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DIGITAL INDIA TRANSFORMATION: MOVING INDIA FORWARD

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ABSTRACT

Digital India is the Government of India initiated a program where it aims at transforming India into a digitally empowered India. The program focuses on providing governance and services on demand, creating countrywide digital infrastructure, & digitally empowering citizens. This paper reflects a research attempt to understand the Digital India program and its possible impact on making India digitally ready. The paper explores various initiatives, opportunities, and challenges associated with the 9 pillars of Digital India which are Jobs in IT, Production of Electronics, Information to all, Early Harvest Programme, Broadband connections, eKranti, E-Governance, Public Internet Access and Universal Access to Phones. Where each of these projects seems to be helping and providing benefits to the people of India. Still, there are some challenges that the citizens are facing. To name some - illiteracy, socio-economic differences, technical & cultural constraints. This paper attempts to describe and discuss the journey of making India a Digital India as well as the issues and challenges faced along with possible future aspects. The research methodology is in the area of digital systems that are transforming India. It is a concept paper and a descriptive study of literature from reliable sources and reports.

1. Introduction

The advent of the Digital India initiative has taken the state into the allied countries who are changing their economic systems & governance through the help of technology. Digital India initiative has helped the country in transforming in every sector ranging from education, travel, communication, work, healthcare, and shopping. It focusses on 3 core areas- the citizen's digital empowerment & good governance, providing services on-demand & digital infrastructure. (Verma & Dawar, 2019) The project proposes to connect the 2.5 lakh rural areas throughout

India with the help of e- governance, high speed internet connectivity, e- Kranti, global mobile access connectivity, easy access to public internet, providing information services to everyone, production of electronics, early harvest programs, and Jobs in Information Technology—which are known to be the 9 pillars of "Digital India" program.(Journal et al., 2018)

India's Digital Adoption Index includes 3 major components: digital reach that is the number of mobile phones, number of applications downloaded, and amount of data consumed; a digital foundation which means reliability, speed & cost of the internet service; and digital value which depicts online consumers engagement through shopping, online texting and streaming videos. (Kaka et al., 2019)

UIDAI's Aadhaar has enrolled over 1.22 billion people (Home et al., 2020). It has been the world's largest digital identification system since it was released in 2009, and has expedited the expansion of other digital services. (Raju et al., 2017). Along with these, GST Network converged around 100 Lakh indirect tax-paying financial operations to a single digital platform, establishing a strong opportunity for people to make their business activities digital. (Nayyar & Singh, 2018)

The research methodology is in the area of digital systems that are transforming India. It is a concept paper and a descriptive study of literature from reliable sources and reports. The study is to understand the impact digital systems that are transforming India under various areas of 'Digital India' program. (Fitzpatrick et al., 2020)

The Objective of this paper is as follows

i. An overview of the concept of Digital India
ii. To study digital systems under Digital India and supporting system are the 9 Pillars of Digital Transformation
iii. To study the implications of UIDAI and linkages with- on Digi locker, Aadhaar e-KYC (Know Your Customer), MGNREGA and how each link is strengthening the digital system
iv. Find the challenges and opportunities for governance and security of these systems
v. Future of Digital System considering Impact and implementation for Digitally Transformed India

2. Understanding digital systems under digital india and its supporting system

Many Government policies under Digital India are aimed at offering their people a good governance by organized and integrated regulation & system interaction. India is working with Digital India's 'Navaratnas', to get it digitally enabled.

Figure 1: Nine Pillars of Digital India
(Source: Adapted from NITI Aayog)

2.1.Highway broadband connectivity and service

Broadband connectivity aims at 3 subprograms - National Information Infrastructure (NII), Broadband for All - Urban & Broadband for All – Rural. The system emphasis supplying high-speed internet connections via Optical fiber that links all rural areas, offices, educational buildings, healthcare industry, and institutes for R&D & growth. The cloud infrastructure network is being integrated with the country by National Information Infrastructure in order to provide cloud platform & high-speed connectivity to various government departments.

