

Digi Lockers - A Step towards Digitization

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ABSTRACT

With the advent of the 21st century, the world has seen a paradigm shift in the way information technology has entered into the lives of every individual. Rising smartphone users, increasing internet penetration and vast social networks have completely transformed the way humans used to interact. The world is moving towards a new digital era, a stage where information is not limited to physical access but can be viewed and analyzed anytime from a mobile app anywhere. Digital Locker is one of the ambitious aspects of Digital India Programme under the Indian Government's flagship program whose vision is aimed at transforming India into a digitally empowered society. Digi lockers is an online document storage facility that enables Indian citizens to store certain official documents on the cloud. Sharing documents with various government and private agencies for different purposes is a tedious task. So, for such purposes Government of India has initiated digital locker in July 2015, with the aim of minimizing the usage of physical documents and enable sharing of e-documents across agencies. It is a repository of digital documents for each resident of the country. Thus, this paper will focus on what is Digilockers i.e. digital locker concept with features, objectives of digital locker & creating a digilocker account.

INTRODUCTION

Over the years, technology has been responsible for creating amazing resources, which literally put all the information we need right at our fingertips. So, in this era of internet, where everyone remains online, at some point of time need to upload or download the documents for the purposes such as filling forms, sending important document etc. For such task, Government has initiated Digilocker facility to every citizen of this nation.

Digilocker (or Digital locker), a key initiative by government of India under digital India program, was launched in July 2015. DigiLocker is a "**digital locker**" that enables Indian citizens to store certain official documents on the cloud. The service is aimed at eliminating the use of physical documents and enables sharing of verified documents across agencies whenever required. It is a secure dedicated personal electronic cloud space available for storing the documents/ certificates. A person can save his time as well as money by using his documents electronically with the help of Digilocker which will be available for them 24 x 7 without any charge.

HISTORY & BACKGROUND

The beta version of the service was rolled out in February 2015, and launched by the Prime Minister on 1 July 2015. The storage space provided was 10 MB initially, and was later increased to 1 GB. In July 2016, DigiLocker recorded 20.13 lakh users with a repository of 24.13 lakh documents. The number of users saw a large jump of 7.53 lakh in April when the government had urged all municipal bodies to use DigiLocker to make their administration paperless. From 2017, the facility was extended to allow students of ICSE board to store their class X and XII certificates in DigiLocker and share them with agencies as required. ICICI Bank has integrated its retail internet banking platform with '**DigiLocker**' which is an initiative of the Ministry of Electronics & Information Technology (MeitY). DigiLocker allows users to issue, verify and store digital certificates and documents on cloud. The integration will allow all savings account customers of ICICI Bank who have mapped their Aadhaar numbers with bank accounts to directly register and access DigiLocker. In February 2017, Kotak Mahindra Bank started providing access to documents in DigiLocker from within its net-banking application, allowing users to e-sign them and forward as needed. Over 108 hospitals, including the Tata Memorial Hospital were planning to launch the use of DigiLocker for storing cancer patients' medical documents and test reports. According to a UIDAI architect, patients would be provided a number key, which they can share with another hospital to allow them to access their test reports. There is also an associated facility for e-signing documents. The service is intended to minimize the use of physical documents, reduce administrative expenses, provide authenticity of the e-documents, provide secure access to government-issued documents and to make it easy for the residents to receive services.

National Statistics of digital lockers shows **1,15,35,662** Registered users **1,47,67,059** Uploaded Documents and **2,39,83,48,579** Issued Documents.

OBJECTIVES

This research paper has the following objectives:

1. To examine the prevailing Digital Locker System in India.
2. To examine the various uses of digital locker facility being provided by Govt. to the citizens of India.
3. To understand the process of using DigiLocker to upload documents.
4. To understand the emerging challenges while using the digital locker facility in India.

RESEARCH METHODOLOGY

Digital Locker System is a good initiative taken by the Indian government towards e-document. For the research study purpose secondary data has been heavily used to express and focus to enlighten the changes done in the digital world. It is based on secondary data, which is obtained from various Internet articles, published journals and various government portals.

WHAT IS DIGILOCKER (DIGITAL LOCKER SYSTEM)?

DigiLocker is an online cloud storage facility provided by the Government of India to store and upload your important documents like PAN Card, passport, mark sheets and degree certificates. Digital Locker provides an online personal storage space in the cloud to citizens, linked to citizen's Aadhaar number. Citizens can also upload securely the scanned copies of legacy documents in Digital Locker. So, you may not need to carry physical documents while applying for jobs or government certificates or educational institutions etc. Now, It will also help you to consolidate Driving license and Registration Certificate in your mobile phone.



