Indian economy. This surely will be a stepping stone in overall development of India.

**H. IT for jobs:-**

This creates a pool of opportunities for Indian youth so that they don't have to be unemployed anymore or do cheap labour. This will also prevent them to leave their country and go to other countries in search of job and opportunities.

**I. Early Harvest Programme:-**

It provides small time period projects to be completed within 3 years period. The projects are like IT platform for messages, e-greetings, e-books, national portal for lost and found children, Bio-metric attendance, etc.

## Opportunities and Impact

- **Reduction of paperwork**

This project will help in decreasing the overall chaos and the difficulties faced by people of all ages whether the employer or employee or even the customer in managing the big pile of files and papers. This not only will decrease the overall burden but also will make their job easy and thus they will become more productive.

- **Transparency in system**

This will definitely help in reducing corruption by making all the documents digitally secure and safe so that no further changes could be done once those are checked by the concerned party. This will also prevent in keeping the important documents easily retrievable as and when required.

- **Mandated delivery of government services by public accountability**

This plays a key role in keeping public trust by providing the concerned party's services by government in a safe and secure manner without any discrepancy. This is also known as E-Governance. This plays an important role in keeping a country prosperous.

- **Reach to each node and corner of country**

Digital India Project will bring everyone close and their connectivity easy even as simple as a click of a smart phone. This will encourage education system to improve and even people of very backward areas to learn reading and writing making the rural and poor areas developed.

- **Standard of living improvement of Indian Citizens.**

This project marks the start of uplifting the overall economy and standard of living of each and every person whether residing in small or big cities. This will also make their life less miserable by making much of the facilities available at their doorstep.

- **Upliftment of service sector.**

Digital India Project plays a key role in overall growth of almost all sections of service sector including healthcare by providing easy and well advanced care facilities and their bookings online. This also has improved various other departments such as Banking by providing E-commerce on our smartphones, purchasing and investing in share markets, checking bank details without the need to visit the bank itself

- **Positive Impact on Agriculture**

The project has helped farmers in gathering knowledge about the farming methods for increasing the productivity of their produce through digital classes. It has helped them to know the weather conditions to be occurred in area by weather forecast. Farmers has been helped by knowing the minimum support price of their crops. The project has contributed in increasing the GDP of the agriculture sector.

- **Benefits to Manufacturing sector**

The project has also supported the manufacturing or export sector in increasing their customer base through online shopping. The revenue of the manufacturing sector has been raised. It has helped manufacturing sector in introducing innovation in their products and helped in product mix and increasing trade relations and healthy competition in the sector.

#### **4. Conclusion**

Ample growth and development aspects are part of this great mission for citizens of India. The programme can impact and change the working of individuals and has a strength to positively impact every corner and sector of our economy. Digitalisation of government units and e-governance can highlight the plan. But this comes with a lot of challenges as it requires literate citizens and adaptability of change. The challenges faced by the pillars for their execution is the main hinderance. This requires various steps to be taken with adequate implementation. To make it function properly and carry out all over the economy adaptability is required.

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