

DIGI-LOCKER – AN OVERVIEW

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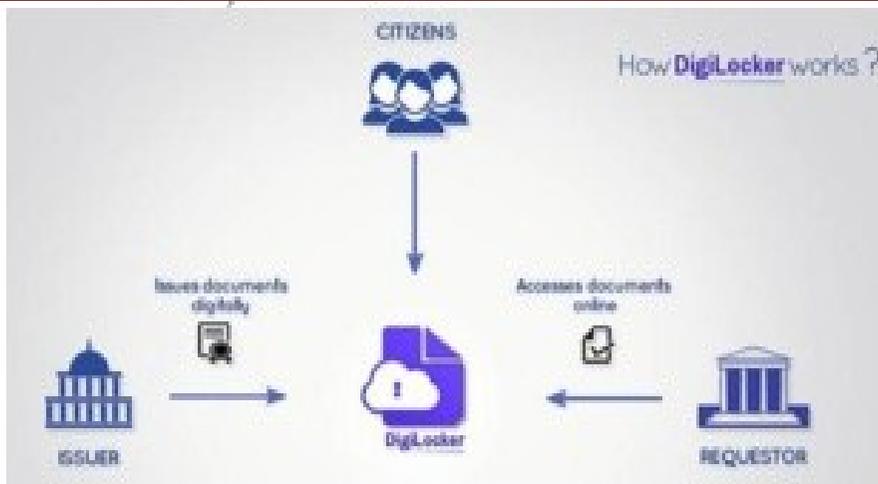
ABSTRACT: *Digi locker (or Digital locker), a key initiative by government of India under digital India program, was launched in July 2015. Digital locker is a website or a portal where one can upload and store documents like PAN Card, passport, mark sheets and degree certificates. It aims at eliminating the use of physical documents and enables sharing of verified electronic documents across agencies. Digital Locker provides an online personal storage space in the cloud to citizens, linked to citizens Aadhaar number. Citizens can also upload and securely store the scanned copies of legacy documents in Digital Locker. Sharing documents with various government and private agencies for different purposes is a tedious task. Government of India has initiated Digi locker with the aim of minimizing the usage of physical documents and enable sharing of e-documents across agencies. This paper focus on the awareness level of public towards the digital locker A convenience sampling technique was employed to collect data from 50 respondents. The finding suggests that the awareness level of public towards the digi locker in Cochin City is good.*

Introduction

Indian economy is an economy which is focusing on continuous growth and development among the world economies. There are various significant developments that have been taken place in the Indian economy, in the recent past. The government was focusing on various digital transaction initiatives so that pace of the rural and urban development can be improved. The development of a country can be said to be successful only when the people starts receiving its benefits. The digital development programs has started since last few years but the actual impact of digital payments has started reaching the people recently. The impact of demonetization has contributed towards digitalization and digital India initiative. It is a concept introduced by the Prime Minister Mr. Narendra Modi, for increasing the digital infrastructure, delivering the services digitally and for increasing the digital literacy of people on July 2015. It ensures people with all the services of the government electronically.

Digilocker (or Digital locker), a key initiative by government of India under digital India program, was launched in July 2015. Digital locker is a website or a portal where one can upload and store documents like PAN Card, passport, mark sheets and degree certificates. It aims at eliminating the use of physical documents and enables sharing of verified electronic documents across agencies. Digital Locker provides an online personal storage space in the cloud to citizens, linked to citizens Aadhaar number. Citizens can also upload and securely store the scanned copies of legacy documents in Digital Locker. These legacy documents can be electronically signed using e-Sign facility. A citizen can share these electronic certificates online with various departments and agencies registered on Digital Locker while applying for the services provided by them. Thus, Digital Locker brings the citizens, issuers and requestors on one platform. (Bharathi and Garg). Digi-Locker is a key initiative under Digital India. It aims to transform India into a digitally empowered society and knowledge economy. The main objective of Digi-Locker is paperless governance. Digi-Locker is a platform for issuance and verification of documents & certificates in a digital way, thus removing the use of physical documents. Digi-Locker account has a dedicated cloud storage space that is linked to their Aadhaar (UIDAI) number. Organizations that are registered with Digital Locker can push electronic copies of documents and certificates (e.g. driving license, Voter ID, School certificates) directly into citizens lockers. Citizens can also upload scanned copies of their heritage documents in their accounts. These documents can be electronically signed using the eSign facility. Digi-Locker has many advantages:

1. Access digital documents anytime, anywhere and share it online.
2. Reduces the administrative overhead of Government departments.
3. Easier to validate the authenticity of documents.
4. Provides the facility of digitally signed using the e Sign facility (which is similar to the process of self- attestation). (Gupta)



Literature Review

(Ashok & Abhishek, 2017) conducted a study on the topic Digital Empowerment of Rural People-Issues and Challenges. It discusses about the various plans and strategies which were adopted by the government for empowering the rural people for making them digitally literate. It mainly focuses on digital empowering of citizens. The empowerment of citizens can be done through various methods like digital India through which people can be made digitally literate and empowered. The study concludes that digital empowerment of citizen's act as a catalyst for the economic development of a country with minimum paper transactions.

