



Digital Projects and App in India

Dr. Padma Saxena, Assistant Professor, Zoology Department, T.R.K.M. Aligarh (U.P.)

Dr. Saras, Assistant Professor Zoology Department, D.A.V. PG College, Kanpur (U.P.)

Abstract

Digitalization is the process of converting information into digital format as well as transactions of documents, money, and many other things. It is the result of new technology. In the 21st century, due to digitization, there has been a dynamic change in life by which both the poor and the rich are also taking advantage of it. Nowadays, cashless ie digital service is being used at all places. Due to Digitization, we are able to do all our daily work easily without human contact with the help of technology. when we mobile. Mobile is a very good example of digitization. The single small mobile performs many functions such as wrist watch, radio, communication, phone, etc., whether to transfer money from the bank, to give information to someone, for study purpose, booking travel tickets, shopping, talk to your loved one, even we can freely share our thoughts to other people of the world through mobile. To take India forward on the path of progress, every citizen of India should be digitally literate only then we will be able to establish ourselves in this changing environment, through this paper we will discuss the possibilities and challenges of digitalization.

Received 01 Dec., 2022; Revised 08 Dec., 2022; Accepted 10 Dec., 2022 © The author(s) 2022.

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Here are some of the projects /App that have been launched, or are ready for deployment, as part of the Digital India initiative. The government of India too offers most of its services online and there are also apps that bring these services right on our mobiles. Some government apps are also targeted at specific sections of society. For instance, there are special apps for teachers, farmers, women, children and more. **Digi Locker** The service was launched as an important facility to store crucial documents like Voter ID Card, Pan Card, BPL Card, Driving License, education certificates, etc. in the cloud. Digi Locker will provide secure access to Government issued documents. It uses authenticity services provided by Aadhaar. It is aimed at eliminating the use of physical documents and enables sharing of verified electronic documents across government agencies. Digi Locker will reduce the administrative overhead of government departments and agencies created due to paper work. It will also make it easy for the residents to receive services by saving time and effort as their documents will now be available anytime, anywhere and can be shared electronically.

BHIM App was one of the biggest announcements of 2016. BHIM (*Bharat Interface for Money*) App gives an easy method of payment and fund transfer. It has the following basic features of an UPI app. BHIM app is developed by National Payment Cooperation of India and is currently available on Android Platform, though App store listing should followsoon¹. In less than a week time, BHIM is number one app on the Google Play Store and has already witnessed more than 3 million downloads and over 500,000 transactions since its debut. People never need to enter any details again and again into BHIM app. It automatically picks up your details corresponding to bank and phone number. No Transaction charges, transfer to anyone with or without BHIM app. Transfers are bank to bank, you don't need to add to wallet first. Transfers happen within seconds. The BHIM app don't save any information except the account name and phone number, hence it is much more secure.

MyGov.in The portal works as an online platform to engage citizens in governance through a "Discuss", "Do" and "Disseminate" approach. There are multiple theme-based discussions on My Gov.in which a wide range of people can share their thoughts and ideas online on the portal. This is the dream project initiated by the central government to collect constructive feedback from the society, this is highly appreciated by the society and to date, 4164.32K members registered, 187.30K submitted tasks, and 3733.68K comments in various discussions. These tasks have been reviewed by other members and experts. Once approved, these tasks can be shared by

those who complete the task and by other members of My Gov.onthe platform. Every approved task would earn credit points for completing task².

e-Sign frameworkThis initiative would enable users to digitally sign a document online using Aadhaar authentication.A digital signature takes the concept of traditional paper-based signing and turns it into an electronic "fingerprint." This "fingerprint," or coded message, is unique to both the document and the signer and binds them together. The government of India (vide its Gazette Notification, REGD. NO. D. L.-33004/99 dated 28th January 2015) has announced a method that facilitates Certifying Authority to offer e-Sign service to citizens who have AADHAR ID³.

e-Hospital system for important healthcare services such as online registration, fee payment, fixing doctors' appointments, online diagnostics and checking blood availability online.

