

# Transformative Impact of Digital India

Simmi Chaudhary



*India is at a tipping point where robust foundation of Digital India and increased access to information and services are enabling India to optimally harness digital technologies in the core economic and social sectors, leading to \$ 1 trillion Digital Economy while sustaining 55-60 million jobs by 2025*

**T**he story of India's Digital journey has been one of transformation and inclusion. The Digital India Programme was launched by the Government in 2015 with the aim to develop India into a knowledge economy and a digitally empowered society. Technology has been intrinsic in this transformative evolution by enhancing transparency, inclusion, productivity and efficiency.

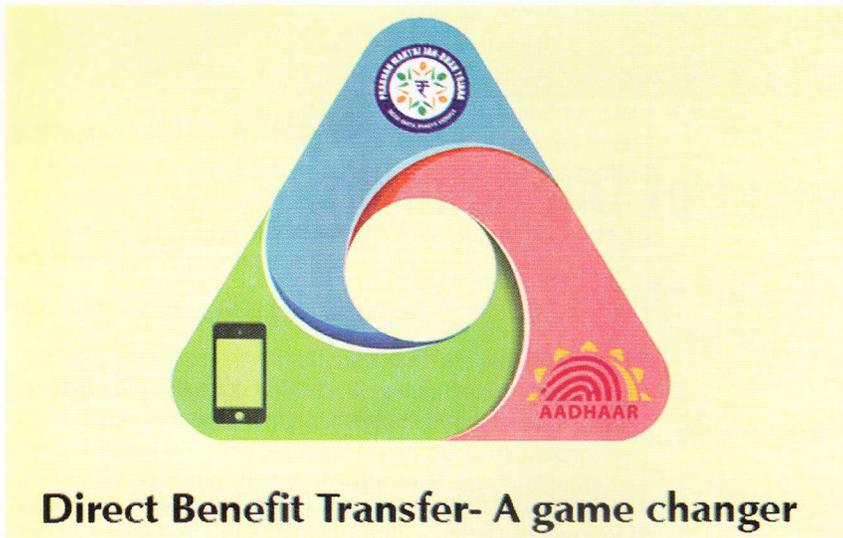
The initiatives under Digital India, coupled with evolving technology, have led India to become a land of vast possibilities, where hope and talent meet opportunities digitally. India is among the top countries of the world that have effectively utilised technology and innovation to transform the governance outlook from government-centric to citizen-centric, where e-services are targeted towards creation of an environment of empowering citizens through participative governance, and engaging them in decision-making and formulation of government policies, programmes, regulations, etc. The remarkable increase in digital adoption is evident in the improvement in India's position in United Nation's E-Government Index 2018 that highlights that India's relative capabilities of utilising ICT for governance have improved relatively faster than the entire Asia

region. There have been significant improvements in UN-Online Service Index, where India has scored 0.95 in 2018. There has been a consistent growth in e-participation index too, that has grown to 0.96 in 2018. The robust citizen engagement platform, 'MyGov', in true spirit of participative democracy, has been developed and implemented.

India is in a sharply accelerating "lift-off" phase of its digital journey. Having built a strong foundation of digital infrastructure and expanded digital access, India is now poised for the next phase of growth — the creation of tremendous economic value and the empowerment of millions of Indians as new digital applications permeate sector after sector.

The citizens of the country have been given a Digital Identity through Aadhaar and more than 122 crore residents have already been covered. They have been given a government issued ID card which can be authenticated anytime anywhere. This has been a source of relief to the economically poor segment of the society while accessing services across national geography. Aadhaar has been seeded with several databases like Liquid Petroleum Gas (LPG), Public Distribution System (PDS), National Social Assistance Programme (NSAP) etc. to enable correct identification of the beneficiary and ensure that the benefits reach the beneficiary promptly

The author is Economic Adviser, Ministry of Electronics and Information Technology.



and directly. Thereby, Aadhaar has direct value in creation of digital infrastructure through which social and financial inclusion is ensured.

India has moved up the ladder of digital adoption with the multi-fold growth in digital payment transaction. It has risen from 335 crore transactions in 2014-15 to 2070.98 crore transactions in 2017-18 and is growing day by day. The advantage of Digital Payments is being well exploited through Direct Benefit Transfer (DBT) which has reassured the commitment of the Government towards the welfare of the people. Now, DBT is using the digital payment technology to transfer the benefits/subsidies directly to the accounts of people. The transfer is instantaneous and the correct amount

reaches the beneficiaries. So far, Rs. 5.06 lakh crore direct benefit transfers have taken place and this has led to the savings of around Rs. 90,000 crore. Around 434 schemes are covered under DBT.

