STUDY OF THE IMPACT OF DIGITAL INDIA PROGRAM ON COMMON PEOPLE (WITH SPECIAL REFERENCE TO CHHATTISGARH STATE)

Gaurav Sahu Assistant Professor, Department of Commerce and Financial Studies, UTD, Atal Bihari Vajpayee Vishwavidyalaya.

Sushma Tiwari Research Scholar, Govt. J Yoganandam Chhattisgarh College, Pt. Ravishankar University, Raipur. : **Sushmatiwari029@gmail.com**

ABSTRACT: The Digital India program is an ambitious program launched by the Government of India. Whose basic purpose is to connect every department record of the country with a single link and that link is the link of the electronic data system of the country which is helpful in increasing the speed of work. Digital India is the program that can transform the country into a digital empowered society and give a new look to India. With the Digital India program, every information and record of the country is being kept in an electronic mode with cleanliness which will bring ease in further work as well as faster speed. The Digital India program was launched by the Prime Minister of the country Shri Narendra Modi on 1st July 2015 at the Indira Gandhi Indoor Stadium in Delhi. In today's busy life everything changes. From our eating and drinking habits to our working habits also change with time. Similar changes have been observed in our own country as well. Digital India has brought a revolution in the country. The Digital India program will generate around 18 lakh new jobs. This will reduce the unemployment in the country to some extent. This program has brought many other small programs along with it. Due to which the country is expected to improve in the new field, the day is not far when India will have a different identity in the whole world due to Digital India.

KEYWORDS: Digital India, Digital Literacy, Economic System Awareness, Training, Unemployment.

Introduction

The youth of the country will also be greatly helped by the Digital India programme. Nowadays, the youth of the country will get a lot of help from Digital India in starting startups all over the country. Digital India will help a lot. There is hope of a lot of improvement in the economic condition of Bilaspur. The country receives many types of things from outside states and countries. Digital India is expected to improve the economic condition of the country as well. The country has to import many types of things and goods from outside states and countries. But now a lot of new startups will be opened from Digital India, so that almost everything will be produced in our country itself. Digital India is a well thought out and well thought out program

that will make the whole country move forward and become an example for the whole world. To promote the Digital India programme, Digital Week is being organized under which public and school students will be given information about new telecom service and e-governance. Digital India Invite is being celebrated to make the public aware, under which its importance will be explained to 10,000 people every day. The government has also launched a digital literacy programme, one of the digital literacy programs is the Pradhan Mantri Gramin Digital Saksharta Abhiyan, which aims to make six crore households in rural India digitally literate by 2019. This is the concept of this plan. Special attention will be given in the training to the beneficiary in the use of electronic payment system. University college students will also be used for social audit of the project.

Digital literacy training enables the beneficiary.

- Operating computers and digital devices (tablets, smartphones, etc.).
- Sending e-mail, using internet and availing government facilities.
- Using internet for information.
- Paying cash through mobile.

Objectives of the study: -
The following objectives have been set for the study for the presented research-
1. To make every citizen aware of the usefulness of Digital India.
2. To provide services of governance on the demand of citizens.
3. To get information about whether the paperwork used to be done in government departments is now being done in the form of electronic data or not.
4. Getting information about whether the Panchayats have been connected to the Internet under the Broadband Highways scheme.
5. To get information about how much the common people are using the schemes being run through the Digital India program.

Digital India program is an important project which electronically connects every department of the country. With this program, the target is to connect 6 lakh villages including about 25 lakh panchayats of the country with broadband. The government has set a target to achieve this target by the end of 2017. The aim of the Digital India program is to keep the common people in electronic mode so that the chances of theft of the country's property are reduced. Nowadays various schemes are being run by the government in the country. Under these schemes, various help is provided to the poor and needy people. But in reality these schemes are not taken to the common people at all. In between, according to the scheme, ineligible people take advantage of it. To prevent such greed and unethical activities, the government has started digital payment and digital programs. The purpose of digital payment is also to reach the right people for their rights.

Brief description of research area: -

The study of the presented research paper is in the context of Chhattisgarh State. The main occupation of the main residents here is agriculture. The population here is around 25,545,198 according to the 2011 census. The population of 5 district i.e Bilaspur, Raipur, Bhilai, Rajnandgaon, Korba is taken into consideration.

Research techniques: -

Research work is indispensable in the field of knowledge. Through research work, an attempt is made to know the answer to those questions, whose answer is not available. Attempts are made to solve those problems whose solution is not available. In the present era, research or research related facts can be verified only through renewal and verification research.

Need and importance of study: -

In today's time, when the initiative is being taken to computerize all the services of the country, then it becomes necessary that what is its effect on the general public representing the majority of the population of India. Studying the general public shows how much their condition has changed and the schemes that have been implemented for them through the Digital India program. How much benefit are they getting from it or what are the reasons for not getting the expected improvement. Or how aware he is about the plans being run for himself.

