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Syllabus heading

Transparency and e-Governance

UPSC Civil Services (Main) Examination · GS II · General Studies Paper II

Important aspects of governance, transparency and accountability, e-governance - applications, models, successes, limitations, and potential; citizens charters, transparency and accountability and institutional and other measures.

Facts & figures for this syllabus heading.

Numbers move. Confirm the latest Budget, Economic Survey or census round. This sheet is for revision, not a substitute for the model answer.

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E-Governance

Definition; E-Governance refers to the use of technologies like the internet, mobile computing, and digital networks by government agencies to improve interaction with citizens, businesses, and other government bodies. Pillars Of E-Governance: People, Process, Technology, Resources Smart Governance Features: S - Simple, M - Moral, A - Accountable, R - Responsive and T - Transparent

E-Governance

Key Data & Facts (2025-26); India ranked 105th out of 193 countries in the UN E-Government Development Index 2024.; 5.33 lakh out of 5.34 lakh Fair Price Shops have been automated with e-PoS devices.; 57.6% of rural females aged 15+ used the internet in the last 3 months, as per MoSPI Telecom Survey 2025.; 27 Virtual Courts are functioning across 21 States/UTs.

E-Governance

Government Initiatives And Schemes; Aadhaar Enabled Payment System (AEPS); **Digital India**; DARPAN (for NGOs); PRAGATI (Pro-Active Governance and Timely Implementation); National e-Governance Plan (NeGP); Common Services Centres (CSC); UMANG (UNIFIED MOBILE APPLICATION FOR NEW-AGE GOVERNANCE) State-Level Case Studies; Telangana - MeeSeva: Offers 550+ government services through an online portal.; Kerala: Ffirst full...

National Best Practices Government Services

DigiLocker, UMANG, Unified Payment Interface (UPI), DiKSHA, MeriPehchaan, API Setu, etc. Agriculture: M4AGRI (mobile advisory for agriculture and horticulture), Soil Health Card, M-KISAN, National Agriculture Market (e-NAM), etc

1 Important Schemes and Policies in Detail

Enhances employability and learning outcomes through accessible resources.; Encourages digital innovation in Indian languages.

Inclusive Growth

The scheme provides access to opportunities for over 10 crore people from 1,400+ communities, promoting social and economic integration.; Transparency & Efficiency: Digital systems ensure seamless delivery, real-time monitoring, and minimize leakages.

49 key performance indicators (KPIs)

Modern Infrastructure; Digital Classrooms and Smart Laboratories.; Digital Libraries and robust physical infrastructure to create dynamic learning spaces.

49 key performance indicators (KPIs)

Digital Integration; Use of digital tools for teaching, learning, and administration.

49 key performance indicators (KPIs)

TRIFED, (Tribal Cooperative; Supports retail marketing for livelihood development among Marketing Development tribal communities of India. Federation of India).; Under TRIFED, a Central Sector Scheme 'Marketing and Logistics Development for Promotion of Tribal Products from North - Eastern Region (PTP-NER)', was launched for the benefit of Scheduled Tribes of the Northeastern Region; Nodal Ministry: Ministry of...

Key Features of Mission Karmayogi 1. Institutional

Chaired by the Prime Minister, guiding civil service reforms.; Cabinet Secretariat Coordination: Aligns stakeholders and monitors progress.; **Capacity Building Commission**: Supervises training institutions and creates annual capacity- building plans.; Special Purpose Vehicle (SPV): Manages digital assets for NPCSCB.; PMU: Provides support and management services.

Digital Learning Innovations My iGOT

Personalized courses tailored to civil servant needs.; Blended Learning: Combines online and traditional classroom programs for flexibility.; Karmayogi Digital Learning Lab (KDLL): Develops e-learning courses to enhance skills.; VIKAS Program: A blended program for middle management focusing on functional, behavioral, and technological competencies.

49 key performance indicators (KPIs)

18. **Digital India**

Key Objectives 1. Robust Digital Infrastructure

Ensure last-mile connectivity to reach all citizens. 2. E-Governance: Enhance efficiency and accessibility of government services. 3. Digital Literacy: Equip citizens with essential digital skills. 4. Information Accessibility: Provide digital services in regional languages.

Nine Key Focus Areas

Broadband connectivity. Mobile access. Public Internet Centres E-governance Electronic service delivery Information accessibility Electronics manufacturing IT job training Short-term digital projects

Challenges and Future Directions 1. Digital Divide

Bridging the gap in internet access and digital literacy between urban and rural areas. 2. Cybersecurity: Strengthening cybersecurity measures to safeguard digital platforms. 3. Privacy Concerns: Addressing data privacy and protection issues. 4. Infrastructure Constraints: Overcoming challenges in remote areas for digital infrastructure development.

