Digital India: Impact of Government initiatives for People

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Abstract

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty." - **Winston S. Churchill**

The current India which is also known as Digital India had started its journey significantly after New Economic Policy, 1991 which through Liberalization and Globalization paved the way. With improved and new technology there was a huge opportunity in front of India around 2 decades ago with various challenges like poor infrastructure, low literacy, less availability, very low affordability, low trust and acceptance and many more. However, the core of any government is to serve people and provide them facilities in the most possible easiest way and in a transparent, corruption free manner. Here the government exploited the opportunity of digital technologies by using them as a means of serving people. We have covered some major areas where the government provides digital services to citizens.

Keywords - Digitalization, Digitization, Digital Transformation, Digital Technologies.

Introduction -

The Bretton Woods Conference, 1944 paved the way for IMF, World Bank and International Trade Organization (ITO) and ultimately General Agreement on Tariffs and Trade i.e. GATT was established in 1948 in place of ITO. The main objective was ultimately to strengthen world trade. This cannot be achieved without Liberalization and Globalization. These institutes worked with member countries for the same.

In 1991 Indian government introduced **New Economic Policy** which opened the door of opportunities and path of growth by Liberalization, Privatization and Globalization. After this phenomenon the economy transformed significantly. Globalization and Liberalization resulted in the introduction of various new technologies. The Internet and computers were also the result of the same. Private Institutes use the same for their personal benefit and government uses the same for the betterment of the nation.

Government has launched various schemes and services using digital technologies which changed things in a revolutionary manner like online transactions facilities and availability of various government schemes and services. However, there were and are many challenges as well which the government had eliminated and still working on it to eliminate rest.

Literature Review –

Gupta and Arora (2015) found that "Digital India initiative has helped the agriculture and business sector. This has also empowered the ladies."

Goswami, H. (2016) "Digital India will change the administration process and it will enhance the administration process."

Jyoti, Divya (2019) found that "Digital India has a positive impact on the economy, society and environment. It has 9 pillars like broadband, job creation etc."

In nutshell most of the research shows that the government has implemented some technologies and there are some barriers like infrastructure and availability and many more. Researchers found that the government has implemented many things and the government is yet to solve many problems.

Conceptual Framework -

Digitalization - Digitization refers to enabling or improving processes by leveraging digital technologies and digital data. Digitalization increases productivity and efficiency while reducing costs. Digitalization improves an existing process or processes but does not change or transform them. Digitalization also shows transmission from analogue technologies to digital technologies. Adaptation of digital technologies into our daily life by digitizing everything that can be digitized.

Digitization - Digitization refers to creating a digital representation of physical objects or attributes. For example, we scan a paper document and save it as a digital document (PDF, DOC, PNG etc.). Digitization refers to the process of converting information in digital format. Here we convert existing data into digital format and the data remains the same. Digitization promotes efficiency as digitized data can be used for automated and as well as other processes.

Digital Transformation - Digital Transformation is really business transformation enabled by digitalization. The essence of digital transformation is the changing of business processes enabled or forced by digital technologies. Use of digital technology to change a business model and support its growth is the essence of digital transformation.

Digital Technologies - Digital Technologies are electronic tools, systems, devices and resources that generate store or process data. Well known examples include social media, online games, multimedia and mobile phones.

Research Design & Coverage-

The study covers an analysis of various digital opportunities which the government exploited for the betterment of the country by eliminating challenges.

Objectives of the Study-

Objective of this paper is-

1. To find the importance of digitalization in economic development.
2. To check the awareness among the people.
3. To see its role in educational development.
4. To see whether it is helping various hindrances in active services.

Findings -

In total Digital technology has helped the government to serve its people, provide them service with ease, business sectors in various forms, in elimination of corruption, in improving transparency and in reducing processing time of services etc. People are availing digital services and this trend is increasing in many government sectors.

Research Limitations -

The current study is based on previous trends, data and includes the data of periods where things changed drastically even in the real world and not only on paper. Data of large periods has not been included. Also, the study is only restricted to India only.

