

UNIT- 10

DIGITAL INDIA PROGRAMME- PROSPECTS

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10.1 INTRODUCTION

Digital India is a flagship programme of the Government of India (GoI) with a vision to transform India into a digitally empowered society and knowledge economy. E-governance initiatives in India took a broader dimension in the mid-1990s for wider sectoral applications with emphasis on citizen-centric services. The major ICT initiatives of the Government included, inter alia, some major projects, such as railway computerization, land record computerisation etc., which focused mainly on the development of information systems. Later on, many states started ambitious individual e-governance projects aimed at providing electronic services to citizens.

The national level e-governance programme called National e-Governance Plan (NeGP) was initiated in 2006. There were 31 Mission Mode Projects (MMPs) under National e-Governance Plan covering a wide range of domains viz. agriculture, land records, health, education, passports, police, courts, municipalities, commercial taxes and treasuries etc. 24

Mission Mode Projects have been implemented and started delivering either full or partial range of envisaged services. Considering the shortcomings in National e-Governance Plan that included lack of integration amongst Government applications and databases, low degree of government process re-engineering, scope for leveraging emerging technologies like mobile and cloud etc., the Government of India approved e-Kranti programme with the vision of “Transforming e-Governance for Transforming Governance”. All new and ongoing e-governance projects as well as the existing projects, which are being revamped, should now follow the key principles of e-Kranti. The portfolio of Mission Mode Projects has increased from 31 to 44 MMPs. Many new social sector projects namely Women and Child Development, Social Benefits, Financial Inclusion, Urban Governance eBhasha etc., have been added as new MMPs under e-Kranti.

[Source: <https://www.digitalindia.gov.in/content/introduction>]

Several initiatives have been taken for the introduction of Information Technology (IT) to empower people in areas relating to health, education, labour and employment, commerce etc. Digital India Week has been launched with an aim to impart knowledge to people and to empower themselves through the Digital India Programme of Government of India. Digital India comprises of various initiatives under the single programme each targeted to prepare India for becoming a knowledge economy and for bringing good governance to citizens through synchronized and co-ordinated engagement of the entire Government. The Digital India programme has been envisaged and coordinated by the Department of Electronics and Information Technology (DeitY) in collaboration with various Central Ministries/ Departments and State Governments.

10.2 OBJECTIVES

After the successful completion of this unit, you will be able to-

- Understand the vision behind the Digital India programme.
- Aware with Digital India Initiatives- As Infrastructure, Service, and Empowerment.
- Know the several schemes launched under Digital India programme.

10.3 THE DIGITAL INDIA PROGRAMME- AN OVERVIEW

The vision of Digital India programme is centred on the three key areas- (i) Digital Infrastructure as a Core Utility to Every Citizen (ii) Governance & Services on Demand, (iii) Digital Empowerment of Citizens.

[1] Digital Infrastructure as a Core Utility to Every Citizen-

A well-connected nation is a prerequisite to a well-served nation. Once the remotest of the Indian villagers are digitally connected through broadband and high-speed internet, then delivery of electronic government services to every citizen, targeted social benefits, and financial inclusion can be achieved in reality. The high-speed internet accessibility and to

facilitate online delivery of various services is one of the key objectives under Digital India Programme. To enable the infrastructure for digital identity, financial inclusion and ensure easy availability of common services centres.

[2] Governance and Services on Demand-

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. The National e-Governance Plan (NeGP) was approved in 2006 to take a holistic view of e-governance initiatives across the country, integrating them into a collective vision. The ultimate objective was 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. The following elements are crucial for ensuring that governance and services are made available on demand to all citizens and other stakeholders in the country, as- Seamlessly integrated services across departments, Services available in real time from online and mobile platforms, All citizen entitlements to be portable and available on the cloud, Digitally transformed services for improving ease of doing business, making financial transaction electronic and cashless, and leveraging Geospatial Information System (GIS) for decision support systems and development.

[3] 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 transfer 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.

10.4 DIGITAL INDIA INITIATIVES- AS INFRASTRUCTURE

Digital India Initiatives are categorized into three key areas, as- **Infrastructure**, Services, and Empowerment. Here we are describing the infrastructure related initiatives.

1. **Aadhar** [www.uidai.gov.in]- It is one of the key pillars of 'Digital India', wherein every resident of the country is provided with a unique identity or Aadhaar number. The largest biometrics-based identification system in the world, Aadhaar is a strategic policy tool for social and financial inclusion, public sector delivery reforms, managing fiscal budgets, increase convenience and promote hassle-free people-centric governance. It may be used as a basis for several Government welfare schemes and programmes for effective service delivery by promoting transparency and good governance.

