

② "ICT" is an instrument for effective implementation of policy and programmes imperative for good governance. It helps in seamless transfer of information over internet, its storage, analysis and is vital for e-gov.

Various programmes such as DBT, e-NAM, Digital India Mission, Internet Banking runs on ICT platform.

— However there are certain challenges with ICT lead projects implementation →

⇒ Remains exclusionary in nature as the poor unaware strata due to digital divide fails to get benefits from e-services.

⇒ Data collected via ICT tools may be biased as it won't capture the needs of those, who fails to use technology. Data collection and its analysis is key to policy making

⇒ Required infrastructure for internet connectivity, at remote location and villoges remains absent. "Bharat Net" is a good step. ✓

⇒ As India does not have comprehensive data protection laws and infrastructure, ICT enabled platform are vulnerable to cyber attacks.

⇒ Lack of digital literacy often leads to frauds over the internet.

⇒ India still do not have required human resource

at various levels to implement ICT lead projects.

Way forward →

- Comprehensive data protection law to ensure privacy, data protection infra. Strengthen IN-CERT.
- Develop required physical infra and human resources.
- Digital and financial literacy is must.
- It should remain inclusive in nature, thus address issues like inability to receive services due to Aadhar based authentication failure.

ICT is one tool which has the potential to ensure effective governance. It may enhance people's ability to realise various services. "One tap transaction" led by google pay, Bhim app etc shows what an ICT based system can do.

Loopholes has to be plugged and capacity building of the required institution is imperative.