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Digital India: Universal digital literacy and approachability for all digital resources for citizens

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Abstract:

The Digital India drive is a dream project of the Indian Government which was launched on 1 July 2015 by Prime Minister Narendra Modi to remodel India into a knowledgeable economy and digitally empowered society, along with good governance for citizens with an objective of providing participative, transparent and responsive government. Digital India imagines, universal digital literacy and approachability for all digital resources for citizens by ensuring that the resources and services are accessible in regional languages and providing digital scaffold to participatory governance ensuring convenience, like making all government certificates and documents available on the Cloud with portability. The objective of this paper is to know the impact, challenges of digital India on all aspects of governance and improvement in the quality of life of citizens. The research methodology is descriptive cum analytical in nature and the data for this study is collected through secondary sources such as websites, research journals, newspapers, magazines etc. The study gives an optimistic thought of providing more employment prospects for the youth which will boost the nation's economy if it comes into reality.

Keywords: Digital, Cloud Computing, Governance, Digital India Programme, E-Governance, Digital Infrastructure.

Introduction:

Now-a-days world has transformed from knowledge centric to techno centric. And all information which one thinks is available in one click. A good governing body also requires a good communication platform to communicate with the stakeholders efficiently. The efficient way to communicate with the citizens of the world's largest democracy with a population of 1.2 billion is only possible by communicating with everyone on a digital platform. The Digital

India drive is a dream project of the Indian Government to remodel India into a knowledgeable economy and digitally empowered society, with good governance for citizens by bringing synchronization and co-ordination in public accountability. So, Digital India is a step by the Modi government to inspire and connect Indian Economy to such a knowledge savvy world to techno knowledge savvy world. The program launched on 1 July 2015 by Prime Minister Narendra Modi to make Government services available to people digitally and enjoy the benefit of the newest information and technological innovations.

The Indian Government launched the Digital India campaign to make government services available to citizens electronically by online infrastructure improvement and also by enhancing internet connectivity. It also aims to empower the country digitally in the domain of technology. Prime Minister Narendra Modi launched the campaign on 1st July 2015.

Digital India was an initiative taken by the Government of India for providing high-speed internet networks to rural areas. Digital India Mission was launched by PM Narendra Modi on 1st July 2015 as a beneficiary to other government schemes including Make in India, Bharatmala, Sagarmala, Startup India, BharatNet, and Standup India.

Digital India Mission is mainly focused on three areas:

1. Providing digital infrastructure as a source of utility to every citizen.
2. Governance and services on demand.
3. To look after the digital empowerment of every citizen.

Digital India was established with a vision of inclusive growth in areas of electronic services, products, manufacturing, and job opportunities.

Digital India aims to provide the much-needed thrust to the nine pillars of growth areas. Each of these areas is a complex programme in itself and cuts across multiple Ministries and Departments. The nine pillars of Digital India are given below:

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

Universal Access to Mobile Connectivity- This initiative focuses on network penetration and filling the gaps in connectivity in the country.

Public Internet Access Programme- The two sub components of Public Internet Access Programme are Common Services Centres (CSCs) and Post Offices as multi-service centres.

e-Governance: Reforming Government through Technology- Government Process Re-engineering using IT to simplify and make the government processes more efficient is critical

for transformation to make the delivery of government services more effective across various government domains and therefore needs to be implemented by all Ministries/ Departments.

e-Kranti – Electronic Delivery of Services- To improve the delivery of public services and simplify the process of accessing them. In this regard, several e-governance initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. e-Governance in India has steadily evolved from the computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency.

Information for All- This pillar aims to ensure transparency and availability of reliable data generated by the line ministries for use, reuse and redistribution for the people of India.

Electronics Manufacturing- This pillar focuses on promoting electronics manufacturing in the country.

IT for Jobs- This pillar focuses on providing training to the youth in the skills required for availing employment opportunities in the IT/ITES sector.

Early Harvest Programmes- This pillar consists of a group of different short-term projects which have immediate effect on the Indian digital ecosystem like IT platform for mass messaging, crowd Sourcing of eGreetings, biometric attendance in the government offices, WI-FI in all universities etc.