Banking Sector Digitalization is mainly concerned with what all banks are required to do in order to provide better services to the customers. There are various technologies which are to be adopted for digitalization of back office. It also ensures self-sufficiency to the customers in whichever way possible.

National Scholarship Portal This initiative aims at making the scholarship process easy. From submitting the application, verification, sanction and disbursal to end beneficiary, everything related to government scholarships can be done on this single portal online

Electronics Development Fund

The fund will be set up to support the manufacturing of electronics products that would help create new jobs and reduce imports. The funds will promote innovation, research, and product development to create a resource pool within the country.

Digital India Platform This initiative will involve the digitization of data and records on a large scale in the country to make easy and quick access to them possible.

Bharat Net Under this initiative, a high-speed digital highway will connect all 250,000-gram panchayats of the country. This is the world's largest rural broadband project using optical fiber.

Next Generation Network to replace 30-year-old telephone exchanges to manage all types of services like voice, data, multimedia, and other types of communication services.

Broadband Highways as one of the pillars of Digital India to address the connectivity issue while enabling and providing technologies to facilitate the delivery of services to citizens. Government makes many Apps to make Digital India like Digital India Portal, MyGov Mobile App, Swach Bharat Mission App, and AADHAR Mobile Update, BHIM UPI App.

Wi-fi Hotspots

Development of high speed BSNL wi-fi hotspots throughout the country is yet another initiative to improve digital connectivity in the country⁴.

Swach Bharat Mission mobile app The app will enable organizations and citizens to access information regarding the cleanliness drive and achieve the goals of the mission.

Centre of Excellence on Internet of Things (IoT)

In partnership with NASSCOM, DeitY and ERNET in Bangalore, Centre of Excellence will enable rapid adoption of IoT technology and encourage a new growth strategy. IoT will help the citizens in services like transport system, parking, electricity, waste management, water management and women's safety to create smart cities, smart health services, smart manufacturing and smart agriculture, etc.

App: For women's safety

Mainly meant for women safety, through this app one can just by pressing a button or just pressing power button thrice, one can initiate call to the state emergency responses.

Bharat ke Veer: For contributing to families of Central Armed Police Forces' soldiers

Through this mobile app, citizens can pay homage and contribute financially to the bereaved families of Central Armed Police Forces' soldiers who laid down their lives in the line of duty.

mParivahan: For driving license and vehicle-related information

An app to create copies of driving licenses, and vehicle registration certificates among other things. It can come in handy if you're ever 'caught' by traffic police in case of violating any traffic norms.

Yoga locator: For fitness and yoga enthusiasts

As the name suggests, the app helps people searching yoga trainers and centers in cities. Yoga trainers and centers can register themselves through this app also.

Sangam: For devotional and Indian classical music

An app for devotional music, Sangam features over 2500 devotional tracks in 24 Indian languages on themes such as mantras. It also has songs from classical music artists like Pt. Bhimsen Joshi, UstadBismillah Khan, and others.

mPassport: For passport related information

All passport related information is available on this app. Users can track passport application status and locate the nearest Passport Seva Kendra (PSK)

UMANG (Unified Mobile Application for New-age Governance)

The app version of the single-ticket window and brings together various government departments and their services on one platform.

Indian Police on Call

An app to locate the nearest police station. It has numbers of district control rooms and other important details related to local police.

KrishiKisan: For new farming techniques

Another app for farmers, which can be used to see and learn about best practices of cultivation. The app also helps farmers in geo-fencing and geo-tagging of crops.

Khelo India: For sports and fitness enthusiasts

Khelo India App helps you to get information about various games, available sporting facilities nearby and also gives a fitness assessment of children.

Consumer app: For registering consumer complaints

The app is available in Hindi and English and can be used to file complaints and get redressal within 60 days

CHC Farm Machinery: For farmers to get machinery

With this app, farmers can select and order required farm machinery at feasible rates. It is available only on Google Play Store for Android smartphones.

UTS: For booking unreserved tickets

An app for those who want to book unreserved tickets on Indian Railways.

