

# Digital India: Mission Transformative in Totality by 2020

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**Abstract:** Digital India program is an initiative to make technology access to each and every citizen of the country with a vision to transform India in to a digitally empowered state and a knowledge economy. Digital India initiative could help in achieving the objectives of Education for all, Information for all, Healthcare for all. Digital India program is citizen-centric and will change the system of delivery of services hence will change the quality of life. A Vision of Digital India Centered on 3 Key Areas –(i) Digital Infrastructure as a Utility to Every Citizen ,(ii) Governance & Services on Demand, (iii) Digital Empowerment of Citizens. Nine Pillars of Digital India program are the various areas like Broadband Highways, Universal Access to Mobile Connectivity, Electronics Manufacturing, e-Governance, Public Internet Access Program, e-Kranti, IT for Jobs, Information for all and Early Harvest Projects. Each Pillar has own challenges which we have to manage and overcome to make the program a successful mission.

**Keywords:** Digital, e-Governance, citizen centric, connectivity, Digital Economy, Digital Infra structure

## I. INTRODUCTION

Digital India is a large umbrella program with a vision to restructure & transform the country in to the Digital Economy. Digital India Program is an ambitious journey of Government of India which will ensure availability of Government services and availability of information “any time any where basis”.

resources available to every citizen by filling the gap of IT resources & services availability between Urban & Rural areas of the country.

From the above three visions of the program it is clear that Government wants this program to be “Citizen-Centric”.

## II. VISION OF DIGITAL INDIA (CENTERED ON 3 KEY AREAS)

If successfully implemented will transform the delivery way of public service completely.

- Digital Infrastructure to every citizen of India – to enable the Digital access equality in Urban and Rural areas and provide e-Governance services to each door step.
- Governance and service on demand – seamlessly integration access departments and make e-Governance services on real time basis through online and make all financial transactions cashless.
- Digital Empowerment of citizens- to achieve universal digital literacy in India and make digital

## III. NINE PILLARS OF DIGITAL INDIA

Digital India Program aims to provide the much needed thrust to the nine pillars of growth areas namely Broadband Highways, Universal Access to Mobile Connectivity, Electronics Manufacturing, e-Governance: reforming Government through Technology, Public Internet Access Programme- National Rural Mission, e-Kranti-Electronic Delivery of services, IT for Jobs, Information for all and Early Harvest Projects.

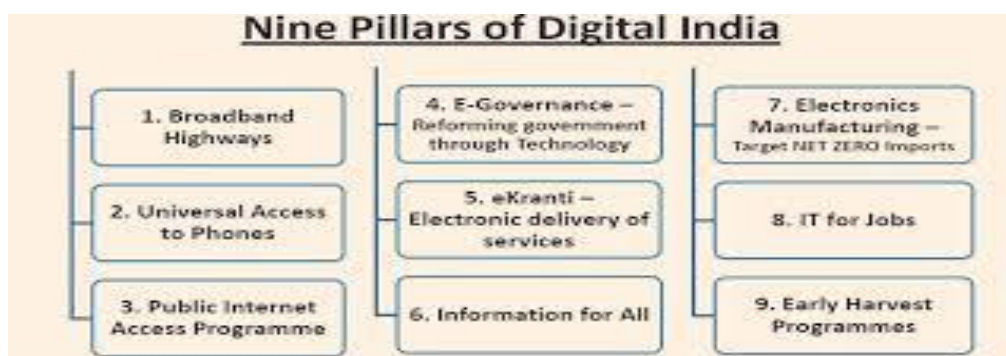


Fig.1: Nine Pillars of Digital India

Some of the projects are already under various stages of implementation and may require some transformational process reengineering, refinement and adjustment of scoping and implementation strategy to achieve the desired service level objectives by the concerned line Ministries/Departments at the Central, State and Local Government levels.

The Nine pillars of growth areas and various components of Digital India Program cut across all the Ministries/Departments and would be coordinated by the Department of Electronics and Information Technology and would be implemented by the entire Government.

#### IV. PILLARS/COMPONENTS OF DIGITAL INDIA PROGRAM

**1. Broad Band Highways :** This component ensure to provide Broadband for all in Rural areas as well as in urban areas and the National Information infrastructure will be build/restructured by DeitY.

**2. Universal Access to mobile Connectivity:** to provide universal Mobile Connectivity “any time any where basis”.

**3. Public Internet Access program:** common service Centers (CSCs ) will be made viable, multi-functional end-points for service delivery. Post offices will be equipped as Multi Service Centers.

**4. e-Governance :** Reforming Government through Technology, Government Business Process Re-engineering using IT to improve transactions by form simplification, reduction, online applications and tracking, Interface between departments, use of online repositories e.g school certificates, voter-ID cards etc. Integration of services and platforms e.g. payment gateway, Mobile Platform, Electronic Data Interchange, etc. All Databases to be electronic and Databases to be part of applications. Overall workflow automation inside government- e-office and workflow automation for citizen centric services. Electronic storage of Information. For Public Grievance Redressal- using IT to automate, respond, analyze data to identify and resolve persistent problems and making the workflow inside Government office visible to citizens.

**5. E-Kranti:** ensures electronic delivery of services, expand mission mode projects using latest technologies and redesign/Re-engineer existing MMPs. Technology for Education or e-Education to equip all schools with broadband, free wi-fi in all schools and develop pilot Massive Online Open courses MOOCs.

Digital Literacy program for citizens through CSCs. Technology for Health (e-Healthcare) –online medical consultation, online medical records, online medicine supply, pan-India exchange for patient information. Technology for farmers- real time price information, online ordering of inputs, online cash, loan,

relief payment with mobile banking. Technology for security- Mobile emergency services/alerts. Technology for Financial Inclusion- MMP Proposed under e-Kranti is Mobile banking, Micro ATM programme and CSCs. Technology for Justice- e-Courts, e-Police, e-Jails, e-Prosecution. Technology for Planning-GIS based decision making and National GIS Mission Mode Project. Technology for Cyber Security- National Cyber Security Co-ordination center.

