

The true measure of digital nations is the readiness of governments to use technology to create trust among citizens. Explain.

The Indian demography of 130 crore population has 110 crore mobile phone users and 50 crore internet connections. Thus it is a great path to use digital technology in government platform by gaining trust among citizen to become digital India.

Technology - citizen centric:

1. To gain trust, technology should be citizen centric.
2. Government uses Direct Benefit Transfer for FinTech operation directly to people.
3. (e.g) MGNREGIA wages are DBT-enabled which gains citizen's trust in digitalisation.

Government - To make deadlines:

1. Government should create deadlines for digital delivery of service platform.
2. (e.g) Still community, income certificate takes 20 days for digitally signed - Rural areas.
3. G to C platform should give deadlines to bureaucrats to gain people's trust.



## To penetrate Technology in day-to-day life:

1. Government should enhance its role in making financial transactions hassle free.
2. (e.g) UPI, Fintech, Sadbaar applications should be made easy in making payments.

## Incorporate technology in Health:

1. People healthcare sector is still not digitally integrated.
2. National Health Mission integrating health profile and providing T-ele-medicine is the best way for government to make citizen digitalised.

## Community Service Centres:

1. Central India still lack CSC in rural remote.
2. Thus opening CSC for land patta, registration, certificate will create trust among citizens.
3. (e.g) Tamil Nadu - e-Seva Centre is an stellar example in making people believe in digitalisation.

## Future Prospects:

1. Agriculture advice: Should be given to all 462 M small farmers using SMS facility.
2. Awareness about Tele-legal advice should be given by programmes and print media to gain governments' technology trust in citizens.