



## LOK SABHA SECRETARIAT RESEARCH AND INFORMATION DIVISION

# INFORMATION BULLETIN

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## DIGITAL INDIA: Power to Empower

The journey of e-Governance initiatives in India took a giant leap recently with the launching of Digital India Programme – an umbrella programme to prepare the country for a digitally empowered and knowledge based transformation. It weaves together a large number of ideas and thoughts into a single, comprehensive vision so that each of them is seen as part of a larger goal and are on making technology central to enable change. This Programme has pulled together many existing schemes, which have been restructured, re-focussed and are being implemented in a synchronized manner. The programme, implemented by the entire Government, is coordinated by the Ministry of Electronics and Information Technology (MeitY).

**The Focus of Digital India Programme is to realize IT (Indian Talent) + IT (Information Technology) = IT (India Tomorrow)**

**Vision of Digital India:** The vision is centred on three key areas:

**(i) Digital infrastructure as a utility to every citizen**—A well connected nation is a pre-requisite to a well served nation. Once the remotest of the Indian villagers are digitally connected through broadband and high speed internet, delivery of electronic Government services to every citizen, targeted social benefits, and financial inclusion can be achieved in reality. One of the key areas on which the vision of Digital India is centred is “digital infrastructure as a utility to every citizen”.

A key component under this vision is high speed internet as a core utility to facilitate online delivery of various services. It is planned to set up infrastructure for digital identity, financial inclusion and ensure easy availability of Digital Seva Kendra (Common Services Centres). It is also proposed to provide citizens with digital lockers which would be sharable private spaces on a public cloud, and where documents issued by Government departments and agencies could be stored

for easy online access. It is also planned to ensure that the cyberspace is made safe and secure.

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

- Availability of high speed internet as a core utility for delivery of services to citizens.
- Cradle to grave digital identity i.e. 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.

**(ii) Governance & Services on Demand**—Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Governance. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency.

e-Kranti is being implemented to undertake a holistic view of e-Governance initiatives across the country, integrating them into a collective vision. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is being developed, and large-scale digitization of records is taking place to enable easy and reliable access over the internet. The ultimate objective is to make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man.

#### **Governance & Services on Demand includes:**

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

**(iii) Digital Empowerment of Citizens**—Digital connectivity is a great leveller. Cutting across demographic and socio-economic segments, Indians are increasingly connecting and communicating with each other through mobile phones and computers riding on digital networks. The Digital India programme itself promises to transform India into a digitally empowered society by focusing on digital literacy, digital resources, and collaborative digital platforms. This also places emphasis on universal digital literacy and availability of digital resources/services in Indian languages.

#### **Digital Empowerment of Citizens includes:**

- *Universal digital literacy.*
- *Accessible digital resources universally.*
- *All documents/certificates to be available on cloud.*
- *Availability of digital resources/services in Indian languages.*
- *Collaborative digital platforms for participative governance, and*
- *Portability of all entitlements through cloud.*

**Pillars of Digital India:** The much needed thrust areas of growth through which the *Digital India Programme* envisages to operate *inter alia* are:

- Broadband Highways for all rural, all urban and National Information Infrastructure.
- Universal Access to Mobile Connectivity.
- Public Internet Access Programme through Common Service Centres and Post Offices as multi-service centres.
- Reforming Government through Technology by Form simplification and field reduction; Online applications; Online repositories, e.g. school certificates, voter ID cards, etc.; Integration of services and platforms, e.g. Unique Identification Authority of India (UIDAI), Payment Gateway, Mobile Platform, Electronic Data Interchange (EDI), etc.; all electronic databases and

information; e-Office; and Online Public Grievance Redressal system.

- *e-Kranti*—Electronic delivery of services through technology for education; Health; for Farmers; Security—emergency services and disaster related services; Financial Inclusion; for inter-operable Criminal Justice System; for project planning, conceptualization, design and development; Cyber Security.
- Information for All through Open Data Platform, online hosting of information & documents, proactive use of social media and web-based platforms to inform citizens, e.g. MyGov.in, Online messaging, etc.
- Electronics Manufacturing with the target of NET ZERO Imports;
- IT for Jobs—Skill development in Information Technology for creating job opportunities across the country. Due attention will be given to setting up of BPOs in every North-Eastern State.
- Early Harvest Programme—Provision for Public Wi-Fi hotspots to promote digital cities.

Some of the aforementioned projects are under various stages of implementation and may require some transformational process reengineering, refinements 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.

#### **Digital India Week**

The *Digital India Week* was launched on 1 July 2015. The event received overwhelming response from all sections of the Government, industry, society and media. Great enthusiasm from the industry for investment and support towards the success of the *Digital India Programme* was observed.

