

## TABLE OF CONTENTS

<b>ABOUT THIS BOOK</b> . . . . .	<b>i</b>
<b>LIST OF FIGURES</b> . . . . .	<b>xxii</b>
<b>LIST OF TABLES</b> . . . . .	<b>.xxvii</b>
<b>1 INTRODUCTION TO DIGITAL INDIA – OBJECTIVES AND VISION</b>	<b>1</b>
1.1 What is Digital India . . . . .	1
1.2 Timeline of Key Milestones in the Digital India Programme . . . . .	2
1.3 Objectives of Digital India . . . . .	3
1.4 Key Components of Digital India’s Objectives . . . . .	4
1.5 Vision Areas of Digital India . . . . .	5
1.5.1 Digital Infrastructure as a Utility to Every Citizen . . . . .	5
1.5.2 Governance and Services on Demand . . . . .	6
1.5.3 Digital Empowerment of Citizens . . . . .	6
1.6 Impact of Digital India . . . . .	7
1.7 Challenges and the Way Forward . . . . .	8
<b>2 DR. B.R. AMBEDKAR’S IDEOLOGY AND DIGITAL EMPOWERMENT</b>	<b>9</b>
2.1 Dr. B. R. Ambedkar’s Ideology: A Blueprint for Social and Economic Justice . . . . .	9
2.2 Linking Digital India with Dr. Ambedkar’s Vision . . . . .	11
2.3 ICT Tools for Inclusive Governance . . . . .	13
2.4 Digital Literacy as a Tool for Liberation . . . . .	15
2.4.1 Role of Women in Digital Empowerment . . . . .	16
2.5 Challenges in Achieving Ambedkar’s Digital Vision . . . . .	17
2.6 Conclusion . . . . .	19
<b>3 PUBLIC INTERNET ACCESS PROGRAMME</b>	<b>21</b>
3.1 Introduction . . . . .	21
3.2 Common Services Centres (CSCs) . . . . .	21
3.3 Key Features of Common Services Centres (CSCs) . . . . .	22
3.3.1 Impact . . . . .	23

3.4	Wi-Fi Hotspots and PM-WANI . . . . .	23
3.4.1	Key Projects . . . . .	24
3.4.2	Growth Indicators . . . . .	25
3.5	Public Internet Access and Financial Inclusion . . . . .	25
3.6	CSCs and e-Governance Delivery . . . . .	27
3.7	Case Study: Digital Empowerment in Birbhum, West Bengal . . . . .	27
3.7.1	Outcome . . . . .	28
3.8	Public Wi-Fi and Educational Access . . . . .	29
3.9	From Connectivity to Inclusion . . . . .	30
3.10	Monthly CSC Service Volumes . . . . .	31
3.11	Conclusion . . . . .	32
<b>4</b>	<b>KEY COMPONENTS OF DIGITAL INDIA</b>	<b>33</b>
4.1	Digital Infrastructure: Building the Foundation . . . . .	33
4.2	Major Elements of Digital Infrastructure . . . . .	34
4.3	Digital Services: Enabling Access to Governance . . . . .	35
4.4	Key Government Digital Platforms and Services . . . . .	36
4.4.1	Impact Statistics (as of 2024) . . . . .	38
4.5	Digital Literacy: Empowering the Last Mile . . . . .	38
4.5.1	Flagship Program: PMGDISHA (Pradhan Mantri Gramin Digital Saksharta Abhiyan) . . . . .	39
4.5.2	Training Impact and Outcomes (as of March 2024) . . . . .	39
4.6	Digital Inclusion: Bridging the Rural–Urban Divide . . . . .	39
4.7	Digital Governance: Towards Transparency and Accountability . . . . .	40
4.8	Digital Health and Telemedicine . . . . .	41
4.9	Environmental Sustainability through Digital Solutions . . . . .	42
4.10	Emerging Technologies in Public Services . . . . .	43
4.11	Role of Digital India in Employment Generation . . . . .	44
4.12	Monitoring, Evaluation, and Future Roadmap . . . . .	45
4.13	Conclusion: Towards Holistic Inclusion . . . . .	46
<b>5</b>	<b>DR. B.R. AMBEDKAR’S VISION AND SOCIAL INCLUSION</b>	<b>47</b>
5.1	Life of Dr. B.R. Ambedkar: A Crusader for Equality . . . . .	47

5.2	Definition and Importance of Social Inclusion . . . . .	48
5.3	Barriers to Social Inclusion . . . . .	48
5.3.1	Economic Barriers . . . . .	49
5.3.2	Social Barriers . . . . .	50
5.3.3	Digital Barriers . . . . .	50
5.4	Role of Digital Technology in Promoting Ambedkar’s Vision . . . . .	50
5.4.1	Empowering the Marginalized . . . . .	51
5.4.2	Promoting Equality and Transparency . . . . .	52
5.4.3	Strengthening Voice and Representation . . . . .	52
5.4.4	Enhancing Legal Awareness . . . . .	53
5.5	Affirmative Action and Digital Inclusion . . . . .	53
5.6	Case Studies and Ground-Level Impact . . . . .	54
5.7	Monitoring, Evaluation, and Policy Evolution . . . . .	56
5.8	Challenges and The Road Ahead . . . . .	57
5.9	Conclusion: A Digital Path to Ambedkar’s Dream . . . . .	58

**6 CASE STUDIES and PRACTICE ACTIVITIES – SOCIAL INCLUSION THROUGH DIGITAL INDIA** 59

6.1	Case Study 1: Digital Empowerment through Common Service Centres (CSCs) .	59
6.2	Case Study 2: PMGDISHA – A Step Towards Digital Literacy . . . . .	62
6.3	Activity 1: Digital Audit of Your Community . . . . .	63
6.4	Activity 2: Ambedkar and Inclusion – Poster or Video Challenge . . . . .	64
6.5	Activity 3: Mock Policy Lab – ”Bridging the Digital Divide” . . . . .	64
6.6	Reflection and Debrief . . . . .	64
6.7	Conclusion: Participating in the Digital Republic . . . . .	66