Challenges 1. Infrastructure Costs

High costs of setting up telecom infrastructure. 2. Geographical Barriers: Difficult terrain that complicates broadband rollout. 3. Sustainable Energy: Ensuring energy-efficient solutions for telecom towers. 4. Regulatory Delays: Overcoming administrative hurdles, particularly in Right of Way (RoW) approvals. Future Directions 1. Satellite Broadband: Leverage satellite technology to reach remote and inaccessible...

Large-Scale Applications Under NSM Genomics &

High-end simulations for genetic research and pharmaceutical development.; Urban Modeling for Environmental Issues: Urban planning and climate modelling.; Flood Early Warning System: Enhanced forecasting for river basins.; Seismic Imaging for Oil & Gas Exploration: Enhanced imaging capabilities for resource extraction.; Telecom Network Optimization: Optimizing network capacity and performance.; Computational...

Basis for direct benefit transfers, COVID-19 assistance, PM- KISAN, increased MGNREGA wages, and insurance.; Account Growth: PMJDY accounts grew from 14.72 crore in March 2015 to 50.09 crore by August 2023.; Deposits: Total balances reached ₹2.03 lakh crore, with average deposits per account increasing 3.8 times. (Aug,2023); RuPay Cards: 33.98 crore cards issued.(Aug,2023); Digital and Financial Inclusion; JDD...

Salient Features Sex Sorted Semen Technology

Launched in October 2024, this technology enables production of female calves with up to 90% accuracy, providing affordable solutions to farmers and accelerating breed improvement.; Indigenous IVF Media: Introduced in September 2024, the indigenous in-vitro fertilization media offers a low-cost alternative for embryo production, enabling rapid multiplication of elite native animals.; Genomic Chips: The 'Gau chip'...

49 key performance indicators (KPIs)

29. Scheme for Innovation and Technology Association with Aadhaar (SITAA)

49 key performance indicators (KPIs)

GS2 Governance, E- Use to highlight government efforts in strengthening digital Governance, identity systems, ensuring secure authentication, and countering Technology Initiatives threats like deepfakes through public-private collaboration.

49 key performance indicators (KPIs)

GS3 Science & Technology, Relevant for discussing the role of AI, biometrics, and technology-Cybersecurity, driven innovation in secure digital infrastructure, and fostering Innovation startup-industry-government partnerships for digital governance.

Context

The Unique Identification Authority of India (UIDAI) has launched the Scheme for Innovation and Technology Association with Aadhaar (SITAA) to counter deepfakes and enhance Aadhaar authentication security.

About Scheme for Innovation and Technology

SITAA is an innovation-driven initiative launched by UIDAI to strengthen India's digital identity ecosystem by fostering collaboration among startups, academia, and industry partners.; Nodal Ministry: The scheme operates under the Ministry of Electronics and Information Technology (MeitY) through UIDAI, with strategic partnerships from MeitY Startup Hub (MSH) and NASSCOM.; Objective: Aims to safeguard Aadhaar...

Key Objective

The Cluster Development Programme (CDP) is designed to leverage the geographical specialisation of horticulture clusters and promote integrated and market-led development of preproduction, production, post-harvest, logistics, branding, and marketing activities.; Improve productivity and market access.; Provide infrastructure support for horticulture clusters.; Enhance quality standards and branding.

Digital Agriculture Mission The Digital Agriculture

Digital Agriculture Mission The Digital Agriculture Mission was launched in September 2024 with an outlay of ₹2,817 crore to digitize the agriculture sector, leveraging technology to improve agricultural outcomes.

Key Objective

Build a digital public infrastructure for agriculture.; Enhance the efficiency of government schemes through data analytics.; Promote precision farming techniques.

Challenges

Low digital literacy among farmers.; Slow infrastructure development in rural areas.; Data privacy concerns.

Future Directions

Increasing digital literacy through government initiatives.; Developing low-cost solutions for farmers.; Expanding mobile-based agricultural solutions.

Key Features Recognition and Certification

Artisans are provided with the PM Vishwakarma Certificate and ID card for formal recognition.; Skill Upgradation.; Basic Training: 5-7 days with a stipend of ₹500 per day.; Advanced Training: 15+ days with a stipend of ₹500 per day.; Toolkit Incentive: ₹15,000 in e-vouchers for toolkits upon completion of Basic Skill Training.; Credit Support.; Collateral-Free Loans: Up to ₹3 lakh in two tranches. □ First Tranche...

