

Impact of Digital India

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Abstract

The vision of digital India program is to transform India into a digitally empowered society and knowledge economy. Today, every nation wants to be fully digitalized and this program strives to provide equal benefit to the user and service provider. 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 is just the beginning of a digital revolution, once implemented properly it will open various new opportunities for the citizens. 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 governance and improve the quality of life of citizens.

Key Words: Digital India, Digital Technology.

Introduction

India is the fastest growing economy in the world. The Indian economy is the seventh largest economy in the world measured by GDP and third largest by purchasing power parity (PPP) after US and China. The Indian economy has seen a lot of changes from being self-reliant to opening its door for global trading by allowing LPG (Liberalization, Privatization and Globalization) in 1991 under the then Finance Minister Mr Manmohan Singh. And since then, there is no seeing back. According to the latest Economic Survey 2015-16, the Indian economy

will continue to grow more than 7 per cent in 2016-17. According to Fitch Ratings Agency, India's Gross Domestic Product (GDP) will likely grow by 7.7 per cent in FY 2016-17, driven by the gradual implementation of structural reforms, higher disposable income and improvement in economic activity. The recent steps of the Indian government have shown positive results in the growth of the GDP. According to a Goldman Sachs report released in September 2015, India could grow at a potential 8 per cent on average during from fiscal 2016 powered by greater access to banking, technology adoption, urbanization and other structural reforms.

The digital India drive is a dream project of the Indian Government to remodel India into a knowledgeable economy and digitally empowered society, with good governance for citizens by bringing synchronization and coordination in public accountability, digitally connecting and delivering the government programs and services to mobilize the capability of information technology across government departments.

Digital India will provide all services electronically and promote digital literacy. Digital Technologies, which includes the concept of cloud computing and mobile applications have emerged as the catalysts for express economic growth and citizen empowerment. Companies all over the world desire to invest in Digital India- the 21st century India, as a growth opportunity. 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 governance and improve the quality of life of citizens. Global investors like Sundar Pichai, Satya Nadella, Elon Musk have supported Modi's Digital India initiative. Our Honourable Prime Minister, Mr Narendar Modi such as Make in India, Swatch Bharat Abhiyan, Digital India, start-up India, skill indeed. 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 honourable Prime Minister Mr. Narendra Modi, will emerge new progressions in every sector and generates innovative etc.

India is known as the powerhouse of the software industry and is in a leading position in the global sourcing market, but there is still a great deal of work to do for its Digital India campaign. Digitization will be helpful if it can reach the maximum people and for that every citizen of the country should be able to easily access the facilities for which they not only need to be connected to the internet but also have the digital literacy to be able to use the facilities provided to them.

Research Methodology:

The prepared paper is a descriptive study in nature. The study has been carried out based on the collection of the relevant secondary data. Secondary data collection was based on various sources such as published books, articles published in different journals & newspapers, periodicals, conference paper, working paper and websites, etc.

Objective of The Study

- To Understand Scope of Digital India and Program or Initiative Aims
- To Understand Digital India Program Importance and Impact

Scope of Digital India

The scope of the overall program is:

- To develop India for a knowledgeable future by Developing central technology for allowing revolution which Covers many departments under one umbrella program
- On being transformative, that is to realize IT (Indian Talent) + IT (Information Technology) = IT (India Tomorrow). The program weaves together many thoughts and ideas into a single, extensive vision, and making the mission transformative in totality
- The Digital India Program 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.

Digital India Program or initiative aims for the following:

- To provide more and more Information Technology jobs to the people.
- To make all the information available online.
- To provide high-speed internet connections in the rural areas.
- To ensure the broadband highways.
- To make access to mobile phones universally.
- Reforming all the work of government digital and hence providing e-Governance.
- By delivering electronic services, its aim is to bring e-Kranti.

Digital India Program: Importance and Impact

The Digital India program has been launched with an aim of transforming the country into a digitally empowered society and knowledge economy. The Digital India would ensure that Government services are available to citizens electronically. It would also bring in public accountability through mandated delivery of government services electronically; a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis.

Digital India Program includes three main key vision areas and that is:

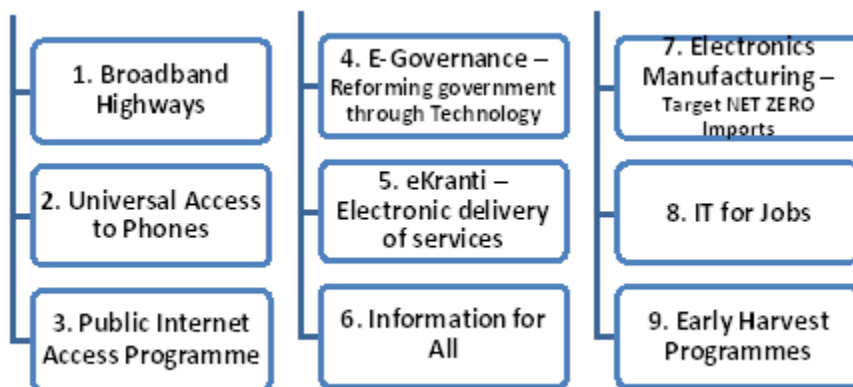
1. Development of secure and stable Digital Infrastructure: If implemented properly, this project will be a golden opportunity for our country. The main aim of government is to provide fast and high-speed internet connections and whose utility will last long, unique and it would be safe and will also provide authenticity to its citizens. It also focuses on to provide a stable digital infrastructure and easy access to any online services.

