DIGITAL INDIA – THE NEW INDIA

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ABSTRACT

Digital India' is an programme of the Indian government that aims to push digitisation and connectivity as a vehicle for boosted financial escalation. It essentially aims to encourage an 'internet of things' advance in the rural financial system in exacting and in the wider economy in general. With the digital literacy push, the government also hopes to generate a policy for the development of rural businesses and financial activity. Dream of Digital India Digital Infrastructure as a effectiveness to Every resident, Governance & Services on require Digital, Empowerment of Citizens Pillars of Digital India Broadband Highways, worldwide Access to Phones, community Internet Access plan, e-Governance, Reforming administration through expertise e-Kranti, Electronic release of services and Information for all are covered in this paper.

Key words- Digital, literacy, administration, financial, economy

INTRODUCTION

Today, the world has transformed from a knowledge savvy to techno knowledge savvy. Think of something and it is available in one click. So, Digital India is a step by the government to inspire and connect Indian Economy to such a knowledge savvy world. The program targets to make Government services available to people digitally and enjoy the benefit of the newest information and technological innovations.

It brings out various schemes like E-Health Digital Locker, E-Sign, E-Education etc. and nationwide scholarship portal. Digital India is a great plan but its improper implementation due to inaccessibility & inflexibility to requisite can lead to its failure. The program strives to provide equal benefit to the user and service provider. The consumers will be benefited by way of saving time, money, physical & cognitive energy spent in lengthy government processes. For e.g. digital ticketing will lead to reduction in queue at ticket counter with online resources for booking, online tax-return filing etc. The aim of Digital India to give a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis. This program will also lead to paperless work and reduction in cost to the government expenses. Government services will be available to every citizen electronically.

VISION AREAS

The vision is focused on three key areas:

1. Infrastructure as Utility to Every Citizen

- High speed internet, as a core utility, shall be made available with Public cloud sharable on private space.
- Bank account and Mobile phone would enable participation in digital and financial space at individual level.
- Smooth access to a Common Service Centre within their surroundings.
- Cradle to grave digital identity –lifelong, unique, authenticable and online.
- Secure and Safe Cyber-space in the country.

2. Digital Empowerment of Citizens

- Universal digital literacy.
- Transportability of all entitlements through the Cloud for individuals.
- All digital resources available universally.
- All Government certificates /documents to be available on the Cloud.
- Collaborative participative governance for digital platforms.
- Availability of digital services / resources in Indian languages.

3. Services and Governance on Demand

- Harmlessly integrated across departments or jurisdictions to provide easy and a single window access to all persons.
- Government services digitally transformed for improving comfort of Doing Business.
- Government ministration available in real time from online and mobile platforms.
- Every citizen entitlements to be available on the Cloud to assure easy access.
- Making financial transactions above a threshold, electronic and cashless.
- Edge of GIS for decision support systems and development.

SCOPE OF DIGITAL INDIA

The scope of overall programme is:

- To develop India for a knowledgeable future by Developing central technology for allowing revolution which Covers many departments under one umbrella programme
- On being transformative, that is to realize IT (Indian Talent) + IT (Information Technology) = IT (India Tomorrow). The programme weaves together a large number of thoughts and ideas into a single, extensive vision, and making the mission transformative in totality
- The Digital India Programme will pull together many existing schemes which would be re-focused restructured and implemented in a synchronized manner for their transformative impact.
- Digital India targets to provide the much needed sense to the following nine pillars of growth areas.

METHODOLOGY FOR DIGITAL INDIA PROGRAMME

i. It also evolves standards and policy guidelines, provide technical and handholding support, to undertake capacity building, R&D, etc.

ii. The existing e-Governance initiatives would be suitably revamped to align them with the principles of Digital India. Scope enhancement, Process Reengineering, use of integrated & interoperable systems and deployment of emerging technologies like cloud & mobile would be undertaken to enhance the delivery of Government services to citizens. Success would be identified and their replication will be promoted with required customization and product correction wherever needed.

- E-Governance would be promoted through a centralized initiative to the extent necessary, to ensure citizen centric service orientation, interoperability of various e-Governance applications and optimal utility of ICT infrastructure/ resources, while adopting a decentralized implementation model. The state will be given freedom to develop state specific programs.

iii. Public Private Partnerships would be preferred wherever feasible to implement e Governance projects with adequate management and strategic control.

iv. Adoption of Unique ID would be promoted to facilitate identification, authentication and delivery of benefits. Restricting of NIC would be undertaken to strengthen the IT support to all government departments.

v. It creates necessary senior positions for managing the programme within the department for overall aggregation, integration and is considered appropriate to implement Digital India as a programme with well-defined responsibilities and roles of each agency involved. The position can be created, so that various E-Governance projects could be developed , designed and implemented faster
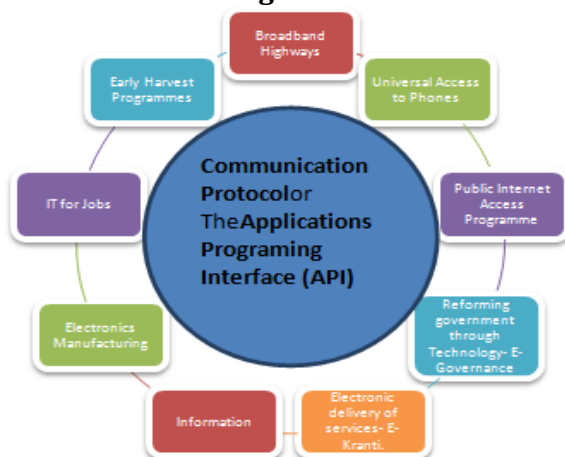
NEW VISION OF DIGITAL INDIA

The Digital India vision is centered on the following three key areas:

- Digital infrastructure as a utility which seeks to provide every citizen with high speed internet facility, a cradle to grave internet identity, mobile phone and bank account, access to common service center, sharable private space on a public cloud and safe and secure cyberspace.
- Governance and services on demand which will be available in real time for online and mobile platforms, seamlessly integrated across departments and jurisdictions. All citizen documents to be made available on the cloud platform; as a result, citizens will not be asked to produce such documents for availing services. In addition, the provision of cashless electronic transactions will help generate business. Geographical Information Systems (GIS) will be integrated with the development schemes.
- Empower citizens, especially rural citizens, by making them digitally literate. This will be done through collaborative digital platforms and by making available the digital resources in their native language with a view to making their participation a reality. It will help tap into the data that will be freely available on the cloud computing platform independent of an intervention.

