The problem of the Digital India and its solution

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ABSTRACT –Digital India is visionary programme of government of India to connect each and every citizen of India and provide them responsive and accountable government. It identifies three vision areas, first- Digital Infrastructure as a Utility to Every Citizen. Second- Governance and Services on Demand and last one is Digital Empowerment of Citizens. In order to get benefit of digital India it is necessary to have some understanding of problem which comes in the process of its implementation so that we will able to find the possible solution   . Hence, an attempt has been made in this paper to identify the problem of digital India and provide some possible solution.
Key words: Digital India, Digital divide, Digital empowerment, Digital infrastructure, India Talent, Information Technology, India Tomorrow.

I. INTRODUCTION:

India is a democratic republic and the philosophy of justice, equality, liberty and fraternity are enshrined its constitution. The democratic principles of the country flow from the Preamble of the Constitution itself. Democracy is a government of the people, by the people and for the people. Effectively this means that the Government is elected by the people, it is responsible and accountable to the people. To ensure responsibility and accountability of government to the people of India launched digital India was launched in July 2015 with an aim to connect each and every citizen of the country.

The focus of Digital India programme is on being transformative – to realize IT (India Talent) + IT (Information Technology) = IT (India Tomorrow) and to make technology at the center to enable change.

Digital India mission identifies three vision areas:
I. **Digital Infrastructure as a Utility to Every Citizen**, includes, availability of high-speed internet for delivery of services to citizens; digital identity for every citizen; mobile phone and bank account enabling citizens' participation in digital and financial space; shareable private space on a public cloud; and safe and secure cyberspace.
II. **Governance and Services on Demand**, includes, seamlessly integrated services across departments or jurisdictions; services availability in real time from online and mobile platforms; digitally transformed services for improving ease of doing business; leveraging GIS for decision support systems and development.
III. **Digital Empowerment of Citizens**, includes, universal digital literacy; accessible digital resources universally; all documents/certificates to be available on cloud; ensuring citizen engagement through myGov; availability of digital resources/ services in Indian languages; and portability of all entitlements through cloud.

The problem of the digital India

Digital India is a great vision but without identifying problem its implementation is fruitful only to few privileged and ultimately it is failed to realize its aim and vision. There are following problems of digital India.

I. **Digital illiteracy** : In India, across over 6,50,000 villages and 2,50,000 panchayats represented by 3 million panchayat members. Approx 40% population is living below poverty line, illiteracy rate is more than 25-30% and digital literacy is almost no-existent among more than 90% of India's population. As per the NSSO Level and Pattern of Consumer Expenditure Report 2011, only 3.5 households in 1000 rural households in rural India had internet connectivity at home in 2009-2010. And there are close to 90,000 rural info kiosks (Common Service Centres, Community Information Resource Centres and others) in India, and around 5452 CSCs are located in the state. However, these kiosks lack internet connectivity and services to delivery at people's doorsteps. To make India digitally

literate, it is important 3.5 million people to be digitally literate.

II. **Digital divide** : According to the **Telecom Regulatory Authority of India**, in 2018, total internet density in the country stood at about 49 percent. Of that, 25 percent lived in rural areas and 98 percent in urban areas. Access to electricity is crucial for digital education, both for powering devices as well as for connecting to the internet. A nationwide survey of villages by the Ministry of Rural Development in 2017-18, showed that 16 percent of India's households received one to eight hours of electricity daily, 33 percent got 9-12 hours and only 47 percent received more than 12 hours of power supply daily.

III. It is a mammoth task to have connectivity with each and every village , town and city. Connecting 250000 Gram Panchayats through National Optical Fiber is not an easy task. The biggest challenge is ensuring that each panchayat point of broad band is fixed up and functional. It is found that 67% of NOFN points are non functional even at the pilot stage.

IV. **Lack of awareness about digital India :** Creating an awareness regarding the Digital India scheme among common masses is also a great challenge

V. **India has very low internet speed**. According to third quarter 2016 Akamai report on internet speed, India is at the105th position in the world in average internet speed and it is the lowest in entire Asia Pacific region .This lowest internet speed cannot facilitate online delivery of various services.
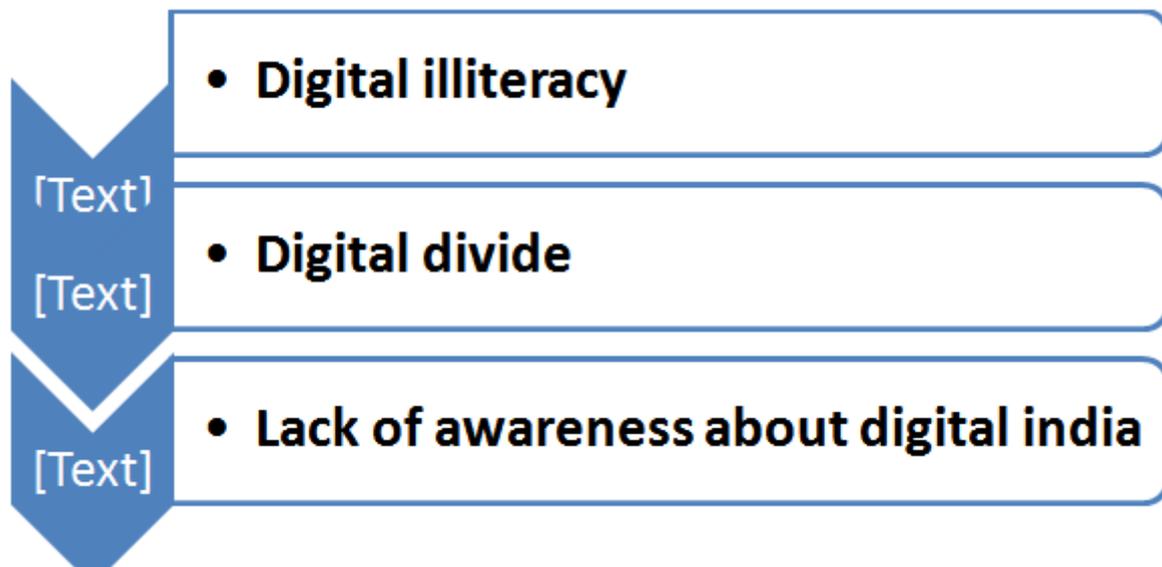
Problem of digital India

Solutions:

I. Digital Literacy: In order to get full benefit of digital India programme. It is necessary that citizen of India have some basic knowledge of internet, PC or laptop

And able to use Smartphone to access the service provided by government of India through digital India programme. Moreover India has many languages and dialect

So digital service must be provided in regional language.

II. Make user-friendly application like what's up and facebook for providing digital service. It encourages people to adopt it.

III. Use voice recording massage or phone call as a application for availing service it enable even illiterate man to access service provided in digital India. Like Bihar government initiative the 'Jankari' call centre enables the people, living in the remotest areas of the State, to apply for information under the RTI Act through a phone call. The operators at the centre process the calls and forward the drafts to the departments concerned for providing the requisite information to applicants. In case the applicants do not receive the information, they can make the first and the second appeal through the same method.

IV. Digital infrastructure: it is the key to success of digital India. Create digital infrastructure specially in remote area which is not commercially vial. And reduce the digital divide between rural, urban and remote area.

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II. CONCLUSION:

Digital India mission is a visionary programme of government of India to provide easy access to government service even at the remote area of India and reduce the gap amongst citizen to access government service at nearest possible distance at minimum cost and without bribe. But without overcoming the problem mere implementation of digital India initiative increase the inequality in society and failed to achieve the intent goal of not only digital India mission but constitution of India also.

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