

# **DIGITALISATION IN GOVERNMENT DEPARTMENTS: A BOON TO THE COMMON MAN**

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## **Abstract**

It is the era of digital transformation. Business world as well as the Government organisations is increasingly getting assisted and advantaged by its far and wide application. It not only reduces the time but also saves money.

Government Departments are highly affected and have reported reduced corruption. Government has been able to provide the beneficiary, the privileges with least transaction cost and intermittent losses. The benefits could be availed by the needy at the grass root level.

Digital transformation is at great pace. Easy and widespread use of this innovative technology can bring about the integration of unbanked and ignorant mob to the mainstream economy. It can help to assist the upliftment of the weaker section too, to assist in its contribution towards the country's better economic health.

**Key Words:** Digitalisation, Biometric attendance, 24x7 services.

## **Introduction**

The new technology is good if it is practically implementable in advantageous manner. The pros and cons are seen everywhere. Computers have evolved as a new technology of present era. The right usage can bring the complicated activities to a fine and sophisticated work.

Our country has not remained corruption free even in the past times. There was corruption among rajya-parshads even in the time of Chanakya. With the dynamic world the ways to mitigate such issues have also evolved. Government has launched Digital India programme on July 1, 2015 to provide digital empowerment to the citizens. Such initiative has not only eased the work but has also brought transparency and reduced the chances of corruption. It is the right time, right place and right people for enhancement in digital activities.

## **Content**

Right time can be justified when computerization is no more considered the concern of outer world. Computer has come in the pockets of common man in the form of smart phone. Servers, laptop, desktops, tablets are in common use. In the time of Covid 19 those who were not adapted to the use of computers got forcefully or willfully adapted to it. Thus providing momentum to the wider use of the technology.

Right place can be said for bringing the digitalization in the Government department in the country. It has reduced corrupt practices and increase the transparency. It was common to take bribes and unnecessarily torture the common man when found unwilling or unable to satisfy the corrupt officer. Digitalization has opened the way for the people to go in right direction without getting harassed by handful of corrupt position holders in government department.

Digitalization has been introduced for the right people. It is supported by those poor and ignorant; rural or urban people who were in the picture of availing benefits from the Government. But the Government benefits provided in flows, could hardly reach to them in drops. Now the situation has changed. The transaction cost and implementation cost excuses could no more restrict the benefits of the poor and needy. The direct transfer of Government funds to the needy account is a great practical implementation of the digital technology to serve the common man.

The recruitment process for Group B, C and D grade services is based on written test only. This practice is in the Central Government and 8 Union Territories and 23 states including UP. This provides transparency in results for the selected candidates and non-selected ones and there is hardly any possibility of corruption which might have occurred at the time of interview process. Bank clerk and assistant posts are also free from interviews.

The subsidies reach the beneficiary account without any intermittent person taking advantage of his position in between. Similarly, the 'Rojgar Bhatta', the pension fund, the allowances and benefits to handicapped or other such needy could be done with ease and without the assistance of mediocre who created interference in the Government provisions of fund to the beneficiary.

The government can also keep a check on the punctuality of its employees through biometric attendance system. As early as in 2014, 148 departments and 50,000 employees were on online surveillance. Till date, 9 lakh Central Government and 17 lakh State Government employees have been on boarded on the biometric attendance system covering over 7440 central and state government departments.

RTO office activities which took days together for getting license of the vehicle or renewal of license and several other activities, could now be electronically conducted. Electricity bill payment and several other government bill payments could be facilitated. Also other information could be obtained online.

Passport and visa making is also easily done with the help of online facilities. Bank operations are facilitated by online banking facilities available 24x7 hours to serve the public to avail government benefits and other services without restriction of time specification or duration.