Hypotheses -

1. Digitalisation improved the deficiency of the personnel.
2. Digitalisation played an active role for economic growth of the nation.
3. Digitalisation focused on awareness programs.
4. Digitalisation helps the government to serve people.

Research Methodology -

Research design is descriptive. Secondary data are used in this research. Secondary data from sources like books, newspapers, journals, magazines and websites were reviewed for data collection.

Collection of Statistical Data –

Researcher has prepared this research paper only on the basis of secondary data collected through different authentic sources provided by the central and state government.

Research Gap – There was not sufficient research which shows that after implementation by the government how many people are using/ availing it and without that data utility of all schemes cannot be identified. There was also not enough data which shows that if these are directly indirectly supporting people and the economy then what the economic trend of the same period was. Earlier reports were one sided which only shows that what the government did, whether it was helpful for people and whether they were using it was missing.

Original Value – This research provides the usefulness of all those digital schemes and services which the government is launching. It also shows that technology is also supporting the economy.

Research Details -

India has seen various phases and ups and downs. We have witnessed colonial rule, after independence the stagnant economy and the crisis phase before New Economic Policy, 1991. But after New Economic Policy by and large we have witnessed the positive response from the economy. New Economic Policy has provided various opportunities for development and growth, be it more free economy, be it globalization or be it availability of new technologies and many more. Now after the crisis it was time for our country to wake up from the ventilator and roar in the dawn of a new era.

Our country has worked positively on each and every opportunity which was available that time. Digital technology was one such opportunity which the government used for the betterment of the country. Government decided to improve the infrastructure to support these technologies. Government included it in the governance for better results, expanded in other fields to support other sectors as well.

Here we have observed two core areas where the government focused heavily in order to utilize the opportunities to the full extent – Government services and online payment infrastructure. These areas have directly and indirectly helped the economy also along with people and society.

Service to people: A data head will always try to convince by presenting data which shows the steps which have been taken but it is irrelevant without studying how many people are availing it and using it.   In India the government has implemented various schemes and introduced various platforms for providing services to people.

**Major areas of digital services provided by Government -**

1. **Services related to education & learning** – Apprenticeship & Training; Education & Training; International Education & Student; Scholarship & Finance; Schooling, Universities & Higher Education.
2. **Health and Wellness** – Medical Services; Medicine, Vaccines etc.
3. **Electricity, Water & Local Services** – Electricity; Housing & Property; Local Services; LPG; Water etc.
4. **Money & Taxes** - Banking & Insurance; Financial Regulation; Income Tax; Investment etc.
5. **Jobs** - Employment exchanges; Working conditions; Health and safety; Employers; Employees etc.
6. **Justice, Law and Grievances** – Courts, Sentencing, and Tribunals; Reporting crimes; Your Rights and The Law etc.
7. **Business and Self Employed** – Employee Management; Imports and Exports; Licenses, Fees, Trademark and Copyright; Sale of Goods and Services etc.
8. **Certificates** – Certificates, Register Offices, Change of name or gender; Child Benefits; Having a child, parenting and adoption; Marriage and Certificate etc.
9. **Pension and Benefits** – Pension; Person with Disabilities; Senior Citizen etc.
10. **Travel and Tourism** – Online visa applications, digital travel documents, and booking systems are available. Digital guides and maps, as well as complaint resolution platforms, are also offered.
11. **Transport and Infrastructure** – Infrastructure; Railways; Public Transport and Private Vehicles; Registration and Licenses; Road and Road Transport etc.
12. **Citizenship, Visa and Passports** – Citizenship and Living in India; Living Abroad; Passport; Travel Abroad.
13. **Agriculture, Rural and Environment** – Climate Change; Environmental Changes and Protection; Farming; Fishing; Land and Water Resources; Rural Services; Weather etc.
14. **Youth, Sports and Culture** – Total 13,870 services are provided by the Government including all states and Uts.