**7 PUBLIC INTERNET ACCESS AND DIGITAL PLATFORMS** 67

7.1	Introduction . . . . .	67
7.2	Digital Governance Web Portals and Applications . . . . .	67
7.2.1	DigiLocker . . . . .	68
7.2.2	Unified Mobile Application for New-age Governance . . . . .	68
7.2.3	BHIM UPI . . . . .	69
7.2.4	MyGov Portal . . . . .	69

7.2.5	Janaushadhi.gov.in	70
7.2.6	Aarogya Setu	70
7.3	WhatsApp for Public Services	70
7.3.1	Use Cases	71
7.3.2	Advantages	72
7.4	E-Governance Platforms	72
7.4.1	e-District	73
7.4.2	e-Hospital	73
7.4.3	e-NAM (National Agriculture Market)	73
7.5	e-Kranti: The Backbone of e-Governance	74
7.6	Case Studies: Ground-Level Impact	75
7.6.1	Case Study 1: Mobile Seva (Andhra Pradesh)	76
7.6.2	Case Study 2: JAM Trinity	76
7.7	Challenges in Public Internet Access	77
7.8	Recommendations for Improvement	77
7.9	Conclusion	79
<b>8</b>	<b>HANDS ON TRAINING – DIGITAL GOVERNANCE IN ACTION</b>	<b>81</b>
8.1	Introduction: Technology as a Tool of Liberation	81
8.2	Objectives of the Module	82
8.3	Hands-on Activities and Platform Training	82
8.3.1	Task 1: Creating and Using DigiLocker	82
8.3.2	Task 2: Navigating the UMANG App	83
8.3.3	Task 3: BHIM UPI Digital Transactions	86
8.3.4	Task 4: Accessing Health Services	87
8.3.5	Task 7: CSC Simulation (Role Play)	89
8.3.6	Task 8: Accessing Jan Aushadhi Information	90
8.4	Additional Practice Stations	91
8.5	Learning Outcomes	92
8.6	Mini-Project for Certification	92
8.7	Reflection and Feedback	94
8.8	Conclusion: From Learners to Leaders	96

<b>9 BRIDGING FINANCIAL GAPS THROUGH DIGITAL EMPOWERMENT: A VISION INSPIRED BY DR. B.R. AMBEDKAR</b>	<b>97</b>
9.1 Introduction to Digital Financial Inclusion . . . . .	97
9.1.1 What is Digital Financial Inclusion? . . . . .	98
9.1.2 Why It Matters . . . . .	98
9.2 Key Digital Payment Systems . . . . .	99
9.3 Jan Dhan Yojana: Banking for Every Indian . . . . .	101
9.4 Impact on Rural and Underserved Communities . . . . .	102
9.5 Case Study: Mori – India’s First Cashless Village . . . . .	103
9.6 Interactive Session and Practice Activity . . . . .	105
9.6.1 Invite Resource Person . . . . .	106
9.6.2 Mock Campaign for a Village . . . . .	106
9.7 Practice Quiz . . . . .	107
9.8 Reflection Prompts . . . . .	108
9.9 Learning Outcomes . . . . .	108
9.10 Conclusion: Bridging the Financial Divide . . . . .	110
<b>10E-GOVERNANCE FOR MEDICAL AND EDUCATIONAL INCLUSION</b>	<b>111</b>
10.1 Introduction: E-Governance for Inclusive Development . . . . .	111
10.2 Government to Citizen (G2C) Services . . . . .	111
10.2.1 DigiLocker: A Secure Digital Document Vault . . . . .	112
10.2.2 e-Hospital: Simplifying Healthcare through Digital Integration . . . . .	114
10.3 Digital Health Initiatives . . . . .	117
10.3.1 Ayushman Bharat Digital Mission (ABDM) . . . . .	117
10.4 Digital Education Platforms . . . . .	120
10.4.1 SWAYAM: Higher Education for Every Learner . . . . .	121
10.4.2 DIKSHA: A Classroom in Every Pocket . . . . .	121
10.5 Role of Common Service Centres (CSCs) in Inclusion . . . . .	124
10.6 Case Study: Uddanam Region – Digital Healthcare Access . . . . .	126
10.6.1 Background: A CKD Crisis in Uddanam . . . . .	126
10.6.2 Socioeconomic and Cultural Dynamics . . . . .	127
10.6.3 Digital Intervention: ABDM and e-Hospital Integration . . . . .	127
10.6.4 CKD Screening and Awareness: A Digital Push . . . . .	128

10.6.5	Digital-Enabled Outcomes and Lessons	128
10.7	Integrating AI and IoT in Rural E-Governance	133
10.8	Interactive Activity: Project Ideation	135
10.9	Summary	137
10.10	Learning Outcomes	137
10.11	Connection to Ambedkar's Vision	138
10.12	Challenges and Recommendations	138
10.13	Class Reflection Prompts	139
<b>11 EMPOWERING MARGINALISED COMMUNITIES THROUGH DIGITAL IN-</b>		
<b>DIA</b>		<b>141</b>
11.1	Digital Inclusion as a Tool for Social Justice	141
11.1.1	Why Digital Inclusion Matters	141
11.1.2	Ambedkarite Frame for Digital India	142
11.1.3	From Vision to Implementation	142
11.2	Digital Literacy and Skill Development	142
11.2.1	BharatNet Project: Digital Backbone of Rural India	142
11.2.2	Skill Development Initiatives	144
11.2.3	Aadhaar-Enabled Services	145
11.2.4	Direct Benefit Transfer (DBT)	147
11.2.5	UMANG: One App for 1600+ Government Services	149
11.2.6	Awareness Programmes for Digital Literacy	151
11.2.7	Common Service Centres (CSCs)	152
11.2.8	Digital Governance Platforms	153
11.2.9	Case Studies	155
11.3	Self-Employment and Entrepreneurship in the Digital Age	156
11.3.1	MSME Digital Support	156
11.3.2	Start-up India in Rural Sectors	158
11.3.3	Digital Content Creation for Empowerment	160
11.3.4	E-Commerce and Web Portals	161
11.3.5	Employment Opportunities	163
11.4	Digital Financial Inclusion for Marginalised Groups	164
11.4.1	Jan Dhan, Aadhaar, Mobile (JAM) Trinity	164