2. Delivering government services digitally: Digital India Program also focuses on to provide all the services of the government to the citizens digitally. Digitization provided services will promote and motivate the people to do more and more online services and transactions that too easy, electronic and cashless.

3. Universal Digital Literacy: Digital empowerment of Indian citizens will surely make possible of digital literacy through universally acceptable digital resources. It will also offer an advantage to the people to submit all the documents online and not physically by going to schools, colleges, and other government organizations.



Digital India Program aims to provide the much-needed thrust to the nine pillars of growth areas, namely:



1. **Broadband Highways:** It covers three components broadband for all rural, broadband for all urban and National information infrastructures.
2. **Universal Access to Mobile Connectivity:** It focuses on network penetration and filling the gaps in connectivity in the country.
3. **Public Internet Access Program:** To provide Common Services Centres (CSCs) and Post Offices as multi-service centres.
4. **e-Governance: Reforming Government through Technology:** Government Process Reengineering using IT to simplify and make the government processes more efficient is critical for transformation to make the delivery of government services more effective across various government domains and therefore needs to be implemented by all Ministries/ Departments.
5. **e-Kranti: Electronic Delivery of Services:**The Government approved the National eGovernance Plan (NeGP), comprising of 31 Mission Mode Projects (MMPs) and 8 components. e-Kranti is an essential pillar of the Digital India initiative and there are 44 Mission Mode Projects under e-Kranti, which are at various stages of implementation. (Includes Banking, Post office, Income tax, Land records, Agriculture, Gram Panchayats etc.)
6. **Information for All:** Online is hosting of information & documents to facilitate open and easy access to information for citizens.
7. **Electronics Manufacturing:** It focuses on promoting electronics manufacturing in the country with the target of NET ZERO Imports by 2020 as a striking demonstration of intent.
8. **IT for Jobs:** It focuses on providing training to the youth in the skills required for availing employment opportunities in the IT/ITES sector.
9. **Early Harvest Programs:** It consists of those projects which are to be implemented a short timeline.

Key Projects of Digital India program:

- 1. Digital Locker System** aims to minimize the usage of physical documents and enable sharing of e-documents across agencies. The sharing of the e-documents will be done through registered repositories thereby ensuring the authenticity of the documents online.
- 2. MyGov.in** has been implemented as a platform for citizen engagement in governance, through a “Discuss”, “Do” and “Disseminate” approach. The mobile App for MyGov would bring these features to users on a mobile phone.
- 3. Swachh Bharat Mission (SBM) Mobile app** would be used by people and Government organizations in achieving the goals of Swachh Bharat Mission.
- 4. eSign framework** would allow citizens to digitally sign a document online using Aadhaar authentication.
- 5. The Online Registration System (ORS)** under the eHospital application has been introduced. This application provides important services such as online registration, payment of fees and appointment, online diagnostic reports, enquiring availability of blood online etc.
- 6. National Scholarships Portal** is a one stop solution for end-to-end scholarship process right from submission of student application, verification, sanction and disbursal to end beneficiary for all the scholarships provided by the Government of India.
- 7. DeitY** has undertaken an initiative namely **Digitize India Platform (DIP)** for large scale digitization of records in the country that would facilitate efficient delivery of services to the citizens.
- 8. The Government of India** has undertaken an initiative namely **Bharat Net**, a high-speed digital highway to connect all 2.5 lakh Gram Panchayats of country. This would be the world's largest rural broadband connectivity project using optical fiber.
- 9. BSNL** has introduced **Next Generation Network (NGN)**, to replace 30 year old exchanges, which is an IP based technology to manage all types of services like voice, data, multimedia/ video and other types of packet switched communication services.
- 10. BSNL** has undertaken large scale deployment of Wi-Fi hotspots throughout the country. The user can latch on the BSNL Wi-Fi network through their mobile devices.

11. To deliver citizen services electronically and improve the way citizens and authorities transact with each other, it is imperative to have ubiquitous connectivity. The government also realizes this need as reflected by including 'broadband highways' as one of the pillars of Digital India. While connectivity is one criterion, enabling and providing technologies to facilitate delivery of services to citizens forms the other.

