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Impact of Digitization on Good Governance: A study with reference to Digital India Initiatives of the Government of India

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Abstract
Digital India Programme a development project launched in 1st July 2015 by the current Indian Government headed by Honorable Prime Minister Shri. Narendra Modi is now two and half years old (July 2015 – December 2017). The campaign's motto is "Power to Empower" i.e. empowering citizens of the country through wide usage of technology based tools especially in government departments. Digital India Campaign has been maintaining the same tempo ever since the launch. This is mainly because the government strongly believes that technology is the key enabler of good governance. This study primarily attempts to understand the role of Digital India Initiatives in providing good governance from the citizens' perspective. Both primary and secondary data has been used to understand this contemporary revolution by the Indian government.

Keywords: Digital India, Good Governance, Technology, Enabler, Citizens' perspective

1. Introduction – A Brief Genesis of Digital India

Twenty first century has been riding high with the power of technology. "Technology" a rather simple term but has immense potential to turn around the world. Every coin has two sides, so does the technology; it can be used constructively or destructively. Harnessing the constructive power of technology would help in rapid growth and development. Realizing this fact, developing countries like India has been capitalizing on the power of technology to accelerate nation's growth.

India, the country with world's second largest population was in dire need of a platform which could effectively bridge the gap between government and citizens to ensure accessibility. The central government was on a serious lookout for a sustainable solution to reach the people in an effective manner. National eGovernance Plan (NeGP) was one such strategy initiated by the government in the year 2006. But it was not able to bring the desired impact in the country. A major revamp was felt necessary and the government of India thus launched the "Digital India Program" to completely transform the entire ecosystem of public services with the help of Information Technology; the program envisions the transformation of India into a digitally empowered and knowledge economy. (About Digital India) This program has been a sincere attempt by the government to put the country back on faster progress track.

Digital India program has been assigned the role of an enabler of an ecosystem in the country; the ecosystem that attempts to benefit every individual through digital services. The three pillars JAM (JanDhan, Aadhar and Mobile) was further strengthened by adding a fourth pillar named DigiDhan. JanDhan refers to the mission of financial inclusion of Indian citizens

mainly through savings bank account; it aims at providing financial access to all. Aadhar refers to the unique identity number assigned to Indian citizens which serves as a base for all Govt. of India programs and schemes. Mobile number of individuals plays a key role providing access to the digital services. Digi Dhan attempts to proliferate digital payments by minimizing and eventually eliminating cash payments across the country. These four pillars JanDhan-Aadhar-Mobile-DigiDhan are the soul of Digital India Program. (Digital India Growth Story, 2017) The government claims the Digital India program as successful. This study endeavors to understand the validity of the Indian government's claim.

1.1 Need for the study

As the Digital India campaign is currently two and half years old (July 2015 – December 2017), it is worth exploring the progress so far of the Digital India program. The forthcoming sections help in understanding the linkage of Digitalization initiatives and good governance. This study looks back at the journey of DII and the extent it has effected Good Governance in India. Highlighting the link between digitalizing and good governance is the prime goal of this study, so the benefits of leveraging technology could be understood better. Hence this study will be helpful for the government, policy makers and others interested in enhancing the policies aimed at delivering good governance through information technology.

2. Review of Literature

The present study attempts to contribute to the existing literature in establishing the linkage between digitalization and good governance and also the importance of the same. Many governments have carefully utilized the opportunities presented by the new and emerging information and communication technologies to revamp government, democracy, government-related transactions as well as the embedding society, both economically and socially. (Okot-Uma) Indian government was one among the pioneers. The steps taken by central and state governments of India have been significant in promoting e-government services. Though it dates back to the year 2006 during the introduction of National e-Governance Plan (NeGP), the momentum gained only after the launch of Digital India in the year 2015 and as a part the revamp of NeGP into NeGP 2.0. (Khosla, 2016) Various research studies have been done linking e-Governance and good governance even in the Indian context also. This study will be a unique contribution to the literature considering the fact that this study is done during the time period of roll-out of a major Indian government flagship program 'Digital India'.

