

## **Digital India: A Vision of Citizen Empowerment and Effective Revolution in the Field of E-governance**

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### **Abstract**

*In the last decade there are many developing country achieve better service delivery and accessing information through the electronic channel. In the field of electronic world, Information and Communication Technology (ICT) play important role for providing the better service delivery to the citizen of India. There are various services provided by the Government of India which gives the better service delivery under the Mission Mode projects. Now a days all the information is publish in digital world using the advance technology. There is various developing country want to improve online infrastructure and increase digital literacy so that it will make the country as fully digitalized and people will be empowered and access information online. In this paper we are discussing the citizen empowerment, e-Governance, NeGP (National e-Governance Plan), Mission Mode project, e-Governance infrastructure, Digital India and how all these terms are interrelated with each other. We are discussing all these things and analyze the digital information and Digital India provide the better service delivery to the citizen. The aim of this paper is to analyze Digital India in the field of e-Governance which act as a better utilization of Information and Communication Technology and provide the awareness for citizen of India in the field of Digital India and e-Governance.*

**Keywords:** *Digital India, e-Governance, NeGP (National e-Governance Plan), ICT infrastructure, e-Kranti, Mission mode projec.*

### **1. Introduction**

Digital India is the initiative by the Government of India is to aim Government services are made available to citizens electronically. By improving the online infrastructure and internet connectivity country will be digitally empowered in the field of technology. The Digital India was launched by hon'ble Prime Minister of India Shri Narendra Modi. Digital India will provide all services by electronically. E-Governance is the application of Information and Communication Technology with emphasis on citizen-centric services. There are number of mission mode project are going under National e-Governance Plan, but there are some shortcoming in National e-Governance Plan that included lack of integration amongst Government applications and databases, low degree of government process reengineering, scope for leveraging emerging technologies like mobile, cloud , Government of India has approves the e-Kranit recently with the vision of “Transforming e-Governance for Transforming Governance” [1]. e-Governance provide to the communication between citizens and government services. e-Governance is the term which provide the facility for

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citizen to access the information and communication technology and its component. The aim of this paper is to provide the awareness in the field of digitalization of government information which is accessible for citizen of India and provide the awareness in the field of digital India.

## **2. E-Governance**

E-Governance is the application of Information and Communication Technology (ICT). e-Governance can be defined by sufficient criteria of e-Government. e-Government is the process which all process includes all forms of electronic interaction between government and accessing the information by the citizen. e-Government is a form of e-business in governance and refers to the processes and structures needed to deliver electronic services to the public (citizens and businesses), collaborate with business partners and to conduct electronic transactions within an organizational entity [2]. e-Governance in terms of Information and Communication Technology (ICT) is to improve interaction between government, citizens, government and business. With the advent of Information and Communication Technology (ICT), many governments have taken steps to use this as a tool to modernize their workings and as a result, it has impacted both the service provider i.e., government and the recipient (the citizen) [3]. e-Governance provide the facility to citizen so that they can access the government information from the government website easily. Information and communication technology is similar as the information technology but it main concern is communication technology [8]. Information and Communication Technology (ICT) made the effective applications in Government to Citizen (G2C) form of e-Governance and give the better accessibility and transparency by using ICT [4]. e-Governance transform the government information to the citizen and business through the better service delivery. e-Governance [5]. Across the globe, information and communication technology (ICT) are going to play a pivotal role to address the major societal challenges of sustainable and uniform growth across the society [9]. The world is moving into a convergence mode because of the implausible prospective of the information and communication technology (ICT) [10].

## **3. E-Governance infrastructure**

### **3.1. State wide area network (Swan)**

State Wide Area Network (SWANs) is established in March, 2005 by the government of India. The aim of establishing the SWAN is to provide the connectivity all state headquarters with minimum bandwidth capacity of 2 Mbps per link. Every state can enhance the bandwidth up to 34 Mbps between state head quarter and District head quarter and up to 8 Mbps between District head quarter and Block head quarter depending upon the utilization.

