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## Digital India Challenges & Opportunities

### Archana Singh

Research Scholar  
Commerce Deptt. SLBSPG College  
Gonda  
Dr. Ram Manohar Lohia Awadh  
University -Ayodhya

### Prof. Vinod Pratap Singh

Professor & Head of Commerce Dept.  
SLBSPG College Gonda  
Email - bpsingh1504@gmail.com

#### Abstract:

*The development of digital India is the result of several inventions and technical advances. The honorable Prime Minister Mr. Narendra Modi created the "Digital India" program. The program's objective focuses on three areas: building digital infrastructure, providing government and services on demand, and giving citizens digital empowerment. By bringing synchronization and coordination in public accountability, digitally connecting and delivering government programs and services, and mobilizing the capability of information technology across government departments, the Indian government hopes to transform India into a knowledge economy and a society that is empowered by technology, with good governance for citizens. There are several obstacles standing in the way of its proper implementation, including digital illiteracy, bad infrastructure, slow internet, a lack of collaboration between different ministries, and taxation-related problems. To fully grasp the potential of this software, several issues must be resolved. The secondary sources used to gather the data for this study were websites, research journals, newspapers, magazines, and other secondary sources. The research technique is descriptive and analytical in nature.*

**Keyword-** Digital India, Digital Technology, e-Kranti, e-Governance

## Introduction

The Government of India's flagship initiative, Digital India, aims to convert India into a knowledge-based society and economy. In India, e-governance projects expanded in the middle of the 1990s for more extensive sectoral applications with a focus on citizen-centric services.

The Indian government started the Digital India program to develop online infrastructure and internet connection in order to make government services available to residents electronically. It also intends to provide the nation digital technological empowerment.

In order to transform India into a nation with a strong digital economy, the Indian government launched Digital India under the direction of the Ministry of Electronics and Information Technology. Every person in the nation may participate in this effort. The campaign has shown foresight by enhancing online infrastructure and internet connection. India is poised to take the lead in implementing digital technology. Mobile applications and cloud computing seem to be the most significant sources of economic development and social system restructuring. Today, everyone uses digital technology, from the average business owner to government officials. It makes it easier for us to communicate with everyone and exchange problems or information. So, we'll discuss the Digital India Programme and its effects here.

## Research Methodology

The study is founded on secondary data that has been found online, in magazines, and in journals. This essay is conceptual in nature. Knowing more about the idea, its use, and the effects on the economy is the main goal. As a result, this article uses qualitative data.

## Objective of Research

The study's aims were as follows:

1. To research the idea of a digital India
2. To research India's digital vision
3. To comprehend the tenets and programs of Digital India
4. To comprehend India's digital ambitions
5. To learn about the difficulties encountered during program implementation.
6. To identify workable solutions and creative concepts for implementing the program.

## Objectives of Digital India

The primary areas of vision, operation, and value of the initiative Digital India are focused on the need for digital technological empowerment for every person, organization, and population. The extensive campaign is broken down into three sections:

- An effective digital network that would connect the entire country in safety
- easier access to government services online (e-Governance)
- Most people are now digitally literate.