The Highway network is thus connecting e-panchayat, e-education, e-commerce, banking & Electricity Distribution Management system together to all the rural & urban parts of the country. (Sharma, 2016) Via Broadband connectivity, it has now become easier to transfer gigantic data and information from one place to another within a stipulated time, as now the data can be multiplexed and can be transferred

via various channels. (Prabhu, 2015) describes that internet connectivity can be one of the factors that can help in the upliftment of villages & rural part of India and can improve rural internet access rates.(Kumar & Kapoor, 2018)
As Broadband technology can be used over the range of 10 km, the feature can be utilized to provide internet access & connectivity to the people in rural areas where homes are located far away from each other. But the real challenge is the investment in this area, bureaucracy, governance & political will, technology usage, and usage of uninterrupted power supply which should be given priority in order to make the project a grand success.

2.2.Universal access to mobile connectivity

Uninterrupted mobile connectivity via wireless devices is required for the transformation of India into a Digital India. The goal of this program is to emphasize on the penetration of network & covering the country's communication gaps. Mobile communication technology can be used to narrow down the digital gap between the rural & semi-urban areas, facilitating social benefits via improved communication (Henry, 2017) & bringing benefits that are economically tangible. Benefits include easy checking and comparing the market price of crops by farmers without any intervention.
Rapid diagnosis & quick health data support can be taken through mobile connectivity by the health care centres in the rural areas which can save the lives of people. But the challenge is rural teledensity which is very low at 45.7 in contrast to the high teledensity of urban India which stands at 147.3. (Balk et al., 2019) There are around 50,000 plus rural areas that still need to be connected to mobile technology. The availability of electricity in villages is also one of the leading challenge that needs to be addressed.

2.3.IT Training for Jobs

The State is planning to provide the younger generation with effective educational expertise for career openings in the Information & Technology related industry. Entrepreneurs and students who are graduated or have completed their education are generally considered.(Building et al., 2019) A report published by (Kedar, 2015) suggests that in order to tackle the increasing rate of unemployment levels in the country, there are at least 10 thousand employments & job opportunities that are being generated every month.
This results in the availability of funding to support basic infrastructure & services. NASSCOM's study (NASSCOM, 2018) states that the consolidated IT-BPM market stands currently at 167 billion US Dollars, with 126 billion US Dollars worth of exported goods. Over the last 3 years, nearly 6 lakh jobs have been created, directly engaging 3.97 million population and indirectly engaging nearly 10 million population. This segment has continued to grow in India, and still, in a global recession scenario, it has created approximately 1 Lakh new employment and opportunities in the 2019-20 fiscal year (IBEF, 2019).

2.4 Manufacturing of electronics

This program is providing a massive opportunity for manufacturing electronics in the country with the support of digital skills & technologies. This would result in lessening the electronic part import need from other countries. Under the umbrella of the "Make in India" tag, the government is trying to achieve net-zero import in the coming years. To achieve the target of making India a hub for electronics manufacturing market, the government is investing around Rs 1,20,000 crore (Aayog, 2019) in this field. Adding to it, the government is publicizing the

electronics manufacturing industry by providing electronics clusters & incentives to the investors. (*Consumer Durables*, 2018) Easy availability of the electronic items at a low cost is also ensured under this program.

The government is aiming to make these products available at the doorsteps of rural places which would help in making this program successful. It would result in the higher sale of goods/services to other countries and comparatively lesser goods & services brought into the country thus creating ample resources to sustain economic development. According to the numbers, 113 mobile development facilities has generated around 1 lakh direct employment and 3 lakhs indirect employments across the country.(Consumer Electronics and Appliances Manufacturers Association (CEAMA), 2018)

2.5 Provide public access to internet

In order to maximize the e-Services delivery to the citizens, 'CSC 2.0: A Way Forward' is targeting to provide Public Internet Access Programme facilities to over 2.5 Lakhs Gram Panchayats (Digital India, 2020). The e-service would include Aadhaar Card, Utility Bill Payments, Certificates, Exam Results, e-banking, MGNREGA Job Cards, Land Records, and Computer & Language Skill Training.(Boro, 2017) The program's success is based upon how the customers or people are using it. Poor internet connectivity is one of the reasons for the failure of most government schemes.

In order to deliver these benefits to the rural areas, the internet access network is needed at the nearby location for which Government has determined to utilize post offices & Common service centers i.e. CSCs as multiservice centres. This will help in bringing and promoting public access to internet programs to the doorstep of the gram panchayat people. This program is being implemented by the postal department (Digital India, 2020). Apart from this, many private players are also helping in providing internet connectivity at the doorsteps of rural people by dispensing Mobile Internet access Vans that have all types of equipment.