### **3.2. State data centre**

State Data Centre (SDC) is the core infrastructure of e-Governance which provides the various initiative under the National e-Governance Plan (NeGP). State Data Centre provides the services, applications and infrastructure that which gives efficient electronic delivery of Government to Government (G2G), Government to Citizen (G2C), and Government to Business (G2B). State Data Centre provide various functionality which act as Central Repository of the State, secure data storage online delivery of services, citizen information portal, state intranet portal, disaster recovery, remote management and service integration.

Technical and financial assistance to the state provided by Department of Electronic and Information Technology (DeitY).

### 3.3. Common service centres

Common Service Centre provide high quality, effective video, voice and data content and services in the area of e-Governance, education, health, telemedicine, entertainment. Common services centres provide e-Governance services in rural areas, like application forms, certificates and online payment. There are various common e-Governance services provide by the common service centre:

- Agriculture services
- Education and Training service

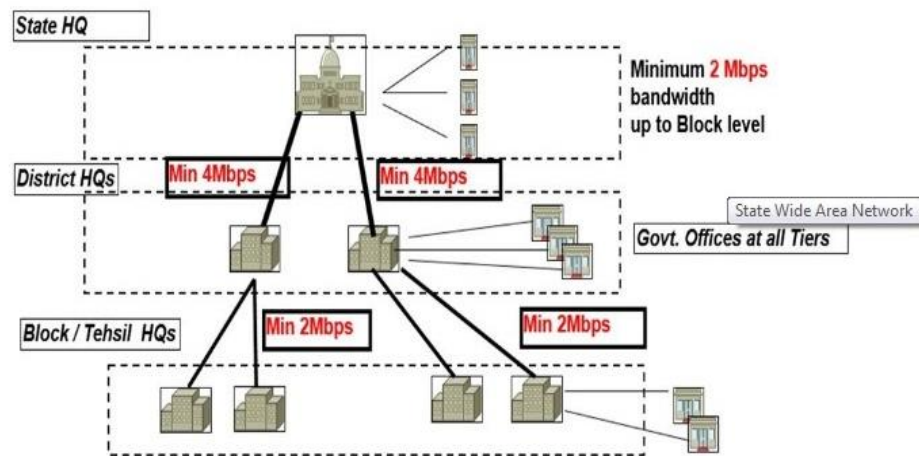


Figure 1. Technical architecture of state wide area network (SWAN) adapted [6]

- Health services
- Banking services
- Insurance services
- Online payment services
- Commercial services

Common Service Centre 2.0 aims to establishing self sustaining network of 2.5 lakh CSC centres at Gram Panchayat level under the Digital India maximizing delivery of e-Services to the citizens of India.

### 3.4. National service delivery gateway

National Service Delivery Gateway reduces point to point connections between various government departments and provide a standard interface, routing switch through various departments. Nations Service Delivery gateway provide front end service access providers and back-end service providers. National Service Delivery Gateway have goal to achieve a high order of interoperability among autonomous and heterogeneous entities.

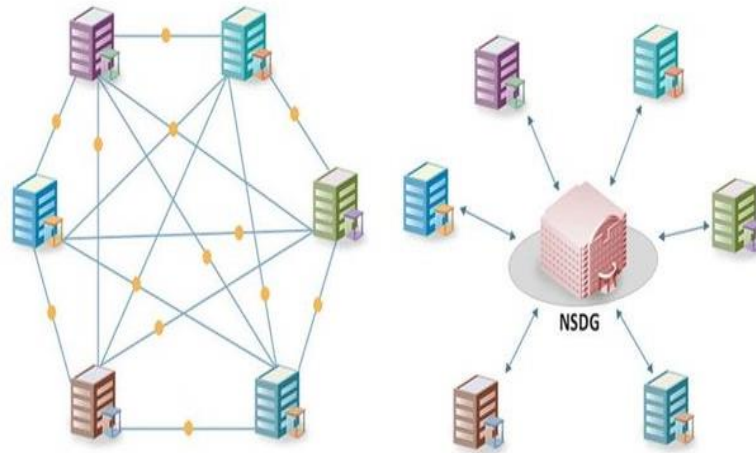


Figure 2. National service delivery gateway adapted [7]