Researcher has tried to clarify on the basis of the above mentioned questions that the subject of study is very necessary and important in the present time because until the complete information of a particular scheme is not received by the beneficiary or the social being in the society, he can get its benefit. The importance of the study topic selected by the researcher can be explained by the following points:

1 Study of information related to facilities received from Digital India program.

2. Whether the beneficiaries get the benefits of the schemes being run through the Digital India program on time or not etc. has to be clarified through the presented short research work.

3 To obtain all the information about the steps taken by the Digital India program in government and private departments through direct contact and interview with the beneficiaries themselves. It becomes clear from the above mentioned points that the topic of the researcher is very interesting and important. And the attitude and curiosity of the researcher is meaningful and correct in the present time.

Literature Review:

From the point of view of making any research work more effective, it becomes necessary that the researcher should get information about other research works similar to his research problem, although no research has been done on that subject. But some work related to this has been done by the researchers-

- According to Tyagi (2014): - The meaning of Digital India program is to generate digital power in people and where people used to do their work standing in line for hours, they can do their work sitting at home with the help of Digital India program.

- According to Ansari and Zuberi (2015): – The meaning of Digital India program is to eliminate the paperwork of the country and keep it in electronic form, this will reduce the use of paper in the country and the data will always be stored in the computer.

- According to Sohail and Ahmed (2015): – The Digital India program has brought a gift to the people, where people used to wait in line for hours to take an appointment from the doctor, now through the e-hospital portal, the public can easily consult the doctor and get information about any disease in times of crisis. All the information can be easily accessed through this portal.

Hypotheses:

Present research "The following hypotheses have been made for the study of the impact of the Digital India program on the common people.

1. There should be a digital infrastructure in the whole country for a public utility service for the common people of Bilaspur, Raipur, Bhilai, Korba, Rajnandgaon as it will provide high speed internet facility. Due to which all government services will become easy and fast.
2. The Digital India program will provide lifetime online and authentic digital identity to the citizens. This will prove to be very effective for any online service like bank account handling, finance management, safe and secure cyber space education, distance education etc.
3. High demand for good governance and on-line service will provide all services in real time through digitalization. The digitally transformed service will also encourage people to do business online by making financial transactions easy electronic and cashless.
4. Digital empowerment of common people through global access to digital resources will make digital literacy truly possible.
5. Digital India program will enable people to submit 5 online certificates or necessary documents.
6. Digital India program is essential in today's environment.

Following are the major schemes to be run under the Digital India programme.

1. Broadband Highways :- Under the Broadband Highways scheme, all the villages of the country will be connected to the Internet, for which fiber optics cables are being laid, after its construction two and a half lakh panchayats across the country will be connected to it within the next three years and public services will be provided to the people. Out of this, a target has been set to provide broadband connectivity to every gram panchayat at a speed of 100 Mbps.

2. Mobile connectivity for all :- Under this scheme, mobile phone facility has to be made available in the rural areas of the country. Every citizen has mobile facility in almost all areas across the country, but in most of the villages, still most of the citizens do not have mobile facility. The Chhattisgarh Sanchar Kranti Yojana (CG SKY) is a scheme launched by the Chhattisgarh government to provide digital connectivity to the people living in remote and underdeveloped areas of the state. Under this scheme, around 13,900 villages in the state are expected to be covered by 2023, providing high-speed internet and mobile connectivity to the residents. The aim of the scheme is to bridge the digital divide and enable access to information, education, healthcare, and other services to the people living in rural areas. This will make it easier for rural consumers to use internet and mobile banking.

3. Public Internet Access Program :- Under this scheme, all government departments will be connected to the Internet in future so that its reach to the common man can be increased. Under this program, the post office will be made as a multi-service center. There are many ways to provide services to the citizens.

4. E-Governance :- Under this plan, further improvement in business process re-engineering is to be done by information technology. Means in this facility like every type of application has to be made online. In this, all types of database information will be given in electronic form. Due to which school certificates, voter ID cards, UIDAI (Aadhaar), payment gateway and driving license etc. were said online as per the requirement and also will be able to use

5. E-Kranti : Many points have been focused in the E-Kranti scheme. Broadband connectivity will be provided to all schools and colleges through Hai-Education. They will be provided with free Wi-Fi facility. All types of courses will be done online, along with this, facilities like online medical, online medicine supply, online information of Marilo will be available through e-healthcare facility in the health sector. In the field of justice, citizens will get many facilities like e-coat, e-police, cyber security, e-jail, e-prosecution facility and under financial planning, Mandibhava loan, mobile banking, Myco ATN program for farmers.

6. Information for all: Under this program, the government will provide information to every citizen through website and social media, for this an open data platform will be provided. Through which citizens can easily access information. Every citizen will also be given the facility of two-way communication.

Tabulation, analysis, and interpretation of facts

Table No. 1: Information to people about Digital India program

S.No	Information	Number	Percentage
1	Yes	202	70
2	No	87	30
	Total	289	

It is clear from the above table analysis that 70 percent people are aware about Digital India program while 30 percent people are still not aware about it. That is, on the basis of proper analysis, it can be said that the percentage of people's knowledge about Digital India program is high.