2.6 E-Governance

E-Governance is aiming at transforming the system into a fully automated system. In order to make country digital-ready, various platforms & services are being integrated such as unified mobile payment gateway (UPI), Bharat Interface for Money (BHIM), Unique Identity Authority of India's (UIDAI) Aadhaar platform, Platform for Mobile Seva application, open Application Programming Interfaces (API) for information sharing, State Service & National Delivery Gateways (SSDG/NSDG) middleware.

Online access to applications such as hassle-free tracking of projects & information & database accessibility in electronic format is helping in providing faster, reliable online digital services. The Government must involve the people in the development process & cross share the information with them. (Kumar & Kapoor, 2018). In order to empower & strengthen the people of India especially villages & rural areas, circulation of Information is being done through e-Governance (Borthakur & Bhuyan, 2019).

Agricultural & related Services: A real-time information system is made available to the villagers & farmers so that they could sell and purchase crops on the best possible rates. With the help of this system role of the middleman will be eliminated from the entire scenario.

Education: Inadequate education services in villages is the biggest problem in the path of rural India's development. Staff shortage is one of the challenges that most of the schools that are present in villages face. Students in the villages are taught

through online technology by teachers present in urban areas. The challenges are being tackled by exploiting Information and Communication Technology tools.(Dubey & Ahmad, 2016)

Health and Sanitation: In order to get effective delivery of health services, most of rural India and villages are dependent on health staff and the health care centers. For this, a unified Information management system is being used for the efficient monitoring & management of health centers. By implementing Information Communication Technology techniques, training is provided to health workers as well as remote consultation & diagnosis is provided to remote patients present in rural and urban areas.(Growth & Wadhwa, 2020)

2.7 E-Kranti

The purpose of this domain is to provide digital and e-services at high bandwidth to people dealing with medicine industry, education, law & order, public safety, agricultural workers, banking industry and other services. The main principle behind e-Kranti is namely Transformation and not Translation, which means that the use of ICT does not translate the process by its electronic counterpart but it transforms the whole process. This transformation will bring a transformation of relations between citizens & government. The transformation of relationships with the government will automatically become better when the sense of isolation between government and people is removed (Vijayan, 2019)

For removing this alienation, the mentioned factors are implemented

1) For better doorstep connectivity in rural areas, the robust infrastructure network is being implemented.
2) For data access & storage, cloud services are launched.
3) For providing connectivity to rural people, mobile usage awareness is increased.
4) In order to provide the request status, a tracking system is employed.
5) To enable interoperability among applications, standards are implemented and followed.

For implementing the E-Governance mobile and web applications, extensive data security arrangements are performed. Nevertheless, this initiative has encountered significant obstacles such as the digital divide, absence of last-mile access, shortage of resources and services, and weak beneficiary recognition system.

2.8 Global Information

Global Information program is encouraging & expediting the process of dataset & information release in an open format for use, reuse, & redistribution by the government departments & ministries. Online messaging via Simple Messaging Services (SMS) & emails to citizens on special occasions and programs are encouraged. There are about 77 million internet users from rural areas & about 180 million internet users from urban areas from 257 million total internet users as per the study conducted.

The report published by the International mobile association of India (IMAI) indicates that social media usage among rural India is doubled as compared to urban areas over the past few years. This study tells that with the increase in mobile telephone usage, social networks & media are the best information and data dissemination sources. One such example where social media is used for the development of rural India is the Gramvaani project.(Gram Vaani Community Media Pvt. Ltd, 2019)

2.9 Early harvest programs

Early harvest program aims for the projects which are to be carried out within a limited period of time or in a small timeline. The Government intends to develop Wi-Fi infrastructure and services in all towns, trains, schools, and educational areas. In almost every central government office & state government institution, a biometric attendance system is being implemented. A report published by (Agrawal & Sen, 2017) claims that more than 90 percent of Indian universities are provisioned with internet facilities.

The database has been created by the government in order to store public data online so that data loss & distortion can be minimized. This would ensure that the government has updated data for making various official decisions. This would ensure regular & regulated prices as well as a steady supply to the market. By the proper implementation of these telecenters, correct and up to date information is being provided to the villagers and farmers about modern techniques of soil, seeds, & fertilizers.