Number of Digital Services provided by some major Ministries -

Ministry	Number of Services
Finance	133
Health and Family Welfare	81
Personnel, Public Grievances and Pensions	70
Education	57

(Source: National Government Services Portal)

The Indian government offers numerous digital services across various ministries. The Ministry of Finance leads the way with 133 services, followed by the Ministry of Health and Family Welfare with 81 services. The Ministry of Personnel, Public Grievances and Pensions provides 70 services, while the Ministry of Education offers 57 services.
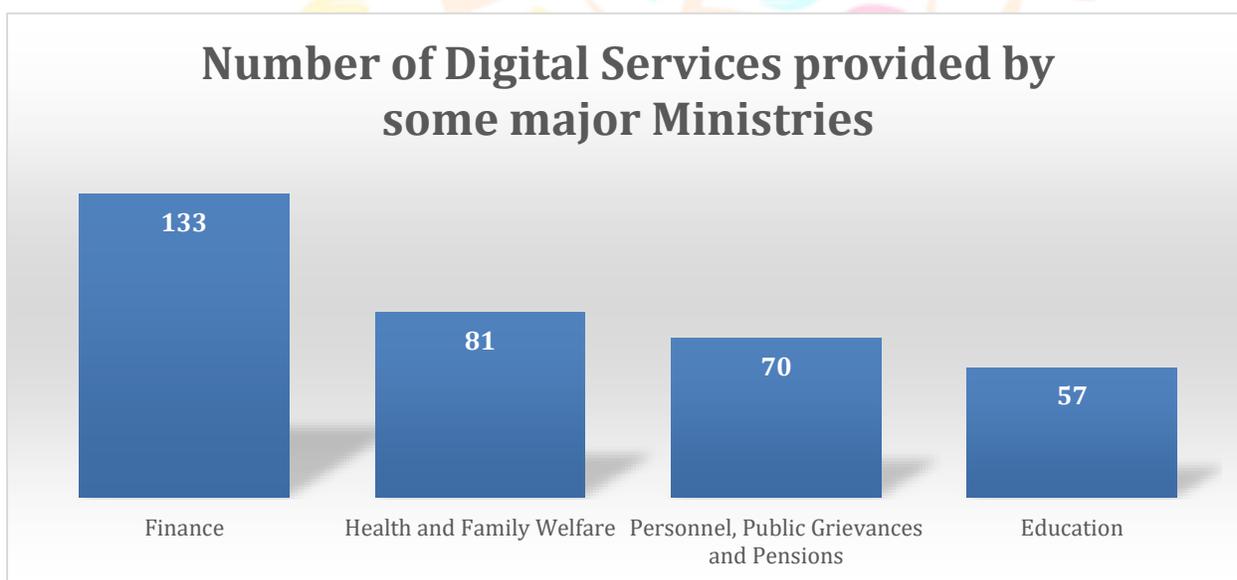
(Source: National Government Services Portal)