Review of Literature

Present have been a variety of researches on dissimilar aspects of the inventiveness ranging from the cost-effective to societal and moral proportions. A few of these researches retrieved from beginning to end internet searches have been reviewed here.

Arvind (2022), has expressed that the DI movement will play an important role in the effective delivery of services, monitoring performance, managing projects, and improving governance. Gupta and Arora (2021), contemplated the impact of advanced India venture on India's rural part. The examination discovered that various plans have been propelled in advanced India to help farming division and business enterprise improvement in common zones. Furthermore, the advanced India programme has set the phase for the strengthening of the common Indian ladies.

Midha (2020), argued that the highly developed India is a strange means to create India in order future, yet it is unsuitable usage. Disregarding the way that computerized India

programme is defying a number of difficulties, yet in case appropriately actualized it can make the best eventual fate of each resident. So, we the Indians should collaborate to shape the learning economy. The digital movement would get everything on the palms of people. It would enable giving services to people in real-time, cutting over every hindrance. Similarly, it will improve the use of cloud benefits and empower subjects to get their due just from these administrations.

According to Katakam (2018), the DIP is a national campaign to transform India into a globally connected hub. It includes a mixture of proposals and incentives specified to companies, essentially the manufacturing companies together home and overseas to invest in India and make the country a digital destination. The DI is the power to empower, which transforms instruction manual scheme of Government into an electronic scheme, and inventiveness through by GOI to interrelate effortlessly and competently through the community. It becomes easier for the citizens to take the profit of electronic deliverance of the government services.

Problem Statement

The traditional process to operate any related applications into touchable devices acquire maximum amount of time to perform the task. The objective is to reduce the unwanted paper work, cost and time taken during the completion of contextual operations.

Objectives of the study

1. To understand the concept of Digital India.
2. To study the universal digital literacy and approachability for all digital resources for citizens
3. To find out the challenges in implementing this project.
4. To find out the impacts of implementing this project.
5. To analyse the future prospects of the project.

Research methodology

To make research a success, one has to define and plan the whole program properly and effectively. The research methodology is descriptive cum analytical in nature. Data Collection Method This present study is entirely based on secondary data source which has been collected from government official websites, journals, newspapers and related studies.

Digital India

The motto of the Digital India Mission is 'Power to Empower'. There are three core components to the Digital India initiative. They are digital infrastructure creation, digital delivery of services, and digital literacy.

The major objectives of this initiative are listed below:

1. To provide high-speed internet in all gram panchayats.
2. To provide easy access to Common Service Centre (CSC) in all the locality.
3. Digital India is an initiative that combines 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.
4. The Digital India Programme also focuses on restructuring many existing schemes that can be implemented in a synchronized manner.

Advantages of Digital India Mission

Digital India Mission is an initiative that encompasses plans to connect the rural areas of the country with high-speed internet networks. Public Internet Access Programme is one among the nine pillars of digital India. On the platform of digital adoption, India ranks amongst the top 2 countries globally and the digital economy of India is likely to cross \$1 trillion by the year 2023.

Some of the advantages of Digital India are:

1. There is an increase in electronic transactions related to e-governance.
2. An optical fiber network of 2, 74,246 km has connected over 1.15 lakh Gram Panchayats under the Bharat Net programme.
3. A Common Service Centre (CSC) is created under the National e-Governance Project of the Indian government which provides access for information and communication technology (ICT). Through computer and Internet access, the CSCs provide multimedia content related to e-governance, education, health, telemedicine, entertainment, and other government and private services.
4. Establishment of digital villages along with well-equipped facilities such as solar lighting, LED assembly unit, sanitary napkin production unit, and Wi-Fi choupal.
5. Internet data is used as a major tool for the delivery of the services and the urban internet penetration has reached 64%.

In the latest years, digitalization has become one of the crucial factors in accelerating the pace of economic growth, promoting social and economic equity by enhancing access to information, markets, and public services; and overcoming the infrastructure deficit of India.

It can help India to realize the ambition of creating a just and equitable society. It can also assist to impel the nation to the look stage of nations, mainly leveraging the energies of young people, with its tendency for rapid adjustment and economical advance.

