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भारत सरकार
GOVERNMENT OF INDIA

Ministry of Electronics and Information Technology
इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय

NATIONAL DIGITAL TRANSFORMATION POLICY 2025
राष्ट्रीय डिजिटल परिवर्तन नीति २०२५

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1. Preamble

Whereas, the Constitution of India, in its Directive Principles of State Policy, emphasizes the State's duty to promote the welfare of the people by securing and protecting a social order in which justice, social, economic and political, shall inform all institutions of national life;

And whereas, digital transformation has emerged as a critical enabler for achieving inclusive growth, enhancing service delivery, and ensuring equitable access to opportunities for all citizens of India;

And whereas, it is imperative to establish a comprehensive policy framework that guides the nation's digital transformation journey while safeguarding the interests of all stakeholders;

Now, therefore, the Government of India hereby formulates this National Digital Transformation Policy 2025 to accelerate India's journey towards becoming a digitally empowered society and knowledge economy.

> **महत्वपूर्ण सूचना • Important Notice:** This policy supersedes all previous circulars, guidelines, and policy documents related to digital transformation issued by various ministries and departments, except where explicitly stated otherwise.

2. Objectives

The primary objectives of this policy are:

2.1 Primary Objectives

1. **Digital Inclusion (डिजिटल समावेश)**: Ensure equitable access to digital services for all citizens, with special focus on rural areas, marginalized communities, and differently-abled persons.

2. **Service Excellence (सेवा उत्कृष्टता)**: Transform government service delivery through digital platforms, reducing bureaucratic delays and enhancing citizen satisfaction.

3. **Economic Empowerment (आर्थिक सशक्तिकरण)**: Foster digital entrepreneurship, skill development, and employment generation in the digital economy sector.

4. **Data Governance (डेटा शासन)**: Establish robust frameworks for data protection, privacy, and security while enabling innovation and research.

2.2 Secondary Objectives

- Promote digital literacy across all age groups and socio-economic segments - Encourage adoption of emerging technologies like AI, IoT, and Blockchain - Strengthen cybersecurity infrastructure and awareness - Foster public-private partnerships in digital transformation initiatives - Align with international best practices while maintaining national sovereignty

3. Scope and Applicability

क्षेत्र और प्रयोज्यता • **Scope and Applicability**

3.1 Geographical Scope

This policy applies to the entire territory of India, including:

- All States and Union Territories
- Rural and urban areas
- Special Economic Zones (SEZs)
- Border areas and remote regions

3.2 Institutional Scope

The policy is applicable to:

INSTITUTION TYPE	COVERAGE	COMPLIANCE TIMELINE
Central Government Ministries/Departments	Mandatory	6 months
State Governments	Mandatory	12 months
Public Sector Enterprises	Mandatory	18 months
Local Bodies (Panchayats/Municipalities)	Phased Implementation	24 months
Educational Institutions (Government)	Mandatory	12 months
Healthcare Institutions (Government)	Mandatory	18 months

3.3 Sectoral Coverage

- **Primary Sectors**: Agriculture, Mining, Forestry
- **Secondary Sectors**: Manufacturing, Construction, Utilities
- **Tertiary Sectors**: Services, Information Technology, Finance, Healthcare, Education

4. Key Definitions

For the purposes of this policy:

"Digital Transformation (डिजिटल परिवर्तन)" means the integration of digital technology into all areas of government operations, fundamentally changing how services are delivered to citizens and how internal processes are managed.

"Digital Identity (डिजिटल पहचान)" refers to the unique digital representation of a citizen based on Aadhaar and other government-issued credentials, enabling secure access to digital services.

"Interoperability (अंतरसंचालनीयता)" means the ability of different information technology systems and software applications to communicate, exchange data, and use the information that has been exchanged.

"Data Localization (डेटा स्थानीयकरण)" refers to the requirement that certain categories of data generated within India must be stored and processed within the geographical boundaries of India.

"Digital Divide (डिजिटल विभाजन)" means the gap between individuals, households, businesses, and geographic areas at different socio-economic levels with regard to their opportunities to access information and communication technologies.

5. Policy Framework

नीति ढांचा • **Policy Framework**

5.1 Foundational Principles

The policy is built on the following foundational principles:

5.1.1 Citizen-Centricity (नागरिक-केंद्रित)

- All digital initiatives must prioritize citizen convenience and experience
- Services should be accessible through multiple channels (mobile, web, kiosks)
- Multilingual support in at least Hindi, English, and local languages

5.1.2 Transparency and Accountability (पारदर्शिता और जवाबदेही)

- Open data initiatives for non-sensitive government information
- Real-time tracking of service delivery status
- Public disclosure of digital transformation metrics

5.1.3 Security and Privacy (सुरक्षा और गोपनीयता)

- Implementation of robust cybersecurity measures
- Compliance with data protection regulations
- Regular security audits and vulnerability assessments

5.2 Implementation Pillars

Pillar 1: Digital Infrastructure

- Expansion of broadband connectivity to all villages
- Establishment of Common Service Centers (CSCs) in underserved areas
- Development of cloud infrastructure for government services

Pillar 2: Digital Services

- Digitization of all citizen-facing government services
- Integration of services across departments and levels of government
- Mobile-first approach for service delivery

Pillar 3: Digital Empowerment

- Digital literacy programs for all age groups
- Skill development in emerging technologies
- Support for digital entrepreneurs and startups

