

3. Digital Transformation in Governance in India- Polity

The Union minister addressed the National Workshop on Good Governance Practices as part of the observation of Good Governance Week

Recent DoPT Initiatives- Context and Significance

The workshop organised by the Department of Personnel and Training (DoPT) marked the launch of multiple digital and capacity-building initiatives

1. Compendium on Reservation for Ex-Servicemen (ESM) – standardises interpretation and implementation of ESM reservation rules.
2. AI-Powered Recruitment Rules Generator Tool – automates drafting and harmonisation of recruitment rules, reducing human error and delays.
3. Mobile App for eHRMS 2.0 – enhances real-time access to service records and HR management for government employees.
4. New features on iGOT Karmayogi Portal and Karmayogi Digital Learning Lab 2.0 – strengthen continuous learning and competency-based civil services.

These launches reflect a systemic shift towards digital governance, rule-based administration, and outcome-oriented capacity building.

e-Governance

e-Governance refers to the use of Information and Communication Technology (ICT) by government to

1. Deliver public services
2. Exchange information across departments
3. Interact with citizens, businesses, and civil servants

In India, e-Governance aims to transform governance from procedure-centric to citizen-centric, aligning with the Digital India vision.

Benefits of e-Governance

Administrative Efficiency- Faster service delivery through automation and online platforms. Reduction in paperwork, manual processing, and transaction costs. Minimisation of delays caused by inter-departmental silos.

Transparency and Accountability- Digitised records reduce discretion and rent-seeking behaviour. Real-time dashboards enable monitoring of schemes and officials. Enhances auditability and traceability of decisions.

Inclusivity and Last-Mile Reach- Common Service Centres (CSCs) enable rural and remote access. Mobile-based platforms overcome geographical barriers. Supports inclusion of women, elderly, and marginalised communities.

Citizen Empowerment- 24×7 access to services and grievance redressal. Encourages participatory governance through feedback and social audits. Shifts citizens from passive beneficiaries to active stakeholders.

Economic Growth and Digital Economy- Boosts IT services, startups, and digital entrepreneurship. Formalises the economy through digital payments and records. Enhances Ease of Living and Ease of Doing Business.

Key Challenges in e-Governance Implementation

Uneven Implementation Capacity- Significant disparity among States and local bodies in

1. Digital infrastructure
2. Technical manpower
3. Fiscal capacity

Leads to uneven outcomes across regions.

Digital Divide- Limited access to

1. Smartphones

2. Reliable internet connectivity
3. Digital literacy

Particularly acute in tribal, hilly, and backward districts.

Data Protection, Security, and Trust– Rising risks of

1. Data breaches
2. Surveillance concerns
3. Misuse of personal data

Need for robust legal and institutional safeguards to build citizen trust.

Sustainability and Capacity Building– Continuous system upgrades are resource-intensive. Regular training of officials is required to avoid technology obsolescence. User support and grievance handling remain weak in many platforms.

Governance–Execution Gap– Strong digital policies often face

1. Administrative inertia
2. Resistance to change
3. Legacy systems incompatible with new platforms

Major e-Governance Initiatives in India

Aadhaar and Direct Benefit Transfer (DBT)– Aadhaar-enabled e-KYC simplified beneficiary verification. DBT reduced leakages, ghost beneficiaries, and delays. Strengthened transparency in welfare delivery.

Mission Karmayogi (Capacity Building of Civil Servants)– Implemented through Karmayogi Bharat. Focuses on Attitude, Skills, and Knowledge (ASK) framework. As of 2025–

1. 1.26 crore+ users
2. 3000+ courses
3. 3.8 crore+ certificates issued

Shifts training from rule-based to competency-based learning.

DigiLocker– Provides secure cloud-based access to authentic digital documents. Reduces physical document verification and forgery. Enhances ease of service delivery and mobility.

UMANG App– Single unified platform for Central, State, and local e-Gov services. Reduces app fragmentation and improves user convenience.

Digital Commerce Platforms

Open Network for Digital Commerce (ONDC)

1. Democratises e-commerce by unbundling platform monopolies.
2. Enables MSMEs, SHGs, artisans, and women entrepreneurs to access digital markets.

Government e Marketplace (GeM)

1. Online procurement of goods and services for government entities.
2. Over 22 lakh sellers/service providers registered.
3. Promotes transparency, competition, and self-reliance.

Right to Information (RTI)– Emerges from Article 19(1)(a) of the Constitution. Empowers citizens to

1. Inspect and audit government actions
2. Ensure decisions align with public interest and integrity

Acts as a democratic pillar complementing digital transparency.

BHASHINI (National Language Translation Mission)– BHASHINI bridges linguistic barriers in digital governance. Enables AI-based translation and voice interfaces in Indian languages. Crucial for inclusive digital access in a multilingual society.

SVAMITVA Scheme– Launched in 2020 for rural property mapping. Uses drones and GIS to

1. Clearly demarcate property boundaries
2. Provide legal ownership cards

Enhances rural credit access, dispute resolution, and land governance.

BharatNet– Launched in 2011 to connect every Gram Panchayat with broadband. Backbone

infrastructure for rural e-Governance and digital inclusion.

Panchayati Raj e-Governance Tools

Meri Panchayat App- Citizen-centric mobile platform for transparency and participation.

Gram Manchitra (GIS Tool)- Integrates geospatial planning with Gram Panchayat Development Plans (GPDP). Enables evidence-based local planning and convergence of schemes.

Conclusion- Broader Governance Implications

India's e-Governance journey reflects a paradigm shift from manual administration to digital-first governance. Adoption of

1. Artificial Intelligence
2. Geo-spatial mapping
3. Digital HRMS
4. Citizen-facing mobile platforms

Strengthens

1. Transparency
2. Administrative efficiency
3. Inclusivity and participation

These reforms align with the broader national vision of

1. Digital India
2. Atmanirbhar Bharat
3. Responsive, accountable, and future-ready governance

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