COMPONENTS / STRUCTURE OF THE DIGITAL LOCKER

The structure of Digital lockers for each user has the following sections.

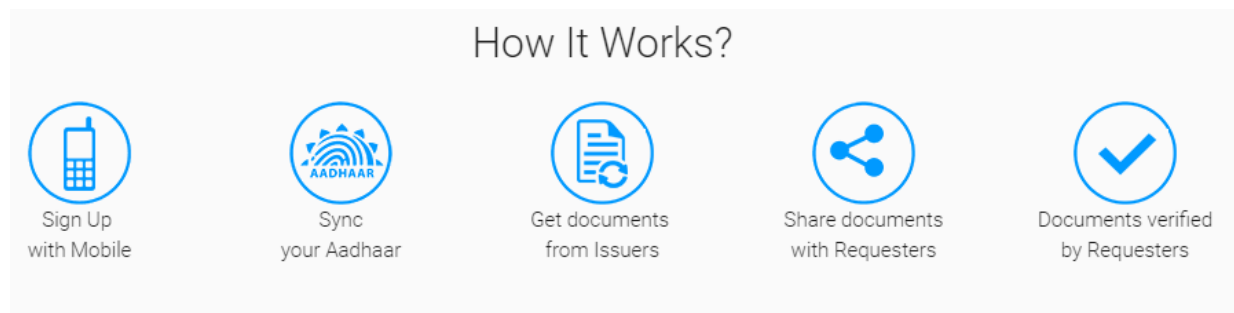
- **My Certificates:** This section is divided into two subsections:

Digital Documents: Digital Documents, which contains URI (links) of the documents issued to the resident by the Govt. department or other agencies.

Uploaded Documents : Uploaded Documents, the documents which are uploaded by the resident.

This can be your SSC Certificate, HSC Certificate, PAN card, Voter ID card, etc. These documents have to e-signed for them to be valid and issued to the requester. Each uploaded document can be a maximum of 1MB in size and can be in pdf, jpg, jpeg, png, and bmp or gif file type.

- **My Profile:** This section displays the complete profile of the resident as available in the UIDAI database.
- **My Issuer:** For issuers who issue these e-documents like Universities, schools, government agencies, a facility to upload e-documents in a standard XML format in the digital locker repository and push document URI in the resident's digital locker has been provided.
- **My Requester:** For Requesters, secure access to documents in repository or in digital has been provided.
- **Directories:** This section displays the complete list of registered issuers and requesters along with their URLs.



How to activate (or) access DigiLocker (Digital Locker system/facility)?

To Sign-up DigiLocker you need to have an -

- Aadhaar number and a registered mobile number with Aadhaar.
- Visit digitallocker.gov.in
- Enter your Aadhaar number (12 digit UID number).
- Enter the characters displayed in the captcha code.
- After clicking signup/login button, an OTP (One Time Password) will be sent by UIDAI to the mobile number and email-id registered with your Aadhaar. (OTP is valid for 30 minutes).
- Enter the OTP and click on “Validate OTP” button. Once the OTP is validated the signup and login is complete.
- Below screenprint shows you the various menu options that are available on the home page.
- You can upload various documents like SSC certificate, PAN card, Voter Id etc., On successful upload, the document will be listed under “Uploaded Documents” subsection.
- You can find ‘Share’ option Under the menu ‘My certificates.’
- ‘My profile’ menu section displays the complete profile of the resident (*Name, Date of Birth, Gender, Residential Address, email, mobile number*) as available in the UIDAI database.
- My Issuer – This section displays the Issuer name and the number of documents issued to the resident by the issuer.
- My Requester – This section displays the Requester name and the number of documents requested from the resident by the requester.
- Directories – This section displays the complete list of registered Issuers and Requesters along with their URL.

FEATURES

For citizens & residents who sign up for the digital locker, the following features are available-

- It is a secure place for maintaining various certificates like birth certificate, school and college certificates, Pan card, DL ,RC etc. which are required by a common Indian people at various times while applying for gas/ electricity connection or opening a bank account etc.