11.4.2	UPI, Aadhaar Pay, and Micro-ATMs . . . . .	165
11.4.3	Microfinance and SHG Linkages . . . . .	166
11.5	Bridging the Digital Gender Divide . . . . .	167
11.5.1	Barriers for Women . . . . .	168
11.5.2	Women-Centric Training and Access . . . . .	168
11.5.3	Women-Led Enterprises . . . . .	168
11.6	Technology for Tribal Inclusion . . . . .	169
11.6.1	Connectivity in Difficult Terrains . . . . .	170
11.6.2	Local Language and Cultural Relevance . . . . .	170
11.6.3	Drones and Edge Devices . . . . .	171
11.7	Role of AI, IoT, and Emerging Technologies in Inclusion . . . . .	171
11.7.1	AI in Rural Health and Education . . . . .	172
11.7.2	IoT in Agriculture and Water . . . . .	173
11.7.3	Blockchain for Governance . . . . .	173
11.8	Challenges and Recommendations . . . . .	174
11.8.1	Challenges . . . . .	174
11.8.2	Recommendations . . . . .	175
11.9	Interactive Session and Workshop . . . . .	175
11.9.1	Simulation Task: Village Digital Empowerment Centre . . . . .	176
11.10	Learning Outcomes . . . . .	177
11.11	Connection to Ambedkar’s Vision . . . . .	178
11.12	Conclusion . . . . .	180
<b>12EMPOWERING WOMEN COMMUNITIES THROUGH DIGITAL INDIA</b>		<b>181</b>
12.1	Introduction . . . . .	181
12.2	Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) . . . . .	182
12.2.1	Objectives . . . . .	182
12.2.2	Key Features . . . . .	183
12.2.3	Case Study . . . . .	183
12.3	Digital Saarthak Training . . . . .	184
12.3.1	Objective . . . . .	184
12.4	Key Focus Areas . . . . .	185
12.4.1	Case Study in Maharashtra . . . . .	186

12.5	Digital Didi Program (Common Service Centres - CSCs)	186
12.5.1	Key Features of the Digital Didi Program	187
12.5.2	Objective	188
12.5.3	Social Impact	188
12.6	Vidya India – Public-Private Model for Girls’ Education	189
12.6.1	Key Features of Vidya India	189
12.6.2	Impact on Girls’ Education	190
12.6.3	Case Study	190
12.7	Digital Inclusion for Vulnerable Women Groups	191
12.7.1	Target Groups and Digital Enablers	191
12.8	SHGs Using WhatsApp Business	192
12.9	YouTube as a Business Tool	193
12.10	Wi-Fi Hotspot for Learning	194
12.11	Hands-on Training and Interactive Sessions	194
12.11.1	Activities	195
12.11.2	Interactive Session Idea	196
12.11.3	Workshop Task	196
<b>13</b>	<b>DIGITAL INCLUSION OF VULNERABLE GROUPS</b>	<b>197</b>
13.1	Introduction	197
13.2	Initiatives Targeting Women	197
13.2.1	Mahila E-Haat	198
13.2.2	Stree Swabhiman	200
13.3	Digital Empowerment of Persons with Disabilities (PwDs)	201
13.3.1	Accessible India Campaign (Sugamya Bharat Abhiyan)	202
13.3.2	Unique Disability ID (UDID) Portal	203
13.4	Case Studies: Success Stories of Digital Inclusion	205
13.4.1	e-Sakhi Program in Jharkhand	205
13.4.2	Visually Impaired Youth in Kerala	207
13.4.3	SHGs in Telangana	208
13.4.4	PwDs in Maharashtra	209
13.5	The Digital India Act 2023 – Access and Privacy	210
13.6	Hands-on and Interactive Component	211

13.6.1	Lab Activities / Demonstrations	212
13.6.2	Discussion Points	212
13.7	Learning Outcomes	213
13.8	Visual Aids and Tables	214
13.9	Challenges in Digital Inclusion for Vulnerable Groups	215
13.10	Future Directions for Enhancing Digital Inclusion	216
13.11	Conclusion	216
<b>14DIGITAL GOVERNANCE THROUGH DIGITAL INDIA</b>		<b>217</b>
14.1	Enhanced Scope of Digital Governance	217
14.1.1	Evolution of Digital Governance	218
14.1.2	Enhancing Efficiency and Accountability	219
14.1.3	Citizen Engagement and Transparency	219
14.2	Factors Contributing to the Digital Divide	220
14.2.1	Economic Barriers	221
14.2.2	Social Barriers	222
14.2.3	Geographical Barriers	222
14.2.4	Cultural and Educational Gaps	223
14.2.5	Technological Barriers	223
14.3	Strategies to Bridge the Digital Divide	224
14.3.1	Infrastructure Development	224
14.3.2	Policy Interventions and Government Programs	225
14.3.3	Affordable Access and Subsidized Models	225
14.3.4	Digital Literacy and Awareness Campaigns	226
14.3.5	Localized Content and Language Support	226
14.3.6	Inclusive Design and Accessibility	226
14.3.7	Public-Private Partnerships	226
14.4	Role of Public and Private Sectors in Enhancing Digital Inclusion	227
14.4.1	Public Sector Role	227
14.4.2	Private Sector Role	228
14.4.3	Collaborative Examples	228
14.5	Algorithmic Bias in Digital Governance	228
14.5.1	Definition of Algorithmic Bias	229