(Kaur, et al., 2017): conducted their study to understand the awareness and perception of student community towards the digital India initiative. They also try to examine the extent to which students are making uses of these scheme and the barriers they face while utilizing the schemes. They found that the students are having a very positive outlook towards the initiative and strongly believe that it will lead to proper governance. The students are also aware about the schemes. Even though the major difficulty faced by them was the lack of proper knowledge about the computer and the internet. The authors suggest that students are having knowledge about the schemes from the seminars, newspapers and from the college workshops. Therefore if more workshops can be arranged it will help the community to develop better perspective towards digitalization.

(Kumar, 2017): conducted a study on the title transformation through digital India, evaluating the benefits and importance of moving toward a digital platform. The author says that the digital India initiative will lead to an overall transformation of the economy particularly in the areas of government, lives of the citizens and the economy as a whole. The digital transformation of the country will change the pace of growth and it will result in faster adaptability, response, e-governance and transparency of all activities. The author says that the India is going to see rapid growth in all the areas in the coming years after the digitalization.

(Midha, 2016) concluded that digital India plays an important role for the digital development of the country. But there are challenges towards them like inaccessibility and inflexibility which may divert them to failure. Though there are challenges, if it's properly implemented it can give great result for the future of Indian citizens. This paper analyses the vision opportunities and challenges of digital India.

Features of Digital Locker

- You can upload pdf, JPG, JPEG, png, bmp, and GIF types of files.
- URI or Uniform Resource Indicator is an authentication of your loaded documents from respective department or agencies. For example Income Tax Department will verify your PAN. After verification, you will only see the URL not the image. You just need to click and share with the agency of your choice while sharing.
- You can access it anywhere and at any point of time.
- You can download your eAadhar also.
- It is linked to your Aadhar Card Number.
- Currently you can store up to 10MB of space. However, later on it will be increased to 1GB.

Objective of the study

The major objective of the study is to evaluate the awareness of general public towards digi-locker facility.

Methodology

The research design of the present paper is mainly descriptive and analytical in nature as the main purpose of the study is to find out the awareness level of the respondents towards digi locker. While preparing this paper a sample of 50 respondents was taken from Cochin City to know about actual response of people towards acceptance of the digi locker.

Awareness of Digi Locker is explained in the below table.

Mean, Standard deviation and z value for Awareness

Variable	N	Mean	Std. Deviation	Mean % score	CV	Z	p value
Awareness	50	44.88	12.30	56.10	27.40	6.274	<0.001

The mean percentage score level of Awareness regarding the Digi Locker initiative of the government is 56.10% which indicate that level of Awareness regarding the Digi Locker initiative of the government is good or medium. To test whether the sample information that we observe exists in the population or to verify that the level of Awareness regarding the Digi Locker initiative of the government is good or not, the following hypothesis is framed

H₀: The level of Awareness regarding the Digi Locker initiative of the government is average

H₁: The level of Awareness regarding the Digi Locker initiative of the government is good

To test the above hypothesis we use one sample Z test. From the above table the p value is less than 0.05 which indicates that the test is significant. So we conclude that the level of Awareness regarding the Digital India initiative of the government is good and the respondents are aware about the digi locker facility.

Conclusion:

It is found that people are aware to a certain extend about the digi locker facility. But people are faced with lot of challenges while using the digi locker like lack of IT Literacy, security problems, network problems, lack of proper rules and regulations etc. and the awareness of people is not fully translating into usage; it could also be a case of habit and aversion to change. There should be constant pressure from the part of government to use the digi locker facility, so that people and government can reap maximum benefit from the digi locker. "Digital Locker scheme launched under the Digital India Campaign is a good initiative taken by the Govt. of India to ensure safe custody of the important documents such as PAN card; Adhaar Card etc. which determines the nationality of the Citizens of India electronically. This move would in turn result in much more transparency, authenticity and eradication of red tapism and corruption to the maximum extent possible. To conclude the digital India initiative is a flagship programme of the government of India to shape by connectivity and technological opportunity. It is a vision to transform India into a digitally empowered society and knowledge economy. Although, digital India programme is facing some barriers, yet it has a great impact on India to make the best future of every citizen.

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