

## Digital India and e-Governance: Talent and Technology for India Tomorrow



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### **Abstract**

*The Government of India is transcending from traditional modus operandi of governance towards technological involvement in the process of governance. GoI identifies that e-Governance facilitates an excellent prospects and opportunity for improving governance. These changes could not only go a long way in improving the quality of life of these sections of society, but could actually provide them more equitable access to economic opportunities than ever before. Hence the Government of India views e-Governance as a vehicle to initiate and sustain reforms. Digital India programme was launched by government of India in 2015 with an aim to transform the country to IT enabled society. This paper highlights the Digital India mission of Hon'ble prime minister of India and impact of e-Governance initiatives on the empowering citizen in modern digital society like India.*

*Keywords: e-Governance, Digital India, Modern Digital Society*

### **Introduction**

Re-engineering and Re-designing processes of Government utilizing ICT to improve and make the government processes and services more proficient is basic for change to make the conveyance of citizen supported organizations more compelling across different government spaces and in this way should be executed by all ministries, departments and organizations of the government. The nine pillars of Digital India Programme, they are interrelated and interdependent on one another and the advancement in one field works with the progress of another field. This makes e-Governance to possess significant spot in the exercises of Digital India Programme. It connects with those issues which are related with the particular parts of this program. It could be intrinsic in the concerned parts or may emerge during the execution of different parts.

### **The Digital India Initiative**

In this modern digital world, digital governance is a key for the successful governance to empower citizen of any country. To create and develop digital infrastructure, Government of India's flagship programme Digital India is launched in 2015 This program set out the establishment for building a technology-enabled knowledge economy. The upcoming wave of growth and development in the economy would include broad reception of innovation in every aspect of the economy. The programme is expected to support economic and social growth of the Indian citizens.

Digital India initiative has triple vision which is partitioned in explicit destinations in accordance with the general vision. Though, the development of these e-Governance projects were people driven, they could make not exactly the ideal effect because of their controlled elements. The disengaged and less intuitive frameworks uncovered significant mismatch that were defeating the effective reception of e-

Governance along the whole range of administration and governance. They objected towards the requirement for a more complete and broad preparation and execution for the framework expected to be set up, interoperability challenges to be tended to and so forth, to lay out a more associated government. Digital India initiative aims to transmute India into a knowledge driven economy and digitally empowered modern society through the implementation of various initiatives and measures.

Following are the key vision areas:

#### **Digital Infrastructure as a Core Utility to Every Citizen**

An all-around associated country is an essential to a very much served country. Once the remotest of the Indian rural citizens are carefully associated through broadband and fast web, then, at that point, conveyance of people supported organizations to each citizen, designated social advantages, and monetary consideration can be accomplished in actuality. One of the vital regions on which the vision of Digital India is focused is digital framework as a utility to each resident.

A vital element under this vision is digital information access through high speed Internet access as a backbone utility to work with online conveyance of different administrations. It is intended to set up empowering framework for advanced personality, monetary incorporation and guarantee simple accessibility of common service centres. It is likewise proposed to give citizens digital lockers or wallets which would be distributed through private spaces on a public networks, where records and documents issued by the Government offices and departments stored and accessed online anytime anywhere. It is likewise intended to guarantee that the internet is made free from any and all harm and threat.

#### **Governance & Services on Demand**

From a long time, an enormous number of drives and initiatives have been embraced by different State and Central Governments to introduce a period of e-Governance. Supported efforts have been made at various levels for the betterment of the accessibility and delivery of information and services. e-Governance in the

country has consistently advanced from computerization of Government Offices and Departments to drives that epitomize the better governance, like people centricity and transparency.

The National e-Governance Plan was started to take all encompassing perspective on e-Governance drives throughout the nation, coordinating them into a collective vision. Around this thought, a huge, large and inclusive infrastructure approaching rural areas be created, and digitization of records at a very large scale is following to empower simple and consistent access over the Internet using ICT. A final aim was to make all the government assistance and services available to the citizen in his own region, through public service distribution outlets, and confirm transparency, consistency and efficiency of such assistance at reasonable cost to understand the essential requirements of the people.