2.1 Technology and Good Governance

Governance is defined as "the process of decision-making and the process by which decisions are implemented (or not implemented)." (United Nations Economic and Social Commission for Asia and the Pacific) Good governance is said to be in place when the three major characteristics viz. participatory, transparency and accountability are present. (Okot-Uma).Information and Communication Technology can be a powerful tool in enabling good governance even though it may not be an ultimate solution. The general public believes in the power of technology in minimizing corruption, inefficiency, etc.(Kalsi & Kiran, 2015)

Active presence of government in social media enables public interaction; it improves citizens' perception of government transparency thereby leading to increased trust in the government. (Song & Lee, 2016) Technology provides a platform for the government and citizens to interact with each other opening up accommodation of public views in government decision making; it makes governance a democratic process. Technology helps transcend the governmental boundaries ensuring participatory governance. (Deloitte, 2015)

Transparency, an essential characteristic of good governance, may be referred in this context as clearly visible actions without any screening from the public. As a result confidence will be

automatically instilled in the minds of the public. Availability of information without any disruption and manipulation is the prime key to achieve transparency. Digitalization helps attain this goal by maintaining a clean trail of all actions with evidence as they are hard to manipulate, easy to trace and difficult to destroy completely unlike manual records. Government websites' potential in developing government image was highlighted in previous studies. Citizens' frequently using public websites positively perceived government with regard to transparency. (Jun, Wang, & Wang, 2014) This may have an implication that access to information may have a stronger association with transparency.

Accountability, another cornerstone of good governance calls for holding individuals responsible for their actions. Like a chain of consequence, transparency enables accountability. 'Who does what' is clearly visible and individuals are responsible for their own deeds. With digitalization, every transaction is recorded and no one can escape from their responsibility. In short, technology has the ability to transform governments by making them more transparent and accountable to their actions thereby eliminating corruption especially in developing countries. (Basu, 2004)

2.3 Objectives of the study

This study is an attempt to explore how far this belief that leveraging technology would help in effecting good governance of the government holds good after the successful roll-out. The major objectives of the study are:

i) To investigate the level of digital literacy and awareness about the Digital India Initiatives

ii) To identify the factors that are construed significant in the digitalization initiatives of the government

iii) To explore the enablers of Good Governance as a result of digitalization

iv) To examine the impact of Digital India Initiatives on effecting Good Governance

2.4 Research Methodology

The study explored perceptions' of Indian citizens about Digital India Initiatives and its impact on Good Governance. A structured questionnaire was used to collect data for the study. The questionnaire was split into four parts. The first part elicited demographic details of the respondents; Part II contained questions relating to Digital Literacy, Digital Access and DII awareness; Part III with questions on perception of DIIs and the final part relating to questions on perception of Good Governance. Participants of the survey were selected using convenience sampling across India covering north eastern state Assam, northern states Delhi, Maharashtra and southern states Tamil Nadu, Kerala, Telangana. 150 participants were chosen and the questionnaire was emailed to them. Out of the 150 questionnaires sent, 113 responses were received. 7 questionnaires were rejected due to excessive missing data and the rest 106 questionnaire were retained for analysis. The primary data collected was analyzed using statistical software SPSS Version 23. Tools used for analyzing data include frequency analysis, factor analysis and simple linear regression.

3. Analysis and Interpretation

Table 1. Sample Profile

Variables	Percent	Variables	Percent
Gender Male Female	 40 60	**Marital Status** Single Married	 80 20
Age <25 25 & Above	 58 42	**Monthly Income (in INR)** <10,000 10,000 – 50,000 50,001 & Above	 42 42 16
Education Graduation Post Graduation Others	 35 54 11	**Residence** Urban Semi Urban Rural	 64 25 11
Student/Employed Student Employed	 45 55	**Usage Frequency of DII** Often Sometimes Never	 31 60 09

Source: Primary data

Sample Profile

The Table 1 presents the demographic characteristics of the respondents. The gender distribution of the sample indicates that 40% were male and 60% were female. The age distribution indicates a major proportion of the sample representing the younger generation. The majority of the respondents (55%) were employed followed by students (45%). 35% of the respondents are graduates and 54% are post graduates and 11% of them are in other category. This implies higher literacy level among the respondents. With regard to marital status, only 20% were married and the other 80% were single. This may be an implication of high representation from the age group below 25 years. In case of monthly income, majority of them (42%) earn less than INR 10,000/-. Another 42% of the respondents earn monthly income ranging from Rs. 10,000/- to Rs.49,999/-. Only 16% of them earn more than Rs.50,000/- per month. Majority of the samples (64%) reside in urban area while 25% of the respondents were from Semi-urban area and only 11% were from rural areas. 60% of the respondents stated that they use Digital Schemes of the Indian Government sometimes followed by frequent users who comprise 31% of the sample. Only 9% stated that they never use such schemes.