- Digital Locker of each resident is linked to their Aadhaarcard number.
- 10MB of free space is provided to citizen in the locker to securely store resident documents and store links (URI) of Govt. department or agency issued e-documents. The storage space allocation will be increased to 1GB in subsequent release.
- e-Sign online service to digitally sign the documents online.
- Digital LPG Subscription Vouchers issued by IOCL/HPCL/BPCL are now available in DigiLocker.
- Get your Real-Time PAN Verification Record in DigiLocker
- Sharing of e-documents online with any registered requester agency or department ,List of issuers which have issued e-documents to residents and list of requesters which have which have accessed resident's documents.
- The traffic police and other law enforcement agencies can verify these documents by the spot verification of these documents directly in users' mobile phone from national registry of vehicle and drivers' data. The govt. of India launched this scheme on September 7, 2016.
- Air travellers can also use this at airports as valid identity documents.
 - Get your academic certificates in DigiLocker!
 - CENTRAL BOARD OF SECONDARY EDUCATION- Class X and XII CBSE marksheets , Passing Certificate and Migration Certificates of year 2015 and 2016 in digital format.
 - MAHARASHTRA EDUCATION BOARD – Class X and XII Mark Sheets and Passing Certificates from year 1990 to 2016
 - COUNCIL FOR THE INDIAN SCHOOL CERTIFICATE EXAMINATIONS- Statement of Marks, Pass Certificate of isce(CLASS x) ANS isce (Class XII) & Migration Certificate of ISCE (issued by CISE) of 2014-2017 in digital format.

Partners with Digilockers

- Ministry of Skill Development And Entrepreneurship partners with DigiLocker for NSDC Skill certificate and ITI(National trade)Certificate.
- DigiLocker partners with Ministry of Road Transport and Highways for Digital Driving License and Vehicle Registration Certificate.
- Central Board of Direct Taxes, Government of India (CBDT) partners with DigiLocker for PAN Verification record.
- CBSE, MEB and CISCE partners with DigiLocker for digital academic certificates.

SECURITY MEASURES OF DIGILOCKER

At the global level when we are living in a digital world safety and privacy of data has become a global challenge .Digilocker is a step towards it. Following are the security measuresused in the system

- ❖ 256 Bit SSL Encryption
- ❖ Mobile Authentication based Sign Up
- ❖ ISO 27001 certified Data Centre
- ❖ Data Redundancy
- ❖ Timed Log Out



ADVANTAGES

The Digital Locker system has the following advantages:

- 1) **Print anytime from anywhere** – All electronic documents will be in a printable format enabling users to print anytime from anywhere. This will help users to access the documents in case of any disaster or loss of documents.
- 2) **Convenience** – No more long queues or procedures to get the documents.
- 3) **Free of cost** – Digital Locker facility is provided to Indian Citizen free of cost which will enable its usage even by lower strata of society.
- 4) **Shareable**– Residents can easily share the documents with other agencies/departments without having to share photocopies, scan copies, document uploads etc. Sharing can easily be done even on featured phones via SMS and text based systems.
- 5) **Verifiable** – Documents and certificates issued by Government can be verified online which will stop the usage of fake documents/certificates.
- 6) **Secure** - Only the owner has the right to see and share the documents as per his/her requirement and convenience.

CHALLENGES

There are several challenges that hit our mind using digilocker.

- Improving IT Literacy is one of the important challenges to make the entire masses capable of using this facility properly and to secure their records safe
- Each and every citizen of India would have all the personal details online including bank details, Income tax details, PAN card details which might be vulnerable if not secured properly
- ‘Man – in -the Middle – Attack’ which is a type of cyberattack where a malicious actor intrudes him/herself into the conversation between two parties, imitates both parties and gains access to information that the two parties were trying to send to each other.
- Creating awareness among the citizens of the country and educating them about the advantages of digital locker.

CONCLUSION

Digital Locker scheme launched under the Digital India Campaign is a good initiative taken by the Government of India to ensure safe custody of the important documents such as PAN card; AdhaarCard , DL etc. which determines the nationality of the Citizens of India electronically. This move would in turn result in much more transparency, authenticity and eradication of red tapism and corruption to the maximum extent possible. Digilockers now provides access to **2,39,83,48,579** authentic digital documents (PAN Verification Record, Driving License, Vehicle RC, Aadhaar, Educational and Other Certificates). This is a good move towards making India ‘a digitized economy’ and thereby ensuring broadband connectivity in the rural areas. Thus, for the program to be a success, it becomes imperative that there is absolute coordination between the various departments and utmost commitment on the part of government to make sure that each and every aspect of this programme is pushed to show the results. But it is necessary to overcome all the challenges mentioned here with the help of proper IT security, IT literacy to successfully materialize the dream of a “Digital India” and also to implement and execute this new-age idea across different agencies/govt departments/institutions .

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