14.5.2	Examples in Governance	229
14.5.3	Impact of Algorithmic Bias	231
14.5.4	Mitigation Measures	232
14.6	Role of AI in Digital Governance	232
14.6.1	Citizen Services Automation	233
14.6.2	Predictive Governance	234
14.6.3	Policy Analysis and Feedback Loops	235
14.6.4	Monitoring and Evaluation	236
14.6.5	Disaster Management and Health Surveillance	237
14.7	Hands-on / Interactive Component	238
14.7.1	Mapping the Digital Divide	238
14.7.2	Simulating Chatbot Services	238
14.7.3	Evaluating AI-Based Public Service Tools	239
14.8	Learning Outcomes	239
<b>15E-LIBRARIES AND EDUCATIONAL CONTENT CREATION</b>		<b>241</b>
15.1	Introduction	241
15.2	Creating Digital Content for Social Inclusion	241
15.2.1	The Philosophy of Open Access and Democratized Knowledge	242
15.2.2	Empowerment of Marginalized Learners through Digital Content	243
15.2.3	Multilingual, Inclusive, and Accessible Content	244
15.3	Platforms for Educational Content Creation and Sharing	246
15.3.1	YouTube for Education	247
15.3.2	Podcasting / Audio Learning	249
15.3.3	MOOCs and LMS Platforms	250
15.3.4	E-Libraries	251
15.4	Tools and Techniques: Video, Audio and Multimedia Content	252
15.4.1	Video Recording Basics	253
15.4.2	Audio Content Creation	256
15.4.3	Screencast Tools	256
15.4.4	Content Hosting and Publishing	257
15.5	AI-Based Presentations and Emerging Content Tools	258
15.5.1	AI Presentation Tools	259

15.5.2	Voice-to-Text and Text-to-Voice	259
15.5.3	AI Slide Generators	260
15.5.4	AI for Accessibility	260
15.6	Presentation Styles and Knowledge Dissemination Strategies	261
15.6.1	Effective Presentation Methods	262
15.6.2	Strategies for Online Knowledge Dissemination	262
15.6.3	Inclusive Dissemination	263
15.7	Hands-On Session	264
15.8	Learning Outcomes	264
15.9	Conclusion	264
<b>16 THREATS AND OPPORTUNITIES OF DIGITALISATION</b>		<b>265</b>
16.1	Introduction to Cyber Security	265
16.1.1	The Context of Digital India and Cybersecurity	265
16.1.2	Scope of Cybersecurity in Modern India	266
16.2	Understanding Cybercrime	266
16.2.1	Definition and Characteristics	266
16.2.2	Types of Cybercrime	266
16.2.3	Real-World Statistics and Incidents	270
16.3	Measures to Handle Cybercrime	271
16.3.1	Preventive Actions for Individuals	271
16.3.2	Digital Measures for Secure Transactions	272
16.3.3	Cyber Hygiene Practices	272
16.4	Institutional Mechanisms to Combat Cybercrime	273
16.4.1	Law Enforcement and Legal Frameworks	273
16.4.2	Filing a Complaint	274
16.4.3	Convergence of Police, Judiciary, and Forensics	275
16.5	Cyber Etiquette and Responsible Digital Citizenship	276
16.5.1	Cyber Etiquette Essentials	276
16.5.2	Digital Literacy and Awareness	277
16.6	Hands-On and Interactive Components	277
16.6.1	Simulation Activities	278
16.6.2	Device Security Audits	278

16.6.3	Navigating the Cybercrime Portal . . . . .	279
16.7	Learning Outcomes . . . . .	279
16.7.1	Knowledge Outcomes . . . . .	280
16.7.2	Skill Outcomes . . . . .	280
16.8	Opportunities of Digitalisation Despite Threats . . . . .	280
16.8.1	Economic and Social Benefits . . . . .	281
16.8.2	India’s Global Role in Cybersecurity . . . . .	282
16.9	Conclusion . . . . .	284
<b>17</b>	<b>THE FUTURE OF DIGITAL INDIA</b> . . . . .	<b>285</b>
17.1	Introduction . . . . .	285
17.2	Advances in Direct Benefit Transfer (DBT) . . . . .	286
17.2.1	Next-Gen DBT Technologies . . . . .	286
17.2.2	DBT 2.0: Expanding Horizons . . . . .	288
17.2.3	Global Best Practices . . . . .	290
17.3	Greenhouse Digitalisation and Climate-Tech Integration . . . . .	290
17.3.1	Role of Digital Tech in Environmental Governance . . . . .	291
17.3.2	Digital Inclusion in Climate Action . . . . .	293
17.3.3	Waste and Energy Management . . . . .	294
17.4	Transparency and Legal Governance through Digital Means . . . . .	295
17.4.1	Digital Platforms Enhancing Accountability . . . . .	295
17.4.2	Legal Safeguards and e-Governance Acts . . . . .	297
17.5	Strengthening Security and Privacy . . . . .	298
17.5.1	Next-Level Cybersecurity Measures . . . . .	298
17.5.2	Digital Sovereignty . . . . .	300
17.6	Realizing “One Nation” through Digitalisation . . . . .	301
17.6.1	Unified National Digital Infrastructure . . . . .	302
17.6.2	Inter-State Service Integration . . . . .	304
17.7	Public Engagement in Governance through Digitalisation . . . . .	304
17.7.1	Citizen Portals . . . . .	305
17.7.2	Digital Tools for Social Audits and Surveys . . . . .	306
17.7.3	AI and Big Data for Public Policy . . . . .	307
17.8	Vision 2047: India@100 – Digital Empowerment for All . . . . .	307

17.8.1	Digital Swaraj . . . . .	308
17.8.2	Universal Digital Literacy . . . . .	309
17.8.3	Technology for Inclusive Growth . . . . .	309
17.9	Learning Outcomes . . . . .	310