There are total 28 States and 8 Union Territories and all of them provide Digital Services to their people. Government provide these facilities through various platforms, applications and websites etc. like Digilocker, My Gov, BHIM, e-sathi, e-district, Vahan. parivahan etc.
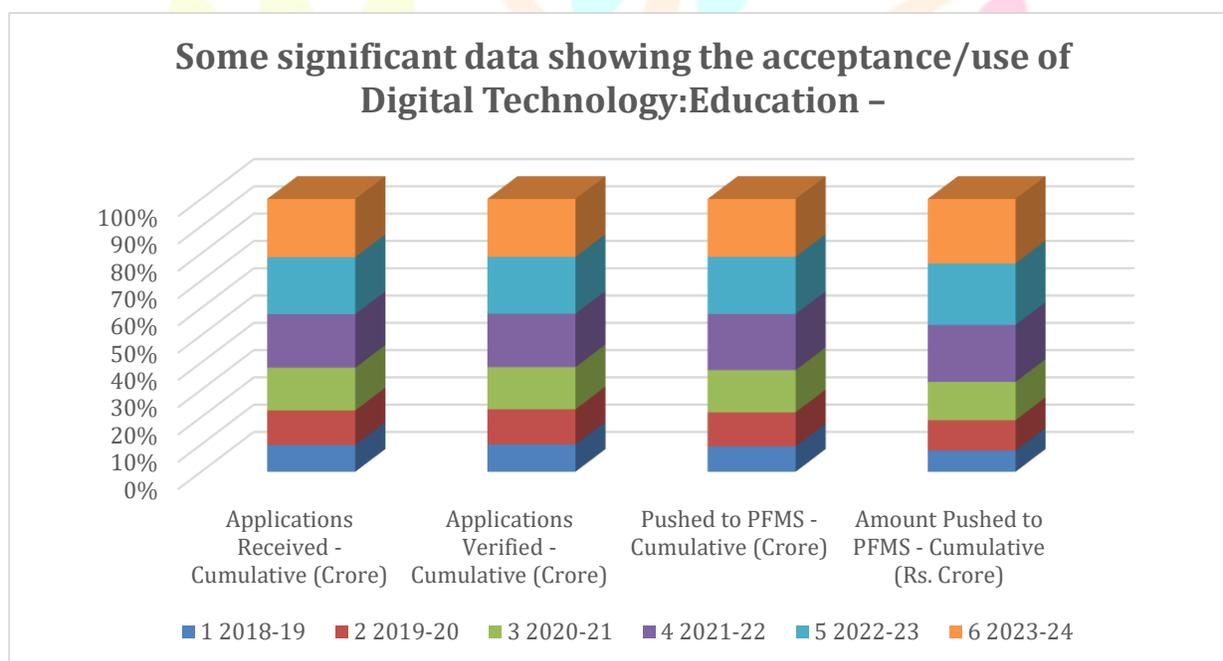
Some significant data showing the acceptance/use of Digital Technology: Education –

S. No.	Duration	Applications Received - Cumulative (Crore)	Applications Verified - Cumulative (Crore)	Pushed to PFMS - Cumulative (Crore)	Amount Pushed to PFMS - Cumulative (Rs. Crore)
1	2018-19	4.18	3.24	1.9	5,776.88

2	2019-20	5.38	4.15	2.55	8,260.98
3	2020-21	6.66	4.99	3.16	10,424.98
4	2021-22	8.35	6.32	4.2	15,507.54
5	2022-23	8.89	6.73	4.28	16,737.23
6	2023-24	9.07	6.85	4.33	17,555.4

Source: Ministry of Electronics and Information Technology

The adoption of digital technology in education has shown significant growth over the years. The number of applications received has increased from 4.18 crore in 2018-19 to 9.07 crore in 2023-24. Similarly, the number of applications verified has risen from 3.24 crore to 6.85 crore during the same period. Furthermore, the amount pushed to PFMS has also seen a substantial increase, from ₹5,776.88 crore in 2018-19 to ₹17,555.4 crore in 2023-24, indicating a steady shift towards digitalization in the education sector.


Some significant data showing the acceptance/use of Digital Technology:Education –

Legend: ■1 2018-19 ■2 2019-20 ■3 2020-21 ■4 2021-22 ■5 2022-23 ■6 2023-24

Categories: Applications Received - Cumulative (Crore) | Applications Verified - Cumulative (Crore) | Pushed to PFMS - Cumulative (Crore) | Amount Pushed to PFMS - Cumulative (Rs. Crore)

Source: Ministry of Electronics and Information Technology

We can easily identify the increasing trend of use of digital technologies by the government for providing services in the field of education to its citizens. In 2018 the number of applications was just 4.18 crore which reached to 9.07 crore in 2023-24 which is more than double in just 6 years. The same trend continued in application verified PFMS Payment. Above data shows the **positive** Impact of digital service in the education sector. The trend keeps increasing year by year.

Health – The government offers digital health services, including e-hospital transactions, online appointments, and telemedicine. These services improve healthcare outcomes, increase accessibility, and enhance patient satisfaction.

