



## DIGITAL INDIA: ISSUES & CURE

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**ABSTRACT:** *We are living in arena of technologies and digital world. The digital world is a world where the best possible use is made of digital technologies. The 'Digital India' programme targets to make government services available to people digitally and enjoy the benefit of the newest information and technological innovations. It is a programme to prepare India for a knowledge future. The motive behind the concept is to connect rural areas with high speed internet network and improving digital literacy. Digital technologies which include cloud computing and mobile applications transpire as the catalysts for shaping our world. The Digital India programme faces the serious issues in implementation. This research is an effort to overcome these issues and to find some cure for providing better future to everyone. The motto of this research is to find out how the government services can be available to every citizen electronically and improve the quality of life of every citizen.*

**Keywords:** *Digital India, Digital Control, e-Services, Mobile Applications.*

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### I. INTRODUCTION

Today, we can't imagine our life without technology. In the twenty-first century, one of the most important technologies is the power of the digitization. The system, which allows individuals to communicate globally. Digital India is a programme to transform India into a digitally empowered society and knowledge economy. It was launched on **2 July 2015** to ensure that government services are made available to citizens electronically by improving online infrastructure and by increasing internet connectivity or by making the country digitally empowered in the field of technology. It consists of three core components as follows:

- The digital infrastructure creation .*
- Digital Delivery of services.*
- Digital literacy.*

Digital India is an umbrella programme which covers many departments. This initiative will ensure that are government services and information are available anywhere, anytime on any device that are user friendly and secured with Digital India project, the government is ready for the big programme by connecting every service with e-power.

The aim of Digital India to available Digital services in Indian languages. Digital India initiative could help in achieving the objectives of:

#### 1. EDUCATION FOR ALL

All Schools will be connected with broadband. Free wifi will be provided in all secondary and higher secondary schools (coverage would be around 250,000 schools). A programme on digital literacy would be taken up at the national level. Massive Online Open Courses (MOOCs) shall be developed and leveraged for e-Education.

#### 2. INFORMATION FOR ALL

Open Data platform facilitates proactive release of datasets in an open format by the ministries/departments for use, reuse and redistribution. Online hosting of information & documents would facilitate open and easy access to information for citizens. Government shall pro-actively engage through social media and web based platforms to inform and interact with citizens. **MyGov.in**, a platform for citizen engagement in governance, has been launched by the Hon'ble Prime Minister on 26th July, 2014, as a medium to exchange ideas/ suggestions with Government. It will facilitate 2-way communication between citizens and Government to bring in good governance.

#### ONLINE MESSAGING

Online messaging to citizens on special occasions/programs would be facilitated through emails and SMS. Open Data platform, Social Media Engagement and Online Messaging would largely utilise existing infrastructure and would need limited additional resources.

#### 3. BROADBAND FOR ALL.

This covers three sub components, namely Broadband for All - Rural, Broadband for All - Urban and National Information Infrastructure (NII).

##### **Broadband for All - Rural**

2,50,000 village Panchayats would be covered under the National Optical Fibre Network (NOFN) by December 2016. Department of Telecommunications (DoT) is the nodal Department for this project.

##### **Broadband for All - Urban**

Virtual Network Operators would be leveraged for service delivery and communication infrastructure in new urban development and buildings would be mandated.

#### NATIONAL INFORMATION INFRASTRUCTURE (NII)

NII would integrate the network and cloud infrastructure in the country to provide high speed connectivity and cloud platform to various government departments up to the panchayat level. These infrastructure components include networks such as State Wide Area Network (SWAN), National Knowledge Network (NKN), National Optical Fibre Network (NOFN), Government User Network (GUN) and the MeghRaj Cloud. NII aims at integrating all ICT infrastructure components such as SWANs, NKN, NOFN, GUN and GI Cloud. It will have provision for horizontal connectivity to 100, 50, 20 and 5 government offices/ service outlets at state, district, block and Panchayat levels respectively. DeitY will be the nodal Department for this project.