**18DIGITALISATION IN SOCIAL SCIENCE RESEARCH, TOOLS, AND E-LIBRARY311**

18.1	Introduction . . . . .	311
18.2	Foundations of Research Methodology in the Digital Era . . . . .	312
18.2.1	Transition from Traditional to Digital Research . . . . .	312
18.2.2	Ethical Considerations in Digital Data Collection . . . . .	314
18.3	Qualitative and Quantitative Research Tools . . . . .	316
18.3.1	Digital Qualitative Tools . . . . .	317
18.3.2	Quantitative Tools . . . . .	318
18.4	Survey and Sampling Methods . . . . .	318
18.4.1	Designing Digital Surveys . . . . .	319
18.4.2	Sampling Techniques . . . . .	321
18.5	Statistical Methods and Analysis Using AI Tools . . . . .	321
18.5.1	Descriptive and Inferential Statistics . . . . .	322
18.5.2	AI in Social Science Research . . . . .	324
18.6	Data Cleaning, Organization, and Inference . . . . .	324
18.6.1	Data Cleaning Tools . . . . .	325
18.6.2	Data Management Systems . . . . .	326
18.6.3	Inference and Reporting . . . . .	326
18.7	Digital Tools for Research Collaboration . . . . .	327
18.8	Outcome-Based Applications in Social Policy . . . . .	327
18.8.1	Data Dashboards . . . . .	328
18.8.2	Real-Time Feedback Tools . . . . .	329
18.8.3	Impact Studies . . . . .	329
18.8.4	Case Study: COVID-19 Dashboard . . . . .	330
18.9	Learning Outcomes . . . . .	330
18.10	Conclusion . . . . .	330

**19DIGITAL E-LIBRARIES AND OPEN ACCESS KNOWLEDGE PLATFORMS 331**

19.1 Introduction . . . . . 331

19.2 Understanding Digital Libraries . . . . . 331

    19.2.1 Definition and Scope . . . . . 332

    19.2.2 Importance in Promoting Equity in Knowledge Access . . . . . 332

    19.2.3 Global vs. National Platforms . . . . . 333

19.3 Major E-Library Platforms and Resources . . . . . 334

    19.3.1 National Digital Library of India (NDLI) . . . . . 334

    19.3.2 e-ShodhSindhu and INFLIBNET . . . . . 335

    19.3.3 Shodhganga – Indian Thesis Repository . . . . . 335

    19.3.4 International Platforms . . . . . 336

19.4 Tools for Knowledge Discovery and Management . . . . . 336

    19.4.1 Search Strategies for Literature Review . . . . . 337

    19.4.2 Reference Management Tools . . . . . 338

    19.4.3 Bookmarking and Organizing . . . . . 338

19.5 Creating and Sharing Knowledge through Digital Platforms . . . . . 339

    19.5.1 Open-Access Repositories and Institutional Archives . . . . . 339

    19.5.2 Publishing on Academic Networks . . . . . 340

    19.5.3 Creative Commons Licensing . . . . . 340

19.6 AI-Based Tools for Academic Support . . . . . 341

    19.6.1 Plagiarism Checking Tools . . . . . 341

    19.6.2 AI in Presentations . . . . . 342

    19.6.3 Summarization Tools . . . . . 342

19.7 Inclusive Knowledge Access: Focus on Marginalized Groups . . . . . 343

    19.7.1 Multilingual Platforms . . . . . 344

    19.7.2 Accessibility Features . . . . . 344

    19.7.3 Offline and Mobile Access . . . . . 344

19.8 Hands-On Practice Session (Computer Lab) . . . . . 345

19.9 Learning Outcomes . . . . . 345

19.10 Conclusion . . . . . 346

**20DIGITALISATION IN INDIAN KNOWLEDGE SYSTEMS AND ACADEMIC**

**WRITING** . . . . . 347

20.1 Introduction . . . . . 347

20.2	Understanding Indian Knowledge Systems (IKS)	347
20.2.1	Definition of IKS	348
20.2.2	Domains of IKS	348
20.2.3	Regional Diversity of IKS	349
20.3	Opportunities for Digitising IKS	350
20.3.1	Digital Archives	351
20.3.2	AI for Ancient Texts	351
20.3.3	3D Scanning and Virtual Reality	352
20.3.4	Inclusive Technologies	352
20.3.5	MOOCs and E-Learning	353
20.4	National Platforms Supporting IKS	354
20.4.1	National Digital Library of India (NDLI)	355
20.4.2	Bharat Vidya Portal	355
20.4.3	Sanskrit Heritage Portal	356
20.4.4	Indian Culture Portal	356
20.4.5	Digital Bharatiya Gyan Kosh	357
20.5	Case Study: Andhra University Library—Digitisation of Talapatras	357
20.5.1	What are Talapatras?	358
20.5.2	Digitisation Process	359
20.5.3	Outcomes and Impact	360
20.6	Incorporating IKS in Academic Writing and Research	360
20.6.1	Citing Classical Sources	361
20.6.2	Research Integration Pathways	362
20.6.3	Multilingual Dissemination and Equity	363
20.7	Learning Outcomes and Activities	363
20.7.1	Intended Learning Outcomes	364
20.7.2	Suggested Activities and Assessments	364
20.8	Conclusion	365
	<b>21ELEMENTS OF ACADEMIC WRITING IN THE DIGITAL ERA</b>	<b>367</b>
21.1	Introduction: The Digital Turn in Academic Writing	367
21.1.1	The Transformation of Writing Practices	368
21.1.2	Why Digital Academic Writing?	368

21.2	Online Digital Knowledge Resources . . . . .	368
21.2.1	The Importance of Digital Repositories . . . . .	370
21.2.2	Key Platforms for Academic Research . . . . .	370
21.2.3	Global vs. Indian Context . . . . .	371
21.3	Essential Digital Tools for Academic Writing . . . . .	371
21.3.1	Visual and Graphical Tools . . . . .	372
21.3.2	AI-Based Academic Support . . . . .	373
21.4	Academic Writing Practices: Structure, Style, and Ethics . . . . .	373
21.4.1	The IMRaD Structure . . . . .	373
21.4.2	Referencing and Citation Styles . . . . .	374
21.4.3	Visual Storytelling in Academic Writing . . . . .	374
21.5	Hands-On Training Activities (Lab Component) . . . . .	375
21.6	Advanced Tips for Academic Writing in the Digital Age . . . . .	375
21.6.1	Cloud Storage and Collaboration . . . . .	376
21.6.2	Data Presentation in Reports . . . . .	376
21.6.3	Publishing Open Access Papers . . . . .	376
21.7	Ethical Considerations in Digital Academic Writing . . . . .	377
21.8	Learning Outcomes . . . . .	377
21.9	Summary Table: Digital Toolkit for Academic Writing . . . . .	378
21.10	Conclusion . . . . .	378
<b>22 FIELD VISIT AND REFLECTION OF DR. B. R. AMBEDKAR'S VISION OF INDIA THROUGH DIGITAL EMPOWERMENT</b>		<b>379</b>
22.1	Introduction . . . . .	379
22.1.1	Digital Revolution as a Social Movement . . . . .	379
22.1.2	Dr. B. R. Ambedkar's Constitutional Vision . . . . .	380
22.1.3	Learning through Field Visits . . . . .	381
22.2	Field Visit and Data Collection . . . . .	383
22.2.1	Objectives of the Field Visit . . . . .	385
22.2.2	Suggested Field Visit Locations . . . . .	386
22.2.3	Field Activity 2: Structured Interview Guide . . . . .	388
22.3	Seminar, Group Activity, and Reflection . . . . .	390
22.3.1	Group Activity and Roleplay . . . . .	392