2. **Bharat Broadband Network** [www.bbnl.nic.in]- It is a special purpose vehicle set-up under Companies Act by the Government of India. It has been mandated to create the National Optical Fiber Network (NOFN) in India.
3. **Centre for Excellence- Internet of Things (COE-IT)** [www.coe-iot.in]- The Centre of Excellence for IoT was announced as a part of the Digital India Initiative to jump start the IOT ecosystem taking advantage of India's IT strengths and help the country attain a leadership role in the convergent area of hardware and software. The objective of the center is to create innovative applications and domain capability and it will help to build industry capable talent, start-up community and an entrepreneurial ecosystem for IoT.
4. **Computer Emergency Response Team- India (CERT-IN)** [www.cert-in.org.in]- It provides incident prevention and response services as well as security quality management services. The functional areas of CERT in respect to cyber security are- (i) Collection, analysis and dissemination of information on cyber incidents (ii) Forecast and alerts of cyber security incidents (iii) Emergency measures for handling cyber security incidents (iv) Coordination of cyber incident response activities (v) Issue guidelines, advisories, vulnerability notes and whitepapers relating to information security practices, procedures, prevention, response and reporting of cyber incidents.
5. **Common Service Centres (CSCs)** [www.csc.gov.in]- CSCs are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C (Business to Customer) services to citizens in rural and remote areas of the country.
6. **Cyber Swachhta Kendra** [www.cyberswachhtakendra.gov.in]- It is a Botnet Cleaning and Malware Analysis Centre. This centre is set up in accordance with the objectives of the 'National Cyber Security Policy', which envisages creating a secure cyber ecosystem in the country.
7. **Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY)** [www.ddugjy.in]- DDUGJY is designed to provide continuous power supply to the entire rural India. The DDUGJY can benefit rural households significantly as electricity is extremely vital for growth and development of the country.
8. **DigiLocker** [www.digisevak.gov.in]- DigiLocker is a Digital Wallet to empower citizens digitally. It is a secure cloud-based platform for issuance, sharing and verification of critical lifelong documents or certificates. It has created a new paradigm for true paperless governance by promoting usage of digital documents. Such documents are issued by the several departments, as- Transport Department, Income Tax Department, Revenue Department, State & Central Education Boards, etc.

9. **DigiSevak- Volunteer Management System (VMS)** [www.digisevak.gov.in]- It is an online volunteering platform for interested citizens who want to contribute to the success of Digital India programme. The platform provides means for end-to-end execution of a volunteering task, right from registration of volunteers to creation of tasks, evaluation of tasks, rewards and recognition of contribution by volunteers.
10. **Digital Saksharta Abhiyaan (DISHA)** [www.ndlm.in]- DISHA or National Digital Literacy Mission (NDLM) Scheme has been formulated to impart IT training to Anganwadi, ASHA Workers and authorised ration dealers in all the States/UTs across the country. The initiative aims at training non-IT literate citizens to become IT literate to enable their active and effective participation in the democratic, developmental process, and enhance their livelihood too.
11. **Digitize India Platform (DIP)** [www.digitizeindia.gov.in]- The aim of DIP is to provide digitization services for scanned document images or physical documents for any organization. This program expects to digitize and make usable all the existing content in different formats and media, languages, digitize and create data extracts for document management, IT applications and records management.
12. **Direct Benefit Transfer (DBT)** [dbtbharat.gov.in]- DBT was initiated with the aim to reform government delivery system by re-engineering the existing process in welfare schemes for simpler and faster flow of information/funds and to ensure accurate targeting of the beneficiaries, de-duplication and reduction of fraud. DBT will bring efficiency, effectiveness, transparency and accountability in the Government system and infuse confidence of citizen in the governance. Use of modern technology and IT tools will realize the dream of 'Maximum Governance Minimum Government'.
13. **E-Basta** [www.ebasta.in]- This project has created a framework to make school books accessible in digital form as e-books to be read and used on tablets and laptops. The main idea is to bring various publishers and schools together on one platform.
14. **Electronic Development Fund (EDF)** [www.edfindia-canbankventure.com]- Electronics System Design and Manufacturing is the Governments agenda as part of the 'Digital India Programme'. The Electronic Development Fund is set up as a "Fund of Funds" to participate in professionally managed other Funds which in turn will provide risk capital to companies developing new technologies and research and development in the area of electronics, nano-electronics and Information Technology.
15. **E-Signature** [www.cca.gov.in]- It is an online electronic signature service which can be integrated with service delivery applications via an open API to facilitate an Aadhaar holder to digitally sign a document. Using authentication of the Aadhaar holder through Aadhaar e-KYC service, online electronic signature service is facilitated.

16. **Earth System Science Organization (ESSO)- Indian National Center For Ocean Information Services (INCOIS)** [www.incois.gov.in]- This project was established as an autonomous body under the Ministry of Earth Sciences (MoES). It is mandated to provide the best possible ocean information and advisory services to society, industry, government agencies and the scientific community through sustained ocean observations and constant improvements through systematic and focussed research.
17. **E-Trade** [etrade.gov.in]- The purpose of this is to facilitate foreign trade in India by way of promoting effective and efficient delivery of services by various regulatory/facilitating agencies involved in foreign trade
18. **Garv Grameen Vidyutikaran Mobile App** [garv.ddugjy.in]- The mobile application provides real-time updated data of ongoing electrification process to all users/stakeholders and provides information about Government schemes and electrification data.
19. **Government E-Marketplace (GeM)** [www.gem.gov.in]- GeM is a single window solution for online procurement of common use Goods and Services required by various Government Departments / Organizations / PSUs. It aims to enhance transparency, efficiency and speed in public procurement. The portal offers online registration facilities for all stakeholders namely Government Users, Product Sellers and Service Providers.
20. **Heritage City Development and Augmentation Yojana (HRIDAY)** [www.hridayindia.in]- The Ministry of Urban Development, Government of India, launched the National Heritage City Development and Augmentation Yojana with a focus on holistic development of heritage cities. The scheme aims to preserve and revitalise soul of the heritage city to reflect the city's unique character.
21. **Integrated Health Information System (IHIP)** [www.nhp.gov.in]- The objective of IHIP is to enable the creation of standards compliant Electronic Health Records (EHRs) of the citizens on a pan-India basis along with the integration and interoperability of the EHRs through a comprehensive Health Information Exchange (HIE) as part of this centralized accessible platform.
22. **Indian Railway Catering and Tourism Corporation (IRCTC)** [www.irctc.co.in]- To make the rail ticketing application more user-friendly and faster, IRCTC Connect was developed. The new app with several add-on features is based on the next generation e-ticketing system.
23. **Jeevan Pramaan** [www.jeevanpramaan.gov.in]- Jeevan Pramaan is a biometric enabled digital service for pensioners of Central Government, State Government or any

