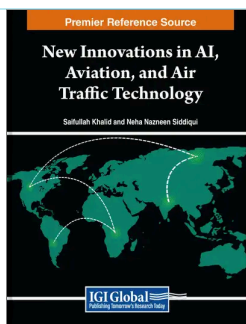


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## Revisiting Digital India 2.0: Exploring New Horizon and Insights

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## Abstract

Technology has become a crucial part of people's lives. Digitization has become essential for its seamless communication and omnipresent access to information. This chapter delves into the transformative landscape of technology and its impact on India's digital progression. This topic encapsulates a diverse range of facets essential for understanding the ever-evolving digital paradigm in the country. It aims to provide new insights into innovative advancements and the potential for growth in various sectors. This chapter is an in-depth examination of complex technological advancements that have been and will continue to change India's socioeconomic landscape. The report covers integrating emerging and disruptive technologies, such as artificial intelligence, machine learning, blockchain, and the internet of things (IoT), in various domains. This chapter illustrates the profound transformation held in various segments, namely, digital technology, online infrastructure, internet connectivity, smart cities, digital literacy, knowledge-driven economy and e-services

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## Introduction

In July 2015, Prime Minister Narendra Modi initiated the Digital India Program with a vision of transforming the nation. In his inaugural speech, he outlined his aspirations for digital India, including driving innovation, empowering citizens through knowledge, ensuring barrier-free access to information, promoting open government and transparent governance, and establishing a seamless citizen-government interface through technology (Ministry of Electronics and Information Technology, 2015). He emphasized the need for quick and efficient government services accessible on mobile devices, government engagement with people through social media, and digital learning to deliver quality education to even the most remote regions. According to (NITI Aayog 2021,) a critical turning point in India's digital journey is represented by the 2.0 phase of Digital India, which is marked by increased ambition and restored energy. Under Digital India 2.0, investments in data centers, cloud computing, and cybersecurity infrastructure are essential components of infrastructure development that create the foundation for a thriving digital economy (World Bank, 2020). To maintain the dependability and security of digital transactions and to meet the increasing demand for digital services, these investments are imperative.

Under the guidance of Prime Minister Narendra Modi, the Digital India Program set forth several key objectives aimed at transforming the nation through digital innovation and empowerment. These objectives reflect the vision of a digitally empowered society and economy that promotes inclusive growth and development in India as follows:

- **Promoting Innovation:** The program aims to spur innovation across various sectors by utilizing digital technologies to develop new solutions and opportunities.
- **Empowering Citizens through Knowledge:** Digital India strives to empower citizens by providing them with access to information and digital tools that can enhance their lives and livelihoods.
- **Ensuring Access to Information:** The program aims to eliminate barriers to accessing information by promoting digital literacy and connectivity throughout the country.
- **Advocating for Open Government and Transparent Governance:** Digital India emphasizes the importance of transparency in governance and strives to create a seamless interface between citizens and government through technology.
- **Establishing an Efficient and Responsive Governance System:** The program envisions a digital ecosystem in which citizens can easily access government services and information through technology, resulting in a more efficient and responsive governance system.

Moreover, digitization has revolutionized the accessibility of information, as noted by Smith et al. (2018), allowing individuals to retrieve knowledge and data from virtually any location instantaneously. Consequently, the indispensability of digitization in contemporary society is evident, with scholars such as Brown (2019) arguing that its role in shaping the modern world cannot be overstated.

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## Chapter 14

# Revisiting Digital India 2.0: Exploring New Horizon and Insights

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### ABSTRACT

*Technology has become a crucial part of people's lives. Digitization has become essential for its seamless communication and omnipresent access to information. This chapter delves into the transformative landscape of technology and its impact on India's digital progression. This topic encapsulates a diverse range of facets essential for understanding the ever-evolving digital paradigm in the country. It aims to provide new insights into innovative advancements and the potential for growth in various sectors. This chapter is an in-depth examination of complex technological advancements that have been and will continue to change India's socioeconomic landscape. The report covers integrating emerging and disruptive technologies, such as artificial intelligence, machine learning, blockchain, and the internet of things (IoT), in various domains. This chapter illustrates the profound transformation held in various segments, namely, digital technology, online infrastructure, internet connectivity, smart cities, digital literacy, knowledge-driven economy and e-services*