Being the flagship programme of our Government, the success of Digital India is unmatched and is reaching people across the country which makes their everyday lives better. It’s our dream to see a new India which changes the face of the country through a digital makeover.

SHRI RAVI SHANKAR PRASAD  
(HONOURABLE MINISTER OF COMMUNICATIONS & IT)

The past two years have been immensely satisfying as we saw some great work done across departments contributing towards the Digital India programme. The pace at which it is growing clearly shows we are headed in the right direction. We can’t wait to see how it transforms our country for better.
AADHAR: WORLD’S LARGEST ONLINE DIGITAL IDENTITY PLATFORM

Aadhaar is a unique 12 digit number given to every Indian citizen using biometric inputs. It can act as their identity verification anywhere without any problem and also help them access Government services seamlessly.

Biometric identification process removes the loopholes of fake documents. It enables direct transfer of Government benefits to the under-banked areas. It also makes banking services like fund transfer more convenient since only Aadhaar number is needed instead of details like IFSC code, account number, etc.

By using Aadhaar platform the Government has extended DBT services to 30 crore beneficiaries, amounting to a transfer of Rs. 61,000 crore. Also, 3.5 crore duplicate beneficiaries have been eliminated resulting in savings of Rs. 14,000 crore in 2014-15.

E-KRANTI: DIGITAL DELIVERY OF SERVICES

Initiating the availability of Government services to a common man near his location, at affordable costs, through common service delivery outputs, e-Kranti is a way to seek path breaking transformation in governance by ensuring efficiency, transparency and reliability of the said services. Core ICT infrastructure projects like State Data Centres (SDCs), State Wide Area Networks (SWANs), Common Services Centres, Cloud based platform Meghraj, and Mobile Seva have been planned.

The objectives of leveraging e-Kranti for the benefit of the common man are many. Enhancing portfolio of citizen centric services, promoting rapid replication of e-Governance services, technologies to enhance the quality of e-Services, ensuring optimum usage of ICTs, and mandating the respective standard of services are some of the focus areas.

e-Kranti is the backbone of services to be delivered under Digital India. With a cloud based, mobile centric approach of providing e-Services, it enhanced the portfolio of citizen centric services, promotes rapid replication & integration of e-Governance services and leverage emerging technologies to enhance the quality of e-Services provided to citizens.
FINANCIAL INCLUSION THROUGH POSTAL BANKING SYSTEM

Payment Bank will provide banking services like deposits, remittance, online payments to service providers, direct bank transfers, social security payments to beneficiaries through India Post Payments Banks (IPPB) account holders in the rurally banked or under-banked areas.

Looking on far reaching benefits as the threshold of this initiative, it has provided fruitful results for the same. In last 2 years, Post Office Savings Accounts increased from Rs.30.86 crore to Rs. 34.22 crore. Over 85 lakh Sukanya Samriddhi Yojana accounts with investments of around Rs. 4,596 crore have been opened since January 2016. Over Rs.13,000 crore MNREGS wages were also disbursed through Post Office Savings Bank Accounts.

Under-banked citizens all over India can now access basic banking services without any problem.

Additionally, three lakh policies have been issued under Prime Minister Suraksha Bima Yojana, PM Jeevan Jyoti Yojana & Atal Pension Yojana through Post offices. Maximum sum assured in Rural Postal Life Insurance has increased from 5 Lakh to 10 lakh, while that of Postal Life Insurance increased from Rs. 20 lakh to Rs. 50 Lakh.

ECONOMY

PROMOTING ITES GROWTH IN TIER II AND TIER III CITIES

In the recent past, skilled power and cost effectiveness have magnificently contributed to the growth of the BPO industry in India— albeit in Tier I cities. The Indian Government now seeks to promote a balance in growth across Tier II and Tier III cities by providing capital incentives.

The benefits of propagating the growth of BPO industry focus on cutting costs for BPO industry and making it more competitive, create employment generation in rural & semi urban India, and increase penetration of ICT services in smaller towns and cities.

ELECTRONICS MANUFACTURING TOUCHING NEW HEIGHTS

High priority has been given to boost manufacturing of electronics and IT hardware in India due to its potential to generate employment and create a cyber secure eco-system. The union budget of 2016-17 extended the differential duty structure to some electronics items. It also seeks to promote manufacturing of semi-conductor wafer, LCD fabrication units and populated PCBs among other things.

