

# Revamping of Digital India to promote a quality management in several sectors to maintain sustainable growth and management in India subcontinent

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**Abstract:** Every policy or scheme that is launched has its own pros and cons and every policy or scheme can't bring benefit to all the sections of the society, the same goes with the idea of DIGITAL INDIA, the idea was to connect rural people with the rest of India through an online platform which will provide access to all the citizens of India with information related to different services being provided by the government to its people and how people can make utmost use of it as in most of the cases due to lack of information people are unable to fight for their rights, this digital India has provided many facilities in the field of health, education, jobs, agriculture. With providing online education and launch of different apps for competitive exams to learning different languages and studying from home, different training apps for farmers to promote agricultural development and with different scheme launched online for women empowerment and their education. However we can't deny the reality that in India there are thousands of village who do not have access to smart phones or normal phones, many villages don't have access to electricity, how can the idea of digital India reach there, we also see a rise in cybercrime cases, with fraud messages and fraud job offers at a rise, fraud banking loans and other credit/ debit card losses taking place which has resulted in drastic loss of money of people, India lack proper IT infrastructure followed by we create better digital technology and we need to train more and more people in this field to make cyber world secure for the people of India to make Digital India a success in India.

**Keywords:** Digital India, Cyber security, cyber-crimes, online platform, connect rural people

## Introduction

Digital India is an attempt by the government of India to bring all the people across the country under a single platform where they get access to all information and activities happening across the country and world-wide which will help them to develop globally and enhance the knowledge in different areas. Digital India can help in making the life of many people easy and simple, with the aim to connect rural India with rest of India, digital connectivity can change the picture of the country with coming up of e-governance, e-education, e-health, e-shopping, digital signatures and many other facilities life has becomes easier, for students who want to prepare for difference competitive exams and who can afford the charges of these institution can get access to everything in a digital format at a very low price or free of cost, with various apps for education have been launched, apps for online training classes, people across the country can get access to education, with apps for learning different languages, apart from them we have e-health services, we can order medicine online and it will delivered to you in no time, a sick person doesn't has to travel to get medicine, we have apps for purchasing fruits and vegetables now, which is making life comfortable, e-sign are being accepted, with online banking system coming into place, the problem of standing for hours at the bank for payment has been reduced, today 90% of the people living in the urban sector prefer and use digital banking. Digital India has provided various opportunities to its people along with making life comfortable. Digital India was launched in 2015 by our Prime Minister of India Narendra Modi with the aim to connect rural people and empower the population by providing high net speed facilities to the rural villages, it is based on three key elements development in the field of digital infrastructure, second is to make government services and information available online through e-governance and empowering people through digital literacy. It aims to provide growth and development in the electronic services, products and manufacturing industries and opening door for jobs. Bharat Broadband Network Limited is responsible for the execution of BharatNet project and promotes Digital India, by the government of India. The government has initiated many digital programmes and opened the gate of e-learning, e-training above all e-governance which has made things transparent for everyone, the government is accountable to its citizens for its decision and the people have the right to question their decision using the digital platform. We see digitalisation of India in all most all sectors from schools to colleges, banking, travelling, railways, airways, health care facilities, today majority of the people in India has access to phone in urban India and we are trying to provide this facility to maximum number of people in the rural India.

## Research Methodology

For the purpose of this exploration, I have used amalgamation of two of the archetypical social sciences research tools application – as they are authentic and brilliant method to assemble statistics from multiple appellant in an methodical and convenient way. Question were asked to the parents and their children, survey, interviews – consisting of several interrogation which were dispersed among representative of each contender group.

## Objective of the Research Paper

The main areas of exploration in this paper incorporates

1. What is Digital India and its motivation in India
2. How far the government has been successful in completing his aim of a Digital India

3. What benefits have the people received by digitalisation of India.
4. What are the challenges that come in the way to achieve Digital India