While embarking upon such an ambitious nationwide and all-pervading programme, it is instructive to review the level at which the country stands at present in terms of its efforts towards digitization. The programme will help delineate sectors which need special attention in order to speed up the process of digitization on the one hand, and study its efficacy in reaching the intended targets and objectives of transformation of the techno-economic environment and socio-institutional operations on the other hand. While investing in activities leading to greater digitization, it needs to be emphasized that returns to computerization are dependent upon apart from capital investment organizational capital, encompassing managerial culture, and availability of critical skills and societal and regulatory environment. There have been attempts to develop a measure of cross country progress along the digitization development path, simultaneously identifying measurable tangible elements and indicators of perceived digitization metrics.

1. *Ubiquity*: It refers to the adoption of mobile and fixed broadband networks accounting for broadband accessibility and ownership of data devices such as PCs.
2. *Affordability*: The existence of affordable network links, which are critical to launching new applications and services.
3. *Reliability*: Faultless service would bind participants to the process of digitization.
4. *Speed*: Signifies the status of country level international links and the capacity of the system to serve down the line.
5. *Usage*: It is the measure of use of digitization infrastructure across economic, social and governmental environment.
6. *Skills*: Richness of skills will quicken the establishment and stabilization of all other elements, including building up of capacities to take optimal advantage of the digital infrastructure.

Figure.1

PILLARS OF DIGITAL INDIA

The vision of Digital India encompasses that by the end of 2018, India would emerge as an Advanced Digital Economy from the present stage of a Constrained Digital Economy. Accordingly, its programme content ensures: high speed internet as a core facility for the citizens who will have a "cradle to grave digital identity" with a capacity to participate in digital and financial space, access to common service centre with assurance of private space on a public cloud, and a safe and secure cyberspace. Government will ensure

the availability of its online services in real time, seamlessly integrating across departments and jurisdictions. Also, business and the financial transactions would be made cashless. Target beneficiaries of governments programme will have built in Geographical Information System support to ensure that intended beneficiaries get included adequately. For giving effect to this part of

the vision, it is necessary to have Universal Digital Literacy with universal access to digital resources in their own language in order to encourage and empower citizens to participate in governance on collaborative digital platforms and extract their entitlements through cloud computing.

The Indian society has been marching towards a digital way of life and at this stage it is broadly divided into three groups depending upon the digital skills of the individuals digital illiterates, digital immigrants and digital natives. Nevertheless, none of these groups have remained unaffected by the digital transformation taking place which would lead to quantum jumps as the Digital India programme gets underway. The divide among the three identified groups will need to be bridged at a faster rate than the rate of quantum leaps in the race towards becoming a Digital Nation, failing which inequalities among those groups may reach unexpected proportions. Widening inequalities would challenge the ability of the government to address these in an internet enabled society, particularly by the community leaders.

As the process of digitization in India gets going, integrating the use of digital tools into public sector modernization efforts would be huge. Public sector capacities, workflows, business processes, operations, methodologies and frameworks need to be adapted to the rapidly evolving dynamics and relations between the stakeholders that are already empowered by the digital environment. Resulting open approach to policy making and public service delivery will require that the government reorganizes itself around user expectations rather than its own internal logic and needs.

At the same time, the government will have to contend with the organizational maturity of its public sector institutions in relation to project management methods and approaches to optimize the impact and results of its investments towards Digital India. It would be extremely imperative to establish more effective coordination mechanism, stronger capacities and framework conditions to improve digital technologies' effectiveness for delivering public value and strengthening citizen trust. As the process of digitization in India gets going, integrating the use of digital tools into public sector modernization efforts would be huge. Public sector capacities, workflows, business processes, operations, methodologies and frameworks need to be adapted to the rapidly evolving dynamics and relations between the stakeholders that are already empowered by the digital environment. Resulting open approach to policy making and public service delivery will require that the government reorganizes itself around user expectations rather than its own internal logic and needs.

CONCLUSION

Towards the end, government strategy for digital India needs to become firmly embedded in mainstream modernizations policies and service design so that relevant stakeholders outside the government are included and feel ownership for the final outcomes of policy reform. Such a shift in the objective of digital technologies in shaping public governance outcomes will require use of such technologies in all areas and levels of the administration as have been envisaged in the implementation programme of the Digital India project. However, government remains organized around its units, each with clear responsibilities and processes, as well as problems to integrate their ways of working. This presents a challenge to creating broad political commitment for integration of digital government into overall public sector reform strategies. Government will have to ensure that its own capacity, norms, structures and risk management models are aligned with its strategic digital vision, and vice-versa. At the same time, the government will have to contend with the organizational maturity of its public sector institutions in relation to project management methods and approaches to optimize the impact and results of its investments towards Digital India. It would be extremely imperative to establish more effective coordination mechanism, stronger capacities and framework conditions to improve digital technologies' effectiveness for delivering public value and strengthening citizen trust.

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