

D.O. No. **NeGD/15-73/PG/2016**

Date **12.09.2016**

To,

Shri CA Rajendra Goyal

10, Y.N.Raod, Behind Ankur Hospital

Indore-452003, Madhya Pradesh

e-mail: goyalraj28@gmail.com

Subject: Disposal of on-line Public Grievance.

Your online Public Grievance No. PMOPG/E/2016/0272051 dated 02.08.2016 received through Deputy Director (e-Gov) vide letter No. 5(4)/2016-EG-I dated 10.08.2016 regarding Suggestions for promoting Digital India Programme. The reply of your public grievance/suggestions is enclosed as **Annexure -A**.

Yours faithfully,



(Sunil Sharma)
Sr.GM (Finance)

Encl: As above

Copy to:

1. Deputy Director (e-Gov) in reference to letter no. 5(4)/2016-EG-I dated 10.08.2016.

DFA

File No. NeGD/

Date: 06-09-2016

Subject - Disposal of online Public Grievance of Shri Rajendra Goyal

Dear Mr. Rajendra,

This is with reference to grievance registration no. PMOPG/E/2016/0272051 dated 02 Aug 2016.

From the above, it has been inferred that you have made the following 'Suggestions for Promoting Digital India Programme':

- A. The Government may consider withdrawal / reduction of service charge or convenience fees on cards /digital payments
- B. The Government may facilitate faster internet connectivity at lower tariff while imparting basis computer training, in order to bridge the urban and rural divide.
- C. The Government may endeavour to effectively implement cyber security measures, to increase usage.

In order to promote eServices the Government of India, Ministry of Finance, Department of Economic Affairs has issued guidelines for 'Promotion of Payments through Cards and Digital Means'. As per the guidelines "all Government Departments/ Organizations/ Central Public Sector Undertakings/ Anchor Networks shall take steps to withdraw convenience fee/service charge/surcharge on customers who prefer to make card/ digital payments for essential commodities, utility service providers, petrol pumps, gas agencies, railway tickets /IRCTC, tax department, museums, monuments etc."

You may be aware, that under Pillar 1 of the Digital India Program, the Govt. is striving to provide broadband access to over 2.5 lakh village panchayats and urban population. Also, Govt. organizations such as NIELIT have provided basic computer training to over 40 lakh candidates in the past five years.

In order to put in place a cyber security framework which ensures end-to-end security of e-governance services the National Cyber Security Policy has been designed. It aims at protecting the public and private infrastructure from cyber attacks. The policy also intends to safeguard information, such as personal information (of web users), financial and banking information and sovereign data. Study of best practices on security including those worked out by STQC, DSCI and CERT-IN have been incorporated into e-Governance Security Framework.