Table No. 2: Parivahan Seva, e-hospital portal, e-basta portal and use of digital lockers

S. No	Name	Number	Percentage
1	Parivahan seva	144	50
2	E-hospital Portal	86	30
3	E-Basta Portal	43	15
4	Digital Locker	14	5
	Total	289	100

The answers received by the researcher-respondent have been provided in tabular form. In which it is clear that 50 percent people use Parivahan Seva website. The same 30 percent people know about e-hospital portal and 15 percent people know about e-Basta portal and 5 percent people know about Digital Locker. It is clear from this that people are still not aware of some schemes.

Table No.3: Use of Mobile Connectivity, Internet, Mobile Banking, E-shopping

S. No	Name	Number	Percentage
1	Mobile Connectivity	158	55
2	Internet	86	30
3	Mobile Banking	28	10
4	e- Shopping	14	5
	Total	289	100

Appropriate table analysis reveals that 55 percent people are connected with mobile connectivity. Whereas 50 percent people are connected to internet and 10 percent people are using mobile banking. Only 5 percent people are using e-shopping.

Table No. 4: Paytm, Free Charge, Phone Pe, Bhim app users information

S. No	Information	Number	Percentage
1	Paytm	86	30
2	Google pay	57	20
3	Phone Pe	101	35
4	Bhim app	43	15
	Total	289	100

It is clear from above table analysis that 30% people use Paytm, 20% people use Google pay, 35% people use phone and only 15% people use BHIM app. It is clear that even today.

Table No.5: Information regarding the benefits received by the Digital India program.

S. No	Information	Number	Percentage
1	Yes	216	75
2	No	73	25
	Total	289	100

It is clear from the above table analysis that when 75 percent of the people were asked whether they get benefits from the Digital India program or not, their answer was yes, while 25 percent of the people had no answer.

Conclusion

1 Researcher has selected 289 people through random sampling method to complete his research work and after knowing about the nine components of Digital India program, it was found that most of the people do not even know the names of all the components. Few people know the names of only nine components.

2 In the survey, the participants were asked about their preferred method of collecting their receipt. The majority of respondents reported visiting the government office and paying their bills in person, while only a small percentage indicated that they pay their bills online.

3. Regarding whether you can make your payment through BHIM app sitting at home, 30 percent of the respondents are not aware of it, only 70 percent of the respondents are aware of it.

4. Regarding e-tickets, 80 percent of the respondents are aware of it and do their reservation online. 20 Percentage of people do not know about e-ticket.

5. When people were asked about old age pension, 45 percent people take their pension online. The same 65 percent people still get their pension by standing in long queues in banks.

Suggestion: -

The pace of change never stops. Change is an eternal process, there is definitely a change in the same speed and the speed of change has increased in some time. Digital India is a multi-useful step of the Government of India, which is a step forward to bring ease and ease in the work of every office in the country. It is a big initiative; it has its invaluable contribution in the development of the country. The following suggestions were made by the researcher.

1. Making information about Digital India program available to all.
2. Providing information to the people about the schemes being run through the Digital India program.
3. To tell about the advantages and disadvantages of working online.
4. How can we do our work in less time like if we have to send money to someone then we can send it sitting at home through BHIM app.
5. The problems do not end when the schemes are implemented, that is, special attention should be paid to its implementation.
6. We can study online sitting at home, for that we will not have to go to any coaching class.
7. Through e-shopping, we can sit at home and buy whatever we want for ourselves.
   Along with the above suggestions, it can be said that no matter how many efforts the government makes, still it will not get the expected results because as long as people keep sleeping. The government will keep crying till then. The government conducts schemes for public welfare, but in reality, if seen in its research, the most inactive information is tested with it, and in the event of this lack, it has to be deprived of many important benefits.

Reference:
[1] Anu CSR (2004), E-Governance, Concept and Case Studies, Prentice Doll of India New Delhi, India
[2] Gupta Vivek (2002). E-Governance - The New Revolution The ICFAI University Press Hyderabad, India.
[3] Vivek Bhardwaj (2006), A Study of Information Communication Technology Use in Indian Schools K Brothers & K Publications Ltd. New Delhi India.
[4] State PN (2007), E-Governance, ABD Publishers, Jaipur, Rajasthan, India.
[5] Mitra SS and Mukherjee (2007), E-Governance in Developing Nations, ICFAI University Press, Hyderabad, India
[6] Bhatnagar S & Shwyer R (2000), Information and Communication Technology Case Studies in Rural Development from India Rishi Publications India New Delhi
[7] Jeffrey Roy, University of Ottawa, (2006) E-Government in Canada, University of Ottawa Press, Ottawa.
[8] Abramson AN Scenes Eng (2001), E-Government Price Waterhouse Coopers Endowment for the Business of Government, Roman & Littlefield Publishers Inc.
[9] Fagai (2002), Trends in e-Government How to Plan, Design, Secure and Measure e-Government Government Management Information Services Santa's New Mexico.