

# e-Services to Citizens

August 28, 2019

## Aims of the Citizen centric e-Services

- It aims to digitally empower the society and transform the economy
- They aim to restyle how citizens avail of services and participate in the economy using less cash, opting instead for UPI, internet banking, direct benefit transfer, digital payment platform etc., using unique identification techniques, like Aadhaar, so as to drive financial inclusion with minimum lapses and delays.

## Some of the important citizen centric initiatives of digital India programme are:

Some of the important citizen centric initiatives of Digital India programme are explained in brief below

### Direct Benefit Transfer

- Enables transfer of government benefits directly to the bank account of beneficiaries
- Led to the integration of 440 schemes and the disbursement of INR 7,33,981crore, resulting in savings of INR 1,41,677crore
- The number of transactions for financial year 2019-20 alone, stands at 21crore

### DigiLocker

- Enables paperless governance by providing private space on public cloud to citizens for storing their public and private documents
- 352+crore documents are available at DigiLocker
- 200+ types of documents are available
- 2.3crore users are making use of DigiLocker
- 124 Issuers and 34 Requestor organizations are active

### UMANG

- Provides one mobile app for availing government services

through backend integration with several government applications and databases

- 362 Services are made available from 73 departments and 18 states
- It has 1.1+crore downloads and 4.5+ rating (max.5)

### **e-Hospital**

- Facilities automation in hospitals through 20+ modules of Hospital Management Information System, IPD, Pharmacy, Blood bank etc
- 322 hospitals are integrated with e-Hospital
- 9.8crore patients have been registered

### **e-NAM**

- Integrated 585 Agricultural Mandis across 16 States and 2 union territories
- 1.64crore farmers and 1.2 lakhs merchants are onboarded
- Digital payment service is also enabled and orders worth INR 70000crore have been transacted

### **SWAYAM**

- A massive online open courses (MOOCs) platform, it offers more than 2000+ programme categories
- Allows credits to students on the completion of courses. The credit is registered by Universities

### **National Scholarship portal**

- Provides facility of multiple scholarship schemes through a single online portal and includes application submission from students, verification by School Administration approval by Authorities and disbursement through DBT
- 20 Scholarship schemes stand integrated
- 1.08crore students have been benefited in 2018-19

### **PMGDISHA**

- Pradhan Mantri Gramin Digital Saksharata Abhiyan has been started with aim to make at least one person per family digitally literate

- Target is to train 6 crore persons in rural areas
- 2.2 crore persons have been trained and 1.3 crore trained persons have taken certification

### **India BPO Scheme**

A unique initiative to incentivize BPO employment in smaller towns (Tier 2/3 towns) that covers 108 cities and approved 276 units

- 51,279 seats allocated and 26,331 seats became operational
- Created around 30,000 direct employment

### **GeM**

- An ecommerce platform for public procurement of common use goods and services
- 9.5 lakh products are placed for sale on the platform
- 2.3 lakh sellers and service providers are active on the platform
- For the first time, many sellers from small towns are participating in public procurement due to end-to-end automation

### **Digital Payment**

- Many innovative digital payment tools, namely BHIM-UPI, BHIM-Aadhaar, BHARAT QR code, National Electronic Toll Collections etc., have been implemented
- Digital payments transactions on UPI including BHIM-UPI has grown 8000 times from October 2016 to March 2019

### **Jeevan Pramaan**

- Facilities pensioners to submit their life certificate digitally from anywhere, anytime basis
- 2.58 crore pensioners have submitted their life certificate using Jeevan Pramaan

### **eCourts Mission Mode Project**

- Promotes automation In Courts including Supreme Court, High Courts, District Court and District Court Complexes
- Several services like case status, cause list, court order,

caveat search etc

- National Judicial Data Grid is also implemented, which analyses the data gathered from all integrated courts and shows all India figures through dashboard

### **MyGov**

- Facilities participatory governance in the country by providing a common digital platform, where citizens can share their views on government programmes and schemes
- 80 lakh active users are contributing through MyGov
- 39 lakh comments are received in 800 discussion threads

### **About Digital India Programme**

The Digital India programme is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. It is transformational in nature and would ensure that Government services are available to citizens electronically.

### **Vision Areas of Digital India**

The Digital India programme is centred on three key vision areas:

- Digital infrastructure as a core utility to every citizen
- Governance and services on demand
- Digital empowerment of citizens

### **Present status and achievements of Digital India Programme**

- **Cashless & paperless governance:** Digital India in the last five years was implemented with a dedicated focus on making use of digital tools and techniques for the delivery of Paperless, Presence less and Cash-less governance in the country.
- **Aadhaar enabled eSign:** It provides ease of authentication for digital transactions and thereby,

eliminates the need for physical presence. Aadhaar is the largest de-duplication mechanism for government schemes in the country.

- **Common service centres:** Digital delivery of services has been strengthened with the help of 3.47 lakh Common Services Centers (CSCs), spread across 2.3 lakh Gram Panchayats in the country that provides digital access to over 350 services especially in rural areas at an affordable cost. The CSCs have also led to empowerment of marginalized sections of the society by creating jobs for over 12 lakh people and by promoting rural entrepreneurs including women. They have also undertaken **Stree Swabhinan initiative to create awareness about menstrual health** and have set up over 204 sanitary pad units.
- **Electronic Transaction Aggregation and Analysis Layer:** As per the data from eTAAL, the portfolio of electronic services has grown to 3,102 and an average number of electronic transactions on a daily basis till April, 2019 is around 9.5 crores which can be attributed to both i.e growing number of transactions as well as increase in the consumption of e-Services.
- **IndEA:** It aims to offer **One Government experience to citizens and businesses** by establishing the best-in-class architectural governance processes and practices with optimal utilization of ICT infrastructure and applications.
- **Digital Service Standard (DSS):**, It lays down the desirable quality of digital services for an enhanced citizen experience that needs to be achieved by all government entities.
- **A National Software Products Mission is planned to implement National Policy on Software Products – 2019** that inter-alia includes nurturing 10,000 technology startups in software product industry and up skilling of 1,000,000 IT professionals.
- **Artificial Intelligence** along with other emerging

technologies is envisaged to provide solutions for the benefit of citizens in all social sectors / domains.

- **National Program on AI:** It has been designed with priority mission areas, namely Healthcare, Agriculture, Education, Smart Cities, Transportation, Cyber Security, Energy, Finance and Indian Languages. It will be **implemented in a hub and spoke model**, wherein the **proposed National Centre on Artificial Intelligence** will act as the hub and Centers of Excellence (CoEs) along with Startups will act as spokes. **The CoEs will facilitate startups / industry to work on the development and deployment of AI based solutions** and will also aid Research and Academic Institutions in the applied research.

India 's resonance towards digital technologies has now moved from the corridors of the empowered society and and providing substantive benefits to the common masses, thus demonstrating the power of technology.