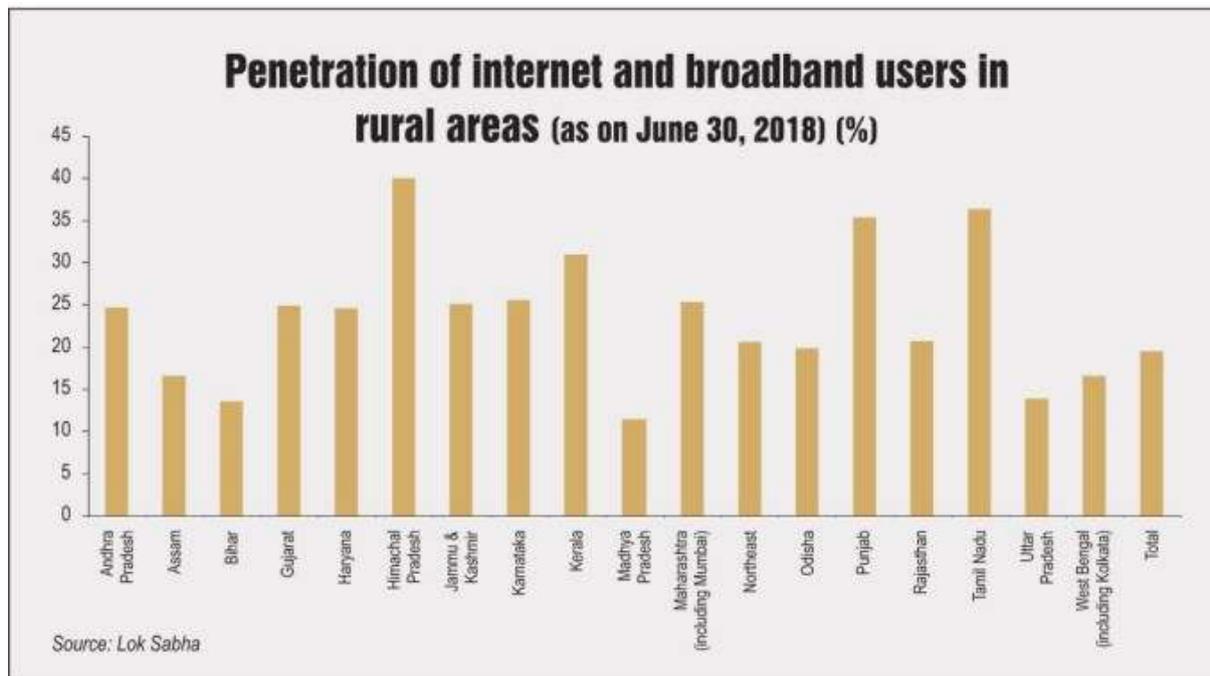
### Literature Review

The government has provided many facilities through this scheme, as part of Digital India scheme, the government plans to launch Botnet Cleaning Centres. The National e-Governance objective is to bring all government services online under one platform. The government has introduced MyGov.in, it is a digital forum where one can give his ideas and inputs on different subjects and policies, this platform is an open door for citizen participation in governance by approaching the Discuss, Disseminate and Do pattern. UMANG(Unified Mobile Application for New-age Governance), a facility provided by the government of India, it is basically a mobile based apps where you get access to all the government both central and state services which is applicable on all kinds of phone services like Android, iOS, USSD and Windows which we can avail in different languages according to our comfort, it encompasses many facilities like Aadhaar, Bharat Bill Payment system, Digilocker, PAN, PMKVY services, EPFO services, CBSE, AICTE, tax, bills, job search, education details, business, health, travel, booking of railway tickets, agriculture, e-panchayat, e-District, police clearance passport and other utility services for people.

E-sign framework which allows people to provide digital signatures for different forms and documents online using aadhaar authentication, the government has provided many e-health care facilities which has helped to overcome many problems like it has provided facilities for online registrations, online diagnostic reports, payment of fees and appointment, blood related queries etc we have the PMJAY e-card Pradhan Mantri Jan Aarogya Yojana or Ayushman Bharat, a health Insurance Scheme introduced by the government of India and is considered one of the world's largest health insurance scheme. Swachh Bharat Mission Mobile app which is acting as a platform in achieving the goal of the Swachh Bharat Mission in India. To empower the citizens digitally the government has come up with Digital Locker system which allows people to save their important government documents like aadhaar card, PAN card, mark sheet, passport and many other important documents and it also provides access to government issued documents, it uses authenticity services like provided by aadhaar. It has introduced and promoted the use of electronic documents and removed the use of physical documents. Creation of many BPO in various gram Panchayat create 28,000 seats of BPO. E-sampark, the government of India has been working to start with Vernacular email address, as majority of the people depend on vernacular languages for their living Technology Pvt Ltd has Launched free linguistic email address facilities where one can create their email address in their own language under the DATAMAIL platform and the email service will soon be available in all the 22 languages. There has been many online awareness campaigns going on like E-Cabinet, e-Pragati, Bhudhar, e-Panta (Crop Booking), Loan Charge, majority of these are happening in the state of Andhra Pradesh.

### Findings

Today 88% of the families in India have access to mobile phones according to the survey by ICE(Citizen environment and climate economy) 2016. Digitalisation of India and providing speed network connectivity to the rural India has helped many villages to develop. With the government providing many facilities for the farmers using phone and also on special sites and apps opened for the farmers to enhance crop productivity, better quality seeds and yields of irrigation. The government of India has started something called e-farm which provides way to minimise this long chain of intermediaries between the producers and consumers and trying to create a direct link between buyers and sellers. The Business to Business model the objective is to bring together all the stakeholders in the supply chain where there exist a direct contact with the farmers, mobile based information exchange forum. mKRISHI a forum which provides advice to farmers using phones providing them necessary information on pesticides, fertilizers, soil and water conservation. Vocational training courses on farming, correct use of fertilizers, how to prevent soil erosion, better quality seeds all the information are available at the different websites for farmers in order to enhance agriculture using digital platform.