S. No.	Duration	On Boarded Hospitals - Cumulative	e Hospital Transactions - Cumulative	ORS Enabled Hospitals - Cumulative	ORS Appointments - Cumulative
1	2018-19	321	8,71,96,620	189	23,47,032
2	2019-20	345	15,68,96,503	240	34,50,348
3	2020-21	435	19,13,89,417	318	40,70,090
4	2021-22	720	24,23,80,689	424	54,37,856
5	2022-23	1,043	32,77,84,332	564	71,93,180
6	2023-24	767	46,62,94,338	565	88,30,876
7	2024-25	680	56,20,62,921	748	1,00,23,814

Source: Ministry of Electronics and Information Technology
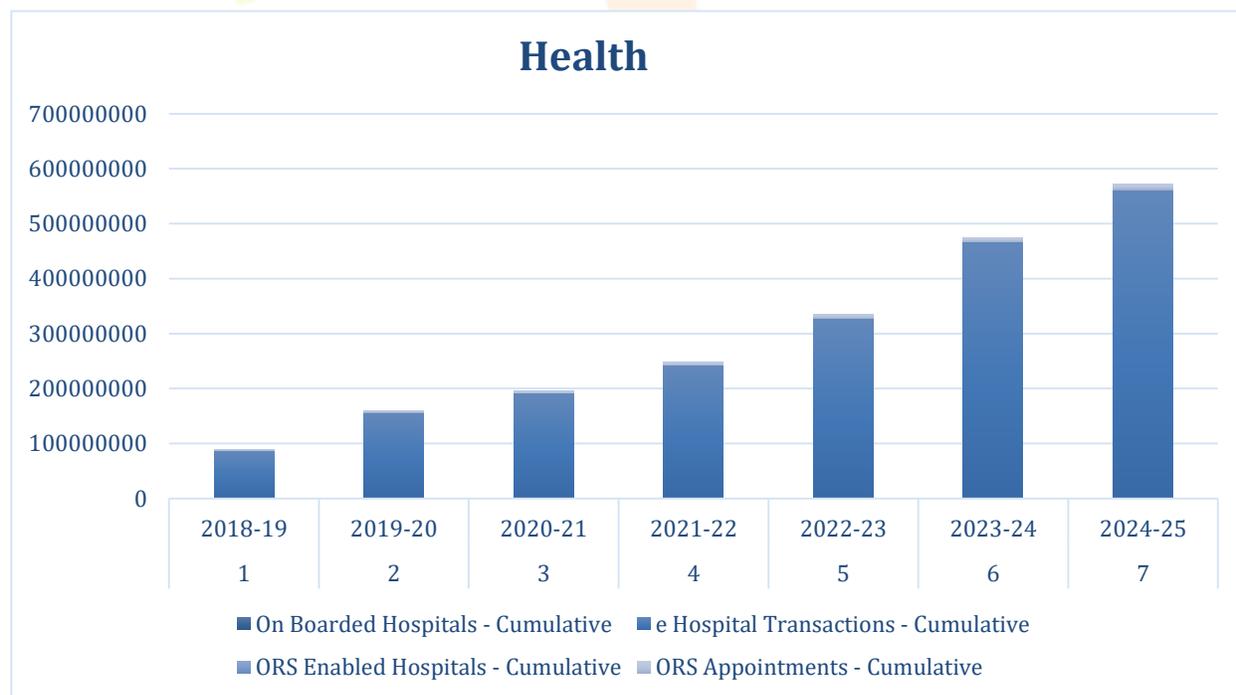
Source: Ministry of Electronics and Information Technology

The digital health services in India have witnessed significant growth over the years. The number of on-boarded hospitals has increased from 321 in 2018-19 to 680 in 2024-25. Similarly, e-hospital transactions have risen substantially from 8,71,96,620 in 2018-19 to 56,20,62,921 in 2024-25. Moreover, the number of ORS-enabled hospitals has grown from 189 in 2018-19 to 748 in 2024-25, with ORS appointments increasing from 23,47,032 to 1,00,23,814 during the same period, indicating a remarkable expansion of digital health services in the country.