Digital Literacy among the respondents

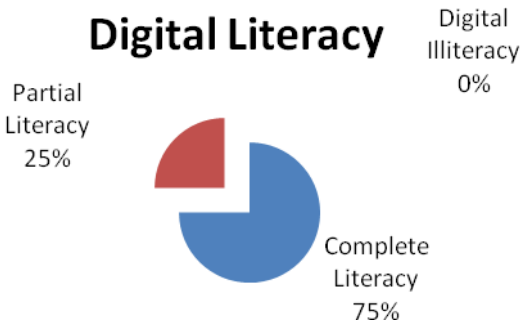

Chart 1: Digital Literacy Level of the respondents

Most of the respondents have stated that they are digitally literate. Only a small percentage of respondents (22%) partially depend on others to use digital services. This may be perceived from two angles: i) Factors like young age, dwelling in urban area and a good educational background of the majority of respondents may influence positively in digital literacy. ii) Government's digital literacy initiatives like Pradhan Mantri Gramin Digital Saksharta Abhiyan (National Digital Literacy Mission) might have influenced digital literacy of the respondents. The role of illiteracy and dwelling in rural areas has to be further explored to get more accurate picture of digital literacy.

Digital Access of the respondents

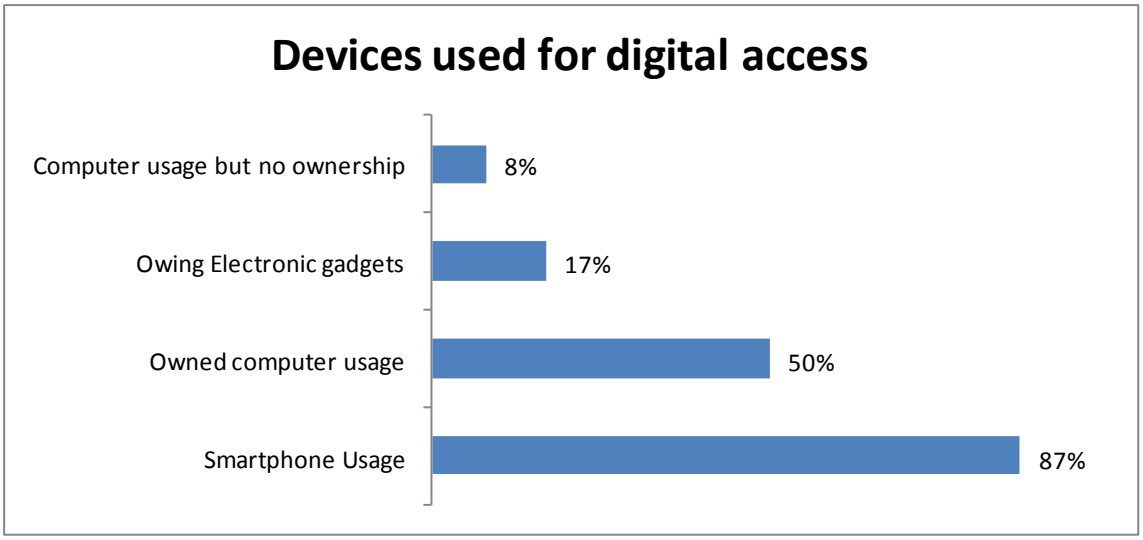

Chart 2: Devices used by the respondents to access digital services

Digital Infrastructure has been gradually developing in India as a part of the DII program to provide seamless digital access. Two basic requirements are needed to access digital services viz. digital devices and stable internet connection. Majority of the respondents (87%) responded positively for smart phone usage. Though instant access is an attractive feature of handheld smart phones, usage of computers may have its own convenience like easy typing, large screen viewing, performing complex tasks etc. Indian telecommunication industry has been world's fastest growing industry with over 1210 million telephone subscribers and 1186.84 million mobile phone users, and 500 million internet users. (Digital India Growth Story, 2017) Harnessing the potential of smart phones may help government in bridging the digital divide effectively and rapidly.

