Digital Locker - A Step towards Digital India: Uses and Challenges

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Abstract The official website of Govt. of India i.e. www.digitallocker.gov.in defines digital locker as "Digi locker is a secure cloud based platform for storage, sharing and verification of documents and certificates". The digilocker is a facility provided to the citizens of India to help them to digitally store their documents. Now one need not to take his/ her documents , mark sheets, pan card, etc. in his briefcase or folder and be vigilant round the clock for their security due to misplace or theft. You may just click to your Digital Locker if you want to use these documents anywhere in the country. If a person wants to create his/ her digital locker he/ she is required Aadhar no. along with a mobile no. which is linked to his/ her Aadhar No. This facility is a step envisaged by Indian Govt. to eliminate the use of physical documents and making it paperless. 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 him 24 x 7 without any charge.

I. OBJECTIVES OF THE PAPER

This research paper has the following objectives:

1. To explain the various uses of digital locker facility being provided by Govt. to the citizens of India.

2. To understand the emerging challenges while using the digilocker facility in India.

II. RESEARCH METHODOLOGY

The research design of the present paper is mainly descriptive in nature as the main purpose of the study is to find out the views of the respondents regarding digilocker. While preparing this paper a sample of 60 respondents was taken from Rohtak City to know about actual response of people towards acceptance of the digilockers. The respondents chosen for study were from 18- 40 years age group and selected from three categories of people i.e. students (College & University Students), professionals and businessmen. 20 respondents from each category were selected randomly.

III. USES OF DIGILOCKER

Mr. Subhomoy Bhattacharjee in his article published in Indian Express on 4th Feb. 2015 has explained Department of Information & Technology to empower citizen of India which may be seen as part of Digital India initiative of prime minister of India. Mr. Subhomoy writes that it is a secure place for maintaining various certificates like birth certificate, school and college certificates, Pan card, etc. which are required by a common Indian people at various times while applying for gas/ electricity connection or opening a bank account etc. The Digilocker is the first form of Govt. initiative in the field of providing these services though some private Institutions like ICICI bank are also providing these services to their customers. Ms. Chandralekha Mukerji in her article in Economic Times on June 10, 2015 writes that it is a safe place for sensitive data and documents.

In addition to the above discussed uses of digilocker, now it is a national locker system for Driving Licence and Registeration Certificate. The govt. of India launched this scheme on September 7, 2016. Now a person is not required to carry his/her DL and RC while driving vehicle. Softcopy of these documents may be verified from your digilocker account. The traffic police and other law enforcement agencies can verify these documents by spot verification of these documents directly in users' mobile phone from national registry of vehicle and drivers' data. But in first phase only two states i.e. Delhi and Telangana are likely to accept this system as these states have better internet connectivity and issuind E_Challans.
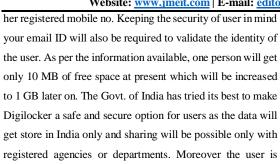
To open the digital locker, one will have to enter his / her UID No. The user will then receive an OTP on his/

her registered mobile no. Keeping the security of user in mind your email ID will also be required to validate the identity of the user. As per the information available, one person will get only 10 MB of free space at present which will be increased to 1 GB later on. The Govt. of India has tried its best to make Digilocker a safe and secure option for users as the data will get store in India only and sharing will be possible only with registered agencies or departments. Moreover the user is legally protected under the Information Technology Act 2000.

Here in the context of preparation of the present paper an attempt has been made to know the views of respondents of various categories regarding the awareness, opening/ not opening of digital lockers. Views of the respondents, in this context, have been discussed here under.

Table 1: Awareness about Digital Locker

Type of Respondents	Responses -Yes	Responses – No
Students	18	02
Professionals	19	01
Businessmen	09	11
Total	46	14

The table shows that 90% of the students selected for the study were aware about Digital Locker facility being provided by Govt. of India. Similarly 95% of the professionals were aware about Digital Locker. But surprisingly only 11 out of 20 i.e. 55% of the businessmen were not aware about the Digital Locker. The table indicates that 76.67% of the total respondents were well aware about this facility which indicates that awareness programme of Govt. of India regarding Digital Locker facility has been successful one.

Table 2: How much respondents have opened Digital Locker

Type of Respondents	Responses – Yes	Responses – No
Students	08	12
Professionals	11	09
Businessmen	02	18
Total	21	39

Table 2 indicates that only 8 out of 20 i.e. 40% of the student respondents have opened their Digital Locker account. Similarly 55% of the professionals have opened the account. But when it comes to the one of the main segment of the society i.e. Businessmen it shows that only 10% of the respondents have opened their digital locker account. The table states that only 35% of the respondents under study have opened the digital locker account.

Table 3: Reasons for not opening Digital Locker

Reasons	Students	Professionals	Businessmen	Total
a. Not aware about Digital Locker	02	01	11	14
b. No requirement of Digital Locker	02	01	05	08
c. Risk of documents' security	08	07	02	17
d. Any other	-	-	-	-
Total	12	09	18	39

Table 3 indicates that 8 out of 12 i.e. 66.67% of the student respondents have not opened the digital locker due to risk of documents' security whereas 16.67% of the them have no requirement of the same and the 16.66% of the respondents in this category are not aware of the digital locker facility. As far is the responses of the professionals are concerned 7 out of 9 i.e. 77.77% of the respondents' reason for not opening digital locker is documents' security risk and 11.11% of them have no requirement of the same. Only 1 respondent in this category is not aware about digital locker. Table shows that 11 respondents as previously stated, in businessmen category, are not aware about digital locker facility being provided by Govt. of India. Surprisingly 5 out of 18 i.e. 27.78% of the responses in this category are in favour of no requirement of digital locker whereas 11.11% of the businessmen under study have not opened the digital locker due to risk of documents' security.

IV. CHALLENGES REGARDING DIGILOCKER

There are several challenges that hit our mind while using digilocker. As primary data shows that most of the respondents are either not aware of the digital locker facility of the government or they are not keen to open it due to security and many other reasons.

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. The study shows that 65% of the total respondents have not opened their digital lockers in spite of the fact that the universe includes professionals and students also.

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. The results of the primary data also reveal that the most of respondents have not opened the digilocker due to the risk of data security.

One of the another challenge may be 'Man – in - the Middle – Attack' which is a type of cyber attack 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.

CONCLUSION

The digiltal locker, which may be termed as a step of the govt. of India towards accomplishment of its ambitious mission of Digital India, is one the revolutionary change initiated recently by Indian government. This facility has been provided to the citizens of India to help them to digitally store their documents, RC, DL etc. electronically. In order to keep this momentum on and mission fruitful, we would have 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".

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