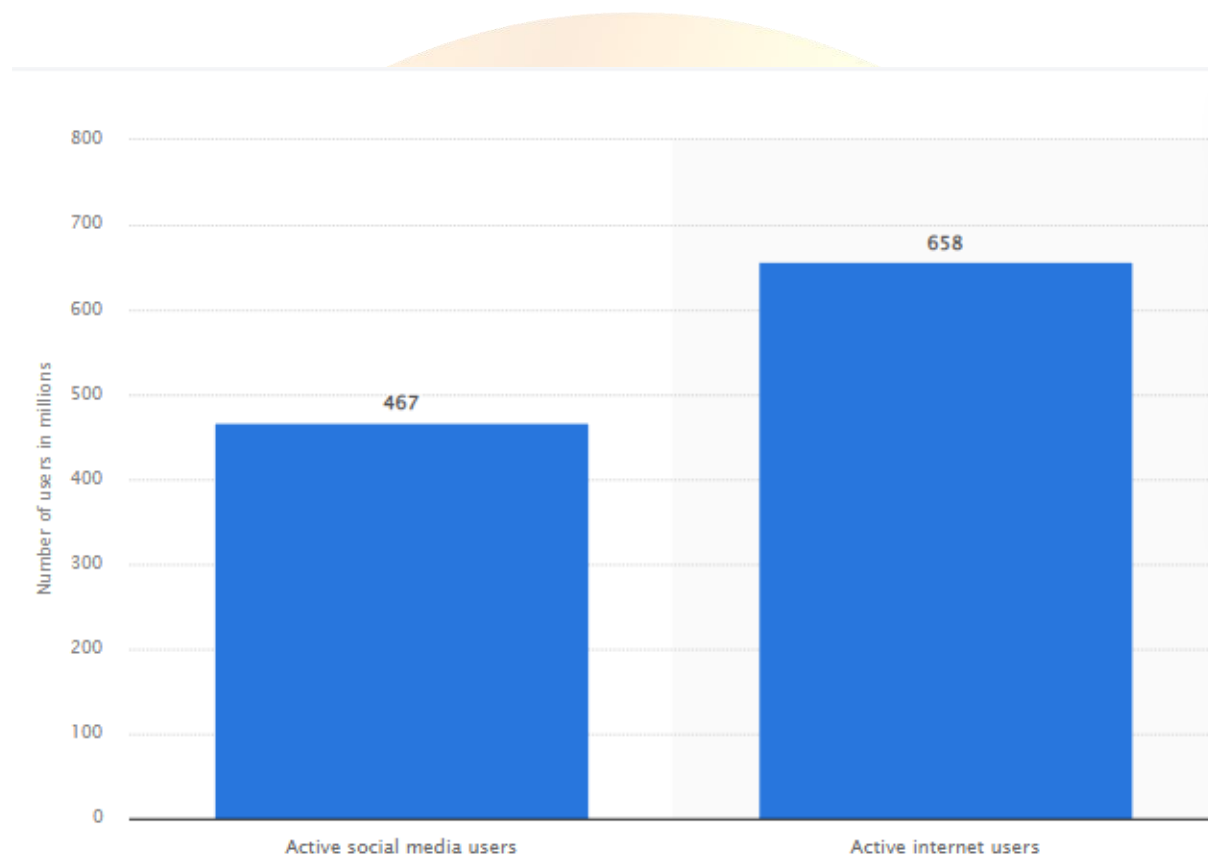
Instead of adopting a digital India perspective, the government wants to give every citizen access to high-speed internet as a tool for quick online public service delivery and to encourage digital literacy among the populace. The National Information Centre network and data centers will be used to connect India's cities, towns, and villages with high-speed internet.

## Major Digital India Program Projects

- Despite the fact that the Digital India Programme is focused on implementing several projects in India, we will just mention a few key initiatives here
- Digital locker solution that allows agencies to share e-documents and reduces the need of physical papers.
- Everyone is aware of the most well-known project, the Swachh Bharat Mission (SBM). This mission's objective was to make India a tidy and clean nation.
- The eSign feature for Aadhar authentication has been launched.
- Initiation of the eHospital application and the Online Registration System (ORS). Where you may access anything online, including the availability of blood.
- The government has started "broadband roads" to provide enabling technology or supply services to residents.
- BharatNet is yet another effort to create a high-speed digital highway that will link the nation's 2.5 lakh Gram Panchayats. This would be the biggest optical fiber project ever for rural internet connection.
- Next Generation Network (NGN), an IP-based system to manage various forms of services including phone, data, multimedia/video, and other types of packet switched communication services, has been developed by BSNL to replace exchanges that are 30 years old.

### India's digital population as of February 2022 (in millions)

The country's digital population reached 658 million active users as of February 2022, thanks to the implementation of the government's Digital India project and the rising internet penetration over the past few years. At this time, mobile internet users accounted for the majority of traffic in the second-largest internet market in the world.