22.3.2	Seminar Discussion Topics	393
22.4	Poster and Reflection Presentation	394
22.4.1	Output Options	394
22.4.2	Sample Poster Theme Layout	395
22.5	Connecting Fieldwork to Theory: Reflective Writing Template	396
22.5.1	Reflective Prompts	397
22.5.2	Mapping Experience to Ambedkarite Values	397
22.6	Learning Outcomes	399
22.7	From Reflection to Action: The Road Ahead	399
22.8	Conclusion	400
<b>23 MAPPING DIGITAL INDIA TO SUSTAINABLE DEVELOPMENT GOALS</b>		<b>403</b>
23.0.1	Digital India: Vision, Pillars, and Rationale	403
23.0.2	The SDG Framework: Scope and Integration	407
23.0.3	Why Map Digital India to the SDGs?	407
23.1	Understanding the SDGs and India's Commitment	408
23.1.1	Overview of the 17 SDGs	409
23.1.2	National Indicator Framework and Policy Alignment	409
23.1.3	Role of NITI Aayog in Coordination and Tracking	410
23.1.4	Interpreting India's SDG Index Performance	410
23.2	Role of Digital Technology in Realising the SDGs	412
23.2.1	Digital India Flagships and SDG Alignment Matrix	412
23.2.2	ICT, AI, and Big Data as Cross-Cutting Enablers	414
23.2.3	Illustrative Case Snapshots	416
23.3	Ambedkar's Vision and Its Alignment with the SDGs	417
23.3.1	Social Justice, Constitutional Morality, and Inclusion	418
23.3.2	Education and Knowledge as Empowerment	418
23.3.3	Designing for the Last Mile	419
23.4	Field Visit: Mapping Local Data to SDG Attainment	419
23.4.1	Objectives	420
23.4.2	Methods and Instruments	421
23.4.3	Data–SDG Mapping Heuristics	421
23.4.4	Gap Analysis and Barriers	422

23.4.5	Solution Brainstorming and Prioritisation	422
23.4.6	Group Reports and Peer Review	423
23.5	Learning Outcomes	424
23.6	Conclusion and Policy–Practice Roadmap	426
<b>24</b>	<b>DIGITAL INDIA -REALISATION OF DR. B. R. AMBEDKAR’S VISION</b>	<b>427</b>
24.0.1	Early Life and Struggles	427
24.0.2	Educational and Professional Milestones	429
24.0.3	Principal Architect of the Constitution	430
24.1	Key Writings and Their Modern Relevance	430
24.2	Vision of Social Democracy	432
24.2.1	Liberty	432
24.2.2	Equality	433
24.2.3	Fraternity	433
24.2.4	Digital India as the Modern Expression of Social Democracy	433
24.3	Digital India as a Tool for Inclusion	433
24.3.1	Bridging the Digital Divide	434
24.3.2	Empowerment through Digital Literacy	434
24.3.3	Economic Empowerment through Digital Finance	434
24.3.4	Participatory Democracy through e-Governance	434
24.3.5	Integration of Ambedkar’s Vision with Digital India	435
24.4	Constitution of India and Digital Empowerment	435
24.4.1	Fundamental Rights and Duties	435
24.4.2	Directive Principles of State Policy	437
24.4.3	Digital India Initiatives and Constitutional Ideals	438
24.4.4	Synthesis: The Constitution and Digital Empowerment	438
24.5	Reflection, Field Visit Report, and Mapping	439
24.5.1	Reflective Discussions	439
24.6	Mapping Digital India Outcomes to Ambedkar’s Vision	440
24.6.1	Access to Education: Liberty through e-learning	440
24.6.2	Financial Inclusion: Equality via Jan Dhan and UPI	441
24.6.3	Skill Development: Fraternity through collective upliftment	441
24.6.4	Democratic Participation: Justice through grievance portals and MyGov	441

24.6.5	Group Presentations and Reports . . . . .	442
24.7	Case Study: One India through Digital India . . . . .	443
24.7.1	Reducing Caste-Based Discrimination . . . . .	444
24.7.2	Access to Education and Entrepreneurship . . . . .	444
24.7.3	Participation in Democracy . . . . .	445
24.7.4	Examples from Andhra Pradesh . . . . .	446
24.8	Conclusion . . . . .	447
<b>25DIGITAL GOVERNANCE THROUGH DIGITAL INDIA – THE WAY FOR-</b>		
<b>WARD</b>		449
25.1	Enhanced Scope of Digital Governance . . . . .	449
25.1.1	Introduction . . . . .	450
25.1.2	Factors Contributing to the Digital Divide . . . . .	450
25.1.3	Strategies to Bridge the Digital Divide . . . . .	452
25.1.4	Challenges and Opportunities . . . . .	454
25.1.5	Role of Public and Private Sectors in Enhancing Digital Inclusion . . . . .	456
25.1.6	Algorithmic Bias and AI in Digital Governance . . . . .	457
25.2	Case Study: Impact Assessment of PMGDISHA . . . . .	458
25.2.1	Objectives . . . . .	459
25.2.2	Methodology . . . . .	460
25.2.3	Impact . . . . .	460
25.2.4	Challenges . . . . .	461
25.2.5	Outcomes . . . . .	462
25.3	Learning Outcomes . . . . .	463
25.4	Future Pathways for Inclusive and Ethical Digital Governance . . . . .	463
25.5	Conclusion . . . . .	464
<b>REFERENCES</b>		464