Highlights of the progress in Digital India

- More than 12,000 rural post office branches have been linked digitally and soon payment banking would also become a reality for them.
- The government also plans to make 'digital village' across the country, by linking all schemes with technology. The 'digital village' would be powered by LED lighting, solar energy, skill development centers and e-services like e-education and e-health.
- Electronic transactions related to e-governance projects in the country have almost doubled in 2015, owing to the Digital India Program. According to government website electronic transaction aggregation and analysis layer (eTaal), 3.53 billion transactions took place in 2014, which almost doubled in 2015 to 6.95 billion.
- The progressive policies and aggressive focus on 'Make in India' have played a significant role in the resurgence of the electronics manufacturing sector.

Proposed Impact of Digital India

A. Economic impact:

According to analysts, the Digital India plan could boost GDP up to \$1 trillion by 2025. It can play a key role in macro-economic factors such as GDP growth, employment generation, labor productivity, growth in a number of businesses and revenue leakages for the Government.

As per the World Bank report, a 10% increase in mobile and broadband penetration increases the per capita GDP by 0.81% and 1.38% respectively in the developing countries. India is the 2nd largest telecom market in the world with 915 million wireless subscribers and world's 3rd largest Internet market with almost 259 million broadband users. There is still a huge economic opportunity in India as the tele-density in rural India is only 45% where more than

65% of the population live. Future growth of the telecommunication industry in terms of number of subscribers is expected to come from rural areas as urban areas are saturated with a tele-density of more than 160%.

B. Social impact:

Social sectors, such as education, healthcare, and banking are unable to reach out to the citizens due to obstructions and limitations such as middleman, illiteracy, ignorance, poverty, lack of funds, information and investments. These challenges have led to an imbalanced growth in the rural and urban areas with marked differences in the economic and social status of the people in these areas.

Modern ICT makes it easier for people to obtain access to services and resources. The penetration of mobile devices may be highly useful as a complementary channel to public service delivery apart from creation of entirely new services which may have an enormous impact on the quality of life of the users and lead to social modernization.

The poor literacy rate in India is due to unavailability of physical infrastructure in rural and remote areas. This is where m-Education services can play an important role by reaching remote masses. According to estimates, the digital literacy in India is just 6.5% and the internet penetration is 20.83 out of 100 populations. The digital India project will be helpful in providing real-time education and partly address the challenge of lack of teachers in education system through smart and virtual classrooms. Education to farmers, fisher men can be provided through mobile devices. The high-speed network can provide the adequate infrastructure for online education platforms like massive open online courses (MOOCs).

Mobile and internet banking can improve the financial inclusion in the country and can create win-win situation for all parties in the value-chain by creating an interoperable ecosystem and revenue sharing business models. Telecom operators get additional revenue streams while the banks can reach new customer groups incurring lowest possible costs.

Factors such as a burgeoning population, poor doctor patient ratio (1:870), high infant mortality rate, increasing life expectancy, fewer quality physicians and a majority of the

population living in remote villages, support and justify the need for tele medicine in the country. M-health can promote innovation and enhance the reach of healthcare services.

Digital platforms can help farmers in know-how (crop choice, seed variety), context (weather, plant protection, cultivation best practices) and market information (market prices, market demand, logistics).

C. Environmental impact:

The major changes in the technology space will not only brought changes to the economic system but will also contribute to the environmental changes.

The next generation technologies will help in lowering the carbon footprint by reducing fuel consumption, waste management, greener workplaces and thus leading to a greener ecosystem. The ICT sector helps in efficient management and usage of scarce and non-renewable resources.

Cloud computing technology minimizes carbon emissions by improving mobility and flexibility. The energy consumption can be decreased from 201.8-terawatt hour (TWh) in 2010 to 139.8 TWh in 2020 by higher adoption of cloud data centers causing a 28% reduction in carbon footprint from 2010 levels.

Recommendations

1. The initiatives took from the government can only be successful if people get involved in the transformation. The Schools and Colleges can create awareness among the people of their locality about the initiatives and imparting knowledge to the people.
2. For doing so they also need to have the knowledge about the program and how to use the facilities provided by the government.
3. Community centres can be formed were people who are more literate about the issues can help the other people and experts can visit them to give the guidance from time to time.

4. Organizations can guide their employees and make them literate regarding the financial aspects.
5. RBI and SEBI have already taken many steps to create awareness among the people about the importance of financial literacy and also provided the online modules for financial literacy on their websites.
6. People should be imparted with the knowledge of factors which affect their savings and how they can maximise their saving or the facilities available for them to help them to do so.
7. People should also be made aware about the security of their personal information regarding their accounts and online frauds.
8. The banking system must also be made robust as people need to trust the system before they go with the technological advancement.

Conclusion

A digitally connected India can help in improving social and economic condition of people through development of non-agricultural economic activities apart from providing access to education, health and financial services. However, it is important to note that ICT alone cannot directly lead to overall development of the nation. The overall growth and development can be realized through supporting and enhancing elements such as literacy, basic infrastructure, overall business environment, regulatory environment, etc.

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