India is one of the greatest digitizing nations in the world; motivated by a sudden increase in mobile connectivity, the penetration of internet infrastructure countrywide under the iconic Bharat Net Programme, the exponential expansion of data utilization, and the coming out of start-ups in the digital revolution space that are creating new livelihoods, services and wealth for millions of citizens. Currently, over 1200 million people possess digital identities in the form of Aadhaar cards, while there are over 1200 million mobile phones and 550 million internet connections.

Digital India Programme (DIP) launched by the Government of India (GOI) has helped immensely in further strengthening the foundation of the digital services landscape in the country over the last five years. The DIP also provides a chance for citizens in digital freedom to do trade in India. The volume and range that India offers is a big business opportunity for global companies. The DIP has witnessed many key milestones, and there are many more to come. Slowly and steadily, every industry has realized and witnessed the true value of digitalization. In fact, it is this foundation that has today equipped us better for the Post COVID-19 world. The DIP was launched by the Hon'ble Prime Minister Shri Narendra Modi, to improve internet connectivity and increase digital literacy. The other objectives of the initiative are inclusive growth in the areas of electronic services, products, manufacturing, and job opportunities. Under the DIP, launched by the GOI in 2015 with the objective of transforming India into a digitally empowered society, the post offices are required to work as multi-service centers, play a major role in facilitating financial inclusion through disseminating information about government policies and disbursement of social security benefits.

The DIP is the beginning of digital revolution. It is a dream which is created by the GOI to ensure that government services are made available to citizens electronically, even in remote areas, by improving the online infrastructure and by increasing the internet connectivity. The programme has one operation and one intention that are to obtain country ahead digitally and reasonably. India can generate over \$1 trillion of financial value from the digital economy in 2025, with half the prospect originating in latest digital ecosystems that can jump up in various

sectors, says a statement from the Ministry of Electronics and Information Technology, in partnership with McKinsey.

According to the details, the probable for five-fold enlarges in financial worth from India's digital revolution by 2025 would create a speedily emergent marketplace for a host of digital services, platforms, applications, substance, and solutions. In the same line of digital governance, the Ministry of Electronics and Information Technology (MeitY) and Google have signed a statement to roll-out the 'Build for the DIP'. The initiative aims to provide college students a chance to innovate and produce some good technology solutions for the major social challenges of India.

Challenges of Digital India

The government of India has taken an initiative through the Digital India Mission to connect the rural areas of the country with high-speed internet networks. Apart from the various initiatives taken by Digital India, there are several challenges faced by it.

Some of the challenges and drawbacks of Digital Mission are mentioned below:

1. The daily internet speed, as well as the Wi-Fi hotspots, are slow as compared to other developed nations.
2. Most of the small and medium scale industry has to struggle a lot for adapting to the new modern technology.
3. Limited capability of entry-level smartphones for smooth internet access.
4. Lack of skilled manpower in the field of digital technology.
5. To look for about one million cybersecurity experts to check and monitor the growing menace of digital crime.
6. Lack of user education.

Digital India Initiatives

The Government has taken up many initiatives under the Digital India campaign. Discussed below are few such important initiatives:

1. **DigiLockers** – This flagship initiative aims at 'Digital Empowerment' of the citizen by providing access to authentic digital documents to citizen's digital document wallet
2. **E-Hospitals** – It is a Hospital Management Information System (HMIS) which is a one-stop solution in connecting patients, hospitals and doctors through a single digital

platform. Till February 2021, as many as 420 e-Hospitals had been established under the Digital India campaign

3. **E-Pathshala** – Developed by NCERT, e-Pathshala showcases and disseminates all educational e-resources including textbooks, audio, video, periodicals and a variety of other print and non-print materials through the website and mobile app
4. **BHIM** – Bharat Interface for Money is an app that makes payment transactions simple, easy and quick using Unified Payments Interface (UPI)

Impact of Digital India Campaign

Since its launch in 2015, the Digital India campaign has left its impact in various fields:

- Around 12000 post office branches in the rural areas have been linked electronically.
- The Make in India initiative has improved the electronic manufacturing sector in India
- Digital India plan could boost GDP up to \$1 trillion by 2025
- Healthcare and education sector has also seen a boost
- Improvement in online infrastructure will enhance the economy of the country

Projects and Products of Digital India:

Digital locker system to minimise usage of physical documents and enable their e-sharing via registered repositories.