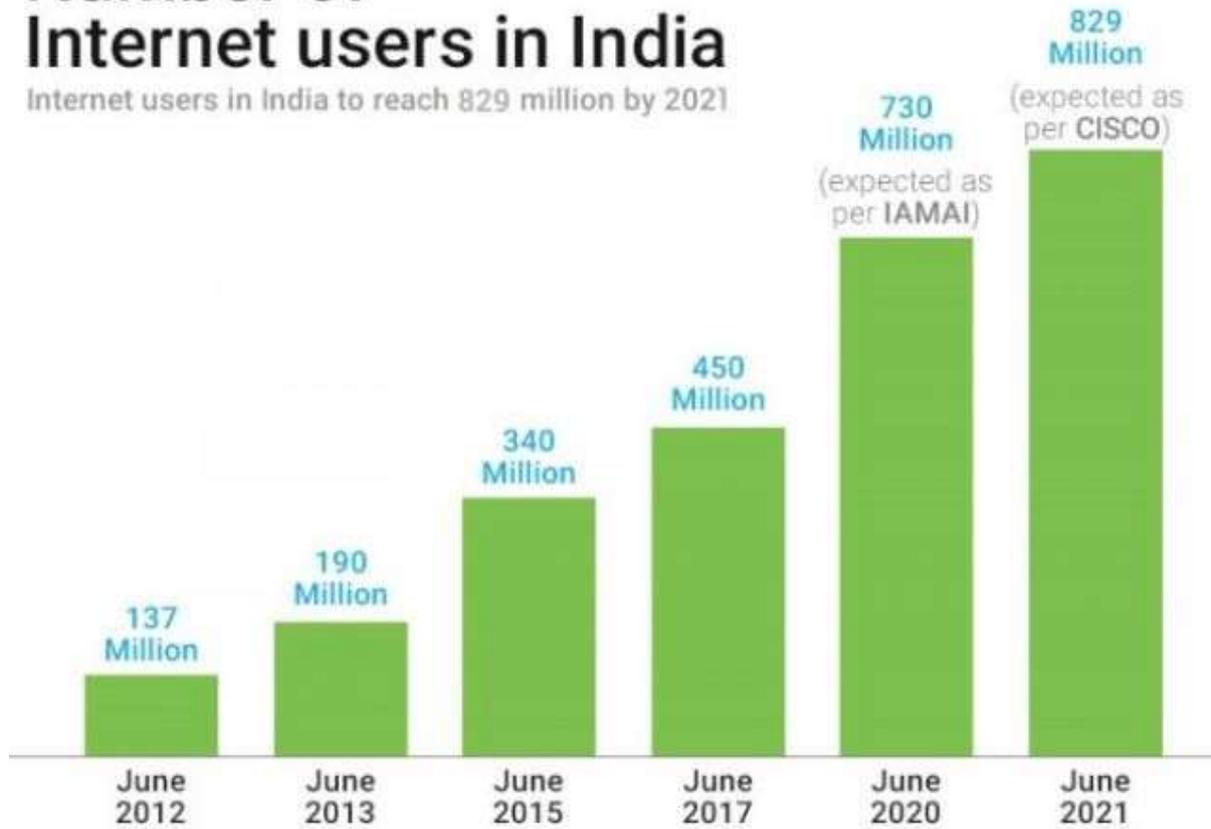


Apart from that for the empowerment of women, the government has launched Mahila-E-Haat is scheme, by the Ministry of women which is an online market platform that grip technology to help women entrepreneurs, self-help groups, NGOs to showcase their production and services and it also facilitates direct contact between the consumer and producer, providing training and organising small workshops with a web based approach for their economic empowerment, this is available for the all women across 24 states it is serving with 17 lakh visitors and services across 18 categories, above all everything can be handled by the mobile, you don't require a laptop or computer for that. Mahila Shakti Kendra was launched by the government of India in 2017 to authorize rural women with the chance to enhance themselves through skill development, provide digital literacy on health and nutrition, it is working in 115 backward districts by community engagement through student volunteers. It also provides an interface for rural women to approach the government to avail their entitlement and work on capacity building at the national, district, state and block level.