## LIST OF FIGURES

1.1	Timeline of Key Milestones in the Digital India Programme. . . . .	3
1.2	Pillars of Digital India Vision. . . . .	5
2.1	Dr. B. R. Ambedkar’s Belief. . . . .	11
2.2	Mapping Ambedkar’s vision to Digital India. . . . .	13
2.3	Flowchart and district map for literacy outreach. . . . .	15
2.4	Graph showing PMGDISHA beneficiaries by caste category. . . . .	16
2.5	Growth of SC/ST Women Using Digital Platforms(2016–2023). . . . .	17
2.6	Heatmap of digital divide across districts. . . . .	18
2.7	Internet Access Growth Among SC/ST Households in India (2015–2023). . . . .	18
3.1	Common Services Centre (CSC) in a Rural Village Setting. . . . .	22
3.2	How a CSC operates from service request to delivery. . . . .	24
3.3	Infographic Depicting Public Wi-Fi Use in Schools for E-Learning Access. . . . .	25
3.4	Matrix of e-Governance Services Delivered at CSCs. . . . .	26
3.5	Top 10 Services Availed via CSCs (2024 Estimate). . . . .	27
3.6	Growth in DBT Transactions Through CSCs. . . . .	28
3.7	Bar Chart: Increase in Rural Student Access to E-Learning via Public Wi-Fi. . . . .	29
3.8	Infographic Showing the Expansion of PM-WANI Public Wi-Fi Network Across India. . . . .	30
3.9	Monthly CSC Service Volumes (in Rs. Crore). . . . .	31
4.1	Major Elements of Digital Infrastructure . . . . .	35
4.2	Digital Infrastructure . . . . .	37
4.3	Overview of Key Government Digital Platforms and Services under Digital India . . . . .	38
4.4	Digital Health and Telemedicine Services under Digital India . . . . .	42
4.5	Role of Emerging Technologies in Public Service Delivery . . . . .	45
5.1	Timeline of Dr. B.R. Ambedkar’s Educational and Social Reform Milestones . . . . .	47
5.2	Venn Diagram Depicting Dimensions of Social Inclusion . . . . .	49
5.3	Comparative Infographic of Multi-Dimensional Barriers to Social Inclusion . . . . .	51
5.4	Role of Digital Technology in Social Inclusion . . . . .	54

5.5	Distribution of CSCs and PMGDISHA Centers in High SC/ST Population Districts . . . . .	55
5.6	SC/ST Women Engaged in Digital Platforms . . . . .	56
5.7	Digital Dashboard for Policy Monitoring and Inclusion Metrics . . . . .	57
6.1	Female CSC Operator Assisting Elderly Villagers in Paderu . . . . .	61
7.1	Digital India Platform Ecosystem Infographic . . . . .	71
7.2	WhatsApp Governance Services . . . . .	72
7.3	Comparing Offline vs Online Access to Key Services . . . . .	74
7.4	e-Kranti Mission Pyramid with User Groups . . . . .	75
7.5	JAM Trinity Venn Diagram and Mobile Seva Van . . . . .	77
7.6	Policy Intervention Matrix . . . . .	78
8.1	Conceptual Diagram – Digital Governance Skill Pyramid . . . . .	81
8.2	Workflow Chart – Hands-On Training Flow . . . . .	83
8.3	Screenshot Series – Uploading a Document on DigiLocker . . . . .	84
8.4	Mobile UI Snapshots – Navigating UMANG Services . . . . .	85
8.5	Simulation – UPI Transaction Between Two Users . . . . .	86
8.6	Flow Diagram – Patient Journey in e-Hospital Portal . . . . .	88
8.7	Role Play Scene – Student Assisting Villager with CSC Services . . . . .	89
8.8	Map-Jan Aushadhi Kendra Locator Interface . . . . .	90
9.1	Timeline of Financial Inclusion in India . . . . .	98
9.2	The JAM Trinity Framework . . . . .	101
9.3	Gender-wise Account Holders in PMJDY . . . . .	102
9.4	Village-Level Kiosk Banking Model . . . . .	103
9.5	AePS Biometric Transaction Flowchart . . . . .	104
9.6	Poster from Mock Campaign: “Cash nahi, QR sahi!” . . . . .	105
10.1	E-Governance for Inclusion: Conceptual Framework . . . . .	112
10.2	DigiLocker Workflow for Health and Education Records . . . . .	113
10.3	e-Hospital Services Overview . . . . .	115
10.4	Ayushman Bharat Digital Mission (ABDM) Ecosystem . . . . .	118
10.5	SWAYAM and DIKSHA Access Model . . . . .	122
10.6	Uddanam Digital Health Intervention Model . . . . .	126
11.1	BharatNet Project Coverage Map . . . . .	143

11.2 Digital Skill Development Pathway . . . . .	144
11.3 Aadhaar-Enabled Services Workflow . . . . .	146
11.4 UMANG App Service Categories . . . . .	150
11.5 MSME Digital Enablers Ecosystem . . . . .	157
11.6 Village Digital Empowerment Centre Model . . . . .	178
12.1 Digital Literacy Training Session with Women in Rural Areas . . . . .	182
12.2 Women Learning Digital Banking on a Smartphone . . . . .	185
12.3 Women Accessing Digital Services at a Common Service Centre . . . . .	187
12.4 Girls Participating in an Online STEM Course via SWAYAM . . . . .	190
12.5 Women Using WhatsApp Business to Promote Local Products . . . . .	193
12.6 A Group of Women Using the UMANG App to Access Government Services . . . . .	195
13.1 Digital Inclusion Framework . . . . .	198
13.2 Mahila E-Haat Platform Interface . . . . .	199
13.3 Accessibility Mapping for Websites . . . . .	202
13.4 UDID Portal Application Process . . . . .	204
13.5 Economic Empowerment Through Digital Platforms . . . . .	206
13.6 Roadmap for Enhancing Digital Inclusion . . . . .	211
14.1 Mapping the Digital Divide . . . . .	225
14.2 AI-Powered Chatbot for Citizen Services . . . . .	234
14.3 Predictive Analytics for Resource Allocation . . . . .	235
14.4 AI in Public Grievance Redressal . . . . .	236
14.5 Disaster Management with AI . . . . .	237
15.1 Open Access Knowledge Ecosystem . . . . .	242
15.2 Digital Content Accessibility Features . . . . .	245
15.3 Educational Content Creation Platforms . . . . .	247
15.4 Video Recording Setup for Educators . . . . .	254
15.5 AI-Driven Presentation Workflow . . . . .	258
15.6 Inclusive Knowledge Dissemination Model . . . . .	261
16.1 Major Categories of Cybercrime . . . . .	267
16.2 Growth of Cybercrime Cases in India (2020–2025) . . . . .	271
16.3 Cyber Hygiene Best Practices . . . . .	273
16.4 Indian Cybercrime Response Framework . . . . .	274