In academic area the universities provide several services to the students online. The dates of admission, examination, filling forms etc. could be seen online. Number of seats available for given course, fees schedule etc. could be seen online. However, few years back babu employed in the higher education government institutions were to be pleased by the students to get their work done, maybe for obtaining degree, filling ex-student form, re-evaluating the answer sheets and so on. Implementation of various Government schemes could be done with ease and lesser time. Full record of beneficiary could also be maintained without manipulation. Following schemes have been launched and are effectively worked upon in short span of time:

PMKVY, Pradhan Mantri Kisan Vikas Yojna

NDLM, National Digital Literacy Mission

PMGDISHA, Pradhan Mantri Gramin Digital Saksharta Abhiyan

NDL, National Drug Assessment Laboratories

CSC, Common Service centres scheme

AEPDS, Aadhar enabled Public Distribution system

TELEMEDICINE

E-HEALTH,

E-BHOOMI,

E-BANKING,

E-AGRICULTURE,

E-PANCHAYAT,

Gem portal,

Vidyo

Educational schemes, Agricultural knowledge, medical facilities, communication facilities etc. are providing assistance to common man as per his needs and requirement.

### **Literature Review**

Aadhar linkage, PAN, Voter ID with banks under KYC have been introduced. Prevention of money laundering act PMLA. Guidelines have mandated know-your-customer documentation for not only investments in banks but also purchase of jewelry in cash. This could help to catch the owner of black money up to great extent. Enquiry can be made for the source of funds available for investment. It can also help to keep a check on any antisocial activity or terrorist act which may influence the peace and progress of the country.

Reduction in red tapism and enhancement to simplicity has evolved by the introduction of digitalization. The foreign investments and foreign business have been attracted by 'Make in India Project' by the Government. This has brought employment to the youth of the country and is also the indicator of political and social stability; peace and progress of the country. The work process rigidity has reduced. Time consuming and energy waste activities are sophisticated by more and wider use of online work practices. It has become easily manageable. More clear data could be managed by fewer people in more systematic manner. Least transaction cost involved and easily implementable rules and regulations. Digital Marketing with precautions can lead to success C. Muralikumar (2019)

Digital India programme was launched on July 1,2015 to provide digital empowerment to the citizens. BHIM Bharat Interface for money makes transactions simple and quick by using UPI. AEPS Aadhar enabled payment system allows online interoperable financial inclusion transaction

at PoS. It includes cash deposit withdrawal, balance enquiry etc. Digidhan Abhiyan for real time digital transaction through digital bazaar. Pradhan Mantri Jandhan yojna helped to open 28 crores of bank account all over the country as per Prakash Y. (2019).

NMEICT National mission on education using Information and communication technology.

NEBPS North east BPO promotion scheme under Digital India programme for increasing employment scheme.

NREGA SOFT facilitates e-Governance by enabling IT based implementation of NREGA Scheme across state, districts and panchayati raj institutions.

OPENFORGE Government of India platform for open collaborative development of e-governance applications.

PAYGOV INDIA have provided assistance to common man.

However, in 2006 NeGP National e-governance programme was launched but the coverage of digital India programme introduced in 2015, is much vast. "Impact of digital India flagship scheme of government of India on the society" Kuldeepkumar (2019). Digital transformation begins with people, not only by the technology. The communication between student and teacher, citizen to government is going to be digitized. The government must give these electronic services at very low cost in an effective and efficient manner.

There are yet few drawbacks faced by people. Scholarship scheme for college and universities could hardly be availed by the students due to lack of internet facility or ability to use it Johnny KD & Ankita Singh (2021). Several times internet congestion leads to delay of services. Also the secured and safe transaction are yet to be hundred percent ascertained to bring confidence among the people to make huge transactions via mobile banking. As per ASSOCHOM-Deloitte report availability of 80 lakh hotspot is required in the country against the present availability of 31,000 hotspots to reach the global level.

## **Research Methodology**

The study is based on secondary data and is descriptive in nature. Sources of data are from research articles, authenticated websites and GOI publications.

## **Findings of the study**

The drastic change has been found in the implementation of Government schemes and benefits for the poor and needy. The corruption control could be replicated in the various Government departments. People are not afraid and could attain the subsidies and other benefits without the assistance of babu or commission to the clerks

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