Coming to the field of education, digitalisation of India with focusing on e-education, today we have access to different apps which prepare us for competitive exams online which are free of cost, we have different apps by both government and private sector for learning different languages, the poor people or average people who don't have much time or cant afford the cost of travelling or the fees can easily use these apps and prepare for their competitive exams and learn new languages, along with access to digitalisation, we can now sit and home and study from different high class and top universities across the world apps like coursera and future learn provide us that option, Indian education websites like swayam portal from where we can do many courses online at a reasonable rate, for professional employers these online sites and certificate courses provide them immense opportunities in their work and career we also have SWAYAM PRABHA, which provides us with 32 high quality educational degrees which we can do from home we also have the National Scholarship Portal which was launched in 2020 it provides scholarship facilities to SC, ST and OBC and other minority students launched by the Ministry of Electronics and Information Technology and we also have the e-Pathshala platform where we get access to all the textbooks, videos, audios, printed and non printed materials for the use of students, teachers, researchers and parents. COVID-19 which resulted in Lockdown in 2020 brought in digital education to a new level, where everything was taught online which continues till now, from school level to university, from graduation to post graduation all the classes were being held online which was possible because of digitalisation which made the education possible during this pandemic situation, video apps like zoom, Google meet were used to run classes online. The whole education system was digitalised, giving way to digital education which has been a success in India, Moreover this digital education has provided facilities to the rural people and have given way to adult education, where people can learn and educate themselves without going to school and college, and the rural villages where girls have no access to education can use a cell phone which every household family is having in many villages to learn and educate herself.

# Number of Internet users in India

Internet users in India to reach 829 million by 2021



BHIM –Bharat Interface for Money , its an app that makes more transaction online which happens easily and fast , we have come up with many new money transfer apps like Google pay , patym and phonepe , around 65% of the population user Google pay, 63% users Phonepe and 57% uses paytm according to the latest report of 2020 . which has made transaction faster and we don't need to go to banks for making payment , even shops , online and malls are using this app and they are save too .



Now , Aadhar card , Driving Licence , PAN card and Voter Id card services have started online , we can apply online , with the new rule and people don't need to carry Driving Licence , electronic carrying of documents will be accepted, With the facility of allowing booking railway tickets online , things have been quite convenient for passengers in India , along with tourism packets details and all the necessary information available online .The government has been successful in linking 12000 rural post office electronically, amplified electronic transactions related to e-governance and there are around 100 crore mobiles phone in India .Under the BharatNet programme the government has connected fiber network of 2,74,256 km over 1.5 lakh Gram panchayat along with we see a rapid expansion of Common Service Centers across the villages , there are more 300 million users in 2019 which has risen from 10 to 15 million from 2011 , we see a rapid rise in daily users . We also see a growth in India's Digital Economy which is

going to rise to \$ 10 trillion economy by 2030 . However with so much growth and digitalisation of India in different sectors , we have many loopholes which are causing problems in the smooth working of the digital India which has given rise to a number of cyber crimes .

### Challenges

It is very important to have a strong IT infrastructure before moving towards a digital India, India has a poor cyber security facility which has given rise to numerous cyber crime across the country, where people have received fake messages and calls and their money have been take in this way especially during the COVID -19 pandemic, the cases of cyber crime was doubled than the cases experienced in the last 10 years. Fraud job officers etc. With a poor cyber security infrastructure it is not possible for us to provide proper Wi-Fi or net connectivity all time .Moreover during online shopping and playing games online we see our money been cut for unnecessary purposes and giving rise to cyber crime .

Till today , the rural India has not yet developed and received some of the basic necessities , the foremost being electricity , 23 million household in rural India has no access to electricity , Uttar Pradesh tops the list with 12 million household are living in the dark , followed by Assam which includes 1.9 Million households , Odisha which has 1.8 Million household. 43000 villages have no access to a mobile phone, where as in Odisha 9,940 have no mobile services, in Maharashtra 6,117 villages have no mobile phone facilities and in Madhya Pradesh 5558 inhabits don't have. It is estimated during this time of COVID-19 pandemic that 56% of the students have no access to smartphones for online classes or e-learning facilities. Internet connection has not yet reached villages which have access to electricity. This is a big hurdle which comes in the way of achieving Digital India , and all the smartphones that we see doesn't have enough facilities and we lack manpower when it comes to digital technology , majority of the people lack digital literacy , we need to overcome these challenges to make India digitally powerful.

### Conclusion

Digital world has its own advantages and disadvantages and it totally depends upon the country how to use it to the maximum benefit of its people .Digital India, a scheme that was launched in 2015 to provide citizens with all the information related to the activities happening across the country which has an effect on their life with the aim to link rural India with the Urban India and make everyone part of the decision making process through online platform. Digital India has given rise to Digital education, e-banking facilities, e-health care services which has made life very simple and things convenient for the people, online education has open the doors for adult education and people who can't afford to attend school due to unaccountable reasons especially the female population, e banking and other facilities for the better life of its people. We do need to overcome the issue of cyber security which is a burning issue right now as it is resulting in lost of money and private information and further giving rise to cyber crime, we require high cyber security force to promote digitalisation of India.

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