2.10 Unique Identification Authority of India (UIDAI) and its Linkages

With the introduction of Aadhaar card and other e-services, the government is now progressing towards the linkage of UIDAI's Aadhaar card with other government services & functionalities. The Aadhaar card & it's associated services are now linked with many government functionalities & schemes.

Few of the schemes and services which are linked through Aadhaar are various bank accounts such as accounts that come under Pradhan Mantri Jan Dhan Yojana the scheme, passport services, process related to allotment of house, loan waiver & pension schemes, for enabling and opening up Digi locker account in order to upload documents, policies related to insurance, for getting subsidies on cooking gas, driving license identity verification process, for opening up a provident fund account and for applying for various scholarships. In Lok Sabha, Aadhaar Bill was passed & introduced as a Money Bill in order to use Aadhaar for the purpose of authentication for payment of salaries and wages, enrolment in school, pension plans, booking of flights & train, getting smartphone SIM & driving license and accessing cyber cafes.

2.10.1.Digilocker

Maintaining the papered records & information, and obtaining them from the government departments is a challenging task. The papered system's major drawbacks are reduced transparency, very high human interference & efforts, high cost involved, and high time consumption. To get rid of this problem, the Indian government has launched 'Digilocker' for this purpose. Digilocker is a cloud-based individual document storage system. This would require Aadhaar Card as a mandatory document to sign up for Digilocker.

It gives up to 10 Mega Bytes of personal online space for document storage.(Kaur & Kaur, 2019) Various different documents, certificates, or the Uniform Resource Indicator for each document that has been issued by the Departments of Government or by the High School or University, can be stored in Digilocker. One of the major benefit of the linkage of UIDAI's Aadhaar card is that it gives the liberty to e-Sign the certificates & documents. The other benefit includes the automatic verification of documents by the various Government departments.

2.10.2.MGNREGA (Mahatma Gandhi National Rural Employment Guarantee Act)

MGNREGA is an Indian labor law that helps in providing a minimum of 100 days employment in a budgetary year to all the households where the adult person engages in unskilled manual work. This helps villagers and rural people in uplifting their living conditions. To get the perks of the MGNREGA scheme, the Government has made it mandate to apply for MGNREGA process via Aadhaar card.

The idea is to increase the efficiency as well as the transparency of the scheme by UIDAI's Aadhaar card linkage with MGNREGA. Another advantage is that the money transfer will be done directly to the account of the verified user under the Direct Benefit Transfer scheme. This will also help in keeping a record of a person through the Aadhaar card details which include biometric data as well.(Raju et al., 2017)

2.10.3.Aadhaar e-KYC (Know Your Customer) Services

For verification of the client's identity, a 'Know Your Customer' form generally called a KYC form is used. KYC's major challenge is that the document counterfeits, individual intervention, and human involvement are more in the process. In order to resolve this issue, UIDAI came up with a solution where they have launched a service called as Electronic KYC or Aadhaar eKYC. With the help of this service, KYC will automatically fetch the required details from the individual's Aadhaar card this reducing the forgeries & human efforts. (Misra, 2019)

The key purpose of introducing this program is to provide biometric-enabled authentication that removes all the additional equipment used to document a person's biometric data. The issuance of PAN Card based on the UIDAI's Aadhaar e-KYC system is being considered by the Department of Income Tax.

The Government has made it mandate to link the PAN card with the Aadhaar card. Linkage of Aadhaar Card details to all financial assets in various banks would help in enabling easy access to the bank related details.

3. Challenges & opportunities

Digital India program has given many opportunities to the country be it industrially technologically or economically. Along with opportunities, the Digital India program has also come up with many challenges that can be looked upon as it progresses. (Midha, 2016) remarked that it is a good concept to develop but due to limited availability, inconsistency & inadequate implementation, it could end up in failure of the entire program.

While the digital India project experiences many roadblocks, it can also come out with the best prospect for every citizen if executed properly. (Gupta and Arora, 2015) carried out research on the effect of the digital India campaign in different regions of India especially remote areas and villages. The analysis revealed that several frameworks are introduced in the digital India program to improve the agriculture industry and for the growth of the economy in rural parts of the country.