Government provides various health related services through Online Registration Portal (ORS).The **ORS Health Portal** is intended to streamline and simplify access to healthcare services across various levels, from **primary care to specialist consultations**. The portal may be used by both healthcare providers and citizens to facilitate access to essential health services and manage patient care more effectively. We can easily identify from the above data that total appointment through ORS portal crossed the 10 Million mark in November 2024 itself and there is a huge increase in use of other services as well.

In 2018 the number of onboard hospitals was 321 and in 2024 it reached to 680 which is more than double. Government is including more and more hospitals so that citizens can easily avail health facilities. Also the number of appointments through ORS portal crossed the 1 crore mark in November 2024 which is 4 times the number of appointments in 2018-19. This data shows the **positive** trend in the health sector as the number of various services increases every year. More and more people are availing various health services through the digital initiative of the government.

Aadhaar – Aadhaar is a 12-digit unique identification number issued to all residents of India by the Unique Identification Authority of India (UIDAI). It is a biometric identity card that is used for a variety of purposes, including: Banking, Telecom, DTH services. Aadhaar is used for various government services, such as filing income tax returns, applying for passports, and availing subsidies. Many private companies are now using Aadhaar for employee verification and other purposes. Aadhaar is a voluntary scheme, but it has become increasingly important in India in recent years. It is a convenient and secure way to identify oneself, and it helps to reduce fraud and corruption.

S. No.	Duration	Aadhaar Generated - Cumulative (Crore)	Aadhaar Update - Cumulative (Crore)	E KYC Done - Cumulative (Crore)	Authentication Done - Cumulative (Crore)
1	2019-20	125.74	35.95	803.29	3,945.81
2	2020-21	128.96	45.75	914.43	5,300.7
3	2021-22	132.81	60.71	1,149.77	6,937.83
4	2022-23	136.26	75.24	1,473.08	9,072.44

5	2023-24	137.96	92.24	1,887.39	11,134.91
6	2024-25	138.36	106.06	2,159.14	12,528.62

Source: Ministry of Electronics and Information Technology
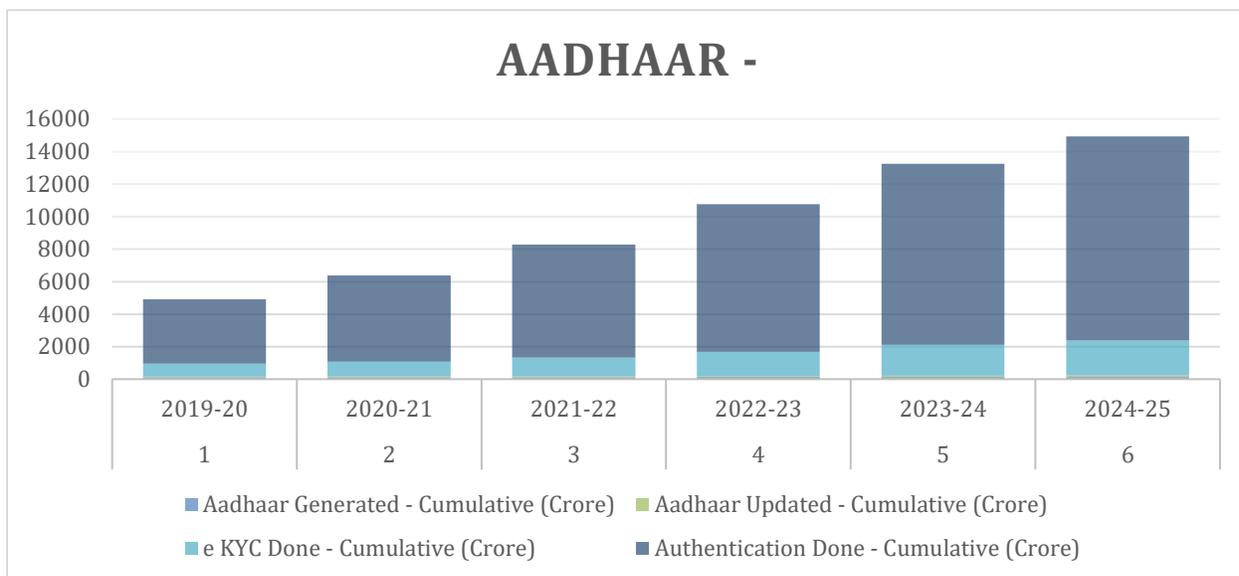
AADHAAR -