Access to Internet

All (100%) of the respondents indicated that they have access to internet. This may be due to various factors like competitive offering of internet services by private players in the country in the recent past. Though, the internet connectivity speed has to be given careful consideration.

Table 2: Internet connectivity speed of respondents

Internet Speed	Response (%)
High	39
Moderate	61

Source: primary data

High speed internet connectivity is not an option but a compulsion if the goal is to provide 'Reliable digital services'. Moderate and low speed internet connection implies an inherent risk of technical failure during any stage of digital transaction. The Table 2 shows only a minor percentage of respondents (39%) have access to high speed internet connectivity.

The optical fibre network in India has seen a rapid rise from just 358 Km in the year 2013-14 to 205404 Km during 2017. To provide internet connectivity to the 70% of rural population in India, more than 1,24,000 miles of optical fiber cable has been laid reaching 1,00,572 Gram Panchayats against a target of 2,50,000 village Panchayats under Bharat Net, Optical Fibre Network. (Digital India Growth Story, 2017) Other Digital Infrastructure initiatives include Common Service Centre, Wifi connectivity in public places etc. Despite the statistics showing good track record in digital infrastructure, majority of respondents (61%) state they have access only to moderate internet speed. Therefore, care must be taken to address this deviation so as to ensure high speed internet connectivity as a basic utility to all.

Awareness of few Digital India Schemes among the respondents

Since Digital India Initiatives is an umbrella program, it has various schemes under it. The list keeps growing with government frequently adding more schemes under the digitalization initiative. The respondents were asked to indicate the schemes about which they are aware of and hence they are given an option to select multiple responses to indicate the same.

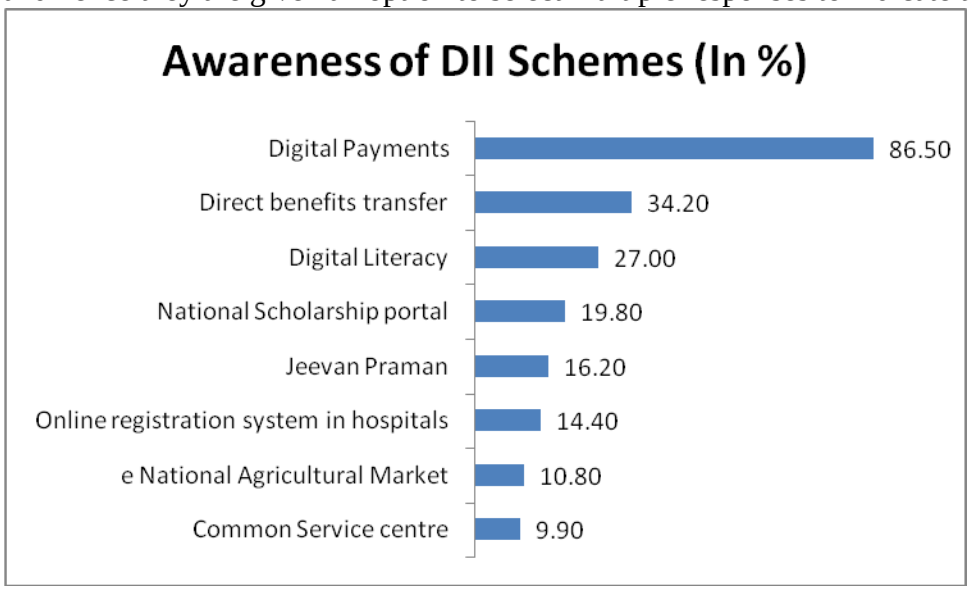

Chart 3: Digital India Schemes Awareness among respondents

The Chart 3 indicates respondents' awareness of various schemes launched under DII. Digital Payments scheme ranks top with 86.5% indicating their awareness followed by Direct benefits transfer with a much lesser majority 34.2%. Digital Literacy ranks third with 27% indicating their awareness about the scheme. Less than 20% of the respondents indicated their awareness about all other schemes Such as National Scholarship Portal, Jeevan Praman for pensioners, e-National Agricultural Market, Online Registration System. Only 9.90% of respondents are aware about Common Service Center scheme launched under DII. While all other schemes are not much popular among the respondents with less than 40% indicating their awareness, Digital Payments is the only scheme with awareness among 86.5% respondents. High awareness about Digital Payments may be attributed to the Demonetization that took place in India during November 2016. People were encouraged to adapt to digital payments rather than currencies as a major policy reform of the government. In the lines of famous saying "Necessity is the mother of invention", the need to monetary transaction gave

rise to awareness and usage of digital payments. On the other hand all other schemes have not gained much popularity among the respondents in spite of the extensive promotion by the government in various media.