3.1.Challenges

- India is a culturally diverse nation. Each region has its own distinctive language, culture, rules and practices. Digital India's program aims at integrating the entire country digitally. The integration of technology along with the language is one of the main challenges that Digital India Program could face. (Goswami, 2016)

- Many regulations are in place but there is still a large room for correction in this space. UIDAI's Aadhaar has gone through multiple uncertainties & regulations in terms of the data protection & privacy. The security and privacy of Aadhaar is one region where things can be improved.
- Cyber-security- The internet and web architecture should be developed so that it could provide proper authentication to all the essential uploaded documents and can be accessed anytime through proper authorisation. In order to do this, strong digital privacy rules and standards should be implemented with respect to the internet world. (Kedar, 2015)

Table 1: 9 Pillars of Digital India: Challenges

9 Pillars	*Major Challenges while implementing Digital India program?*
Highway Broadband connectivity	• Heavy investment in this area • Bureaucracy, governance & political will to implement • Use of advanced technologies which may not be available as of now • Usage of uninterrupted power supply
Universal Access to Mobile connectivity	• Very low rural Teledensity as compared to Urban • Low quantum spectrum availability in rural areas
IT Training for Jobs	• High rate of illiteracy in rural areas (35.3%)
Manufacturing of Electronics	• Lack of infrastructure in order to manufacture electronic products • Requirement of 24 hours power supply
Provide Public access to Internet	• Slow Internet speed while accessing the web in rural India • Less awareness & application usage knowledge among rural users • Low Digital literacy among people • Governmental regulations and local public policies which might provide selective content access.
E-Governance	• Privacy & Security: Lack of Trust on newer online applications • Digital Divide: Large number of non-users of e-government services
E-Kranti	• Lack of last mile connectivity • Lack of indigenous technologies in the field of cyber security

Global Information	• Lack of coordination and cooperation among various government departments • Unavailability of devices in rural India in order to receive information from Government
Early Harvest Programs	• Lack of coordination between different ruling Governments in order to make program successful.

3.2.Opportunities

- **Reduction in Corruption**: The corruption in the country will be reduced up to a certain level because of the Digital India program initiative such as Biometric verification, higher awareness, education & online services which will not include any intermediaries in between. (Jadhav, 2018)
- **Accountable to Public:** Delivery of digital and e-services as directed by the governing body would increase the visibility & public accountability.
- **Upliftment of rural areas**: The system will help villages & rural areas to connect with the world through Internet programs and through various e-services such as e-education, e-health, e-governance.
- **More Transparency:** As all the data would be made online and would be accessible to citizens of the country, it would lead to better transparency of information and process.

9 Pillars of Digital India	*What are the Initiatives taken by Government?*	*How it is going to change India?*	*What is the effect/ impact?*
Highway Broadband connectivity	Creating network infrastructure for e-governance in state Connecting 2.5 Gram Panchayats Connecting 150+ institutes	This will facilitate corporate and business needs Growth in number of data centric services	Development of global communication infrastructure which will cater the global requirements
Universal Access to Mobile connectivity	Increasing coverage & network penetration	Mobile coverage in remote and rural areas	Increase in social and economic benefits for the society
IT Training for Jobs	Training people in smaller towns Training service providers to train rural workforce	Skilled Village Level Entrepreneur & viable Common Services Centre	Information Technology & Telecom Ready India ICT Growth in national Economy
Manufacturing of Electronics	Promotion of electronic manufacturing in India	Provide Employment Skill Development	India as one of the potential place to invest for manufacturing companies
Provide Public access to Internet	Conversion of Post offices into Multi Service Centre Provision of multi-function end points	Availability of multiple online services such as Exam Results, Certificates, MNREGA Job cards	Instant services at door step
E-Governance	Online Payments Online availability of public and government Records Introduction & linkage of Aadhaar with various other e services	More transparency in Governance Creation of an eco-system which will help in promoting innovation in ICT for government	Efficient & Effective usage of e-services Ethical use of e-governance services
E-Kranti	Providing technology for e-Health, e-Education, farmers, Security	Increase in Digital Literacy Program Better Health care services Real time data for farmers	Improvement in Public Delivery Services Increase in service orientation and customer centricity
Global Information	Government engagement through social media Online hosting of documents and other information	Easy access of information	Providing a proper route for communication between people and the Governing Body.
Early Harvest Programs	Biometric Attendance Wifi in colleges and universities Public Wifi availability	Increase in digitalization.	Up gradation to the newer technology within short period of time