#### **Digital Empowerment of Citizens**

Digital connectivity is mandatory element. Cutting across socio-economic and demographic sections, people of the country are progressively joining, associating and corresponding with one another through mobiles, laptops and other smart gadgets on the networks. The Digital India program itself assures to transform the country into a digital empowered modern society by digital knowledge and literacy, e-Resources and other digital platforms. This likewise puts accentuation on widespread digital education and accessibility of digital assets and services in local Indian dialects.

#### **Nine Pillars of Digital India Initiative**

The Digital India Initiative stands on the following nine pillars or aspects:

- ▶ **Broadband Highways**
- ▶ **Public Internet Access Programme**
- ▶ **Information to everyone**
- ▶ **Early Harvest Programme**
- ▶ **Universal Access to Phones**
- ▶ **IT for Jobs**
- ▶ **e-Kranti**
- ▶ **e-Governance**
- ▶ **Electronic Manufacturing**

**Broadband Highways:** In this initiative, 2.5 Millions Gram Panchayats of the country are well connected with high speed fiber optical network being initiated by National Optic Fiber Network (NOFN).

The development and deployment of such highways is a troublesome undertaking as users of mobile and broadband are more when compared with others and it shows that developing of content cannot be the strength of government. This initiative needs service and content.

**Public Internet Access Programme:** Its main objective is to facilitate governance to all the villages through activity of Common Service Centers in Gram Panchayats and transforming post offices of rural areas to multi-services centres. It is very difficult and challenging task to setup common service centres in such a large number of Gram Panchayats in such a short period of time.

**Information to everyone:** The primary goal of e-Governance is to give the internet facilitating of information and proactive commitment with residents through utilization of Social Media which gives open admittance to information on open issues. Here the challenge that not every mobile user is connected to social media. Majority of people are not aware of such media and relevant information is not reached to its actual beneficiary.

**Early Harvest Programme:** It comprises of those sub-programs which can be effectively and rapidly completed, like association of all colleges of the country through Wi-Fi, biometric participation in the departments and organizations of government, etc. In our country there are a huge number of institutions and universities exist and it is a challenging task for government to install and maintain biometric and Wi-Fi infrastructure to be incorporated in every departments of the government.

**Universal Access to Phones:** Mobile connectivity was facilitated to 42.3K villages and gram panchayats of India for the aim to achieve the universal access to phones/ mobiles. The challenge is the serious lack of spectrum, which are expanding the expense and decreasing the service quality. The issue is that assuming there

is expansion in mobile broadband users network crashes or bottlenecked. In the country like India the demand of spectrum is very high.

**IT for Jobs:** The goal is to prepare more than one crore students and job seekers from rural areas in the rudiments of data innovation and Information Technology which would go about as prepared IT workforce in country and BPOs should be set up for preparing students as per market needs and requirements. The challenge isn't the quantity but the quality of education and training. The innovation area progressively tracks down that the human resource accessible for its occupations are under-prepared and befuddled to its requirements.

**eKranti:** e-Kranti focuses on extension of on the web and online electronic conveyance of governance in different regions like training, healthcare, education, equity and financial sectors. It involves a number of e-administration initiatives by the Government of India, called 'Mission Mode Projects' which empowers education and training sector, e-Healthcare and innovation for outlining different security based drives. There are many numbers of MMPs are running in the country. It is a challenging task to interconnect all the healthcare sectors, education and training sectors with each other or on the single channel.

**e-Governance:** e-Governance is improving public services through Information Technology. It is one of the most important and older drive of Digital India Programme. It further improves on government service processes through its presentation, online point of interaction and following across divisions, combination of administrations, etc. The challenge is to change over the achievement of pilot projects into an overall practice i.e. projects taken under e-Governance were speedy successes however along these lines fizzled. The tremendous task for Digital India Programme is to take pilot projects successfully, reproduce and scale them up.