- other Government organization. This service aims to streamline the process of issuing life certificate and make it a hassle-free experience for the pensioners.
24. **Meghraj** [cloud.gov.in]- The Government of India has embarked upon an ambitious initiative- "GI Cloud" which has been named as 'MeghRaj'. The focus of this initiative is to accelerate delivery of e-services in the country while optimizing ICT spending of the Government. This will ensure optimum utilization of the infrastructure and speed up the development and deployment of e-Government applications.
 25. **Mobile Seva App Store** [www.apps.mgov.gov.in]- A mobile applications store (m-AppStore) has been created to facilitate the process of development and deployment of suitable mobile applications for delivery of public services through mobile devices. The m-AppStore store is integrated with the Mobiles Service Delivery Gateway (MSDG) and it shall use the MSDG infrastructure for deployment of such applications.
 26. **National Super Computing Mission (NSM)** [www.nsmindia.in]- NSM has been envisaged to empower the national academic and Research and Development institutions, spread across the country, by installing a vast supercomputing grid comprising of more than 70 high-performance computing facilities. These supercomputers will also be networked on the National Supercomputing grid over the National Knowledge Network (NKN).
 27. **Open Government Data (OGD)** [www.data.gov.in]- OGD is a platform for supporting Open Data initiative and intended to be used by Government of India Ministries/ Departments their organizations to publish datasets, documents, services, tools and applications collected by them for public use. It intends to increase transparency in the functioning of Government and also open avenues for many more innovative uses of Government Data to give different perspective.
 28. **Rapid Assessment System (RAS)** [www.ras.gov.in]- Ministry of Electronics and Information Technology (MEIT), has developed a Rapid Assessment System for continuous feedback for e-services delivered by Government of India and State Governments. This system has multiple channels for receiving feedback and is backed by analytics. These analytics will help integrated departments for continuous system improvement and better governance.
 29. **Single Window Interface for Trade (SWIFT)** [www.icegate.gov.in]- As part of the "Ease of Doing Business" initiatives, the Central Board of Excise and Customs, GoI has taken up implementation of the Single Window Project to facilitate the Trading Across Borders in India. The 'India Customs Single Window' would allow importers and exporters, the facility to lodge their clearance documents online at a single point only. Required permissions, if any, from other regulatory agencies would be obtained online

without the trader having to approach these agencies. The Single Window Interface for Trade would reduce interface with Governmental agencies.

10.5 DIGITAL INDIA INITIATIVES- AS SERVICES

- 1. Accessible India Campaign and Mobile App** [www.accessibleindia.gov.in]- Suganya Bharat Abhiyaan or Accessible India Campaign is a nation-wide flagship campaign for achieving universal accessibility that enables people with disabilities to gain access for equal opportunity, live independently and participate fully in all aspects of life in an inclusive society. The campaign targets at enhancing the accessibility of built environment, transport system and Information and communication ecosystem. The mobile application is a crowd sourcing platform to comprehensively obtain information on inaccessible places across the country. The mobile application is available on IOS, Android and Windows platform and can be downloaded from the respective App Stores.
- 2. Agrimarket App** [www.mkisan.gov.in]- The mobile application has been developed with an aim to keep farmers abreast with the crop prices and discourage them to carry-out distress sale. Farmers can get information related to prices of crops in markets within 50km of their own device location using the AgriMarket Mobile App. This app automatically captures the location of the farmers using mobile GPS and fetches the market prices of crops which fall within the range of 50km. The prices of agri commodities are sourced from the Agmarknet portal. Currently, the apps are available in English and Hindi languages.
- 3. Beti Bachao Beti Padhao** [wcd.nic.in]- The campaign aims at ensuring girls are born, nurtured and educated without discrimination to become empowered citizens of this country. The campaign interlinks National, State and District level interventions with community level action in 100 districts, bringing together different stakeholders for accelerated impact. The initiatives YouTube channel show various videos related to the campaign.
- 4. Bharat Interface For Money (BHIM)** [www.bhimupi.org.in]- BHIM is an app that makes payment transactions simple, easy and quick using Unified Payments Interface (UPI). It enables direct bank to bank payments instantly and collect money using a Mobile number or Payment address. Bharat Interface for Money app is currently available on Android and it is downloadable from Google Play store, for smart phones.
- 5. Crime and Criminal Tracking Network and Systems (CCTNS)** [www.ncrb.gov.in]- CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing through adopting of principle of e-Governance and creation of a nationwide networking infrastructure for evolution of IT-enabled-