16.5	Process Flow for Filing a Cybercrime Complaint . . . . .	275
16.6	Opportunities vs. Threats of Digitalisation . . . . .	281
17.1	Digital India Vision 2047 – Integrated National Ecosystem . . . . .	286
17.2	Next-Gen DBT 2.0 Workflow . . . . .	287
17.3	Smart Irrigation and Drone-Based Environmental Monitoring . . . . .	291
17.4	Digital Platforms Enhancing Accountability . . . . .	295
17.5	Unified National Digital Infrastructure Map . . . . .	301
17.6	Vision 2047 – Path to Digital Empowerment for All . . . . .	308
18.1	Transition from Traditional to Digital Research . . . . .	312
18.2	Digital Qualitative and Quantitative Tools . . . . .	316
18.3	Workflow of Data Cleaning, Organization, and Inference . . . . .	325
18.4	Policy Dashboard Example . . . . .	328
19.1	Comparison of Global vs. National Digital Library Platforms . . . . .	333
19.2	Ecosystem of Major E-Library Platforms in India . . . . .	334
19.3	Workflow of Research Discovery and Management Tools . . . . .	337
19.4	Inclusive Knowledge Access Model . . . . .	343
20.1	Map of India Highlighting Regional Contributions to IKS . . . . .	348
20.2	National Platforms Supporting IKS (Infographic of Portals) . . . . .	354
20.3	Workflow of Digitisation of Manuscripts (Talapatras) . . . . .	358
20.4	Integration of IKS with Modern Research Pathways . . . . .	361
21.1	Workflow of Digital Academic Writing . . . . .	367
21.2	Digital Knowledge Resources: Indian vs Global Platforms . . . . .	369
21.3	Essential Digital Tools for Academic Writing . . . . .	372
21.4	Example of a Visual Abstract for Research Communication . . . . .	375
22.1	Digital Empowerment in Action . . . . .	384
22.2	Structured Interview Flow . . . . .	389
22.3	Group Activity Outputs (Roleplay and Seminar) . . . . .	391
22.4	Linking Digital Practices with Ambedkarite Ideology . . . . .	396
23.1	Digital India Pillars and Vision Framework . . . . .	404
23.2	The 17 Sustainable Development Goals (SDGs) . . . . .	408
23.3	State-wise Performance on SDG India Index 2023–24 . . . . .	411
23.4	Digital India Initiatives Mapped to SDGs . . . . .	413

23.5	Field Data Mapping Process to SDGs . . . . .	420
24.1	Dr. B. R. Ambedkar's Vision and Digital India's Role . . . . .	428
24.2	Constitutional Provisions and Digital Initiatives-A Mapping Framework . . . . .	436
24.3	Field Visit Reflections-Digital Empowerment in Rural Communities . . . . .	440
24.4	Digital Inclusion Pathways in Andhra Pradesh . . . . .	446
25.1	Dimensions of the Digital Divide in India . . . . .	451
25.2	Strategies to Bridge the Digital Divide-A Multi-Pronged Framework . . . . .	453
25.3	Challenges vs Opportunities in Digital Governance . . . . .	455
25.4	Public-Private Partnership Ecosystem in Digital Inclusion . . . . .	456
25.5	Impact of PMGDISHA on Rural Communities . . . . .	459

## LIST OF TABLES

1.1	Timeline of Key Milestones in the Digital India Programme . . . . .	2
1.2	Key Components of Digital India’s Objectives . . . . .	4
6.1	Impact of CSC Implementation in Paderu Mandal . . . . .	61
7.1	Recommendations to Improve Public Internet Access . . . . .	78
10.1	Summary of Key Digital Platforms for Health and Education Inclusion . . . . .	137
11.1	BharatNet: Feature Summary . . . . .	143
11.2	NDLM and PMGDISHA: Comparative Snapshot . . . . .	152
11.3	Key MSME Digital Enablers . . . . .	159
13.1	Overview of Key Initiatives . . . . .	214
18.1	Qualitative Research Tools and Their Features . . . . .	317
18.2	Quantitative Research Tools and Their Features . . . . .	318
18.3	Sampling Methods and Their Descriptions . . . . .	321
18.4	Digital Research Collaboration Platforms and Their Purposes . . . . .	327
19.1	Comparison of Global and National Digital Library Platforms . . . . .	333
20.1	Key Domains and Exemplars within Indian Knowledge Systems . . . . .	349
21.3	Summary Table: Digital Toolkit for Academic Writing . . . . .	378
22.1	Suggested Field Visit Locations and Key Observations . . . . .	387
22.2	Demographics and Digital Literacy Snapshot . . . . .	390
22.3	Group Task Menu and Expected Outputs . . . . .	392
22.4	Poster Sections and Focus . . . . .	396
22.5	Mapping Field Observations to Ambedkarite Values . . . . .	398
23.1	Alignment of Digital India Flagships with SDGs . . . . .	414
23.2	Field Mapping Template: Indicator, SDG Link, Data Source, and Notes . . . . .	424
24.1	Constitutional Provisions and Digital Initiatives . . . . .	438