Source- STATISTA.COM

### The root causes and the results

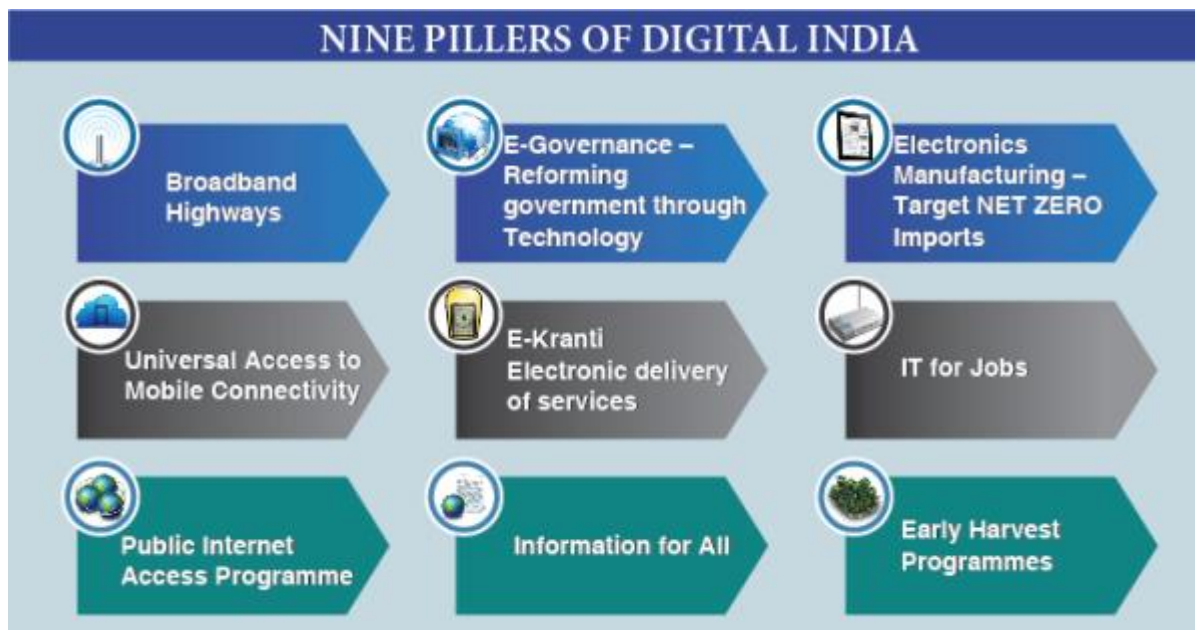
No of their income levels or socioeconomic classes, citizens in the country now have access to enticing subsidies and programs thanks to Reliance Jio services, which launched in 2007. In less than 10 years after its inception, Jio services accounted for more over 60% of all mobile data traffic, therefore the impact was practically immediate.

### The future is more promising.

In both urban and rural locations, the number of internet users has grown over time. The introduction of Jio's fixed line broadband service, known as Gigafiber, was expected based on

historical trends to contribute to the nation's already rising internet penetration. The pace of digitalization in the nation surpassed 50% in 2019 along with the demonetization that took place in late 2016.

### Nine Pillars of digital India



### Vision Areas of Digital India

The goal of the Digital India initiative is to make India into a knowledge-based society and economy.

Three major vision areas are at the heart of the Digital India program:

- Every citizen should have access to basic digital infrastructure.
- High-speed internet as a fundamental service
- Digital identity from birth to death
- Using mobile devices and banking to participate in the digital and financial sphere
- A Common Service Center is conveniently located (CSC)
- Private area that may be shared on a public cloud

### 2. Demand-driven services and governance

- seamless departmental integration of services
- Real-time services provided through web and mobile platforms
- Every citizen's rights must be portable and accessible via the cloud



- Digital transformation for corporate efficiency
- Cashless and electronic financial transactions
- Using the Geospatial Information System (GIS) for development and decision support

### 3. Citizen digital empowerment

- Worldwide digital library
- Digital resources that are open to everyone
- Every document and certificate will be accessible online
- Indian language support for digital resources and services
- Digital platforms for cooperation in participatory governance

### Digital India and the Pandemic

- Technology was essential in the pandemic for maintaining access to healthcare, education, and other public services.
- Students all around the country have access to affordable tablets and digital devices.
- In order to achieve this aim, electronic firms are receiving production-linked subsidies.
- Global recognition has been given to the digital solutions developed by India during the Covid epidemic.
- Aarogya Setu, a contact tracing app, has been essential in limiting the spread of Covid across the nation.
- The CoWIN app has garnered interest from other countries, and resources like these demonstrate India's technical competence.

### Key accomplishments

- Several government officials and business insiders claim that the following initiatives have been successful in recent years:
- There are 1 million or so digital transactions every day throughout the 55 lakh post offices that have been digitally linked.
- Pensioners no longer have to make an annual trip to the bank branch; instead, they may digitally register for Jeevan Pramaan from anywhere in the globe.
- BHIM UPI, who is unaware of it. You may use this feature to make payments digitally from any location. We are now able to pay without using cash.

