



## Mains Practice Question

**Q.** Explain how e-governance can facilitate economic inclusiveness and bring social transformation in India. (250 words)

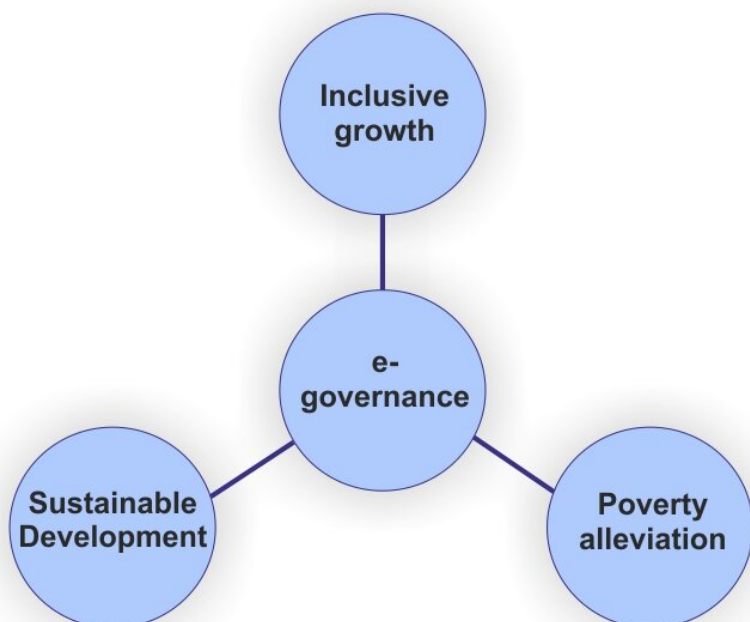
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### Approach

- Introduce by defining and linking e-Governance and inclusive growth.
- Give examples of e-Governance initiatives with socio-economic dimensions.
- Conclude by mentioning the need for citizen-centric governance.

### Introduction

- **E-Governance** is the application of Information and Communication Technology (**ICT**) to the processes of government functioning in order to bring about '**Simple, Moral, Accountable, Responsive and Transparent**' (**SMART**) governance.
- This SMART governance model should lead to **inclusive growth** that creates opportunity for all segments of population and distributes the dividends of increased prosperity fairly across society. Thus, e-Governance helps in socio-economic development and sustainable growth for all.



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### Body

Following are the applications of e-governance which illustrate economic inclusiveness in bringing social

transformation in Indian society:

## Economic dimensions

### ▪ Reviving agriculture sector:

- Digitization of land records via **Bhoomi Rashi** portal.
- **Geographic Information Systems (GIS)** has helped improve productivity, and empowered farmers by using sustainable, economical and eco-friendly technology.

### ▪ Financial literacy and inclusion:

- **PMGDISHA** (Pradhan Mantri Gramin Digital Saksharta Abhiyan) to make atleast one person per family digitally literate.
- **Aadhaar Enabled Payment System (AEPS)** facilitates banking services and digital payment.
- **Digital payment:** Many innovative digital payment tools, namely BHIM-UPI, Bharat QR Code, National Electronic Toll Collections, etc, have been implemented.

### ▪ Quality employment:

- **UMANG** mobile application for availing government services through backend integration with several government application and databases.
- **Digitization of EPFO records** : access to view one's pension amounts and deposits, people feel more assured that their funds are safe and can monitor their fund status.

## Social dimensions

### ▪ Affordable education:

- **National Scholarship Portal** as a single online platform integrating multiple scholarship schemes to facilitate application submission, verification and disbursement of funds through Direct Benefit Transfer (DBT).
- **SWAYAM** - a massive online open courses (MOOCs) platform which offers more than 2000 programmes.
- **'National Knowledge Network (NKN)** to interconnect all institutions of higher learning and research with a high speed data communication network to facilitate knowledge sharing and collaborative research.

### ▪ Quality Healthcare:

- **e-Hospital** : facilitates automation in hospitals through 20+ modules of Hospital Management Information System namely patient registration, IPD, pharmacy, blood bank, etc.
- **'Mera Aspataal' Application** : Allows patients to provide feedback on service quality at hospitals and ultimately help establish patient driven, responsive and accountable healthcare system.

### ▪ Inclusion of marginalized sections:

- **Non-visual display access (NVDA)**, an open source screen reading software, available in 7 Indian languages facilitates the differently abled to access services.
- **Jeevan Pramaan** facilitates pensioners to submit their life certificate digitally from anywhere, anytime basis.

### ▪ Facilitating participatory governance/ Resolving citizens grievances:

- **MyGov** portal facilitates participatory governance by providing a common digital platform, where citizens can share their views on government programmes and schemes.
- **Real Time Governance** initiative of **Andhra Pradesh government** to resolve citizen grievances and monitor infrastructure projects, incidents and weather & climatic events across the state in real time, leveraging technology services.

Thus, e-governance can facilitate economic inclusiveness and bring social transformation in India.

## Conclusion

**Digital India programme** helped India harness digital technologies to bring about a positive change towards good governance. The aim of any e-Governance initiative should be to ensure citizen participation and empowerment with the technology that is transformative, affordable and sustainable. Thus, digital empowerment is necessary to achieve the motto of '**Maximum Governance, Minimum Government**'.

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