The major initiatives undertaken are M-SIPS (Modified Special Incentive Package Scheme) to attract investment, EDF (Electronic Development Fund) to enable the Government to attract venture funds for innovation, and EMC (Electronics Manufacturing Clusters) which will be set up in 7 states (1 in each state) to generate 1 lakh jobs.

Eliminating the need of migrating to Tier I cities for exploring opportunities in the IT sector, IT growth promotion will allow prospective individuals to get employment opportunities in their native states.
**DRIVING E-COMMERCE IN RURAL AND SEMI URBAN INDIA**

Department of Posts has given a huge boost to e-Commerce services. E-Commerce companies like Amazon, Flipkart, Yepme, Shopclues, Naaptol, etc and 800 other companies have tied up with the postal network for smooth delivery.

Facilitating the betterment of the e-Commerce delivery system, 34 major land routes have been established for transmission of parcels, 950+ mail vans fitted with GPS devices for online mail monitoring and 57 integrated state-of-the-art parcel centres have been established.

The 1,54,882 IT-enabled post offices will play a vital role in bridging the gap of services offered between rural and urban India.

**CONNECTING THE UNCONNECTED INDIA**

This initiative aims to bring connectivity to the most isolated regions of India by 2019 though expansion of mobiles and Internet services. It focuses on services pertaining to education, farming, health and finance.

This will ensure the remotest communities of India are included in the digital transformation of the country. Information is key to development. Seamless Internet and mobile connectivity in all communities will enable them to elevate their knowledge, awareness & therefore socio-economic status. It will also ease access to a gamut of services offered by Government & private sectors.

**REVENUE EARNED BY POST OFFICE THROUGH E-COMMERCE**

- **2014 (June)**: ₹100 CR
- **2015**: ₹500 CR
- **2016 (May)**: ₹1300 CR

**YOUTH**

**MOVING TOWARDS PAPERLESS GOVERNANCE WITH DIGILOCKER**

India paved the way towards paperless governance through Digilocker. A highly secure cloud based platform, Digilocker provides the opportunity to organizations and individuals to issue, verify, store and access all their legal documents.

Digilocker enables the users to secure online storage of documents, facilitates automatic issuance of documents by government agencies. The stored documents are electronically signed before sharing which further eliminates the need of submissions of paper documents.

User can register via mobile phone, sync their Aadhaar identity and upload documents.

**MAKING INDIA DIGITALLY LITERATE**

The Government has launched Digital Saksharta Abhiyan (DISHA) to make one person in every Indian household, digitally literate.

The progress in this initiative has been tremendous. With 1,937 training partners, 80.88 lakh candidates enrolled, 54,78,903 candidates enrolled and trained, and 22,94,718 candidates trained and certified, India is on its way towards digital literacy.
**PROMOTING GROWTH OF IT-ITES SECTOR ACROSS INDIA**

The growth of IT-ITES industry in India has earned it the global recognition with almost 56% share of global sourcing market of US $162-$166 billion. DeitY has been promoting skill development programmes, enhancing infrastructure capabilities and supporting R&D for India’s leadership position in the field.

<table>
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<th>2014-15</th>
<th>2015-16</th>
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<td>USD 118.8 billion</td>
<td>USD 130 billion</td>
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With the planning of setting up 54 STPI centres across the country, 20 STPI for Tier II/Tier III cities, and 203 IT-ITES specific SEZ zones notified to promote exports, there is a huge scope for the successful implementation of this initiative.

Software Technology Park scheme’s role is pivotal to the success of IT-ITES industry in India. It is a 100% Export Oriented Scheme, designed to promote the software industry including innovations, and growth of start-ups and SMEs, without any location constraints.

**NATIONAL SCHOLARSHIPS PORTAL**

National Scholarships Portal is one stop solution for end to end scholarship process right from submission of student application, verification, sanction and disbursement to end beneficiary for all the scholarships provided by the Government of India.