MyGov.in as an online platform to engage citizens in governance through a "Discuss, Do and Disseminate" approach.

Swachh Bharat Mission Mobile app to achieve the goals set by this mission.

e-Sign framework to allow citizens to digitally sign documents online using Aadhaar.

e-Hospital system for important healthcare services such as online registration, fee payment, fixing doctors' appointments, online diagnostics and checking blood availability online.

National Scholarship Portal for beneficiaries from submission of application to verification, sanction and disbursement.

Digitise India Platform for large-scale digitisation of records in the country to facilitate efficient delivery of services to the citizens.

Bharat Net programme as a high-speed digital highway to connect all 250,000 gram panchayats of country -- the world's largest rural broadband project using optical fibre.

BSNL's Next Generation Network to replace 30-year old telephone exchanges to manage all types of services like voice, data, multimedia and other types of communication services.

Broadband highways

The government with the vision of digital India has allocated 5 billion to build high speed broadband highways connecting all the villages, government department, university etc. For faster implementation and growth of this project, participation of private players is very important to cover all the geographical area of this country.

E-governance

The national e-governance plan has been formulated by the department of electronic and information technology, and department of administrative reforms and public grievances. This project works in both centralized and decentralized way. There are many different initiatives from central Government as well as state government under this project to ensure government services are available to citizen's electronics.

E-kranti

The government has allocated 5 billion for the e-kranti project with an objective of providing electronic delivery of services to the citizens which include: e-health, e-education and technology for farmers, technology for planning, technology for security, technology for financial inclusion and technology for justice.

Universal Mobile Access

Government is specially preparing to connect unconnected areas and speedy use of technologies like network technologies like 3G, 4G and 5G etc. General public will access the online government services with the help of handheld devices so that nation will be well connected, efficient and more productive.

Public Internet access

Superior technologies that support cost containment, collaboration, and security, social connect and in-built intelligence that deliver remote access to any information or service available across the domain.

Impacts of digital India:

There are some impacts of digital India which are as follows Impact on Technology The digital India project provides a huge opportunity to use the latest technology to redefine India the paradigms of service industry. A digitally connected India can help in improving social and economic condition of people living in different geographical area

Impact on Economy

It can play a key role in macro-economic factors such as GDP growth, employment generation, labour productivity, growth in number of businesses and revenue leakages for the government.

Impact on Social sector

Social sectors such as education, healthcare, and banking are unable to reach out to the citizens due to obstructions and limitations such as middleman, illiteracy, poverty, lack of funds, living locality and investments. Modern ICT makes it easier for people to obtain access to services and resources. The penetration of mobile devices may be highly useful as a complementary channel to public service delivery apart from creation of entirely new services.

Impact on Environment:

The major changes in the technology space have not only brought changes to the economic system but are contributing to the environment changes. The next generation technologies are helping in lowering the carbon footprint by reducing fuel consumption, waste management, greener management, greener workplaces and thus leading to a greener ecosystem.

Impact on Agricultural Sector

The governance will shift from e-governance to m governance i.e. is mobile governance. Farmers can access all kind of information through their mobile phones as when required which will boost this sector also.

Conclusion

With the imminent of Digital India” campaign, India will have a heavy and powerful digital infrastructure. The outcome of Digital India is to provide Wi-Fi to people, creating job, universal phone connection, high speed internet, Digital Inclusion, e-Services, e Governance, digitally motivated people, National Scholarships Portal, Digital Lockers System, e-education and e-health making India to be pioneer in IT use solution. More employment prospects will open for the youth that will boost the nation’s economy. And some of the aforementioned projects are under various stages of implementation which may require some transformational process reengineering, refinements and adjustment for successful implementation to achieve the desired objectives.

The success of this dream project lies not only in the hands of government but it requires all round support from the all citizens and other stake holders of the nation. 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.

Let us all look forward and join hands for the successful implementation of this project for the brighter and prosperous India. Scope for further study: Digital India is a dream project of the India's Prime Minister Narendra Modi to remodel India into a knowledgeable economy and digitally empowered society, along with good governance for citizens. The study could have been made empirically by taking some issues like financial, social, political, environmental issues of both urban and rural peoples also.

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