DigiLocker (India)

Good practice: Enabaling paperless Government services and increasing accessibility through digital wallets

Relevant DFI commitment: Ensure that government and relevant authorities' access to personal data is based on law and conducted in accordance with international human rights law.
Type of the initiative: Project
Responsible: Government
Launch/adoption: 2015 - Now

Goals

India's **DigiLocker** initiative aims to provide a secure, government-backed platform for individuals to store, share, and access digital versions of important documents. The primary goal is to reduce reliance on physical documentation, streamline administrative processes, and enhance convenience for citizens. DigiLocker ensures the authenticity of digital documents, granting them the same legal validity as their physical counterparts.

This initiative supports India's broader objectives of fostering digital transformation, reducing paper usage, and improving accessibility to essential services. It empowers individuals to manage their documents securely while controlling data sharing. DigiLocker also facilitates interoperability between individuals, institutions, and government agencies, driving efficiency in public service delivery.

Description

DigiLocker, launched in 2015, is a flagship program under India's Digital India initiative, offering 1 gigabyte of secure cloud storage for every Aadhaar-registered individual. This platform enables users to store digital versions of government-issued documents and provides seamless access for individuals and institutions.

Key features of DigiLocker include:
1. **Secure Document Storage**: Users can upload scans of personal documents or request official issuers to provide verified digital documents directly to their accounts. This eliminates the need to carry physical copies, reducing the risk of document loss or damage.
2. **Legal Validity**: Documents shared via DigiLocker hold the same legal status as physical versions, streamlining verification processes for transactions such as applying for loans, licenses, and educational admissions.
3. **Consent-Based Sharing**: DigiLocker ensures user privacy by enabling consent-based sharing of documents with third parties. Users retain complete control over access and can revoke permissions at any time.
4. **Wide Adoption**: As of September 2023, DigiLocker has over 197 million users, 6.3 billion issued documents, and partnerships with 1,684 document issuers and 187 requesters. Adoption surged during the COVID-19 pandemic, with individuals leveraging the platform to access vaccination certificates, health records, and more.
5. **Integration with Aadhaar and Key Services**: DigiLocker is integrated with Aadhaar, India's national ID system, and supports various government services, including driving licenses, educational certificates, and bank account verification, making it a cornerstone of India's e-governance framework.

DigiLocker exemplifies a scalable and secure approach to digitising personal and institutional documentation. DigiLocker is transforming how citizens interact with government services and private institutions by simplifying document access, ensuring authenticity, and protecting user privacy.

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