#### 4. LEADERSHIP STRUCTURE

##### **Capacity Building**

The Digital India vision provides the intensified impetus for momentum and progress for e-Governance initiatives and to meet this vision, it is required to build adequate and relevant capacities at all levels. People, who are expected to design and deliver projects under Digital India, need to be trained in relevant areas. Capacity Building Scheme (CB Scheme) is an initiative towards this objective. The scheme aims at providing technical and professional support to State level policy and decision making bodies and to develop specialized skills for e-Governance both at Central Line Ministries and State/UTs. The Train Trainer (TTT) programmes aims to create and enhance a pool of expert trainers whose expertise can be used by the Central and State/UT Governments for their e-Governance training programmes. It also standardizes the delivery of content; ensure that a comprehensive and quality facilitation of e-Governance lifecycle is delivered across the country through multiple training programmes.

## II. VISION

The vision has three key areas:

- Digital Infrastructure as a Core Utility to Every Citizen
- Governance and Services on Demand
- Digital Empowerment of Citizens

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

- Availability of high speed internet as a core utility for delivery of services to citizens
- Cradle to grave digital identity that is unique, lifelong, online and authenticable to every citizen
- Mobile phone & bank account enabling citizen participation in digital & financial space
- Easy access to a Common Service Centre
- Shareable private space on a public cloud
- Safe and secure cyber-space

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

- Seamlessly integrated services across departments or jurisdictions
- Availability of services in real time from online & mobile platforms
- All citizen entitlements to be portable and available on the cloud
- Digitally transformed services for improving ease of doing business
- Making financial transactions electronic & cashless
- Leveraging Geospatial Information Systems (GIS) for decision support systems & development

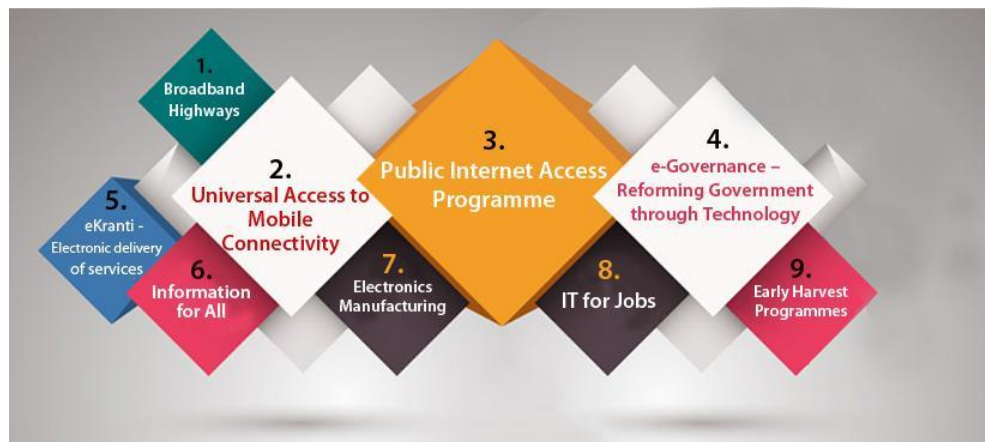
##### **Digital Empowerment of Citizens**

- Universal digital literacy
- Universally accessible digital resources
- Availability of digital resources / services in Indian languages

- Collaborative digital platforms for participative governance
- Citizens not required to physically submit Govt. documents / certificates

### III. PILLARS

The government aims to target nine 'Pillars of Digital India'. Which are as follows:-



#### 3.1 Broadband highways

- Broadband for all rural.
- Broadband for all urban.
- Mandate communication infrastructure in new urban development and buildings.

#### 3.2 Universal access to mobile connectivity

- Increasing networking services.
- To connect unconnected areas by using technologies.
- To provide universal phone connection.

#### 3.3 Public internet access programme

- It is a national rural internet mission.
- CSCs- Made viable, multifunctional end-points for service delivery.
- Post offices- To become multi-service centers.

#### 3.4 e-Governance

- To reform government through technology.
- Online application and tracking interface between departments.
- To transform every manual work into fully automation system inside government.
- Quickly respond, analyze and resolve persistent problems and many more.
- All databases and information to be electronic, not manual.

#### 3.5 e-Kranti

- Technology for Education e-education.
- Technology for Health e-healthcare.
- Technology for Farmers.
- Technology for Security.
- Technology for Justice.
- Technology for Financial inclusion.

#### 3.6 Information for all

- Citizens have open, easy access to information.
- 2-way communication between citizen and government.
- Online messaging to citizen on special occasions.

#### 3.7 Electronic manufacturing

- Target net zero imports is a striking demonstration of intent.
- There are many ongoing programs which will be fine-tuned.
- Need strengthening.