#### Digital Developing Service

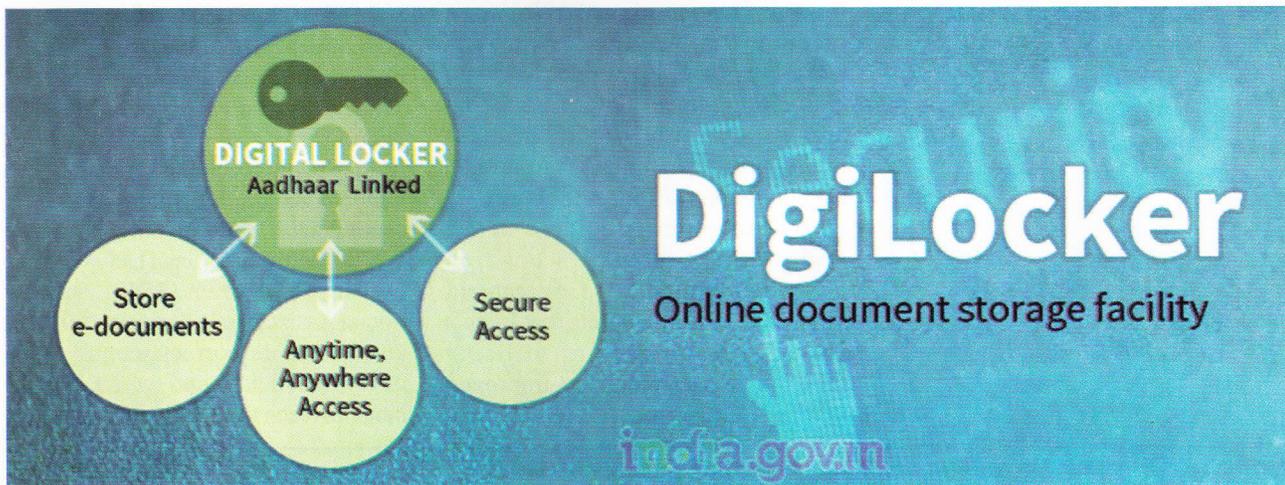
Digital India has changed the landscape of delivery of service and governance. The Common Services Centres (CSCs) are ICT enabled rural enterprises in the country and provide plethora of services at the doorsteps of the citizens. Over 300 services, ranging from Education, Health, Agriculture, Certificate related are being provided in around 3.07 lakh CSCs. They have also become a major employer of rural youth through village level entrepreneurship leading

towards an empowered and a digitally inclusive society, thus, bridging the digital divide.

Digital transformation is an ongoing process to engage, enable, empower and sustain people on their digital journeys. Towards this, DigiLocker has enabled people to store, share and verify their documents and certificates through cloud. Since the documents are electronically signed and shared from issuing authority, no attested or original copies are required to be produced. Now, a user can share her educational certificate with a potential employer at the click of the button. With more than 1.59 crore registered users and 2.14 crore uploaded documents, this has offered an unlimited digital space free of cost to the citizens.

National Scholarship Portal has become a source of facilitating education. It is a one-stop solution that ensures students to access various services starting from student application, application receipt, processing, sanction and disbursement of various scholarships with ease. It has comprehensive coverage of schemes and departments. Since its launch in 2015, more than Rs. 5,257 crore have been disbursed to 1.8 crore students/beneficiaries.

Online Registration System (ORS) and e-Hospital have facilitated Aadhaar based online registration and appointment for patients, reduced tiring queues in hospitals





for appointments and enabled health information management system. 318 hospitals across India have been enabled with eHospital facility and 5.6 crore hospital transactions have been done.

Jeevan Pramaan, provides the ease to pensioners to generate their Digital Life Certificate at home, bank, CSC centre, government office etc, using Aadhaar biometric authentication. Now, the physical presence of the pensioner at the government office is not needed for generation of her life certificate and availing the entitled services. So far, around 1.75 crore Digital life Certificates have been generated.

To sustain the people throughout their digital journey, a Unified Mobile Application for New Age Governance (UMANG) has been launched. It has brought government services to the finger tips of the citizens of India. It is a single mobile app that offers more than 307 government services,

with the target being to provide more than 1200 digital services on a single mobile app. It has reduced the drudgery of searching for relevant Government app for availing the services. More than 8.4 million users have downloaded this app since its launch in November 2017.

**Government e-Marketplace (GeM)**

India spends a considerable percentage of its GDP on public procurement with the challenges of decentralized procurement of commonly used items, while these purchases in small quantities lose the benefits of economies of scale, and makes it more vulnerable to malpractices because voluminous small transactions of decentralised nature. To address the challenges in public procurements, Government e-Marketplace (GeM) was launched. GeM provides an online marketplace for public procurement for both

goods and services. It has made lives of sellers to Government extremely simple by eliminating physical meeting of Government Buyers and brought transparency. There are 1.55 lakh sellers and service providers, 29,729 buyers organizations and 5.97 lakh products on the platform. The growth of buyers and sellers on GeM is indicative of its use and ease of selling on the portal.