Implementation Framework Enrolment

Conducted through Common Service Centres using Aadhaar-based biometric authentication on the PM Vishwakarma portal.; Three-Tier Structure.; **National Steering Committee**; **State Monitoring Committee**; **District Implementation Committee** Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE); Provides guarantee coverage to lending institutions, facilitating credit support for artisans.

Salient Features Background

Part of the Aatmanirbhar Bharat 3.0 package aimed at economic stimulation.; Eligibility.; Available to EPFO-registered establishments.; New employees earning less than ₹15,000 per month hired between October 1, 2020, and June 30, 2021.; Employees who lost jobs between March 1, 2020, and September 30, 2020.; Benefits.; Contribution by the Centre to EPF: □ Up to 1,000 employees: Both employees' and employers'...

Impact Economic Growth

Boosts trade efficiency by improving port infrastructure and connectivity, reducing logistics costs and time.; Environmental Benefits: Promotes sustainable cargo movement through coastal and inland waterways.; Community Development: Enhances the quality of life in coastal communities through economic opportunities and skill development.; Strategic Importance: Strengthens India's position on international maritime...

GS3 Infrastructure, Transport, Relevant for

GS3 Infrastructure, Transport, Relevant for discussing road development, logistics Regional Development efficiency, and regional connectivity through highway corridors

Financial Management National Electronic Fund

The system ensures timely wage payments, with 99.12% of pay orders generated within 15 days in 2023-24.; Aadhaar Integration: The scheme boasts a 99.55% success rate in Aadhaar-enabled Direct Benefit Transfer (DBT), ensuring smooth and efficient payments to workers.

Key Features Target Sectors

Covers 14 priority sectors such as electronics, automobiles, pharmaceuticals, textiles, steel, food processing, solar modules and telecom.; Incentive Structure: Provides incentives over 5 years based on incremental production/sales.; Investment & Employment: Generated over ₹1.61 lakh crore in investments, ₹14 lakh crore in sales and 11.5 lakh jobs as of 2024.; Broad Participation: Involves both domestic and foreign...

PM Gati Shakti

50. PM Gati Shakti

GS3 Infrastructure, Transport, Relevant for

GS3 Infrastructure, Transport, Relevant for discussions on reducing logistics costs, Economic Competitiveness enhancing connectivity, and streamlining infrastructure development

Overview PM Gati Shakti is a transformative

Overview PM Gati Shakti is a transformative initiative aimed at enhancing India's infrastructure connectivity through a digital platform. It integrates the efforts of 16 Ministries, including Railways and Roadways for efficient and coordinated implementation of key infrastructure projects.

Six Pillars of PM Gati Shakti Comprehensiveness

Centralized portal for cross-sectoral visibility.; Prioritization: Helps identify and prioritize projects for timely execution.; Optimization: Identifies optimal routes for goods transportation.

Overview Purpose

Provide financial assistance to all cultivable landholding farmer families in India.; Financial Assistance: 1. Annual Benefit: ₹6,000 per eligible farmer family. 2. Payment Structure: Three equal instalments of ₹2,000 each, every four months. 3. Mode of Payment: Direct Benefit Transfer (DBT) into Aadhaar-seeded bank accounts.

Salient Features Financial Assistance

₹6,000 annually per eligible farmer family, paid in three equal instalments of ₹2,000 every four months.; Direct Benefit Transfer (DBT): Payments are directly credited into Aadhaar-seeded bank accounts to eliminate intermediaries.

About Kisan Pehchaan Patra or farmer ID

It is a unique Aadhaar-linked digital identity that is dynamically connected to the state land records. It is also known as the Farmer ID.; It provides information like demographics, crops sown, and ownership details and is linked dynamically to the state's land records.; Target: A target of 6 crore farmer IDs by March 2025 has been created.; Farmer's Registry: It is the database created through the farmer ID.; The...

Governance [e-Governance, Civil Service Reforms]

Focus Areas Recommendations

Governance [e-Governance, Civil Service Reforms]

Baswan Committee [Report on the UPSC Civil Services Exam]

Governance [e-Governance, Civil Service Reforms]

IMPORTANT COMMITTEES, RECOMMENDATIONS 16

National AI Portal

INDIAai The objective of the National AI Portal (INDIAai) is to serve as a one-stop digital platform for AI-related developments in India, fostering a unified AI ecosystem, promoting knowledge creation, and supporting economic growth and social empowerment.

7 Financial Inclusion Initiatives

1. Financial Inclusion for Street Vendors under PM SVANidhi The initiative aims to provide working capital loans to urban street vendors affected by the COVID-19 pandemic, along with additional benefits for their family members. It promotes digital inclusion and provides financial support for socio-economic upliftment.