**Electronic Manufacturing:** The Digital India programme starts producing of electronic supplies like set top boxes, smart cards, semi conductor devices, mobiles, etc in the country so that our dependency on these supplies may be

reduced and making the country self reliant. As in our country import of electronic products is very high, we are dependent on other countries for raw materials like semiconductors and lithium batteries. A grand infrastructure of manufacturing of these products is required.

#### **Digital India and e-Governance**

e-Governance applications ought to be far reaching to cover the distinct and rural place of the nation so that all the citizen of the country can use and access information and services over the internet. It has been noticed that most of the initiatives and projects utilized and commercial models, PPP models, localization, proper innovation and use of technology and interaction with digital government, but most neglect to repeat the underlying examples of overcoming adversity. Today's requirement to be resolve the core issue and analyze the issues which represent a challenge for the e-governance initiatives. The enforcement of innovation and technology along won't further develop governance rather there is a need to take on a decent methodology for execution of e-governance drives. With dedicated responsibility towards the electronic empowerment, India can possibly transform itself to a digital society and achieve the desired goals of comprehensive and inclusive development and socio-economic justice for its citizens.

The focus of Digital India is to transform tomorrow's India with talent and technology. The interest of government in the development of e-Governance has been one of the most revolutionary and perceptible advancements of the use of Internet and its related techniques. e-Governance and Digital India initiatives are two sides of a coin. Use of Digital India initiative in public domain forces public services to be fast and convenient service for people, it results to the decrease in delays, complex formalities and corruption, effective and efficient use of resources, improved and enhanced participations of public, incorporation of public services offered by different offices and departments of the government. The government of India has taken many steps towards the achievement of the goal of making India digitally empowered.

1. All the offices and Departments of state or central government would completely adopt and use the ICT Infrastructure laid out by the government. DeitY would likewise advance and set down norms, strategy and rules, give specialized and hand holding support, attempt limit building and R&D.
2. The currently offered e-governance drives would be restored to line up them to the standards of Digital India. Enrichment of scope, Re-engineering of methodology, utilization of coordinated and interoperable frameworks and use of emerging tools and technologies like cloud, IOT and mobile would be considered to improve the outcome of Government services to its people.
3. Every state government would be given liberty to recognize for projects particularly for them, which are significant for their financial necessities.
4. e-Governance would be endorsed through an incorporated initiative to the essential amount, to guarantee people specific services, interoperability of different e-Governance applications and ideal usage of IT infrastructure, while embracing a decentralized model of execution.
5. Outcomes and achievements would be recognized and their replication endorsed proactively with the expected customization and modifications if required.
6. Public Private Partnerships would be ideal where attainable to carry out e-Governance initiatives with sufficient supervision, management and control.
7. Adoption of Unique ID would be encouraged to facilitate recognition, identification, verification, authentication, distribution and delivery of any benefit.
8. Reforming of National Informatics Centre would be undertaken to reinforcement and fortify the ICT support to all centre and the state levels offices and departments.

9. Chief Information Officers would be appointed initially in ten key departments and ministries of the government so that there should be rapid planning, developing, implementing and executing different e-Governance initiatives. Chief Information Officers' positions will be at Add. Sec. and Jt. Sec. level with prevailing powers on IT in the government Ministries or departments.

### Conclusion

The e-Governance has given a boost to the re-engineering process in the administration composition of the nation combined with robust administrative and political needs to re-identify and re-classify the present working regulations, methodology and techniques. On the other hand, for e-Governance to prompt to empowering people, the concentration should be on staggered institutional transform, which would generate and create prospects for individuals to exploit the related advantages. It is a couple of e-Governance drives in the country which appear to have wandered into the more complicated regions that rise above the productivity and the administration concerns of the government and focus on the matter the value of life of citizen.

Past experiences recommend that there is a need to initially ascertain people's necessities and requirements and then sketch and design the framework. In this way, any framework, strategy or government would succeed provided that its policies and processes are responsible, straightforward and well connected with its people. Effective execution of the different advanced digital e-Governance projects are made conceivable by fortifying the fundamental reinforcement of the digital society and making the Internet and ICT connectivity available, reachable, open, safe and secure for people of the modern digital society.

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