**Job Creation**

In order to sustain a decent standard of living, employment is fundamental. In this direction, the Government of India has taken significant initiatives in the area of Electronics Manufacturing, BPO Promotion, IT-ITeS etc. Indian startups are already developing to take advantage of the humungous potential created through this transformation – more than 1,200 startups came up in 2018, including eight unicorns, taking the total number to 7,200 startups. Mobile manufacturing has increased multi-fold, from 2 units in 2014 to 127 units manufacturing mobile handset and components. This has generated 4.5 lakh direct and indirect jobs. Greenfield Electronic Manufacturing Clusters (EMC), approved for 20 locations and 23 Common Facility Centres (CFC), are poised to create approx 6.5 lakh jobs. The BPOs have reached the small towns of the country covering around 100 cities across 20 States and 2 UTs. These are creating jobs

in these small cities and bringing the benefits of IT industry to youth of small towns and cities.

To keep up the accelerated pace of the digital disruption and the ever changing digital economy, the skill set of the people also have to be continuously improved and enhanced for adaptation. Hence the quest to promote digital literacy and future skilling is of utmost importance. Pradhan Mantri Gramin Saksharta Abhiyan (PMGDISHA) aims to make 6 crore people digitally literate. Over, 1.23 crore people have been imparted training.

The sustainability of the digital economy rests upon its resilience and security. The Cyber Swachhta Kendra (Botnet Clearing and malware analysis centre) has been set up to provide alerts to users for preventing losses of financial and other data. The centre is providing facility to clean botnets in real-time. This aims to create an inclusive, safe and secure cyber space for people.

Information Technology (IT) is not just a vertical anymore and is now part of every domain. The new and emerging technologies are significantly disrupting and changing the processes

## Cyber Swachhta Kendra

### Mission

Create a secure cyber space by detecting botnet infections in India and to notify, enable cleaning and securing systems of end users so as to prevent further infections

### Operator

Indian Computer Emergency Response Team (CERT-In)

### Objective

Creating a secure cyber eco-system in country

in critical sectors like agriculture, education, health etc. Deployment of these technologies has a potential to create immense value and change the dynamics and delivery models for these sectors. With the proliferation of emerging technologies in mind, 20 Centres of Excellence (CoEs) are being planned in the areas of Fintech, IoT in Agriculture, Virtual reality, Blockchain, Medical Technology, Electronics Products, Nanoelectronics etc. This will provide an apt platform for research and innovation boosting the growth of startups.

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and increased access to information and services are enabling India to optimally harness digital technologies in the core economic and social sectors, leading to \$ 1 trillion Digital Economy while sustaining 55-60 million jobs by 2025. About \$390-500 billion of this \$1 trillion economic value would come from digital applications in sectors like agriculture, health, education. All these would together lead to the New India not just for economic transformation but for social transformation as well, by focusing on inclusion, empowerment and bridging of digital divide. ■

(E-mail:s.chaudhary@nic.in)

### 'Global IT Challenge for Youth with Disabilities 2018'

A three day event-the "Global IT Challenge for Youth with Disabilities, 2018" was organised by the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice and Empowerment in association with Rehabilitation International Korea and their associated partner LG Electronics from 9th to 11th November, 2018.

This year 96 youth with disabilities (visual disability, hearing disability, locomotor disability and intellectual disability/developmental disorder) from 18 countries namely, India, Indonesia, China, Vietnam, Malaysia, Thailand, Sri Lanka, Bangladesh, Nepal, Mongolia, Cambodia, Laos, Philippines, Korea, Kazakhstan, Kyrgyzstan, UK and UAE participated in the Challenge. The event comprised of 55 awards in various categories including awards for best volunteer and three awards namely, "Best, Excellent and Good" in individual and group events in each category i.e. visual, hearing, physical and developmental/intellectual disability.

Thailand won maximum i.e. six awards followed by Philippines with five awards. India bagged three awards including Super Challenger awards. Shri Manjot Singh from India won two awards in e-tool challenge and e-life map challenge under visual disability category where as Shri Saurav Kumar Sinha from India won the Super Challenger award. Ms. Fayza Putri, Adila from Indonesia won the 'Global IT Leader Award'.

The objective of the Global ICT Challenge for Youth with Disabilities is to leverage IT skills among youth with disabilities and also to spread awareness about the application of Information and Computer Technology (ICT) in enhancing the quality of life of persons with disabilities especially in Asia-Pacific region. India had nominated twelve youth with disabilities to participate in the event. These youth with disabilities had been selected on the basis of the National IT Challenge conducted by the Ministry through NIT, Kurukshetra in June, 2018. India has been participating in the event since 2013 and has been winning awards ever since. Last year the event was held in Vietnam.