To realize the vision of end to end electronic and online services in various domains, following software applications and platforms have been launched during the *Digital India Week*:

- Digital Locker:* Digital Locker is aimed at minimizing 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. The digital locker system can be accessed online at: [www.digitallocker.gov.in](http://www.digitallocker.gov.in).
- National Scholarships Portal:* The National Scholarships Portal is a one stop solution for end to end scholarship process, right from submission of student application, verification, sanction and disbursement of various scholarships to students one enclosed. The National Scholarships Portal can be accessed at: [www.scholarships.gov.in](http://www.scholarships.gov.in).

- iii. **e-Hospital: Online Registration System (ORS):** An Online Registration System under the e-Hospital application has been developed which provides a unified platform for citizens for registration, appointment, payment of fees, diagnostic reports and availability of blood. The Online Registration System can be accessed at [www.ors.gov.in](http://www.ors.gov.in).
- iv. **e-Sign framework:** e-Sign facilitates digital signing of documents by an Aadhaar holder using an online service. e-Sign is designed for applying Digital Signature using authentication of signer through Aadhaar e-KYC service.
- v. **Digitize India platform:** The Government of India has undertaken an initiative for large scale digitization of records in the country that would facilitate efficient delivery of services to the citizens and reduce piles of papers in record rooms of offices of Government and non-Government organizations. This platform aims at digitization of the Government's files and documents which are shareable and useful to the common citizens through an innovative *Crowd sourcing* method where each citizen can participate in digitization. The Digitize India Platform can be accessed online at: [www digitizeindia.gov.in](http://www digitizeindia.gov.in).
- vi. **Digital India Portal and Mobile App:** Digital India Portal is the dedicated portal for Digital India programme which connects all stakeholders and citizens. The portal provides updated details on the vision, areas of operation, programme management structure, approach and methodology for implementation and progress of various projects of Digital India programme.  
  
*Digital India Mobile App* is a mobile-based application developed to provide easy access to information on Digital India Programme through smart phones and other mobile devices.
- vii. **Aadhaar–Mobile Update App:** For availing services based on Aadhaar OTP authentication, it is required that the Aadhaar database is up-to-date with the Aadhaar holder's mobile number. To facilitate this, DeitY has developed an application (web and mobile) based on specifications published by UIDAI. This application would be very helpful in allowing people to use the mobile phone as an instrument of digital identity.
- viii. **MyGov Mobile App:** MyGov Mobile App is an innovative platform to build a partnership between citizens and the Government with the help of technology for growth and development

of India. Through this platform, the Government aims to encourage Citizen Participation towards Good Governance by seeking their ideas, suggestions and grass roots level contribution. Citizens can participate in this unique initiative of nation building and for the first time, citizens from across India will come together to share their expert thoughts, ideas and suggestions with the Government in areas related to various policies, programmes, schemes, etc.

- ix. **Swachh Bharat Mobile App:** In line with the vision of Swachh Bharat (Clean India) and to encourage more and more citizens to join the cause, a Swachh Bharat (SB) Mobile app has been developed. This mobile app will resolve the issues and challenges faced by citizens and Government organisations while taking Swachhata (cleanliness) pledge and uploading of responses (images or videos) in Swachh Bharat campaign on *MyGov.in*.

During the *Digital India Week*, a number of services relating to Health, Education, Public Distribution System, Police, Agriculture, Trade and Employment etc. were also launched by various State Governments. Activities such as workshops, competitions, digital literacy activities, display of Digital India Films and Videos, rallies etc. have been organized by various stakeholders.

### **Parliamentary initiatives for implementing Digital India Programme**

Parliament of India is very proactive in adopting and applying Information and Communication Technology in right earnest. An e-Portal for the use of members was launched by the Hon'ble Speaker on 17 July 2016. A members' Portal is a two way communication system devised to provide online information to the members as well as receive requests from members. The modules, namely, online submission of e-Notices; online Reference Services; e-Mails; SMS; submit request to Lok Sabha Secretariat; print address labels of MPs; Bills, Questions and other Papers circulated; Committees; Business of the House; Letters/Documents; Circulars & Notices have been incorporated in the Portal to facilitate members in performing their parliamentary duties.

On 26 July 2016, a half-day orientation programme on "Digital India Implementation" was conducted for Parliamentarians. The Programme was organized by the National e-Governance Division (NeGD) in association with the National Institute for Smart Government. The Programme was hosted by the Bureau of Parliamentary Studies & Training, Lok Sabha Secretariat. The Session received an overwhelming response from the Members of Parliament, who evinced keen interest in the various facets and aspects of "Digital India Programme and its implementation".

Prepared by Practice & Procedure Wing of Research & Information Division, Lok Sabha Secretariat, with inputs from the Ministry of Electronics and Information Technology, for the use and information of Members of Parliament.