- state-of-the-art tracking system around 'Investigation of crime and detection of criminals'.
6. **Crop Insurance Mobile App** [mkisan.gov.in]- This app can be used to calculate the insurance premium for notified crops based on area, coverage amount and loan amount in case of loanee farmer.
 7. **Digital All India Institute of Medical Sciences (AIIMS)** [ehospital.nic.in]- The aim behind Digital AIIMS project is to create an effective linkage between AIIMS, Unique Identification Authority of India (UIDAI) and the Ministry of Electronics and Information Technology (MeiTY). A unique health identification number for every patient visiting AIIMS was generated on an Aadhar platform. The Unique Health Identification Number gave every Patient visiting AIIMS a Digital Identity.
 8. **E-Granthalaya** [www.egranthalaya.nic.in]- E-Granthalaya is an Integrated Library Management Software. The application is useful for automation of in-house activities of libraries and to provide various online member services. The software provides built-in web based Online Public Access Catalogue interface to publish the library catalogue over Internet.
 9. **E-Panchayat** [www.epanchayat.in]- E-Panchayat is an e-Governance initiative for the rural sector providing comprehensive software solution attempting automation of Gram Panchayat functions. It is a platform for panchayat representatives to connect with rest of the world, which aims to bring out the local voices by empowering the local communities to showcase and share local social, cultural and economic practices, stories and challenges.
 10. **Electronic Business (e-Biz)** [services.dipp.gov.in]- The focus of eBiz is to improve the business environment in the country by enabling fast and efficient access to Government-to-Business (G2B) services through an online portal. It is implemented under the guidance and aegis of Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce & Industry, Government of India.
 11. **ECI EVM Tracking** [www.apps.mgov.gov.in]- It is a GPRS based mobile application for Election commission of India (ECI) Officials to scan barcode on Electronic Voting Machine (EVM), which is used in Polls.
 12. **E-District** [edistrict.gov.in]- It is a Mission Mode Project to strengthen the district administration of the States by providing ICT support to the participating departments and district administration in terms of providing centralized software application for selected category of citizen services and training.
 13. **E-Greetings** [egreetings.gov.in]- This project aims to promote a contemporary and eco-friendly method of sharing greetings by Government officials and agencies as well as

citizens to colleagues and friends for National Holidays and other national occasions. The portal allows users to select and send greetings from multiple occasion-specific templates. Government Departments can also customize the greetings by adding tag-lines and messages related to their programmes and schemes.

14. **E-Hospital** [ehospital.nic.i]- The e-Hospital application is a Hospital Management Information System (HMIS) for internal workflows and processes of hospitals. This one-stop solution helps in connecting patients, hospitals and doctors on a single digital platform. e-Hospital is made available to Central Government/ State Government/ Autonomous/ Cooperative hospitals on cloud through SaaS (Software as a Service) model.
15. **E-National Agriculture Market (e-NAM)** [www.enam.gov.in]- E-NAM is a pan-India electronic trading portal which networks the existing APMC (Agriculture Produce Marketing Committee) mandis to create a unified national market for agricultural commodities.
16. **E-Office** [www.eoffice.gov.in]- The e-office product aims to support governance by ushering in more effective and transparent inter and intra-government processes. The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices.
17. **E-Pathshala** [www.epathshala.nic.in]- 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 website and mobile app. All the concerning people, such as- students, teachers, educators and parents can access e-books through multiple technology platforms i.e. mobile phones, tablets and on web through laptops and desktops.
18. **Employees Provident Funds Organisation (EPFO) Web Portal & Mobile App** [www.epfindia.gov.in]- The web portal for Employees' Provident Funds Organisation allows employees to check their EPF balance through an e-Passbook. EPF pensioners have been given the facility to access their pension disbursement details through this mobile app. The mobile app allows the members to activate their Universal Account Number (UAN) from the comfort of their mobile phones and can also access their accounts for viewing their monthly credits through the passbook.
19. **E-Prison** [www.eprisons.nic.in]- The scope of this project is to computerize and integrate all the activities related to prison and prisoner management in the jail.
20. **E-Procurement Portal (CPP)** [www.eprocure.gov.in]- The Central Public Procurement portal of the Government of India facilitates all the Central Government organizations to publish their Tender Enquiries, Corrigendum and Award of Contract details.

21. **E-Sampark** [www.sampark.gov.in]- The e-Sampark is a mechanism to connect the government directly with citizens across India by running mailer, outbound dialing and SMS campaigns. The platform is used for sharing informational and public service messages. The multi-faceted platform facilitates not only seamless communication between the government and citizens, but also maintains a database of contacts of the nodal officers, representatives and citizens.
22. **Electronic Transaction Aggregation and Analysis Layer (E-TAAL)** [www.etaal.gov.in]- The e-TAAL is a web portal for dissemination of e-transactions statistics of the National and the State level e-governance projects including Mission Mode Projects. It receives transaction statistics from web-based applications periodically on near real time basis.
23. **E-VISA** [www.indianvisaonline.gov.in]- The e-tourist visa enables the prospective visitor to apply for an Indian Visa from his/her home country online without visiting the Indian Mission and also pay the visa fee online. The Ministry of Tourism supported the initiative regarding the implementation of Tourist Visa on Arrival enabled with Electronic Travel Authorisation (ETA) (renamed as e-Tourist Visa).
24. **Farmer Portal** [www.farmer.gov.in]- This portal is envisaged to make available relevant information and services to the farming community. Farmers' Portal is an endeavour in this direction to create one-stop-shop for meeting all informational needs relating to Agriculture, Animal Husbandry and Fisheries sectors production, sale/storage of an Indian farmer.
25. **Fertiliser Monitoring System (FMS)** [www.urvarak.co.in]- The FMS software monitors movement of various fertilisers at various stages in their value chain. The website provides information on fertiliser companies dealing with these fertilisers, the rate of concession on each fertiliser, its MRPs and product wise / state wise details of despatch and receipts of fertilisers at different destinations across the country.
26. **Geographic Information System (GIS)** [www.ncog.gov.in]- The GIS Software is designed to store, retrieve, manage, display and analyze different types of geographic and spatial data, which allows users to produce maps and other graphic displays of geographic information for analysis and presentation and thus serves as a valuable tool to visualize spatial data and/or to build decision support systems for further use in any organization or research bodies.
27. **Geological Survey of India (GSI)** [www.gsi.gov.in]- This portal provides a single window access to the information and services being provided by the GSI for the broad geoscientific community, citizens and other stakeholders. An attempt has been made through this portal to provide comprehensive, accurate, reliable and single point source

of information about GSI, its activities, achievements, geoscientific information and its various facets.