**Benefits**
- Simplified process for the students
  - Common application form for all scholarships
  - One time registration of students
  - Based on eligibility criteria, system itself suggests the schemes for which a student is eligible
- Improved transparency
  - Elimination of duplicate applications
  - Release of scholarship amount directly to bank accounts of students through DBT
- SMS and email alerts at every step of scholarship process
- Serve as a Decision Support System (DSS) as up-to-date information is available on demand
- Scalable and Configurable platform

Total temporary registrations received on the platform are 10636184. Applications submitted are 10448676 and complete applications submitted through Aadhaar are 3934310.

More information can be viewed at https://scholarships.gov.in/main.do

**POOR**

**POST OFFICE AS COMMON SERVICE CENTRES**

Common Services Centres’ services are being provided in post offices all over India to facilitate online access to services like pension and insurance policies. ‘MeeSeva’ and ‘Sunayasam’ bill payment services are currently being provided in Andhra Pradesh and Telangana through 95 Head Post Offices.

The Common Services Centres enable e-Services to reach the farthest corners of India via the widespread network of India Post. A single access point is provided for the people to access postal, banking & insurance services along with other Government information & benefits.

Citizens will be able to access all e-Services provided by the Government, at their local post offices. This will enable rapid adoption of services provided under Digital India programme and make governance more effective.

**JAN DHAN YOJANA, AADHAR & MOBILE CONNECTIVITY (JAM TRINITY)**

By mapping an individual identity to one number across the nation, Mobile Number Portability focuses on establishing the Trinity of JAM (Jan Dhan Yojana, Aadhaar & Mobile connectivity) to transfer benefits in a leakage-proof, targeted and cashless mode through the Government’s Direct Benefit Model.

- 92 Crore Aadhaar numbers connected with 90 crore mobile phones
- 190 million Accounts have been opened in Jan Dhan Yojana scheme
- 1.052 Bn Telephone Connections

The JAM Trinity enables digitisation of delivery system. It also plugs gaps in the infrastructure for direct transfer of benefits to citizens and aids financial inclusion through infrastructural support for Pradhan Mantri Jan Dhan Yojana.
DIGITAL SEVA (COMMON SERVICES CENTRE) – BRIDGING DIGITAL DIVIDE

Common Services Centres (CSC) are ICT enabled access points for delivery of various Government & business services to citizens. CSC will provide skill development, digital literacy, health and financial services to rural India. Currently there are 1.66 lakh operational CSCs. By December 2016 all 2,50,000 Gram Panchayats will be equipped with a CSC.

The new services introduced under Digital Seva are banking, insurance and pension service under Jan Dhan Yojana, Digital Literacy Training (DISHA), railways, passports, election and education services, and Aadhaar enrollment services.

Common Services Centres will make Government & other business services easily available in the hinterlands of India. This will help in bridging the digital divide between urban and rural India.

INTERNET FOR ALL

To provide Internet access to every citizen, BSNL is installing Wi-Fi Hotspots at important locations like Taj-mahal in Agra, Bengaluru, Vijaywada, Hampi- Karnataka, Haridwar, Ajmer - Dargah Shareef, Sarnath-Varanasi, Sun Temple - Konark etc.

BSNL has planned to setup 40,000 Wi-Fi Hotspots. Also, 2.05 lakh Common Services Centres (Digital Seva) and 21,319 post offices are the important components under Public Internet Access Programme.

This initiative will enable citizens to easily access wireless Internet, promote the use of digital platforms, and make e-Services available to people on-the-go.

INFRASTRUCTURE

REVIVING INDIAN TELECOM GIANT BSNL

Standing up to the challenges, BSNL’s income from services increased by 4.16% in 2014-15 reversing its trend of operating in losses. While BSNL enabled Mobile Number Portability for its customers in July 2015, MTNL has revived its position through customer centric approaches like upgrading the speed of existing broadband customers to 2 MBPS at no extra cost and providing one month of free broadband scheme to the existing voice customers. MTNL is also implementing Mumbai City Surveillance Project to aid with security in the city. BSNL has undertaken upon itself to install 25,645 Base Transmission Centres for universal coverage. Also, 423 wireless exchanges of BSNL are to be replaced by state-of-the-art Internet Protocol (IP) exchanges. For a better experience of their services, 1080 3G sites of MTNL were upgraded in Delhi and Mumbai while BSNL introduced free night calling for better customer satisfaction, which has helped increase in the revenue.

