1. Digitization of all records

All existing records of citizens/land/GoI records/state govt records should be digitized. Digitization helps in easier access of all historical records, easier sorting and searching.

1. Citizen records
   Data of citizens like birth certificate, PAN, Passport number, Driving License, Vehicle Registration, LPG details can be merged into a single database along with biometrics. This can be touted as a citizenship card or an India Card → One citizen – One card.

2. State level records maintenance
   All records of state government to be maintained on servers. Data can be organized at district level providing contact details of all state government employees, office bearers, location of important govt offices like Food and civil supplies office, Electricity board offices, water supply board offices, primary health care centres, waste disposal centres, Post Offices, Banks. The digitized data can also provide for easy download/online application of any state government services.

3. The data should be accessible through website and/or through an easy helpline number.

4. Criminal Database – all criminal proceedings data, jail data, acquittal and sentencing data.

5. Biometric Identification System – Citizenship card

2. Digitization of real-estate/land records

1. All land parcels, site dimensions, type of land (agricultural, residential, commercial, forest, govt, lakes) and all details pertaining to any and every piece of land can be stored online district wise on every state government portal.

2. Land owners, current and previous, can also be added. This can be extended to houses, apartments etc.

3. All payments w.r.t buying and selling of land, houses, villas, apartments can be proposed to be made vide e-transfer of money from buyer to seller with TDS and other taxes being cut from the bank accounts during such a transfer.

4. Land survey, Land records, registration.

5. Availability of downloadable forms

3. Banking related

Banking related digitization could involve providing “a bank in every pocket” – mobile apps, internet banking, digitization of all financial records and provision of a single demat account for users, easier and mandatory TDS collection for varied transactions, a single GoI money card replacing bank specific debit cards, compulsory seeding of PAN data.

1. Bank in every pocket
   a. Push for banks to provide net banking, mobile banking, e-passbook, banking through mobile apps.
   b. All banking facilities should be made available through e-services.
   c. Every bank account should be seeded with PAN.

2. One person – One demat
a. Single demat account for FD, savings, RD, shares, bonds, company FDs, PPF, NSC, insurance, loans.
b. All personal financial history to be in a single portable demat account. (e-wallet)
c. Demat accounts should not be bank specific.
d. Depository services should be common for all users irrespective of the bank.

3. Govt money card
   a. Govt money card that has all services provided by a bank debit card.
   b. This is to be a secure card and bank independent.
   c. In future, all cashless transactions from buying a home appliance to home, stationery to college tuition fees can happen with this money card.

4. Consumer Services

Consumer services like bill payments, tax payments, complaints/suggestions of all departments, RTI
   1. Bill payments made easy – single portal/direct debit from banks
   2. Complaints and suggestions for all departments to be made available online in an easy format. User (consumer) and the higher ups to track the complaint and provide hassle free timely solutions.
   3. Bring MLA/MP also under consumer services. All information/complaints/suggestion that people may want to share with MLA/MP should be made available through mobile apps and e-platform.
   4. Services of both Govt and states should be made available on internet/mobile platforms
   5. Helpline numbers for all govt. services. End citizen support for all needs in every language.
   6. Information on scheduled power cut, unscheduled power cut, power outage due to bad weather, water (un)availability can be sent either through SMS to those users who have registered their mobile number, or made available as an update on internet or notification through apps.
   7. Electricity/Gas/Water supply/Telephone - Line connection & maintenance, Bill payments.
   8. Development of central database for storing and updating data on telephone numbers.
   9. Development of telephone subscribers’ record-keeping software with user-friendly interface for queries, sorting and searching

5. Transport

   1. Bus/train/flight Ticket Booking and Selling
   2. Vehicle Registration
   3. Issue and Renew motor driving licenses (2 wheeler, 4 wheeler, HTV)
   4. Issue and Renew route permits of commercial motor vehicles
   5. Vehicle road worthiness certification
   6. Collection of taxes, fines, fees

6. Education

   1. Digitize all books and provide them to all students for easier download. (e-books)
   2. Teachings by IIT professors or reputed college professors can be made available via an easy e-learning programme.
   3. e-Learning tool kits and training materials for both student and teacher
4. All the certificates and exam results should be digitalized and held in a single HRD depository.
5. SMS and email based public exam results
6. Online teacher training modules to be taken by teachers periodically.
7. Online Public Exams, Results & Education Statistics
8. Provision of online results of board exams
10. Availability of education related downloadable forms
11. Online /electronic student registration
12. Online fees collection
13. Online education institution information
14. All religious, cultural, archaeological books can be made available as e-books eventually.
15. Digitization of public libraries and literary archives. (books, journals, laboratory records, sound recordings, manuscripts)

7. Computer literacy

1. Computer learning from school
2. Special training for those handling all records online.
3. Records to be delivered to users in a language of user’s choice.

8. Healthcare services

Digitization in healthcare services will enable the govt to improve the overall health of the population through better targeted medical interventions and that doctors have immediate critical information available to be shared amongst their community/hospital network. This can be used for exchange of health information in an electronic environment, including health information exchange, electronic medical record and electronic health record.

1. Health card to hold information about a person’s health records. “One Indian, One health record” - which enables patient health records to be shared across the nation’s healthcare ecosystem.
2. National Electronic Health Record (NEHR) system that provides a common access point for medical information.
3. E-Health records can be used by doctors and health dept to create a big repository. The merging of datasets collected from patients and physicians could be a viable avenue to strengthen healthcare delivery.
4. All medicines catalogue from any pharmacy company to every pharmacy retail outlet to be made available in an easy traceable digitized format.
5. Online e-retail purchase of medicines through E-prescriptions digitally signed by the practitioner.
6. Use of non-clonable ID to prevent counterfeit of medicines.
7. Basic necessity medicines like for diabetes, high BP, fever, common cold, to be made available at a fair price at govt retail shops.
8. Electronic Birth Registration
9. Electronic Death Registration
10. Electronic Immunization Certification
9. **Agriculture**

1. Online Daily Market Price for all agri products
2. Historical data of agricultural products for analysis and research
3. Farmer TV/Radio – For info sharing on soil type, fertilizer usage, micro irrigation, monsoon data, green agriculture
4. Agri research institute for effective soil and water resource management.
5. Soil Info – Soil Texture, Land type, Landform, Drainage, Slope, Surface Water Recession) and condition (Crop Suitability, Land Zoning, Nutrient Status and Fertilizer Recommendation).
6. Agri call centre – to get real time price data, access to all agri info and provide to the farmer on a call basis in all languages.
7. Same can be replicated for livestock and fisheries.

10. **Tourism**

1. Development of interactive website for tourism (tour packages involving air travel, train travel, buses or cabs)
2. Relevant information about the responsibilities and activities of the Ministry and its subsidiaries
3. About the Tourist Spots with photo gallery (time for visit, bookings/reservations, all integrated service with stay and travel)
4. Database of authorized Travel Agencies/ operators
5. Database of hotels and resorts