#### 3.8 IT for jobs

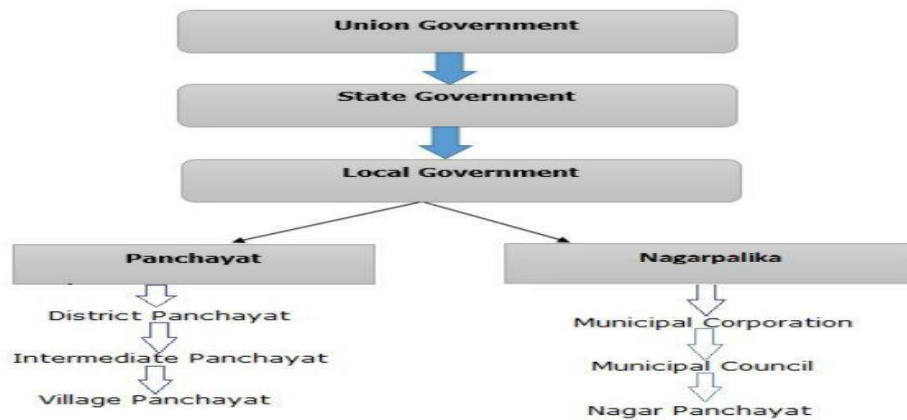
- Train people in smaller town & villages for IT sector jobs.
- To provide training and teaching skills to the youth for employment opportunities in the IT sector.

#### 3.9 Early harvest programme

- Government greetings to be e-greetings.

- Educational books to e-books.
- People will use the e-services for entertainment, weather information, latest updates etc.
- Public Wi-Fi hotspot.

#### IV. INDIAN DIGITALIZATION STRUCTURE



#### V. SCOPE OF DIGITAL INDIA

The scope of overall programme is –

- The digital India is a great plan to develop India for a knowledge future.
- On being transformation– to realize IT (Indian Talent) +IT (Information Technology) =IT (India Tomorrow).
- The programme pulls together many schemes like e-Health, e-Sign, e-Education etc.
- It weaves together a large number of ideas and thoughts into a single, comprehensive goal so that each of them is seen as part of a larger goal.
- Each individual element stands on its own. But is also a part of the largest picture.
- The common branding of program as Digital India highlights their transformative impact.

#### VI. ITS BARRIERS & REMEDIES

Digital India is a great plan but its improper implementation due to inaccessibility & inflexibility to requisite can lead to its failure. There are few barriers of the Digital India programme which are as follows –

1. Each pillar has its own barriers.
2. Infrastructure deficit such as lack of towers, especially in the country side.
3. Implementing entities at the actual field.
4. Beneficiaries may not have adequate knowledge of DIP.
5. Auxiliary services such as health, education, banking, governance etc may not be well developed.
6. No separate entity for consumer readdress under the program.

**To overcome all these barriers, we need to find some remedies –**

1. A few new programs may be needed-particularly in electronics manufacturing and skill development.
2. Have a dedicated training institute in each state under DIP, to aid in augmenting the digital literacy and awareness level.
3. To inspire the youth for making effective DIP.
4. Government should conduct the seminars to aware people about the digital services.
5. To advertise the policies of DIP on Books, pen, TV, newspapers etc. so that people could aware about the e-services.
6. Mandate a lecture about Digital India in every educational institute to enhance the policies of DIP.
7. To launch a help-line number of DIP so that people can tell the problems relating to e-services.
8. Provide a help center in each state to solve public issues.
9. To print the booklets of e-Services with picture and distribute to each home for awareness.
10. To turn the villages into smart economic centers that connects farmers directly to e-Markets to know the well price of crops.

#### V. CONCLUSION

To conclude the digital India program is a flagship programme of the government of India to shape by connectivity and technological opportunity. It is a vision to transform India into a digitally empowered society and knowledge economy. It is a good effort to develop India.



Although, digital India programme is facing some barriers, yet it has a great impact on India to make the best future of every citizen. We Indians and others should work together to shape the knowledge economy. More employment prospects will open for the youth that will boost the nation's economy. Digital India campaign is a welcome step in shaping India of the 21<sup>st</sup> century powered by connectivity and the technological opportunity. In short, this paper focuses on the key of barriers and providing remedies for prevent the challenging facing by the Indian people.

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