**6. Information to All:** Transparent, open Government by online hosting of information & documents-Citizens have, easy access to information. Government pro-activity engages through social media and web based platform to inform citizens, 2-way communication between citizens and government and online messaging to citizens on special occasions.

**7. Electronic Manufacturing-** National Goal to expand domestic production –Target NET ZERO IMPORTS by 2020. Focus on a few big ticket items- set-top boxes, VSATs, medical equipment, smart cards, micro-ATMs, create economies of scale, Eliminate cost disadvantages-duties,taxes,incentives, create electronics clusters, complete Wafer Fabs in 2 years, Develop skills for electronic manufacture.

**8. IT Jobs :** Train people in smaller towns & villages for IT sector jobs, train service Delivery Agents to run viable business delivering IT services, Telecom service providers to train rural workforce to cater to their own needs.

**9. Early Harvest Programs:** IT platform for messages, Government greetings to be e-Greetings, Biometric attendance. Wi-Fi in all Universities, Secure email within government, standardize government email design, public wi-fi hotspots, school books to be eBooks, SMS based weather information, disaster alerts, National Portal for Lost & Found children, Government Website upgradation.

To sustain the projects there is also a need to create the right governance and institutional mechanisms, setup core infrastructure, formulate key policies, standards and legal framework for adoption and to channelize private sector technical and financial resources into the National E-Governance efforts.

#### V. EXECUTION BODY AND ESTIMATED COST

Digital India program will be executed by DeitY, in phases from 2014 to 2019. For effective management of the program there is a Monitoring committee headed by Prime Minister, a Digital Advisory Group Chaired by Minister of Communication and IT and an Apex Committee chaired by Cabinet Secretary. Mechanism of Digital India Program at state level would be headed by State level committee headed by Chief Secretaries.

Estimated cost of Digital India Project is Approx Rs. 1.13 Lacs Crore for ongoing and new schemes and activities.

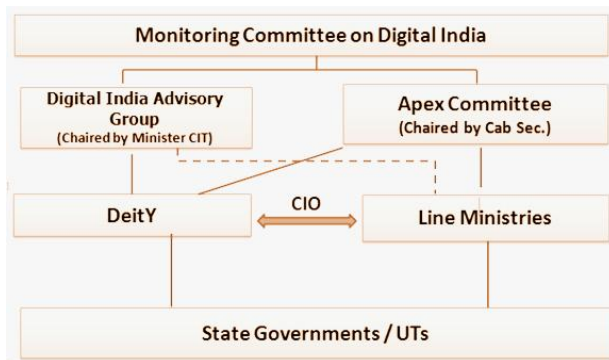


Fig.2: Monitoring Committee of Digital India

## VI. APPROACH AND METHODOLOGY

- i. States will be independent to identify for inclusion additional state specific projects which will be necessary for their socio-economic needs.
- ii. To ensure citizen-centric services e-Governance would be a centralized initiative to the extent necessary.
- iii. The existing e-Governance initiatives would be suitable refurbished to be integrated with principles of Digital India. Process reengineering, restructuring use of integrated and interoperable systems and deployment of emerging technologies would be used to enhance the delivery of Government services to the citizens.
- iv. Public Private Partnership will be preferred to implement e-Governance projects.

## VII. OPPORTUNITIES AND CHALLENGES

- Digital India Program will also provide opportunities of employment to youth of country. New jobs will be originated.
- The program aims to provide e-Governance services to citizens at “any where and any time basis”.
- To make India connected economy to compete with the world class economies.
- Services availability in real time from online and mobile platform.
- Services digitally transformed for improving ease of doing business.
- Making financial transactions electronic and cashless.
- All citizen entitlements to be available on the cloud.
- Safe and secure cyber space availability.
- Digital infrastructure as a utility to every citizen.
- DigiLocker, the government of India’s application for accessing and sharing of digital documents is now available on the mobile platform also.
- Common service centers (CSCs) will make Government and other business services easily available in the rural and urban areas equally. This will help in bridging the Digital divide between Urban and Rural India.
- Program on such large scale never conceived.
- Each pillar has its own challenges associated with it.
- Electricity in all villages to run Digital India Program.

- Program covers many departments and has interdepartmental dependencies so coordination issue is important.
- Financial resource issues: Insufficient funding, flow of funds between levels of government budgetary constraints.
- Information security is also the major issue to be taken care.
- Human Resource Issue: IT literate work force with Sufficient trained IT professionals to install and maintain hardware, software and networks. Professional information workers those who belongs to education and professional associations of IT.
- To implement it completely will need electronic devices which will start generating e-waste on large scale it is right time to plan the disposal of e-waste in such a way which reduces environmental effects and hazards to human life. Policy is needed formanufacturing of devices and disposal of e-waste in such a way which reduces its environmental effect and promote biodegradability or recyclability of outdated products and factory waste andapplying alternative nonhazardous materials in the product’s manufacturing process.
- Leadership and support critical for success.

## VIII.CONCLUSION

Digital India program is ambitious program of Government of India to make India a connected economy. It ensures all e-Governance services to all citizens by the means of Information Technology and access of technology to all everywhere in the country. At the first step we have to ensure electricity to all villages to implement the program. To get benefited from this, citizens must be digital Literate to use the services. IT literate work force with sufficient trained IT professionals on the various levels of work experience will be required for implementation of Digital India Program. When this will be implemented completely, it will transform India in to digitally empowered society and knowledge economy.

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