AaykarSetu: For income tax and PAN card

One can apply for PAN, pay taxes among other things on this Income Tax department's app.

ePathshala: For students and teachers

This app comes in handy for teachers and students who can access e-books on mobile devices and desktops.

cVigil: For "free and fair elections

An app by the Election Commission of India that helps in creating a fast-track complaint reception and redressal system regarding elections in the country

MADAD: For Indian citizens abroad

An app created by the Ministry of External Affairs for those Indian citizens who are in distress abroad. Do keep in mind grievances/queries related to visa and passport, emergency travel documents etc. won't be answered through the app.

Startup India

An app for entrepreneurs to understand government initiative about startups.

Digi Sevak: For citizen volunteers

App for citizen volunteers who, based on their skills and interest, can do voluntary work for various government departments.

MySpeed (TRAI): For data speed

Users can tell TRAI about their data speed, coverage area and other network related information through this app.

IRCTC: Indian Railways app

From booking train tickets to hotels to even flight tickets, the IRCTC app is for all travel-related needs

National Scholarships Portal: For students looking for scholarship

National Scholarships Portal (NSP) is one-stop solution for various scholarship schemes offered by various central Ministries and State Departments.

Incredible India: For tourism information

All tourism related information is available on this app.

Voter Helpline: App by the Election Commission of India

An app that acts as a single point service for voters. One can submit forms for new voter ID cards, do a search of names in electoral rolls among other things.

MyGov: Feedback, suggestions and ideas to the government

This app can be used to give feedback, suggestions to the government about its various schemes

KisanSuvidha: For agriculture related information

This app is meant for farmers who can information like market prices, weather update and other details.

mKavach (Mobile security solutions)

This government app offers mobile security solutions like malware and one can even block spam messages and calls.

eBasta app: For teachers and students

An app for teachers and students to access e-books and create content/study material as well.

Recent research has explored the benefits of demonetization and digitization in India at the individual and government level.

India has come full swing in embracing the digital age. Digitization in India will help the nation make strides in poverty reduction.

Digitization and Improving the Economy

According to McKinsey, “60 million to 65 million [jobs] could be created through the direct impact of productivity-boosting digital applications” by 2025. Furthermore, with more than 10 million businesses brought to a common digital platform through the 2013 Goods and Services Tax Network, digitization is incentivizing businesses to go online, thus, enhancing cooperation and streamlining India’s fragmented and informal marketplace. Outside the commercial world, digitizing sectors such as agriculture, education and health care can create up to \$150 billion of incremental economic value by 2025 as it can raise output and save on costs and time.

Digitization and Improving Government Services

Not only can digitization help boost the economy and provide jobs to millions but it can also improve the government services essential to the positive well-being of citizens. To improve urban service deliveries in Andhra Pradesh, the government and World Bank designed AI platforms to monitor municipal services. By using drones and Geographic Information System mapping, the World Bank updated town plans and geo-tagged citizens’ issues with “online visibility” to enhance transparency and hold municipal engineers accountable for resolving issues within a certain time period.

By linking applications for piped water supply to AI, the project also provided new water connections to more than 200,000 homes in 110 municipalities between 2015 and 2019. In this same time period, “revenue from property taxes and water charges more than doubled,” enabling the government to collect sufficient resources for civil projects.

The Downside of Digitization

Despite its promise for socio-economic transformation, digitization has a long way to go in lifting all classes of Indians out of poverty. As access to digital services is still largely reserved for the upper class, those living in poverty remain excluded from the advantages of e-commerce. Therefore, in some ways, digitization may be entrenching poverty instead of reducing it. This problem proves even more serious for Indian women, only about a third of whom have internet access and rely on education as their primary form of social security in 2022.

Hope for the Future

While many Indians are yet to experience the benefits of digitization, Prime Minister Narendra Modi’s Digital India program, launched in 2015, centers around the internet as a utility for all citizens. The program’s goals include “universal digital literacy” and “easy access to a Common Service Centre” for all. With more efficient government services and more Indians gaining access to the formal marketplace, digitization in India promises a future of reduced poverty.

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