Citizens' Perception towards Digital India Initiatives:

Table 3: Principal Component analysis on the perception of Digital India Initiatives

Eigen Value	Variance %	Component	Item	Factor Loading	Communalities
3.34	37.16	Digital Access α = .71	Enabled a reliable digital infrastructure even in remote areas. The government has provided internet connection to all. Ensured faster delivery of online public services.	0.876 0.684 0.645	0.663 0.746 0.439
1.38	15.30	Functionality α = .73	Safety and Secure to use DII schemes. User friendliness of Digital India Schemes. Enables easy communication with the government.	0.835 0.726 0.611	0.640 0.626 0.735
1.02	11.31	Enhanced Efficiency α = .51	Paper work in the government has been considerably reduced. Reduced Time delay in government processes. Uninterrupted access to government services.	0.857 0.681 0.410	0.554 0.788 0.550
TotalVariance Explained 63.77% and KMO – MSA = 0.753					
Bartlett's Test of Sphericity: Chi square value 246.799 with df 36 at P value of <0.001					

Principal factor analysis was conducted to assess the dimensionality of the 9 items representing aspects of DII. The Barletttest of sphericity is significant (Chi-square = 246.799, $p < 0.000$). The Kaiser-Meyer-Olkin (KMO) overall measure of sampling adequacy is 0.75, indicating that data are suitable for the principal component analysis.

The PCA with varimax rotation of the 9 variables resulted in a three-component solution that explains 63.77%of the total variance. Only factors that had Eigen values greater than one (three factors) were selected. The internal consistency of each component was evaluated by computing Cronbach's alpha reliability coefficient. The overall reliability of 9 variables was 0.77. The three components recorded after conducting the Principal Component Analysis were Digital Access (0.71 alpha), Ease of use (0.73 alpha) and Enhanced Efficiency (0.51 alpha). Where the first two components namely Digital Gateway and Ease of use show high reliability, only the third component Enhanced Efficiency has a moderate reliability.

Table 4:Perception on Digital India Initiatives

Item	Mean	SD
Digital Access	2.412	0.803
Enabled a reliable digital infrastructure even in remote areas.	2.283	0.993
The government has provided internet connection to all.	2.028	0.980
Ensured faster delivery of online public services.	2.953	1.045
Functionality	3.242	0.768
Safety and Secure to use DII schemes.	3.283	0.923
User friendliness of Digital India Schemes.	3.340	0.914
Enables easy communication with the government.	3.104	1.014
Enhanced Efficiency	3.182	0.683
Paper work in the government has been considerably reduced.	3.679	0.962
Reduced Time delay in government processes.	3.123	1.021
Uninterrupted access to government services.	2.745	0.895

Three factors emerged significant from the 9 variables and based on their common underlying attribute. The first component labeled as "Digital Access"emerged as most important factor which explains 37.16% of the variance and has a mean of 2.42 (SD = 0.803). This component involves attributes that represent enablers of digital access like reliable digital infrastructure, internet connectivity and faster delivery of online services.

The second component groups items that have functionality aspects of Digital India Schemes such as Safety and security, User-friendliness and enabling easy communication with the government. The second component "Functionality" explains 15.30% of variance; it has a mean of 3.24 (SD = 0.768). This factor explains Citizens ability to communicate and transact with the government easily using secure and user friendly digitalized portals.

The third component labeled as "Enhanced efficiency" explains 11.31% variance and has a mean of 3.18 (SD = 0.683). The component consists of items such as reduced paper work, reduced time delay in government processes& practices and seamless access to government services. The implication of the factor is more efficacy of the government since quicker processing by the government with reduced manual documentation and also seamless provision of government services through the digital mode.

This analysis underscores that the mean of two factors viz. Functionality(3.24) and Enhanced Efficiency (3.18) has higher mean scores than the overall mean score of all three factors (2.95). These two factors are important with regard to citizens' perception of Digital India Initiatives. The other factor Digital Access (2.41) has a lower mean score than the overall mean score. This may be because citizens' may perceive providing digital access as a basic necessity. Only when access is properly provided, digital services can serve its real purpose.