	SMS Based weather information

Table 2: 9 Pillars of Digital India: Initiatives, Change & Impact.(Source: Author's own Analysis)

4. Findings

With the initiative of the Digital India program - 'nine pillars', the Government of India is trying to achieve a model to gain Sustainable Development goals. Under 'Internet Connectivity Project' & 'Program for Mobile Accessibility' the government is offering high-speed internet connections via fiber optics that is linking all remote areas, branches of government, educational hubs and R&D institutions. The number of 4 GB broadband users has ramped up to 750 million from 330 million which has improved efficiency as well as faster delivery of information.(Kar et al., 2019) Over 11.7 Million registered users have uploaded around 15.4 Million documents in Digilocker, which securely stores and share documents electronically. BHIM UPI is being used by 9 million active users with 190 million monthly transactions.(Harshita, 2017)

Under ‘IT Training for Jobs’ program, Indian IT exports have increased with an export of 126 Billion dollars & revenue of 167 Billion dollars in 2018. The report published by the Government indicates that the STPI i.e. Software Technology Parks of India is able to generate nearly 50 percent of employment in India.(IBEF, 2019)

Under ‘E-Governance’, the government is transforming every manual work into a full automation system. For instance, for communicating important information with the public, the government is creating and developing online portals. (Chami, Gurumurthy & Thomas, 2016) The number of registered Aadhaar users reached the figure of 1.21 Billion, almost twice over the span of 4 years. The number of e-governance transactions per day reached 86.8 Million as of 2018 which was 6.46 Million in the year 2013. If compared with the Growth Index of 2014, then there is a great improvement as in that year the ranking was 118th. (Kumar & Kapoor, 2018)

Whereas under the program of ‘E-Kranti’, Bharatnet is connected 117,319 Gram Panchayats by Optical fiber cables. National Knowledge Network (KNK), a state of the art network has enabled collaboration among researchers from different institutes. Under Digital Agriculture and Soil Health Card, information on soil health is being given digitally. Under Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA), 60 million candidates will get digitally literate in 2 years.

5. Impact

The technology as well as the payment system are gradually gaining popularity with the increase in digitization in payments, an increase in awareness of the "Digital India" project, higher adoption of internet usage, mobile phones, and technology among citizens. As per the 2019 report, India's average rate of growth or CAGR in e-Payments is around 58.9% and 28.4% in terms of volume & value respectively. Among all the countries & payment industries present globally, the growth rate for India is remarkable.(Aayog, 2019) (Ravikumar et al., 2019). Via e-governance, India has strengthened its

economy, as people can now monitor and assess the performance of the Government, thus removing the majority of the corruption in the long term. The e-governance transaction growth can be understood from the fact that it has reached to 86.8 Million as of 2018 which was 6.46 Million in 2013. (Raju et al., 2017) There is a low literacy rate in remote areas & rural parts of India because of the non-availability of physical infrastructure. This is where services like M-education can reach out to remote masses. Digital India Projects are enhancing real-time education with smart classrooms & virtual classrooms. The infrastructure for virtual learning projects & services like the online courses which have open access via web also known as MOOCs are supported through high-speed internet connections.(Luvy, 2019)

6. Conclusion

There is a shift in the governance model from government-centered to citizen-centered, and this is attributable to growing knowledge of people regarding their entitlements & privileges, as well as the government's duty to provide them with different services. In efforts to achieve important changes in governance frameworks, processes & mechanisms, the Government's only eventual solution is to implement Information & Communication Technology or ICT. This has also been stressed in the 2nd Administrative Reforms Commission report which was based upon "Promoting e-governance". Because of this, digital governance has become an important aspect of the Government, which was needed with the advent of the 4th Industrial Revolution, commonly recognized as the "Digital Revolution".

The numerous projects under the e-Government project, such as "MGNREGA", "Unified Mobile Application for New-age Governance", "Common Services Centres", are at distinct phases of the development process. In order to reach the Digital India project objectives, India has to overcome many challenges such as lack of services, infrastructure, and resources. The government has to keep pace with not just technologies but also with the evolving desires and expectations of the people because of the constantly increasing & emerging digital changes. Because of the Digital India initiative, there is a great improvement in the way the service delivery system worked both in private as well as in the public sector. It has also helped in strengthening governance through the transformation of India into a Digital India.

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