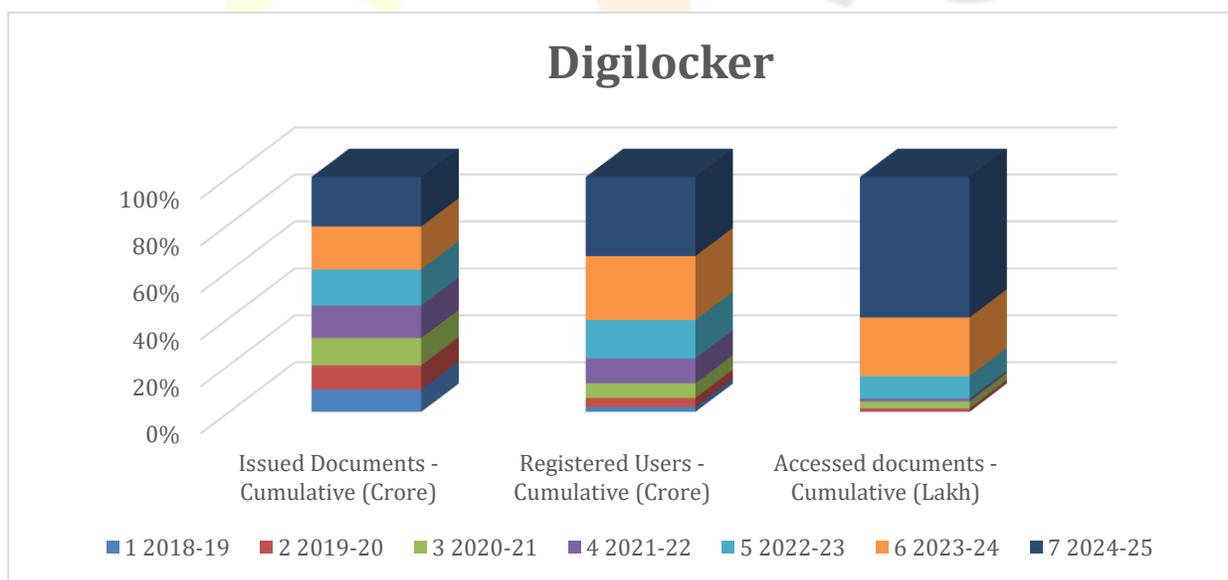*Source: Ministry of Electronics and Information Technology*

The Aadhaar-related services in India have witnessed significant growth over the years. The number of Aadhaar generated has increased from 125.74 crore in 2019-20 to 138.36 crore in 2024-25. Additionally, Aadhaar updates have risen from 35.95 crore to 106.06 crore during the same period. Furthermore, e-KYC transactions have grown substantially from 803.29 crore to 2,159.14 crore, and authentication transactions have increased from 3,945.81 crore to 12,528.62 crore, indicating a remarkable expansion of Aadhaar-related services in the country.

Aadhar is a very important document issued by the government. Above table shows the increasing trend of use of digital services in aadhar cards. **Aadhaar** is a unique identification number system initiated by the Government of India. Managed by the **Unique Identification Authority of India (UIDAI)**, Aadhaar is the world's largest biometric-based identity system, aiming to provide every resident of India with a unique 12-digit identification number that can be used for various purposes, including government services, welfare programs, financial inclusion, and more. Even if we left the aadhar generation number citing demography reasons, then also we cannot ignore the fact that there is a **positive trend** in aadhar digital service use as the number of Aadhar updated in 2019-20 was approximately 36 crores but in 2024-25 it was around 106 crores. Same is the case with e-KYC done and authentication done in aadhar. There is a positive trend in every service of aadhar.