Citizens' perception of DII as an enabler of Good Governance:

Principal factor analysis was conducted to assess the dimensionality of the 12 items representing characteristics of Good Governance. The Barletttest of sphericity is significant (Chi-square = 582.196, p < 0.001). The Kaiser-Meyer-Olkin (KMO) overall measure of sampling adequacy is 0.88, indicating that data are suitable for the principal component analysis.The PCA with varimax rotation of the 12 variables resulted in a two-component solution that explains 57.91%of the total variance. Two Factors that had Eigen values greater than one were selected. The internal consistency of each component was evaluated by computing Cronbach's alpha reliability coefficient. The overall reliability of 12 variables was 0.89. The two components recorded after conducting the Principal Component Analysis were Credibility (0.859 alpha) and People-centricity (0.818 alpha). There is an excellent overall reliability in addition to the high reliability of both the factors.

Table 5: Principal Component analysis on perception of DII as an enabler of Good Governance

Eigen Value	Variance %	Component	Item	Factor Loading	Communalities
5.57	46.45	Credibility α = .86	Public opinions are taken into account and given importance in the government.	0.859	.603
			Opened up opportunities to the public for discussion, debates as a part of government's decision-making mechanism.	0.832	.628
			Ensures Transparency in the government.	0.735	.399
			Ensures Accountability of the government towards the public.	0.734	.414
			Encourages public participation in governance.	0.601	.498
			Better utilization of public resources.	0.526	.700
1.38	11.46	People-Centricity α = .82	Ensures equality of citizens.	.828	.529
			Ensures Citizens empowerment.	.713	.755
			Ensures inclusivity as it covers all sections of the society, both the rich and poor.	.706	.719
			Gap between citizens and the government is reduced.	.660	.579
			Corruption in the government has been considerably reduced.	.573	.680
			Government responds promptly and quickly to the queries of general public.	.499	.445
TotalVarianceexplained= 57.91% and KMO – MSA = .880					
Bartlett's Test of Sphericity: Chi square value 582.196 with df 66 at P value of <0.001					

Table 6:Respondents Perception towards Good Governance through DII

Item	Mean	SD
Credibility	3.005	0.753
Public opinions are taken into account and given importance in the government.	2.792	0.933
Opened up opportunities to the public for discussion, debates as a part of government's decision-making mechanism.	2.991	0.971
Ensures Transparency in the government.	2.868	1.087
Ensures Accountability of the government towards the public.	3.094	0.911
Encourages public participation in governance.	3.179	0.974
Better utilization of public resources.	3.104	1.014
People-centricity	2.777	0.797
Ensures equality of citizens.	2.830	1.091
Ensures Citizens empowerment.	2.943	1.076
Ensures inclusivity as it covers all sections of the society, both the rich and poor.	2.774	1.140
Gap between citizens and the government is reduced.	2.925	1.119
Corruption in the government has been considerably reduced.	2.519	1.236
Government responds promptly and quickly to the queries of general public.	2.670	0.923

Two components emerged significant from the factor analysis and they were named "Credibility" and "People-centricity". The first component "Credibility" explains 46.45% variance and has a mean score of 3.01 (SD=0.753). The first component comprises factors which are essential to place trust on the government and hence includes the variables such as public participation, consensus-oriented, transparency, accountability and optimal use of public resources. The second component termed as "People-centricity" explains 11.46% variance with a mean score of 2.78 (SD=0.797). This component has variables that give high priority to the common man in governance. Equality, Empowering citizens, Inclusivity, Easier reach to the government, Reduced corruption level and responsiveness were included in this component. All these variables indicate the government's prime focus towards the common man.

The analysis reveals the first factor "Credibility" has higher mean score than the overall mean score of Good Governance i.e. 2.89 (SD = 0.70). The second factor "People-centricity" has a comparatively smaller mean score 2.78 (SD = 0.797) than the overall mean score of good governance (Mean = 2.89 & SD = 0.70). Therefore, Credibility factor is much important from the citizens' perspective than the "People centricity" factor. In a similar study by Nirmaljeet Kalsi & Ravi Kiran, two factors of good governance namely Provision of basic fundamental facilities & SMART governance and Creation of conducive environment were identified. The Credibility factor of the current study aligns more with the "Provision of basic fundamental facilities & SMART governance" factor. The factor has components such as maintenance of rule of law in a fair manner, new job opportunities, safety of life, Transparency, Accountability, citizen centricity, effectiveness and efficiency etc. (Kalsi & Kiran, 2015).

