

Despite digitisation bringing a paradigm shift in governance, limitations exist in Indian governance approach. Analyze. ①

Digitisation is the platform for bridging social development in India. Starting with 'Digital India', it has touched every arm of government to improve governance with milestones being crossed in a step by step manner like Digital network cabling, JanDhan accounts, it needs to upgrade to next level to bridge the implementation gaps.

Digital governance: Bridging paradigm shift

- 1) Digitisation helped in targeted delivery of government welfare schemes. This was enabled through financial inclusion of JanDhan Accounts.
- 2) Helped in data collection to help in intelligent decision making approach.
eg:- Insurance scheme PMFBY.
- 3) Eliminate duplicate accounts and ghost beneficiary.
- 4) Gave rise to faster delivery of services, interconnectiveness, inclusiveness, and response, that helps in infrastructure planning.
- 5) As a result of robust mechanism, digitisation reduced wastages, leakages in ~~ex~~ public expenditure - rationalisation of schemes.

Economic survey 2014, gives an account of MGNREGS wage and job distribution as best example of digitisation led improvement.

LIMITATION IN GOVERNANCE: DIGITAL CLOGS

Digital revolution, which occurred along the vertical levels, has failed horizontal coupling. Several such limitations are as follows.

- 1) Multiple user agencies collecting same data at different locations:
This has resulted in data duplicacy, incoherence. Absence of single point delivery of service. This has led to overlapping.
- 2) Non sharing of databases:
Interaction among database is absent. As a result, the

information generation becomes tedious with just meta data. ②.

eg:- Benefits of workers → Cess from labour department
→ provided by different schemes

3) Multiple authorities:-

Multiple authorities govern similar scheme, making it non-user friendly which the digitisation promises to provide.

eg:- Maternity benefit entitlement requires health and labour department coordination.

4) Lack of accountability and transparency:-

Denial of services, breach of privacy due to lack of transparency, accountability affects benefit entitlement

eg. biometric failure of Aadhaar.

A foolproof technology diffusion needs to solve incoherency.

example:- SAMARA software → that enable in database analysis

→ outcome based services
→ data protection

has seen clear results in example areas of Madhya Pradesh.

A Robust data protection law strengthen framework. Such a good coordination, sharing, single database collection helps in implementing schemes like 'one Nation, one ^{Entity} Card' scheme.