Digilocker:

S. No.	Duration	Issued Documents - Cumulative (Crore)	Registered Users - Cumulative (Crore)	Accessed documents - Cumulative (Lakh)
1	2018-19	350.29	2.05	14.47
2	2019-20	376.02	3.7	121.14
3	2020-21	428.14	5.95	267.12
4	2021-22	506.6	10.26	111.4
5	2022-23	564.5	15.78	857.14
6	2023-24	673	26.27	2,259.87
7	2024-25	774.22	32.51	5,404.63

Source: Ministry of Electronics and Information Technology

Source: Ministry of Electronics and Information Technology

The Digilocker service has witnessed remarkable growth over the years, indicating a significant increase in the adoption and usage of digital documentation in India. The number of issued documents has risen from 350.29 crore in 2018-19 to 774.22 crore in 2024-25. Similarly, the number of registered users has grown substantially from 2.05 crore to 32.51 crore during the same period.

Furthermore, the number of accessed documents has also seen a remarkable increase, from 14.47 lakh in 2018-19 to 540.46 lakh in 2024-25, highlighting the expanding reach and usage of Digilocker services.

DigiLocker is a government initiative in India under the Digital India program, designed to provide a secure digital platform for storing and sharing documents electronically. It is an initiative by the Ministry of Electronics and Information Technology (MeitY), Government of India. DigiLocker allows citizens to store important documents such as educational certificates, driving licenses, vehicle registration, and other government-issued documents in a digital format, thereby eliminating the need for physical copies.

Digilocker is that platform which has shown tremendous growth in almost every area of its service. In 2018-19 there were only 2.05 crore registered users which doubled in almost 2 years and reached 32.51 crore users in 2024-25. This shows a growth of 16%. We can identify the same trend in the number of documents accessed as well.

Challenges:

There were many challenges in front of the government along with opportunities and in order to exploit the opportunities the government had to eliminate the challenges. However the technology itself is dynamic so the challenges occur regularly. Here we have some such challenges -

1. **Infrastructure –** Technical infrastructure was inadequate initially, however over the period of time it increased significantly but still it is far from what we should have.

2. **Digital Literacy –** The most important part is the information of technology and how to use the same. Government has launched many programs for the same like digital literacy etc.

3. **Affordability –** People can use the technology only when they can afford the same, means they can purchase or rent the same and other costs to run the same.

4. **Data Security –** Data security is the most important factor as we have Right to Privacy also and any breach in data means breach of our Fundamental Right.

5. **Online Fraud –** There are many frauds happening especially in financial services. Government is yet to find the proper concrete solution for these activities.

6. **Social Gap –** Technology has created the social gap. People do not want to go outside for various things which they can do through their gadgets. This has created many psychological and health issues.

Conclusion -

India has witnessed many ups and downs. After the New Economic Policy we have huge opportunities with mega challenges but we worked in the right direction. After 3 decades now we can proudly say that we have achieved huge milestones by eliminating challenges and availing the opportunities. We are seeing increasing trends of digital technologies which is a positive sign, however still we have to work on various challenges as well.

India has witnessed significant growth after the New Economic Policy, achieving huge milestones and overcoming challenges. With increasing trends in digital technologies, India has made progress in areas like education, healthcare, finance, and tourism.

However, challenges like the digital divide, cybersecurity concerns, and infrastructure limitations remain. To address these, India must prioritize digital infrastructure investments, promote digital literacy, and foster innovation and entrepreneurship.

By doing so, India can unlock its full potential, overcome challenges, and emerge as a leading digital economy, providing a better quality of life for its citizens and contributing to the global digital landscape.

On the basis of above facts and figures the researcher has found that all the hypotheses have shown positively.

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