28. **Goods and Service Tax Network (GSTN)** [www.gstn.org]- It is unique as it seeks, for the first time to establish a uniform interface for the tax payer and a common and shared IT infrastructure between the Centre and States. The portal envisions becoming a trusted National Information Utility (NIU) which provides reliable, efficient and robust IT Backbone for the smooth functioning of the Goods & Services Tax.
29. **Khoya Paya** [khoyapaya.gov.in]- The Khoya Paya portal is a citizen-based website to exchange information on missing and found children. The website is an enabling platform, where citizens can report missing children, as well as sightings of their whereabouts without wasting much time. The 'Found' children can also be reported on this web portal. The reporting can be done through text, photographs, videos and other means of transmitting and uploading information to the site.
30. **Kisan Suvidha** [www.kisaansuvidha.com]- Kisan Suvidha is an omnibus mobile app developed to help farmers get relevant information instantly. The app provides information on various details such as weather, market prices, seeds, fertilizers, pesticides, agriculture machinery, dealers, agro advisories, plant protection and IPM practices etc.
31. **Knowledge Management System (KMS)** [www.kms.negd.in]- Digital India Program envisions to 'Transform India into a Digitally Empowered Society and Knowledge Economy'. To spearhead this vision, Knowledge Management Portal has been created to establish a culture where knowledge is captured, shared, created and reused. It provides a platform to leverage the transformation of data to knowledge by systematically aligning with the organizational goals and strategy.
32. **Learning Management System (LMS)** [www.lms.negd.in]- The LMS is a software application for the administration, documentation, tracking, reporting and delivery of electronic courses (e-learning) and training programs. As a capacity building tool, LMS facilitates efficient administration of e-learning and training for various government officials both at centre and states/union territories.
33. **MADAD APP** [www.madad.gov.in]- It has been set-up for Indian citizens to log and track Grievances pertaining to the Consular Services offered by the Indian Embassies (Missions/Posts) abroad.
34. **M-Asset** [www.assetdirectory.gov.in]- mAsset is a mobile based tool that act as a supplement application to capture details, such as photo and Geo-coordinates of the Assets into National Asset Directory (NAD). Additionally, this application is also used to capture the details of Asset (Category, sub-category, name of the Asset, Photo &

Geo-coordinates) which are not available in the NAD application. NAD is one of the applications developed under Panchayat Enterprise Suite under e-Panchayat Mission Mode Project.

35. **Ministry of Corporate Affairs (MCA 21)** [www.mca.gov.in]- This project enables easy and secure access to MCA services in an assisted manner for corporate entities, professionals, and general public. It is designed to fully automate all processes related to enforcement and compliance of the legal requirements under the Companies Act, 1956.
36. **M-Cessation** [www.nhp.gov.in]- Ministry of Health & Family Welfare, in partnership with World Health Organisation and the International Telecommunications Union, has started an initiative for utilising mobile technology for tobacco cessation.
37. **M-Kavach** [www.cdac.in]- m-Kavach is a comprehensive mobile device security solution with an emphasis and approach on protecting mobile device resources rather than scanning for malwares signatures. The major threats on mobile devices can be broadly categorized into data compromise, malicious applications, physical thefts and mis-utilization of hardware resources. M-Kavach is designed to provide protection against the above-mentioned threats, through its features such as Secure Storage, Application Manager, Anti-Theft, Call/SMS filter and authorized access to device resources like WiFi, Bluetooth and Camera.
38. **Mother and Child Tracking System (MCTS)** [nrhm-mcts.nic.in]- The MCTS is an initiative of Ministry of Health & Family Welfare to leverage information technology for ensuring delivery of full spectrum of healthcare and immunization services to pregnant women and children up to 5 years of age. It facilitates and monitors service delivery and also establishes a two-way communication between the service providers and beneficiaries.
39. **M-Raktkosh** [www.eraktkosh.in]- It interconnects all the Blood Banks of the State into a single network. The Integrated Blood Bank MIS refers the acquisition, validation, storage and circulation of various live data and information electronically regarding blood donation and transfusion service.
40. **National Career Service (NCS) Portal** [www.ncs.gov.in]- Primarily it connects opportunities with the aspirations of the youth. This portal facilitates registration of job seekers, job providers, skill providers, career counsellors, etc.
41. **National Knowledge Network (NKN)** [www.nkn.gov.in]- NKN project is aimed at establishing a strong and robust Indian network which will be capable of providing secure and reliable connectivity. In India, NKN with its multi-gigabit capability aims to