#### 4. Digital India

The Digital India program is a flagship program of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy [1]. There are various projects were going under the mission mode project. To improve the e-Governance growth which cover electronic services, products, devices and job opportunities? Digital India programmed is the vision to transform India into a digitally empowered society where the all-public services can use the Information Technology. There are three key visions of Digital India. First is Digital Infrastructure as a utility to every citizen which has availability of high-speed internet, uniqueness of every citizen for accessing the information, shareable space on cloud and secure cyber space. Second vision is Government and services on Demand which provide the integrated service all departments, availability of real time services, citizen entitlements available on cloud, making financial transactions and leveraging Geospatial Information System (GIS). Third vision is Digital Empowerment of Citizens which provide universal digital literacy, availability of digital resource and citizen can submit their documents /certificates online.

Programme pillars of Digital India:

- 1) Broadband Highways
- 2) Universal Access to Mobile Connectivity
- 3) Public Internet Access Programme
- 4) e-Governance – Reforming Government through Technology
- 5) eKranti- Electronic delivery of service
- 6) Information for All
- 7) Electronics Manufacturing
- 8) IT for Jobs
- 9) Early Harvest Programmes

#### 5. E-Kranti

e-Kranti is the important pillar of Digital India. e-Kranti is approved with the vision of Transforming e-Governance for Transforming Governance. National e-Governance Plan

takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision. All mission mode project old project and new project will follow the key principles of e-Kranti under the Digital India. Name of key principles of e-Kranti:

- 1) Transformation and not Translation
- 2) Integrated Service and not individual services
- 3) Government Process Reengineering (GPR)
- 4) ICT infrastructure on Demand
- 5) Cloud by Default
- 6) Mobile First
- 7) Fast Tracking Approvals
- 8) Mandating Standard and Protocols
- 9) Language Localization
- 10) National GIS (Geo- Spatial Information System)
- 11) Security and Electronic Data Preservation

There are 44 Mission Mode Projects in three categories under e-Kranti: first is Central mission mode project, second is State mission mode project, Integrated mission mode project.

### **5.1. Central mission mode project**

- 1) Income Tax of various countries
- 2) Passport
- 3) MCA 21
- 4) Insurance
- 5) National Citizen Database
- 6) Central Excise
- 7) Pensions
- 8) Banking
- 9) e-Office
- 10) Posts
- 11) Visa and Immigration
- 12) e-Saansad
- 13) Common IT Roadmap for Para Military Forces

### **5.2. State mission mode project**

- 1) Land Records
- 2) Road Transport
- 3) Property Registration
- 4) Agriculture
- 5) Treasuries
- 6) Municipalities
- 7) Garam Panchayat
- 8) Commercial Taxes
- 9) Police
- 10) Employment Exchanges
- 11) School Education
- 12) Health
- 13) PDS
- 14) e-Vidhaan

- 15) Agriculture
- 16) Rural Development
- 17) Women and Child Development

### **5.3. Integrated mission mode project**

- 1) EDI (e-Commerce)
- 2) e-Biz
- 3) Common Services Centres
- 4) India Portal
- 5) e-Courts
- 6) e-Procurement
- 7) National Service Delivery Gateway
- 8) Financial Inclusion
- 9) National Geographical Information System
- 10) Social Benefits
- 11) Roads and Highways Information System
- 12) e-Bhasha
- 13) National Mission on Education Through ICT
- 14) Urban Governance

## **6. Conclusion**

In advance technology the accessing information online by the citizen through the effective service delivery. The aim of Digital India is to provide the various 44 mission mode project through the e-Kranti. e-Kranti provide the various services in three categories: first is central mission mode project, second is state mission mode project and third is integrated mission mode project. The aim of Digital India is to Transforming e-Governance for Transforming Governance and ensure a government transformation by delivering Government services using electronically to the citizens.

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