- 2.39 lakh gram panchayats have Common Service Centers (CSC) present, and 65 lakh CSC are operational.
- Bharat Net: In order to deliver smooth high-speed internet access, about 1.19 lakh Gram Panchayats have been connected by optical fiber. The initiative seeks to use optical fiber to connect all 2.5 lakh Gram Panchayats in India.
- With the help of eHospital services, visiting the doctor is now simple. In 322 significant hospitals, appointments may be made online. where you may also find a ton of essential amenities.
- Service Plus is a metadata-based, single, unified eService delivery platform with fully customizable service definitions that enables the government to quickly roll out any service while making it accessible in an effective and transparent manner.

### **The effects of Digital India Project**

The influence of digital India is felt strongly by individuals from all walks of life. The campaign had a significant impact on each person's whole life and helped society as a whole thrive. Numerous initiatives fall under the umbrella of "Digital India." One strategy is to establish 28,000 BPO positions nationwide and a Common Service Center in each Gram Panchayat. Additionally, it will enable the government to create thousands of IT jobs, since Digital India need labor to build the necessary infrastructure and introduce the new generation of young people to the digital revolution.

In Digital India, more than 250,000 villages have been connected thus far. Every community now has access to high-speed internet, which is provided by the government-owned BBNL telecom. By supporting several payment options like PhonePe, the Government of India has also taken 11 technological steps to increase the number of digital payments. Also pushed is the Indian company's RuPay platform, which competes with MasterCard and Visa.

The quantity of black money people had significantly decreased as a result of the initiative. Since everything is done online, many people slipped by tax authorities, making it possible to track down a sizeable portion of the black market's funds. This caused a dramatic surge in revenue for the government the next year.

**Economic impact:-** India is intensifying its focus on digitization, connectivity, a cashless/paperless economy, and the environment for start-up innovation. Focusing on digitization can help our nation flourish significantly.

According to a research by economic specialists, the Digital India program can increase our GDP by over \$1 trillion by 2025. Playing a significant effect in macroeconomic issues like job creation, labor productivity, business expansion, and revenue production may also be detrimental.

With about 259 million broadband customers, India is now the second-largest telecom and third-largest Internet market in the world. Given that over 65% of the population lives in villages, the World Bank research states that there is a significant economic potential in rural India, where the tele-density is just 45%. It claims that the 10% increase in mobile and broadband penetration raises the per capita GDP in developing nations by 0.81% to 1.38%.

### **Social Impact**

The influence of the Digital India program on social concerns is astounding. Before there were countless formalities and paper work accessible, whether we are talking about healthcare, banking, or schooling. But modern ICT has made every work simpler. Reaching the residents of the rural areas has been crucial thanks to the availability of m-Education services. Only 6.5% of Indians, according to study estimates, are digitally literate, and 20.83 out of 100 people in India are online. Through the use of smart and virtual classrooms, the Digital India initiative will aid in delivering real-time instruction and partially alleviate the issue of a lack of instructors in the educational system. Through mobile devices, farmers and fishermen may receive education.

### **ENVIRONMENTAL IMPACT**

Environment has a major impact on how we live. We chop a lot of trees because of our extensive use of paper, which is detrimental to our way of life. By reducing fuel use, improving waste management, creating greener workspaces, and so forth, digitalization will assist us in minimizing our carbon footprint and fostering a more eco-friendly ecology. Every work will be more adaptable, and you'll be able to complete them without endangering the environment. The ICT industry supports effective resource management and non-renewable resource use. Cloud computing technology increases mobility and flexibility while reducing carbon emissions.

### **Digital India: Programme pillars**

Digital India seeks to provide the following nine development areas the much-needed boost:

- Broadband Highways
- Access to Mobile Connectivity for Everyone
- Program for Public Internet Access



- e-Governance: Using technology to transform government
- Electronic Delivery of Services (e-Kranti)
- General Information
- Manufacturing of Electronics
- Employing IT
- Early-Harvest Initiatives

### **Digital India Initiatives**

Under the Digital India program, the government has launched a number of projects, including DigiLockers: By giving citizens access to genuine digital documents in their digital document wallets, this flagship program seeks to "Digitally Empower" them.

E-Hospitals-Through a single digital platform, the Hospital Management Information System (HMIS) known as "e-Hospitals" serves as a one-stop shop for tying patients, hospitals, and clinicians together. As many as 420 e-Hospitals has been built as part of the Digital India initiative as of February 2021.

