

Issues and Challenges in Digitalization Movement in India

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Abstract

The world has transformed from knowledge savvy to techno knowledge savvy. The things should be available on one click. The Digital India drive is a dream project of the Indian Government to remodel India into a knowledgeable economy and digitally empowered society. The Digital India programme comprises of various initiatives each targeted to prepare India for becoming a knowledge economy and for bringing good governance to citizens through synchronized and coordinated engagement of the entire government. Digital indicates to electronic technology which generates, stores and processes data. It is stored in a virtual central repository that can be accessed anytime, anywhere, through established protocols. Digital Technologies include Cloud Computing and Mobile Applications. Digital India is one of the step by the government to motivate and connect Indian Economy to a knowledge savvy world. The overall programme is focused to develop India for a knowledgeable future by developing central technology for allowing revolution which covers many departments under one umbrella programme .

The purpose of this research is to find out how the government services can work for reducing paperwork with upcoming practical solutions and innovative ideas to accomplish the vision of a digital India- a reality.

Keywords: Techno knowledge Savvy, Digital, Cloud Computing, Rural Upliftment.

Introduction:

Today, the world has transformed from a knowledge savvy to techno knowledge savvy. Think of something and it is available in one click. So, Digital India is a step by the government to inspire and connect Indian Economy to such a knowledge savvy world. Digital India is a large umbrella

national programme that focuses at providing universal digital literacy and universal accessibility of all digital resources for citizens. The program targets to make Government services available to people digitally and enjoy the benefit of the newest information and technological innovations. It brings out various schemes like E-Health Digital Locker, E-Sign, E-Education etc. and nationwide scholarship portal. Digital India is a great plan but its improper implementation due to inaccessibility & inflexibility to requisite can lead to its failure.

The program strives to provide equal benefit to the user and service provider. The consumers will be benefited by way of saving time, money, physical & cognitive energy spent in lengthy government processes. For e.g. digital ticketing will lead to reduction in queue at ticket counter with online resources for booking, online tax-return filing etc.

The aim of Digital India to give a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis. This program will also lead to paperless work and reduction in cost to the government expenses. Government services will be available to every citizen electronically.

Vision Areas:

The vision is centered on three key areas: creation of digital infrastructure, delivery of governance and services on demand, and digital empowerment of citizens. Digital India program will focus on restructuring several existing schemes to bring in a transformational impact. The vision of the programme aims to transform India into a digitally-empowered society and knowledge economy through infrastructural reforms such as high-speed internet in all gram panchayats, lifelong digital identification for citizens, mobile banking for all, easy access to Common Service Centres (CSC), shareable private spaces on an easily accessible public Cloud and cyber-security. The programme will also ensure that all government services and information are available anywhere, anytime, on any device that is easy-to-use, seamless, highly-available and secured. It is one of the step by the government to motivate and connect Indian Economy to a knowledge savvy world.

Objectives:

Main objectives of this paper are

- To study the digital connectivity and its impact on all aspects of governance.
- To find out how the government services can work effectively with practical solutions and innovative ideas to accomplish the vision of a digital India-a reality.

Nine Pillars of Digital India Programme

Digital India Programme is conceptualized on the nine support beams .These are

- i. **Broadband Highways:** Web based portals and Mobile apps will be developed to access online information while on the move. High speed broadband highways will be provided through fiber optics that connects all the remote areas, government departments, universities, R&D etc.
- ii. **Universal Mobile Access:** With Digital India programme nation is ready to be well-connected, efficient, and more productive in every aspect. Network technologies like 3G, 4G and upcoming 5G will storm the speed.
- iii. **Public Internet Access:** The two sub components of Public Internet Access Programme are Common Service Centres and Post Offices as multi-service centres. CSCs would be made viable and multi-functional end-points for delivery of government and business services. DeitY would be the nodal department to implement the scheme. Post Offices are proposed to be converted into multi service centres.
- iv. **E-Governance:** This governance will transform every manual work into fully automation system. It will revolutionize the system in the following ways: • Online access to applications i.e. availability of all databases and information in electronic format. • Effortlessly tracking of assignments. • Interface between departments for superior production of work. • Quickly respond, analyze and resolve persistent problems and many more.
- v. **e-Kranti:** This e-kranti will fully focus on digital knowledge program where education, health, farming, rights, financial and many more services will be delivered on a very high bandwidth. Physical boundaries no longer are a limitation when almost everyone and everything is a digital handshake away.

- vi. **Electronics Manufacturing:** This milestone will create a huge base for electronics manufacturing in India with the aid of digital technologies and skills. The empowerment of manufacturing through the Internet of Things will enable intelligent workshops that demonstrate data driven operational excellence and decentralized production control systems within and beyond the physical factory walls.
- vii. **IT for Jobs:** The government is preparing to provide training and teaching skills to the youth for employment opportunities in the IT sector.
- viii. **Early Harvest:** The govt. is planning to set up Aadhaar Allowed Fingerprint Presence Program in all central government workplaces situated at Delhi. A web based application software system will allow online documenting of attendance and its watching by the involved stakeholders.
- ix. **Information for All:** Websites and mobile apps will convey data and realistic participation and through social media. Everything is connected through virtual networks. Swift work flow and no delays due to wait in queues.

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High level of digital illiteracy: Digital illiteracy is prevalent in most of the towns and villages in India. Cities have adopted digitalization but limited to certain extent. Full-fledged digitalization is cashless transaction on daily basis, use of internet services to get government certificates. This requires administration changes, Taxation changes and change in public mentality. So its a team work which includes citizen's responsibility and support to the new system

Connectivity to remote areas: It is a mammoth task to have connectivity with each and every village, town and city. The problem of connectivity is a complex issue because every state has different laws pertaining to its execution. Also it is challenging for the central authorities to make a database where such a huge information can be stored.

Compatibility with center state databases: Every state has different internet protocols because every state is diversified. Diversified not only in the sense of religion but also in language. Hence software compatibility with the center is a crucial issue. Information shall be saved carefully.

Cyber Crime: There is cyber threat all over the globe and digital India will not be any exception. Hence we need a strong anti cyber crime team which maintains the database and protects it round the clock

Inter Departmental Co ordination: Within the government there are various departments which should be integrated. Integration has technical as well as corporate issue. Corporate in the sense self ego of the officers and staff of our government services are hurdle in the change. Also the middle man policy will be eliminated completely because of digital India, hence there will be imminent resistance from the working staff.

Finance: Though there are resources with India but there is a huge capital cost which is to be invested and the fruits of the investment will be received after few years.

Net neutrality: The issue is still on the table and we are blindly following the digital India. Net neutrality is must and we should make sure that digital India without net neutrality would be a great blow to entrepreneurs and citizens of India.

Changing the mindset: This point will come into picture when you have allocated the required resources and material but when it comes to implementing them, most of them will be hesitant to change. People are accustomed with years of same of practice that they are not ready to change.

Exchange of information: The information stored should also be used by other government offices. For example police, surveillance and other security issues can be easily resolved with digital India but its co ordination is a mammoth task. It is not only a technological question but also deals with the question of privacy and security.

Conclusion:

The outcome of Digital India is to produce Wi-Fi locations for 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.

Some of the aforementioned projects are under various stages of implementation which 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.

We all support Digital India but we should be aware of the dangers and setbacks, so that we can prepare ourselves for the upcoming challenge. We should be mentally prepared for the changes and challenges in implementing the policy, only then it would be possible to change it to reality.

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