Impact

A separate portal has been launched to monitor ethanol projects and production capacities.; The Government of India aims for 20% ethanol blending by 2025 (earlier 2030), reducing fossil fuel dependency.; The initiative improves the viability and liquidity of India's sugar industry.; A financial assistance scheme has been launched to promote investment opportunities in the ethanol sector.; Ethanol is an indigenous...

Portability of Ration Cards

One Nation One Ration Card The objective of the One Nation One Ration Card program is to ensure that migrants and poor people can access their ration from any Fair Price Shop (FPS) across the country, regardless of their location.

Impact

Empowers beneficiaries under the **National Food Security Act** (NFSA) to obtain food grains from any e-PoS enabled FPS nationwide.; Migrant beneficiaries can access subsidized food grains through biometric authentication at any FPS.; The initiative ensures food security and plays a crucial role in empowering the end beneficiary.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 32

9 E-Governance and Digitization Initiatives

Social Protection cum Entitlement Management System Kutumba is an IT-based platform designed to improve access to government benefits for the poor, promoting inclusive growth through a centralized social registry that stores information on approximately 1.75 crore families in Karnataka.

9 E-Governance and Digitization Initiatives

4. UMANG (Unified Mobile Application for New-age Governance) UMANG is a mobile application that aims to improve access to citizen-centric government services by aggregating services from both Central and State governments on a single platform.

Impact

The app offers 1300+ services from 265 Central Government departments, 32 State/UT Governments, and 20,000 bill payment services.; As of 2021, the app has 3.8 crore users with transactions worth over ₹200 crore.; Several government entities are actively using the app to provide services.

9 E-Governance and Digitization Initiatives

An Integrated Online Platform for SDG and CSR Alignment The Akanksha IT platform brings together stakeholders of the CSR ecosystem, enhancing support to government departments and district officials in achieving priority SDG indicators and focus areas.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 33

Impact

Provides State governments with an overview of CSR spending requirements and nature.; Ensures accountability and transparency of all stakeholders in the CSR process.; Focuses on the ease of doing business by eliminating the need for paper-based movements for clearances or approvals.; 456 NGOs are registered on the portal, with 23 completed projects across the SDGs spectrum.

9 E-Governance and Digitization Initiatives

6. DigiLocker The initiative aims to provide citizens with a secure platform to access all their documents from a public cloud, promoting digital accessibility and ease of verification.

9 E-Governance and Digitization Initiatives

7. Infrastructure Snapshot App, Goalpara The application aims to enable users to monitor public services, ensuring accountability for officials regarding delayed or incomplete work, while promoting transparency in tracking complaints and suggestions.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 34

Impact

The app serves as a convergence platform for monitoring infrastructure, human resources, and public institutions like government offices, hospitals, schools, and schemes.; It facilitates all-round monitoring of government departments and schemes.; Multiple training sessions and awareness camps have been held for officials at all levels.; The app has led to a significant increase in both qualitative and quantitative...

Loksewak App

E-Attendance Application, Khandwa The Loksewak app aims to improve good governance by ensuring government and public servants in Khandwa district log their completed activities, fostering transparency and accountability.

Dhimsa Radio

Transmitting Social Change in Koraput Dhimsa, a community radio station, has become a tool for social change in disseminating information on government schemes.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 35

Block Development Officer (BDO) Score Cards

Hazaribagh, Jharkhand To assess the performance of Block Development Officers (BDOs) in a transparent and objective manner, incorporating their self-assessment, to enhance motivation and recognition.

Maha Land Bank System

Washim, Maharashtra The Maha Land Bank system is a digital platform launched by the Government of Maharashtra in India in 2018. It's objective is to create a comprehensive repository of government land information in Washim District for informed policy decisions and citizen access.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 36

Use of Web Portal and Mobile Application for

Arunachal Pradesh To improve monitoring, transparency, and accountability in developmental projects by using a web portal and mobile application for geo-tagging and photographic evidence.

MINE MITRA

Uttar Pradesh To bring transparency, efficiency, and real-time surveillance in mining administration by digitising mineral services, permits, transportation monitoring, and citizen interfaces.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 37

9 E-Governance and Digitization Initiatives

Public Grievance Handling Initiative - Indian Railways To provide railway passengers with a unified digital platform for registering, tracking, and resolving complaints in a time-bound and transparent manner.

9 E-Governance and Digitization Initiatives

NITI AAYOG BEST PRACTISES 38

Transforming Connectivity with Baster Net Scheme

Bastar, Chhattisgarh To bridge the digital connectivity gap in remote and Left-Wing Extremism-affected areas by strengthening telecom and internet infrastructure in Bastar district.

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