

## "DIGITAL INDIA: ISSUES, REMEDIES, AND ITS IMPACT ON SOCIETY"

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### ABSTRACT

*The Indian government has concluded a program designed to improve in the future by using information technology and Indian talent, with the goal of turning the country into a knowledge-rich economy and a digital community with immense power. The "Digital India" initiative represents a key strategy introduced by the Indian government. This program aims to minimize the use of physical documents and enhance digital services. It has proven to be a highly effective and efficient approach to reducing time spent on paperwork and reallocating labor across various sectors. Prime Minister Narendra Modi played a crucial role in supporting this initiative with necessary resources. The primary objective is to advance e-governance by improving digital services and motivating young people to reduce paperwork and time-consuming processes. There was a widespread belief that people in remote or rural areas could not access urban technology, but the initiative has successfully addressed this issue. By providing high-speed internet to villagers, the need for travel to city offices has been minimized, allowing them to complete tasks online with ease. Due to India's limited literacy levels, platforms such as the M Kisan Portal, which offer farmers valuable insights on crop production, weather conditions, and potential diseases, are insufficient to address all needs. In India, establishing robust cybersecurity remains a major challenge of our time.*

**Keywords:** Digitalization, Transformation, E-Government, and E-Services in India

### INTRODUCTION

A program that attempts to make India better by fusing talent from India with information technology so that the nation will be better in the future. The goal of the Indian government was to transform "INDIA" into a powerful digital community and knowledge-driven economy. "Digital India" was their flagship project when they came. The official introduction of this project took place on July 1, 2015, with a number of notable business magnates in attendance, including WIPRO chairman Azim Premji, Reliance Group chairman Mukesh Ambani, and TATA Group chairman Cyrus Mistry.

This initiative's primary objectives are to supply services, improve infrastructure, and promote digital literacy. Electronic services are strengthened by less paperwork. This has shown to be a successful and beneficial transformation strategy to reduce the time spent on paperwork and staffing various sectors.

The current prime minister, Mr. Narendra Modi, played a crucial role in financing this campaign. By providing better e-services, the objective is to enable e-governance. The basic idea of making urban technology accessible to those living in remote or rural areas—which was previously believed to be a myth—has now been shown to work. By providing high-speed internet

connectivity to the villages, time-consuming chores may be completed quickly and without requiring a trip to the municipal office.

The goal of the program is for BSNL to take the initiative to provide high-speed internet connections to over 300,000 villages and residential areas. India would become more focused on technology. With the support of eminent businesses, this project is expected to be finished by 2019 (national or international). Mr. Ambani promised to contribute roughly 2.5 lac crore to the digital India initiative, a commendable endeavour on the part of the Reliance organisation. Examining the main barriers to the effective execution of Digital India is the goal of this study. There will also be suggestions made for possible fixes. Additionally, the impact of society's digitalisation will be monitored.

### **Purpose of the study**

To Investigating the concept of "digital India"

To determine the challenges involved in bringing digitalisation into practice

To determine how to enhance the program's performance

The "Digital India": A government-led initiative to guarantee that all Indian residents have easy access to electronic government services together with increased online infrastructure facilities. This initiative is focused on achieving national digital empowerment in the technological domain. To ensure the realization of this initiative, several strategies are proposed, centered around four key concepts:

- 1.Cyberspace infrastructure is safe and reliable.
- 2.The provision of government services online
- 3.The growth of digital literacy.
- 4.Offering rural communities high-speed internet access.

Digital India, much like any coin, has two faces. While it brings technological advancements, implementing it in a developing country like India comes with its own set of challenges. In a nation where many still face difficulties in securing basic necessities like three meals a day, simply providing technology won't solve all daily issues. For technology to be used effectively, the community must first understand how it works. Given the low prevalence of literacy in India, even While portals like M Kisan Portal provide farmers with useful information about crop output, weather patterns, and new diseases, they are not perfect in all respects. The primary challenge of our day is building cyber security for India.

### **9 PILLARS:**

The Digital India program is centred on nine pillars that would facilitate coordinated and synchronised involvement between the national and local governments, enabling citizens to have effective governance and preparing India for knowledge-based change.

**Highways Broadband:** The national optical fibre network (NOFN) in every panchayat is the government's main priority. By December 2016, rural areas will have access to broadband, and virtual network operators will improve communication and service delivery.

**Universal Access to Phones:** In order to guarantee that every community would have mobile coverage by 2019, the government took action. The objective was to improve network penetration and close any gaps in each of the 44,000 communities.

**Public Internet Access Programme:** The Common Services Centre (CSC) and Post Offices as a multi-service centre are the sub-components of this scheme. There would be a firming of CSCs and an increase in their number to 250,000. The department responsible for promoting the initiative would be a deity.

**E-Government- Using Technology to Reform Government :**All databases and information should be in electronic format rather than manual form to preserve citizen transparency. IT rules should be put in place to automate, respond, and analyse data in order to identify and address problems that are both present now and are likely to occur in the future. Online access to the records will enable a more rapid analysis of the information.

**Kranti-E:** This provides information on a number of topics, including agriculture, health, and education. All services are provided electronically, relieving clients of all paperwork. People don't have to fight or wait in queue to get their job processed. The age of electronic and digital services is known as digitalisation.

**Information for All:** Departments were urged to provide their datasets in an open format on an open data platform so that users may access, use, and share them. The hosting of documents and information online would promote easy and open access to information for citizens. In order to involve citizens in governance, the government aims to host data online and leverage social media platforms. The public can offer feedback and recommendations regarding the variety of topics the administration has raised.

**Electronics Manufacturing:** It is the goal of the government to import no commodity electronics. The government concentrates on installing micro ATMs, mobile, consumer, and medical electronic systems in order to achieve this.

