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Review Of Research

DIGITAL INDIA PROGRAMME: A KEY TO EMPOWERMENT

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ABSTRACT

One could consider the Digital India Plan to be a really groundbreaking project. The Program has the potential to create an environment of not just digital but overall social inclusion by giving people the chance to learn and improve their digital skill sets. The ideal state of a nation is to achieve social inclusion of all citizens, which can be partially attained through digital inclusion. It is suggested that public administration reformation made possible by information and communication technologies (ICTs) will capacity to offer varied possibilities and benefits to different parties. Examples of such advantages include the transformation of public organizations in terms of effectiveness, responsiveness, efficiency, and transparency; a decrease in bureaucracy; improved communication and coordination; and, most importantly, the ability to deliver and provide access to citizen-centric ICT-enabled government services whenever and wherever. Although India started this reformation in the form of electronic government in the late 1990s, it acquired more speed once the National e-Government Plan (NeGP) was introduced in 2006.

KEYWORD: - Digital, Empowerment, ICT, e-Governance.

INTRODUCTION:

The nation continues to behind 117 other nations on the Global E-Government Development Index (UN e-Gov Survey, 2014). India's efforts to develop a just information society and knowledge economy are hampered by a number of factors.

electronic sources. Advances in ICT, the Internet, and mobile technology have made it possible for anyone to become a writer and publish on the Internet. The number of scholarly articles,

The fragmentation of ICT-based systems at the federal, state, and local levels, the absence of system integration, the last-mile bottleneck, a lack of locally located common service centres (CSCs), a lack of awareness, access, and use of e-government services, a lack of digital literacy, the absence of e-services in regional languages, a lack of trust, as well as security and privacy concerns, were some of the reasons that were mentioned. The Indian government (GoI) has unveiled a brand-new, outstanding programme.

Outlining the Digital India Programme:

The goal of the cross-ministry Digital India Programme (DIP) is to make India into a digitally enabled and empowered information society. The Department of Electronics and Information Technology (DeitY) of GoI came up with the Programme, which appears to be a larger-than-life reincarnation of NeGP, and has been given more than a trillion rupees for its effective execution. The Government approved the DIP on

August 20, 2014, and it has a lofty goal of being finished by 2018. This massive transformational initiative's major objective is to drastically rethink and digitize government procedures, make government services open and accessible electronically, and support the creation of new jobs. The following three areas are at the heart of DIP's mission:

- Infrastructure as a utility for every citizen,
- demand-based governance,
- digital citizen empowerment, and services.

The first key The provision of a crucial digital identity (i.e., unique, lifelong, online, and authenticable) to citizens; enabling citizen participation in the digital and financial space via mobile phones and bank accounts for their socio-economic empowerment; the provision of easy access to a CSC.

The second key The phrase "governance and services on demand" refers to the provision of various government services to multiple stakeholders through a simple and single point of access. These services should also be made available in real time by utilizing internet and mobile platforms. Each person should have access to their various rights on the cloud to ensure simple access to information. The creation of digitally transformed government services, which should enable and facilitate electronic and cashless financial transactions, should also ensure and support ease of doing business. Using integrated electronic government systems for development and decision support is the final recommendation.

The third key The "digital empowerment of citizens" area entails teaching digital literacy to Indian citizens, making digital resources widely accessible, making all official documents and certificates available on the cloud for simple and ubiquitous access, making digital resources and/or services available in regional languages to encourage widespread adoption and use, and providing co-creation spaces to foster a culture of participatory governance.

The three important areas mentioned above can only be accomplished by focusing on the nine pillars that DIP has identified. These foundational elements include:

i) Broadband Roads;
ii) Universal Access to Mobile Connectivity;
iii) Public Internet Access Program;
iv) e-Government, the use of technology to reform government;
v) eKranti, the electronic delivery of services;
vi) Information for All;
vii) Electronics Manufacturing;
viii) IT for Jobs; and
ix) Early Harvest Programs

As one of its pillars, Broadband Highways will include broadband for all urban and rural areas as well as the integration of the country's information infrastructure.

Building the necessary infrastructure for ubiquitous mobile connectivity is the second pillar's main objective.

The third pillar entails that by March 2017, a sufficient number of locally located CSCs must be established (for a total of 2,50,000 communities), and within the following two years, 1,50,000 Post Offices must be converted into multi-service centres.

As a fourth pillar, the government intends to implement technological reform (i.e., e-Governance combined with Business Process Re-engineering (BPR)), which includes workflow automation, form simplification, online application and tracking, use of online repositories, integration of services and platforms, and use of an automated public grievance redressal system.

The availability of touch points for citizens to obtain government services is the fifth pillar. It focuses on the electronic delivery of services through eKranti, which is broken down into different categories like e-Education, e-Health, technology for planning through GIS-based decision making, technology for farmers using online ordering of inputs, technology for security, financial inclusion through mobile-banking and a micro ATM programme, e-Court, e-Police, e-Jails, and e-Prosecution.

The government promises to host information and documents online, actively use social media to keep citizens informed of various important developments (the MyGov.in portal has already been launched for this purpose), and send out online messages to citizens on noteworthy occasions as part of the sixth pillar, information-for-all.