- connect all universities, research institutions, libraries, laboratories, healthcare and agricultural institutions across the country to address the knowledge need.
42. **National Scholarship Portal (NSP)** [www.scholarships.gov.in]- It is a one-stop solution for end-to-end scholarship process right from the submission of student application, verification, sanction and disbursement to end beneficiary for all the scholarships provided by the Government of India.
 43. **National Ujala Dashboard** [www.ujala.gov.in]- UJALA scheme aims to promote efficient use of energy at the residential level; enhance the awareness of consumers about the efficacy of using energy efficient appliances and aggregating demand to reduce the high initial costs thus facilitating higher uptake of LED lights by residential users.
 44. **National Voters Service Portal (NVSP)** [www.nvsp.in]- Through NVSP, a user can avail and access various services such as access the electoral list, apply for voter ID card, apply online for corrections in voter's card, view details of Polling booth, Assembly Constituency and Parliamentary constituency, and get the contact details of Booth Level officer, Electoral Registration Officer, among other services.
 45. **NIKSHAY** [nikshay.gov.in]- To monitor Revised National Tuberculosis Programme (RNTCP) effectively, a web-enabled and case-based monitoring application called NIKSHAY has been developed. This is used by health functionaries at various levels across the country in association with Central TB Division (CTD), Ministry of Health & Family Welfare. NIKSHAY covers various aspects of controlling TB using technological innovations. Apart from web-based technology, SMS services have been used effectively for communication with patients and monitoring the programme on day-to-day basis.
 46. **Nirbhaya App-**
[<https://play.google.com/store/apps/details?id=com.smartcloud.nirbhaya&hl=en>] Nirbhaya: Be Fearless© is an android emergency application, which can send a distress call or emergency message to a specified contact or group in an emergency situation faced by a woman or any other individual in general.
 47. **Online Labs (OLABs)** [www.olabs.edu.in]- Online Labs for school lab experiments provides students with the ease and convenience of conducting experiments over the internet. It has been developed to supplement the traditional physical labs and bridge the constraints of time and geographical distances.
 48. **Parivahan Portal** [www.parivahan.gov.in]- It aims to improve the quality-of-service delivery to the citizen and the quality of work environment of the Regional Transport Office (RTOs). Its mission has been to automate all Vehicle Registration and Driving

- License related activities in transport authorities of country with introduction of smart card technology to handle issues like inter-state transport vehicle movement and to create state and national level registers of vehicles/DL information. The latest initiative has been to centralize both applications- VAHAN and SARATHI, for ensuring higher transparency, security and reliability of operations through a countrywide unified database and provision of a highly citizen and trade centric web enabled environment.
49. **Passport Seva Project (PSP)** [www.passportindia.gov.in]- The Passport Seva enables simple, efficient and transparent processes for delivery of passport and related services. The Passport Seva Project is transforming passport and related services in India to provide a best-in-class experience to Indian citizens.
 50. **Project Management and Information System (PMIS)** [www.pmis.negd.gov.in]- The PMIS is a web-based, centralized tool for monitoring and evaluation of the physical, financial and outcome parameters of the Mission Mode Projects under e-Kranti framework of Digital India program and other such e-Governance projects.
 51. **Project Monitoring Website For E-Courts** [www.ecourts.nic.in]- The objective of the project was to help judicial administrations of the courts in streamlining their day-to-day activities.
 52. **Public Financial Management System (PFMS)** [www.pfms.nic.in]- PFMS started during 2009 with the objective of tracking funds released under all Plan schemes of Government of India, and real time reporting of expenditure at all levels of Programme implementation. Subsequently, the scope was enlarged to cover direct payment to beneficiaries under all Schemes.
 53. **Saransh** [www.saransh.nic.in]- Saransh is a tool for comprehensive self-review and analysis for CBSE affiliated schools and parents. It enables them to analyze students' performance in order to take remedial measures.
 54. **Shaala Darpan** [www.darpan.kvs.gov.in]- It is an e-Governance platform for all Kendriya Vidyalayas in the country. It aims to improve quality of learning, efficiency of school administration, governance of schools and service delivery to key stakeholders namely, students, parents, teachers, community and schools.
 55. **Shaala Siddhi** [www.shaalasiddhi.nuepa.org]- The National Programme on School Standards and Evaluation (NPSSE), known as Shaala Sidhdhi is a comprehensive instrument for school evaluation leading to school improvement. Developed by the National University of Educational Planning and Administration (NUEPA), it aims to enable schools to evaluate their performance in a more focused and strategic manner and facilitate them to make professional judgments for improvement.

56. **Sms-Based Mid-Day Meal Monitoring Scheme** [www.mdm.nic.in]- Mid-Day Meal mobile app is meant for effective monitoring of daily and monthly mid-day meal data to be sent by the schools. The app provides additional data communicating mechanism for the MDM in-charge/teacher who has to send the daily/monthly data using SMS. The app, once installed on android device, does not need Internet to send MDM figures as user has option to send the figure through SMS from the app. This simplifies the job of MDM in-charge, who even does not have to remember the SMS formats. The higher authorities at Block, District and State level have a very simple and effective mechanism in shape of this app on their mobile devices for effective and efficient monitoring of daily as well as monthly data transmission by all the MDM in-charge falling under their jurisdiction.
57. **Soil Health Card** [www.soilhealth.dac.gov.in]- It aims at promoting Integrated Nutrient Management (INM) through judicious use of chemical fertilisers including secondary and micro nutrients in conjunction with organic manures and bio-fertilisers for improving soil health and its productivity.
58. **Startup India Portal and Mobile App** [www.startupindia.gov.in]- It is intended to build a strong eco-system for nurturing innovation and Start-ups in the country that will drive sustainable economic growth and generate large scale employment opportunities.
59. **Sugamaya Pustakalya** [www.library.daisyindia.org]- "Sugamaya Pustakalaya" is an online platform that makes accessible content available to print-disabled people. The library houses publications across diverse subjects and languages and multiple accessible formats.
60. **Swachh Bharat App** [www.swachhbharat.mygov.in]- The Swachhta Abhiyan has turned into a National Movement with citizens now becoming active participants in cleanliness activities across the nation.
61. **SWAYAM** [www.swayam.gov.in]- SWAYAM seeks to bridge the digital divide for students who have hitherto remained untouched by the digital revolution and have not been able to join the mainstream of the knowledge economy. It is a Massive Open Online Courses (MOOC) platform designed and supported by the Government of India.
62. **UDAAN** [www.nsdcudaan.com]- Udaan is a special initiative to address the needs of the educated unemployed in Jammu and Kashmir (J&K). It is focused on youth of the state, who are graduate, post graduate and three-year diploma engineers. The programme is designed to encourage corporates to travel to J&K meet with the youth and hire aspiring youth in J&K who wish to explore the opportunity to work with corporates.