DIGITISING INDIA POST

Core Banking Solutions (CBS) ATM, Internet & mobile banking are being provided to customers enrolled with Post Office Savings Bank, to enable people to transfer money anytime and anywhere. Also, 'Post Info' app provides online tracking of speed posts, parcels and services like POSB, interest calculator etc.

Digitisation of India Post transforms the traditional ways of banking by replacing the need for bank branch in the area for core banking services, giving access to 24/7 ATM facility in under-banked areas, enabling access to insurance services and enabling online tracking of posts etc.

The vast network of India Post has made it possible for Indian citizens residing in areas with no banks to easily access core banking, insurance and e-Commerce services.
BHARATNET BRINGING HIGH SPEED DATA CONNECTIVITY TO RURAL INDIA

BharatNet focuses on bringing high-speed broadband connectivity to rural India. In collaboration with Bharat Broadband Network Limited (BBNL), the Government has taken a step forward to connect nearly 2,50,000 Gram Panchayats. BharatNet for various e-Government services like tele-medicine, tele-education, e-Health and e-Entertainment etc. is meant to create local employment opportunities and drive socio-economic growth in the area.

MOBILE NUMBER PORTABILITY

Government has allowed One Nation - Full Mobile Number Portability (MNP) w.e.f July, 2015. This has enabled the subscribers to change their licence service area and still retain their mobile number. For example, a subscriber can move from Delhi to Bengaluru without changing the mobile number. MNP also allows subscribers to retain their existing mobile number when they switch from one telecom service provider to another irrespective of technology or service area limitation. This will also help in developing mobile numbers as an identity of individuals for providing various Government services and move towards JAM (Jan Dhan-Aadhaar-Mobile) Trinity.

WOMEN

ALL NEW MOBILES TO HAVE PANIC BUTTON FROM 2017

Starting next year, all mobile phones sold in India will come with a dedicated “panic button” that can be used to send out a signal in case of distress. The Panic button and Global Positioning System facility in all mobile phone handsets Rules, 2016, notified by the Department of Telecommunications in April 2016 are aimed at improving the safety of women and ensuring a quick response from security agencies.

An official notification dated April 22, said, "With effect from January 1, 2017, no mobile phone handset manufactured company shall sell in India... Feature phones without the facility of panic button by pressing 'Numeric key – 5’ or ‘Numeric key – 9’ to invoke emergency call”

GOVERNMENT OF FIRSTS

JEEVAN PRAMAAN – A BOON FOR PENSIONERS

Creating a digital identity for a pensioner, Jeevan Pramaan is a breakthrough initiative for eliminating the requirement of physical presence of the beneficiaries while a pensioner seeks the continuity of the benefit.

With the provision of a digital life certificate, a pensioner acclaims the right to prove his digital existence to Pension Disbursing Agencies.

User can enroll for the certificate at https://jeevanpramaan.gov.in/, visit a Jeevan Pramaan centre for digital authentication and share the Pramaan ID with pension disbursing agencies. Nearly 1 crore families who receive pension will be helped.

POSTAL INITIATIVE FOR SUKANYA SAMRIDDHI YOJANA

Sukanya Samriddhi Yojana’ is a small deposit scheme for the girl child, launched as a part of the ‘Beti Bachao Beti Padhao’ campaign, which would fetch high interest rate and provide income tax rebate. It can be opened in any post office and at any time from the birth of a girl child till she attains the age of 10 years, with a minimum deposit of Rs 1000 via cash, cheque or demand draft. A maximum of Rs 1.5 lakh can be deposited during a financial year. In an effort to motivate parents to open an account in the name of a girl child and for her welfare to deposit maximum of their savings up to the prescribed limits, higher rates of interest at 9.1 per cent is proposed to be given on the deposits, on annually compounded basis with income tax concession in the financial year. More than 83 lakh Sukanya Samriddhi Yojana accounts have been opened with a cumulative investment of more than Rs. 4,319 crore, since its launch on 22nd January 2015. As per NSI data, all public and authorized private sector banks have cumulatively opened about 4 Lakh SSY accounts so far. only about 4 Lakh SSY accounts so far.

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