Regression Analysis exploring the linkage between citizens' perception towards Digital India Initiatives and Good Governance:

Digitalization of government practices and processes were done by the government with an ultimate objective to provide good governance. This study was conducted to analyze whether these digitalization initiatives are associated with good governance or not from the citizens' perspective. To test the same, simple linear regression analysis was conducted.

H1: Digital India Initiatives positively affects citizens' perception of good governance.

Table 7: ANOVA Table Showing Model fit Summary

Model	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
Regression	4977.006	3	1659.002	68.131	.000
Residual	2483.720	102	24.350		
Total	7460.726	105			
R = .817	**R Square = .667**	**Adjusted R Square = .557**	**Std. Error of Estimate =4.935**		

Table 8: Significant Predictors of Good Governance

Predictors	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
	B	**Std. Error**	**Beta**		
(Constant)	-1.723	2.710		-.636	.526
Digital Gateway	.695	.240	.198	2.889	**.005**
Functionality	1.891	.243	.517	7.792	**<.001**
Enhanced Efficiency	1.358	.257	.330	5.290	**<.001**

The Table 7 and Table 8 it can be observed that the model fitness is good for conducting simple linear regression. The three factors of DII Digital Gateway (t value = 2.89, p value <0.05), Functionality (t value = 7.79, p value <0.05) and Enhanced Efficiency (t value = 5.29, p value <0.05) significantly influence citizens' perception of Good Governance. All these three factors of Digital Indian Initiatives explain 66.7% variability of citizens' perception of Good Governance.It can be concluded from the regression results that digitalization drives up good governance. Effective the digitalization in government, very likely the governance is perceived "good" by the citizens.

4. Discussion

The present study is an attempt to understand the extent of influence of Digital India Initiatives on good governance from the citizens' perspective. For this purpose, Citizens' perception of Digital India Initiatives and Good governance were measured and then factorized and then regression tool was used to analyzethe influence of DII on Good Governance. Safe and secure, user-friendly digitalized portals easily enables citizens to interact and transact with the government. This explains the functionality aspect of DII. The

functionality factor emerged as the dominant factor influencing governments' credibility, people-centricity of the government and also overall good governance.
Less paper work, speedy government processes and seamless access to government services explain Enhanced Efficiency factor. As a second dominant factor, it exerts a significant influence on Credibility, People-centricity and overall Good Governance.
Digital Access facilitates effective delivery of digital services by providing reliable digital infrastructure with an internet connection; and delivering public services online in a faster manner. This factor significantly influences People-centricity of the government and overall Good Governance. The digital transformation of government is ultimately rewarding (Corydon, Ganesan, & Lundqvist, 2016).From the study it is evident that Digitalization has been a rewarding initiative by delivering good governance in India.

Few suggestions reiterated by multiple respondents are presented below:

- Imparting Digital Literacy among the marginalized is the need of the hour (Rural people, Senior citizens, Illiterates and Differently-abled etc.)
- More Awareness has to be created and people should be motivated to get their hands on all types of Digital India Schemes
- Concerns over digital affordability are widely expressed. Private players rule the field of internet with often high and hidden costs.

Further Scope of Research

Future research may attempt to explore the perception of specific groups like rural people, senior citizens, differently-abled, illiterates etc. to understand whether DII ensures complete inclusivity of various groups of people.

Conclusion

Digital India Initiatives has been changing the ecosystem of the country rapidly by taking governance to the next level. The study validated the government's belief in the power of technology to deliver good governance. The study mainly highlighted three important aspects:i) the public trust on government have increased due to DII. This major finding correspond with the fact that the Government of India has won 73% peoples' trust making the nation secure 3rd rank in the world in the year 2017.(OECD, 2017)ii)the government has been more "citizen-centric" after the introduction of DII and the Indian leadership recognizes citizens as partners in nation-building(Digital India Growth Story, 2017).iii) Digitalization has been successfully enabling good governance as in the words of Indian government "Good Governance is fundamental and eGovernance is instrumental" (Good Governance, 2017). The success can be accelerated if the government effectively addresses few issues on digital reach, digital literacy, digital affordability etc while the citizens across all categories should come forward in adopting digitalization.

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