Pillar 4: Digital Economy

- Promotion of cashless transactions
- Support for fintech innovations
- Development of digital marketplaces for rural products

6. Implementation Strategy

कार्यान्वयन रणनीति • **Implementation Strategy**

6.1 Phased Implementation Approach

Phase 1 (September 2025 - August 2026): Foundation Building

- Establishment of governance structures

- Baseline assessment of current digital readiness

- Pilot implementations in select districts

   Phase 2 (September 2026 - August 2027): Scaling Up

- State-wide rollout of core digital services

- Integration of central and state government systems

- Capacity building and training programs

   Phase 3 (September 2027 - August 2028): Optimization

- Performance monitoring and optimization

- Advanced analytics and AI integration

- Cross-border digital cooperation initiatives

6.2 Key Performance Indicators (KPIs)

INDICATOR	BASELINE (2025)	TARGET (2028)	MEASUREMENT FREQUENCY
Digital Service Delivery	40%	95%	Quarterly
Rural Internet Penetration	55%	90%	Bi-annually
Digital Literacy Rate	35%	75%	Annually
Cyber Security Incidents	1,200/year	<500/year	Monthly
Citizen Satisfaction Score	6.5/10	8.5/10	Quarterly

7. Governance Structure

शासन संरचना • **Governance Structure**

7.1 National Level

National Digital Transformation Council (राष्ट्रीय डिजिटल परिवर्तन परिषद)

- Chairperson: Prime Minister of India

- Vice-Chairperson: Minister of Electronics and Information Technology

- Members: Ministers from key ministries, Chief Ministers (by rotation), Industry representatives

7.2 State Level

State Digital Transformation Committee (राज्य डिजिटल परिवर्त न समिति)

- Chairperson: Chief Minister
- Convener: Secretary (IT/Electronics)
- Members: Principal Secretaries of key departments

7.3 District Level

District Digital Implementation Unit (जिला डिजिटल कार्यान्वयन इकाई)

- Head: District Collector/District Magistrate
- Technical Lead: District Informatics Officer
- Members: Heads of key departments

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8. Compliance and Monitoring

अनुपालन और निगरानी • **Compliance and Monitoring**

8.1 Compliance Framework

All implementing agencies must:

- Establish dedicated Project Management Units (PMUs)
- Submit monthly progress reports to the nodal ministry
- Undergo quarterly assessments by independent evaluation agencies
- Maintain compliance with national cybersecurity guidelines

8.2 Monitoring Mechanisms

Real-time Monitoring Dashboard

- Accessible to all stakeholders
- Updated with live data feeds
- Color-coded status indicators (Green, Yellow, Red)

Annual Performance Review

- Comprehensive evaluation by external agencies
- Public presentation of findings
- Corrective action plans for underperforming units

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9. Financial Provisions

9.1 Budget Allocation

Central Government Investment: ₹2,50,000 Crores over 3 years

- Infrastructure Development: 40% (₹1,00,000 Crores)
- Service Development: 30% (₹75,000 Crores)
- Capacity Building: 20% (₹50,000 Crores)
- Research & Innovation: 10% (₹25,000 Crores)

9.2 Funding Sources

- Direct budgetary allocation from Central Government
- Matching contributions from State Governments (25% of central allocation)
- International development assistance and loans
- Private sector investment through PPP models

9.3 Financial Monitoring

- Establishment of dedicated Financial Monitoring Cell
- Quarterly expenditure reviews
- Annual audit by Comptroller and Auditor General of India

10. Grievance Redressal

शिकायत निवारण • **Grievance Redressal**

10.1 Multi-tier Grievance System

Level 1: Local (District/Block Level)

- Response Time: 7 working days
- Mechanism: Online portal, toll-free helpline, physical counters

Level 2: State Level

- Response Time: 15 working days
- Mechanism: State grievance portals, video conferencing with officials

Level 3: National Level

- Response Time: 30 working days
- Mechanism: National Digital Grievance Portal, Parliamentary Committee oversight

10.2 Citizen Charter

Each implementing agency must publish and adhere to a Citizen Charter specifying:

- Service delivery standards and timelines
- Grievance redressal procedures
- Compensation mechanisms for service failures

11. Amendment Procedures

संशोधन प्रक्रिया • **Amendment Procedures**

11.1 Types of Amendments

Minor Amendments: Procedural changes, timeline adjustments

- Authority: Secretary, Ministry of Electronics and Information Technology
- Process: Notification in Official Gazette

Major Amendments: Structural changes, new objectives, budget revisions

- Authority: National Digital Transformation Council
- Process: Cabinet approval, Parliamentary notification

11.2 Review Schedule

- Annual review of implementation progress
- Mid-term comprehensive policy review (August 2027)
- Full policy review and renewal (August 2028)

12. Annexures

अनुलग्नक • **Annexures**

Annexure I: State-wise Implementation Timeline

[Detailed implementation schedule for each state and union territory]

Annexure II: Technology Standards and Specifications

[Technical guidelines for system integration and interoperability]

Annexure III: Cybersecurity Guidelines

[Comprehensive security frameworks and compliance requirements]

Annexure IV: Digital Literacy Curriculum

[Standardized curriculum for digital skills training programs]

Annexure V: Model Service Level Agreements

[Template agreements for public-private partnerships]

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Ministry of Electronics and Information Technology	Minister of Electronics and Information Technology
Government of India	Government of India
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