The government intends to manufacture every electronic product in the nation as part of the seventh pillar, with the goal of having no net imports by the year 2020. However, many ongoing programmes are intended to be tweaked in order to achieve this important milestone because the current structures are insufficient to do so. The creation of ICT-based jobs is the eighth and one of the most significant DIP pillars. To accomplish this goal, the government plans to establish IT Enabled Services (ITES) in the North-Eastern States to train service delivery agents to run sustainable businesses while providing IT services, as well as to make sure that telecom service providers train the rural workforce to prepare them to help themselves. The government also plans to train people in smaller towns and villages for jobs in the IT sector.

The Early Harvest Project, the ninth pillar, has already begun operating with the goal of creating an IT platform for messaging, making official greetings available through e-Greetings, and including features for biometric attendance in government offices. The Early Harvest Programs' basic stages have already been completed. Considerations and Advice

CHALLENGES

The Government of India has created a way for this transformative journey through its Digital India Initiative. Although the road to realizing the goal of a "Digital India" appears to be mainly easy, there are still certain obstacles to overcome, which are outlined below.

Implementation:

The entire software is built as a cutting-edge technological model. There is hardly any advice on how to put the same into practise on a practical level in order to make it successful. To be precise, the majority of the nine programme components directly affect high-end consumers rather than the 70% of Indians who live in rural areas.

Deploy W-Fi Centers & Hotspot:

Wi-Fi hotspots are being widely installed by BSNL (Bharat Sanchar Nigam Ltd) across the nation. The government could achieve great things and see positive results if it pressures BSNL to guarantee at least one hotspot per village. But, if the hotspot sites were such that were mainly populated by backward castes, minorities, and tribal people, then the impact may raise awareness in the nation.

Improve IT Literacy:

Increasing IT literacy is crucial because everyone who uses the internet should be aware of how to secure their online data. The right instruction for using antivirus software and its function in protecting records should be given at the same time.

Data Vulnerability:

Every single Indian individual will have all of their personal information online, including bank details, income tax records, and PAN details, all of which could be vulnerable if not adequately safeguarded. Any person would lose the privacy of the data and be compromised if this were to be breached.

Excessive server Hits:

If the majority of people begin utilising the internet, the government portal server will undoubtedly begin receiving an increasing number of hits daily. There is no end to this, thus the IT team must be well-equipped to handle any situation where the risk of a crash is minimal.

Security:

With the assistance of an appropriate IT security solution like eScan, it is vital to overcome all the difficulties listed above. With so many individuals connected to so many different networks, data security will undoubtedly rise to the top of the government's list of concerns. Once the bulk of the population becomes digitally literate, there is a high risk of data breaches because all departments, including Income Tax, LIC, Electoral Commission, and Passport Dept., would hold a lot of sensitive data about residents.

SCOPE

Because it focuses on all crucial and connected issues, including infrastructure development, streamlined and integrated electronic services, and citizen digital literacy, the Digital India Programme is comprehensive. True digital empowerment of citizens requires both infrastructure and simplified e-services, together with effective administration, as any deficiency in one of these crucial areas will prevent India from becoming a "Digital India." The true focus on "digital literacy" is even more crucial since infrastructure and simplified e-services will be useless if end users are unaware of what is available to them and lack the necessary knowledge, skills, and confidence to use ICT-based systems. DIP is "inclusive" because it doesn't merely concentrate on the growth of metropolitan regions. instead, equal or

The growth of the rural population is receiving more attention. In terms of closing the "digital divide" between urban and rural populations and establishing an inclusive and equitable information society and knowledge economy, Internet connectivity (via broadband, mobile, and public Internet access points) will have a significant impact if successfully implemented as intended. According to DIP, 1.7 crore jobs will be created directly and 8.5 crore indirectly. The DIP is the largest digital effort ever launched in India. The interest demonstrated by the biggest international IT companies (like Google and Microsoft) and groups like NASSCOM to support this project is another glaring indication of its historic significance. Furthermore, one can refer to it as a landmark initiative because of the widespread development of electronic commerce (a more inclusive term would be digital and social commerce) and digital marketing, both of which will significantly affect the dynamics and structure of consumer retailing in rural areas. The DIP is prominently praised by industry professionals and highlighted by both Indian and international media because of its "Exemplary" and "Landmark" nature.

By 2022, India's transformational journey hopes to transform the country into "Digital India." Until you arrive at your destination, this voyage must be continued without interruption. Also, it is crucial that Indian citizens remain informed, involved, and skilled/trained during this process in order to understand and get ready for the shift to a changed Digital India.

CONCLUSION

India's digitalization will greatly democratise the economy in addition to improving the effectiveness of the government and public sector. Given that practically all manual labour is being replaced by technology and India clearly lacks qualified labour, it is essential that its workforce is IT-savvy. In light of this, India's Digital India Campaign seeks to put technology at the centre of change facilitation. The three pillars of this program's vision are citizen empowerment, government services, and universal access to digital infrastructure. The creation of jobs and the production of electronics are added to this idea.

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