63. **Unified Mobile Application for New-Age Governance (UMANG)** [www.umang.gov.in]- UMANG is one of the key initiatives under the Digital India program to develop a common, unified platform and mobile app to facilitate a single point of access to all government services.
64. **Un-Reserved Ticket Through Mobile Application (UTS APP)** [www.utsonmobile.indianrail.gov.in]- In order to promote paperless economy, Indian Railways has launched its new UTS on mobile application. This official android mobile ticketing app enables booking unreserved paperless journey ticket, issue/renew season ticket and platform ticket.

10.6 DIGITAL INDIA INITIATIVES- AS EMPOWERMENT

1. **Aadhaar Enabled Payment System (AEPS)** [www.npci.org.in]- It is a payment service empowering a bank customer to use Aadhaar as his/her identity to access his/her respective Aadhaar enabled bank account and perform basic banking transactions like balance enquiry, cash deposit, cash withdrawal, remittances through a Business Correspondent.
2. **BPO Scheme** [www.ibps.stpi.in]- The India BPO (Business Process Outsourcing) Promotion Scheme (IBPS) seeks to incentivize establishment of 48,300 seats in respect of BPO/ITES operations across the country. This would help in capacity building in smaller cities in terms of infrastructure and manpower and would become basis for next wave of IT/ITES led growth. This scheme has potential to create employment opportunities of around 1.5 lakh direct jobs considering three shift operations.
3. **Digidhan Abhiyaan** [www.digidhan.mygov.in]- It aims to handhold users in downloading, installing and using various digital payment systems for carrying out digital transactions.
4. **MyGov** [www.mygov.in]- It is a unique first-of-its-kind participatory governance initiative involving the common citizen at large. The idea of MyGov brings the government closer to the common man by the use of online platform creating an interface for healthy exchange of ideas and views involving the common citizen and experts with the ultimate goal to contribute to the social and economic transformation of India.
5. **National Mission on Education Using ICT** [www.nmeict.ac.in]- The National Mission on Education through Information and Communication Technology (NMEICT) has been envisaged as a Centrally Sponsored Scheme to leverage the potential of ICT, in teaching and learning process for the benefit of all the learners in Higher Education Institutions in any time anywhere mode.
6. **North East BPO Promotion Scheme (NEBPS)** [www.meity.gov.in/nebps]- NEBPS has been approved under Digital India Programme, to incentivize BPO/ITES Operations in North East Region (NER) for creation of employment opportunities for the youths

- and growth of IT-ITES Industry. The objectives of NEBPS are as under: (i) Creation of employment opportunities for the local youth in NER, by promoting the IT/ITES Industry particularly by setting up the BPO/ITES operations. (ii) Promotion of investment in IT/ITES Sector in NER in order to expand the base of IT Industry and secure balanced regional growth.
7. **Nrega-Soft** [www.nrega.net]- It envisions implementing e-Governance across State, District and three tiers of Panchayati Raj Institutions.
 8. **Openforge** [www.openforge.gov.in]- It is the Government of India's platform for open collaborative development of e-governance applications. Through this platform, the government wants to promote the use of open-source software and promote sharing and reuse of e-governance related source code.
 9. **Pahal (DBTL)** [www.petroleum.nic.in]- The PAHAL (DBTL) aims to reduce diversion and eliminate duplicate or bogus LPG connections. Under the PaHaL scheme, LPG cylinders are sold at market rates and entitled consumers get the subsidy directly into their bank accounts. This is done either through an Aadhaar linkage or a bank account linkage.
 10. **Paygov India** [www.paygovindia.gov.in]- A National Payment Service platform has been envisaged for a common e-Governance infrastructure that will offer end-to-end transactional experience for a citizen which includes accessing various services through internet with payment gateway interface for online payments. Ministry of Electronics and Information Technology along with NSDL Database Management Ltd (NDML) created a common infrastructure that can be used by Center/States/Departments to offer various services through their National / State portals with a facility to make online payment using net banking, credit cards and debit cards.
 11. **Pradhan Mantri Gramin Digital Saksharta Abhiyaan (PMGDISHA)** [www.pmgdisha.in]- PMGDISHA aims to bridge the digital divide, specifically targeting the rural population including the marginalised sections of society like Scheduled Castes (SC) / Scheduled Tribes (ST), Minorities, Below Poverty Line (BPL), women and differently-abled persons and minorities.
 12. **Pradhan Mantri Jan-Dhan Yojana (PMJDY)** [www.pmjdy.gov.in]- PMJDY is a National Mission on Financial Inclusion encompassing an integrated approach to bring about comprehensive financial inclusion of all the households in the country. The plan envisages universal access to banking facilities at least one basic banking account in every household, financial literacy, access to credit, insurance and pension facility.
 13. **Pradhan Mantri Kaushal Vikas Yojana (PMKVY)** [www.pmkvyofficial.org]- PMKVY is the flagship scheme of Ministry of Skill Development and Entrepreneurship (MSDE). The objective of this Skill Certification Scheme is to enable a large number of Indian youths to take up industry-relevant skill training that will help them in securing a better livelihood.