E-Pathshala: Created by NCERT, e-Pathshala is a website and mobile app that displays and shares all educational e-resources, including as textbooks, audio, video, periodicals, and a range of other print and non-print materials.

BHIM: Bharat Interface for Money is a software that uses the Unified Payments Interface to make payments simple, straightforward, and rapid (UPI)

Digital India Bhashini -Indian Internet It is India's artificial intelligence (AI)-driven language translation platform, according to Bhashini.

Digital India GENESIS: Indian Internet A national deep-tech startup network called GENESIS (Gen-next Support for Innovative Firms) aims to find, nurture, and create successful startups in Tier-II and Tier-III cities in India.

My scheme: It is a service discovery tool that makes it easier to access government programs. It seeks to provide a one-stop search and discovery site where users may locate programs for which they qualify.

Meri Pehchaan: One Citizen Login is a National Single Sign On (NSSO). It is a user authentication solution that enables access to several online programs or services with a single set of credentials.

The Chips to Startup (C2S) Program -The Chips to Startup (C2S) Program intends to train specialist personnel in the field of semiconductor chip design at the bachelor, master, and research levels. It also serves as a catalyst for the expansion of startups engaged in semiconductor design in the nation.

Indiastack global: Aadhaar, UPI (Unified Payment Interface), Digilocker, Cowin Vaccination Platform, Government e Marketplace, DIKSHA Platform, and Ayushman Bharat Digital Health Mission are just a few of the notable projects under India Stack that are housed in the Indiastack worldwide repository.

### **Challenges for Digital India**

Despite being a good program that would benefit every Indian in a very helpful way, Digital India has certain flaws. However, we must manage this issue in order to make the digital India campaign a successful project.

#### **There are few difficulties:**

- Many illiterate persons are unable to comprehend modern technologies and digital gadgets. Most people are unable to operate a basic cell phone.
- Even though the government started this initiative, it still lacks the fundamental infrastructure needed to advance digitally.
- Few individuals can afford all of these amenities due to the rising cost of technology and the internet.
- The biggest problem nowadays is cybercrime since we don't feel secure with our data and personal information. Government should work on it, and engineers need to receive good training.

### **Benefits of the Digital India Program**

**Control of Corruption:** Because online work is done in front of everyone, it makes it easier to control dishonest behavior and ensure that the job is done correctly.

**Time savings:** People can work fast and effortlessly on the digital project. The task that takes hours to do in offices may be completed in a few minutes.

**Rapid Village Development:** The Digital India Project has the power to alter the country's character. It won't take long for a village to develop into a city if the idea is given the proper attention in the villages.

**Opportunities for Work:** The internet is a great resource for information and opportunities for employment. Following the inauguration of the Digital India Project, the majority of government portals will provide greater options.

**eBasta Portal** -Students will get information about the course through the eBasta Portal in this situation. Books, important notes, and other resources will be accessible through this gateway.

### **Way forward**

The goal of the Digital India initiative is to bring together several programs already in place. These plans will be reorganized, updated, and refocused, and they will all be put into action simultaneously. Numerous components merely involve small cost enhancements to processes. Programs are frequently branded as being part of "Digital India," which emphasizes their revolutionary nature.

The push for the digital revolution in India will benefit all economic sectors and regions. As a result of improvements in governance, reforms, start-ups, and demographic advantages, the nation will likely have the fastest-growing digital economy.

The digital revolution in India will result in a paradigm shift for the country and its economy. India may become the country with the fastest-growing digital economy with the aid of public and private partnerships, favorable government policies, creative reforms, a demographic advantage, rising incomes, and the expansion of the startup culture in India.

The Indian economy has already benefited from the digital revolution by being more adaptable to the times. Future projections indicate that India's digital economy will help the country reach its target of a \$5 trillion GDP.

### **Conclusion**

We can strengthen our nation's social and economic conditions with the aid of digital India. The most crucial aspect of this project, however, is appreciating the benefits of digitalization. Rather than relying just on ICT, one should concentrate on improving the following components, such as literacy, basic infrastructure, the general business environment, the regulatory environment, etc.

### **Areas for Future Research**

The goal of Prime Minister Narendra Modi's "Digital India" initiative is to transform India into a country with a knowledge-based economy, an empowered digital society, and effective citizen

government. By including factors affecting both urban and rural people's finances, social life, politics, and the environment, the research may have been rendered empirical.

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