**IT for Jobs:** The government plans to train approximately 10 million students from rural areas, small towns, and cities for careers in the IT sector by 2020. This initiative is intended to establish BPO (Business Process Outsourcing) centers across various states.

**Early Harvest Programs:** This initiative focuses on implementing WiFi access and an Aadhaar-enabled fingerprint attendance system nationwide. It will also involve the introduction of online attendance documentation.

### **Vision of the Digital India Programme by Govt. of India**

The honorable prime minister of India, Mr. Narendra Modi, stated, "We want to have one mission and target: Take thenation forward – Digitally and Economically." This vision aims to foster a knowledgeable and empowered community, reaching beyond mere aspirations.

A nation that is well-connected is necessary for a nation that is well-served, according to Digital Infrastructure, a service provided to all citizens. E-governance services would be financially and socially feasible as soon as the underdeveloped areas were connected to high-speed internet. India's residents now have access to unique, authentic, lifetime digital identity thanks to this digital infrastructure. Simple access to the Common Service Centre makes it possible to have a safe and secure online financial and digital environment. The following people have a vital role in infrastructure:AADHAAR, the Bharati Broadband Network (BBNL), COE-IT,CERT-In, KENDRA CYBER SWACHHTA, SEVA Mobile App Store, ONE-WINDOW TRADE INTERFACE (SWIFT)

Sincere attempts have been undertaken by state governments to enhance the provision of public services, according to Governance & Services on Demand. A number of important topics are raised, such as integrated services, cashless or electronic financial transactions, and better digitally transformed services.

**The range of services encompasses various platforms:** such as BHIM, UMANG, Agri Market, e-Samparak, Geographic Information System, Madaad, e-Panchayat, Digital AIIMS, Soil Health Card, UDAAN, e-Visa, and crop insurance as well as applications for the Accessible India Campaign, compatible on mobiles.

Online platforms, digital resources, and digital knowledge are the main topics of Digital Empowerment of Citizens. Online submission of certificates and documentation is possible for citizens. The accessibility of resources in Indian languages. The following is a list of the major schemes involved:

- 1) Payment System Enabled by AADHAR
- 2) BPO Plan
- 3) SMART CITIES
- 4)DigiDhan Abhinayan
- 5) PMJDY - Pradhan Mantri Jan Dhan Yojana
- 6) MyGov
- 7) NRG-SOFT
- 8) TPDS - Targeted Public Distribution System
- 9) DISPLAY FORGE
- 10) PAHAL

### **IMPACT OF DIGITAL TRANSFORMATION ON SOCIETY**

### **Benefits**

- Digitalization ensures that data transparency between the public and the government is guaranteed. Smart work has replaced hard effort in the minds of people.
- Modern technology has been introduced into the agriculture sector to help farmers produce crops that are both high-quality and high-quantity.
- The majority of individuals opt to stay in communities because internet access is now available even in remote locations.
- Because there is less paper produced, fewer natural resources are used in the paper-making process.

### **Adverse Effects**

- 1) Wi-fi services raise people's standard of living, however problems with cybercrime and internet speed still exist.
- 2) Reducing paperwork exposes people to radiation from computers and wi-fi that is not good for their health.
- 3) Utilizing electronic strategy increases their manufacturing, which increases the amount of electronic waste produced.
- 4) Net neutrality is one of the challenges that the internet needs to monitor.
- 5) It takes a lot of work for different departments to implement protocol.

### **DIFFICULTIES IN DIGITAL INDIA**

The primary challenge is getting the population more aware of digital India, especially in rural regions.

- 1) Accessibility and exposure to a variety of online fields also play a role in cybercrime.
- 2) The Digital India One of the problems is the inadequate infrastructure for online transactions.
- 3) The integration of language and technology presents difficulties for India, a country characterised by a heterogeneous population with respect to caste, religion, culture, and customs.
- 4) Another issue is the implementation and regulation of protocol.
- 5) Using electronics can expose one to a variety of hazardous radiations, such as those from computers and Wi-Fi.
- 6) Since this program has limited physical activity, health issues are the areas of worry.
- 7) Portals such as M-Kissan disseminate information about plant diseases; people who farm and lack knowledge of irrigation systems are unable to properly utilise government facilities.

### **PossibleActions:**

- 1) The general people will be educated about digitalisation through a series of public lectures and events.

- 2) Courses at a number of colleges might provide sufficient information on Digital India.
- 3) Different departments involved in the digitalisation implementation must actively participate.
- 4) Offering the services in multiple languages may benefit a larger audience.
- 5) Proper document authentication is necessary to lower the incidence of cybercrime.
- 6) Since the protocols used in the process vary depending on the hardware and software devices, there should be appropriate instructions to control them.

### **CONCLUSION:**

Technology is a tool that, depending on who uses it, can prove to be both advantageous and detrimental to society. One such technology that, when used properly, can prove to be quite advantageous for the general public is Digital India. It can assist the elderly as well as provide jobs for young people, particularly in the fields of electronics and computer science. Because they are no longer forced to relocate to the city for a variety of reasons, those who live in rural areas also benefit from the program. It is each person's duty to take full use of the chances and encourage others to do the same. Both the growth of our country and literacy rates are improved by this initiative.

### **STUDY LIMITATIONS AND FUTURE RESEARCH SCOPE**

The government wants to equip every institution in the nation with Wi-Fi through this scheme. As a result, the public is unable to use the government-provided facility, and problems with internet connection continue. As a result, appropriate service tracking ought to exist. Digital India is making contributions in all areas and maintaining strict oversight. Other government services include midday meals for the primary school. By combining Digital India's services with midday meals, the quality of food supplied can be improved and controlled.

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