14. **Smart Cities** [www.smartcities.gov.in]- Its objective is to promote sustainable and inclusive cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment and application of 'Smart' Solutions. The focus is on sustainable and inclusive development and the idea is to look at compact areas, create a replicable model which will act like a lighthouse to other aspiring cities.
15. **Targeted Public Distribution System (TPDS)** [www.dfpd.nic.in]- Under the TPDS, the States were required to formulate and implement fool proof arrangements for identification of the poor for delivery of food grains and for its distribution in a transparent and accountable manner.
16. **Visvesvaraya PhD Scheme for Electronics and IT** [www.phd.medialabasia.in]- One of the key goals of the Visvesvaraya PhD Scheme is to encourage working professionals and non-PhD faculty members to pursue PhD in the ESDM & IT/ITES sectors as part-time candidates.

10.7 CHALLENGES OF DIGITAL INDIA PROGRAMME

Following are the challenges in successful implementation of Digital India programme-

- High level of digital illiteracy is the biggest challenge in the success of digital India programme. Low digital literacy is key hindrance in adaptation of technologies across the country.
- Awareness of Digital India scheme among common masses about its benefits is also a great challenge.
- A key component under Digital India mission is high speed of internet as a core utility to facilitate online delivery of various services; in ground situation the internet speed is very low.
- The biggest challenge faced by Digital India programme is slow and delayed infrastructure development. India's digital infrastructure is comprehensively inadequate to tackle growing increase in digital transactions.
- The private participation in government projects in India is poor because of long and complex regulatory processes.
- There is a wide digital divide between urban and rural India. This is one of the key challenges in the way of successful implementation of Digital India Programme.
- Fear of cybercrime and breach of privacy is another challenge in the way of Digital India Programme.

10.8 POINTS TO REMEMBER

- Digital India programme with a vision to transform India into a digitally empowered society and knowledge economy.
- The national level e-governance programme called National e-Governance Plan (NeGP) was initiated in the year 2006.

- Digital India Week has been launched with an aim to impart knowledge to people and to empower themselves through the Digital India Programme of Government of India.
- The vision of Digital India programme is centred on the three key areas- (i) Digital Infrastructure as a Core Utility to Every Citizen (ii) Governance & Services on Demand, (iii) Digital Empowerment of Citizens.
- Digital India Initiatives are categorized into three key areas, as- Infrastructure, Services, and Empowerment.

10.9 GLOSSARY

- NeGP- National e-Governance Plan.
- MMP- Mission Mode Projects.
- DeitY- Department of Electronics and Information Technology.
- NOFN- National Optical Fiber Network.
- CoE-IoT- Centre for Excellence- Internet of Things.
- CERT-IN- Computer Emergency Response Team- India.
- CSC- Common Service Centres.
- DDUGJY- Deen Dayal Upadhyaya Gram Jyoti Yojana.
- VMS- Volunteer Management System.
- DBT- Direct Benefit Transfer.
- EDF- Electronic Development Fund.
- ESSO- Earth System Science Organization.
- INCOIS- Indian National Center For Ocean Information Services
- MoES- Ministry of Earth Sciences.
- GeM- Government E-Marketplace.
- HRIDAY- Heritage City Development and Augmentation Yojana.
- IHIP- Integrated Health Information System.
- IRCTC- Indian Railway Catering and Tourism Corporation.
- NSM- National Super Computing Mission.
- NKN- National Knowledge Network.
- OGD- Open Government Data.
- RAS- Rapid Assessment System.
- MEIT- Ministry of Electronics and Information Technology.
- SWIFT- Single Window Interface for Trade
- BHIM- Bharat Interface For Money.
- CCTNS- Crime and Criminal Tracking Network and Systems.
- AIIMS- Digital All India Institute of Medical Sciences.
- e-NAM- E-National Agriculture Market.

- EPFO- Employees Provident Funds Organisation.
- E-TAAL- Electronic Transaction Aggregation and Analysis Layer.
- FMS- Fertiliser Monitoring System.
- GIS- Geographic Information System.
- GSI- Geological Survey of India.
- GSTN- Goods and Service Tax Network.
- KMS- Knowledge Management System
- LMS- Learning Management System.
- MCTS- Mother and Child Tracking System.
- NCS- National Career Service.
- NSP- National Scholarship Portal.
- NVSP- National Voters Service Portal.
- PMIS- Project Management and Information System.
- PFMS- Public Financial Management System.
- UMANG- Unified Mobile Application for New-Age Governance.
- NMEICT- National Mission on Education through Information and Communication Technology.
- PMJDY- Pradhan Mantri Jan-Dhan Yojana.
- PMKVY- Pradhan Mantri Kaushal Vikas Yojana.
- TPDS- Targeted Public Distribution System.

10.10 CHECK YOUR PROGRESS

Descriptive Type Questions-

- a) What do you understand by Digital India programme? Explain its objectives.
- b) How e-governance can empower the citizens? Explain.
- c) Briefly define the digital India initiatives as infrastructure.
- d) List five digital India initiatives as services.
- e) Define the challenges of digital India programme.

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10.12 SUGGESTED READINGS

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