

E-GOVERNANCE IN EDUCATION SECTOR: A STUDY OF SWAYAM, DIGILOCKER AND ACADEMIC BANK OF CREDITS (ABC)

Anurag Vitthal Giradkar

Ph.D. Scholar,

Sevasadan Arts, Commerce and Science

Senior College, Nagpur-10

E-mail: anu.vg06@gmail.com

Crossref DOI - <https://doi.org/10.63665/rh.v7i1.14>

Abstract :

Digital governance has emerged as a pivotal mechanism in strengthening the administration and delivery of educational services in India. This paper investigates the influence of selected e-governance initiatives, SWAYAM, DigiLocker and the Academic Bank of Credits (ABC), on the Indian education system. The study follows a descriptive and analytical framework and is grounded in secondary data obtained from official government documents, University Grants Commission publications, scholarly journals and authorized digital portals. The analysis demonstrates that these platforms have enhanced educational outreach, ensured greater transparency, supported flexible learning pathways and improved the management of academic credentials. Nevertheless, the study identifies ongoing concerns related to unequal digital access, cybersecurity risks and the need for improved digital competencies among stakeholders. By offering a combined evaluation of three significant e-governance initiatives that have largely been examined separately in prior studies, the paper contributes original insights and provides practical implications for policymakers, educational institutions and future researchers.

Keywords : E-Governance, Education Sector, SWAYAM, DigiLocker, Academic Bank of Credits, Digital India

Introduction :

The rapid growth of information and communication technology (ICT) has significantly influenced governance systems worldwide. In India, the adoption of e-governance has played a crucial role in reforming public administration and service delivery. The education sector, being one of the most important pillars of national development, has witnessed substantial digital transformation through e-governance initiatives. Under the Digital India programme, platforms such as SWAYAM, DigiLocker and the Academic Bank of Credits (ABC) have been introduced to ensure inclusive, transparent and technology-driven education. These initiatives aim to make education learner-centric, flexible and accessible to all sections of society.



Review of Literature :

Several studies have highlighted the growing role of e-governance in improving educational access and administration. Heeks (2006) emphasized that digital governance enhances efficiency and accountability in public services. Recent studies indicate that online learning platforms and digital repositories have expanded educational outreach, particularly in developing countries. Research on MOOCs suggests that platforms like SWAYAM contribute to inclusive and lifelong learning by reducing geographical and economic barriers. Studies on DigiLocker highlight its role in ensuring secure and verifiable academic credentials, while emerging literature on the Academic Bank of Credits emphasizes flexibility and student mobility in higher education. However, limited research exists on the combined impact of these initiatives, indicating a clear research gap.

Concept of E-Governance in Education :

E-Governance in education refers to the use of digital technologies for planning, administration, delivery and monitoring of educational services. It includes online learning platforms, digital academic records, automated examination systems and credit transfer mechanisms. The primary objective of e-governance in education is to enhance efficiency, transparency and accountability while improving access to quality education.

Objectives of the Study :

The present study has the following objectives:

1. To understand the concept of e-governance in the education sector.
2. To examine the functioning and features of SWAYAM, DigiLocker and Academic Bank of Credits.
3. To analyze the impact of these initiatives on students and educational institutions.
4. To identify challenges in the implementation of e-governance in education.
5. To suggest measures for strengthening e-governance in the education sector.

Research Methodology :

Research Gap :

Although several studies have examined e-governance and digital education initiatives independently, limited scholarly work focuses on the combined impact of SWAYAM, DigiLocker and Academic Bank of Credits on service delivery in the education sector. This study attempts to bridge this gap by providing an integrated analysis. The study is based on **secondary data** collected from: - Government of India policy documents and reports - University Grants Commission (UGC) guidelines - Research journals, books and conference papers - Official websites of SWAYAM, DigiLocker and ABC The research is **descriptive and analytical** in nature.

Major E-Governance Initiatives in the Education Sector :

1. SWAYAM (Study Webs of Active Learning for Young Aspiring Minds) :



SWAYAM is a national Massive Open Online Course (MOOC) platform launched by the Government of India to provide free and quality education to learners across the country. It offers courses at school, undergraduate, postgraduate and skill-development levels through video lectures, reading materials and online assessments.

Key Features of SWAYAM :

Free access to courses from reputed institutions - Blended learning approach - Credit transfer facility as per UGC norms - Promotion of lifelong learning.

2. DigiLocker in Education :

DigiLocker is a digital document storage platform that enables students to store, access and share academic documents such as mark sheets, certificates and degrees in electronic form. It ensures authenticity and supports paperless governance in education.

Role of DigiLocker in Education :

Secure storage of academic records - Easy verification by institutions and employers - Reduction in administrative workload - Prevention of document forgery.

3. Academic Bank of Credits (ABC) :

The Academic Bank of Credits is a digital repository that stores credits earned by students from recognized higher education institutions. It allows students to accumulate, transfer and redeem credits, supporting multiple entry and exit options in higher education.

Objectives of ABC :

Promote flexibility and mobility in higher education - Encourage multidisciplinary learning - Support lifelong learning - Enhance transparency in academic evaluation.

Impact of E-Governance on the Education Sector :

The implementation of SWAYAM, DigiLocker and ABC has significantly impacted the education sector: - Improved access to quality education across geographical boundaries - Enhanced transparency in academic records and certification - Reduction in administrative delays and paperwork - Greater flexibility through credit transfer and modular learning - Support for digital and blended learning models.

Challenges of E-Governance in Education :

Despite its advantages, e-governance in education faces several challenges: - Digital divide and limited internet access in rural areas - Lack of digital literacy among students and faculty - Cyber security and data privacy concerns - Resistance to technological change in traditional institutions.



Suggestions :

To strengthen e-governance in the education sector, the following measures are suggested: - Development of robust digital infrastructure - Training programs for teachers and students - Strong data protection and cyber security mechanisms - Awareness campaigns about e-governance initiatives.

Conclusion :

E-Governance has emerged as a powerful tool for transforming the Indian education system. Initiatives such as SWAYAM, DigiLocker and the Academic Bank of Credits have enhanced accessibility, transparency and flexibility in education. Although challenges remain, continuous policy support, technological advancement and capacity building can ensure effective implementation of e-governance and contribute to achieving inclusive and quality education in India.

References :

- AllSubjectJournal. (2024-25). Academic bank of credits: an initiative for flexibility in Indian higher education. *International Journal of Multidisciplinary Research and Development*.
- Buragohain, D. &. (2023-24). Indian education in the digital age: Opportunities and challenges of e-governance. *International Journal of Political Science*, 44-45.
- Garge, V. R. (2022). e-Governance in educational institutions. *International Journal of Education and Information Studies*, 45-50.
- Kadam, S. K. (2025-26). mplementation of the Academic Bank of Credits (ABC): Opportunities and challenges for Indian higher education.
- Ministry of Education, Government of India. (2023). Digital initiatives in higher education. Government of India.
- Shilpa, S. (2024-25). Digital education through SWAYAM platform — a case of an Indian MOOC initiative. Focuses on SWAYAM's implementation and role in Indian higher education.
- Shukla, S. (2022-23). The role of digital public infrastructure in supporting equitable access to education: Case analysis of DigiLocker, SWAYAM, DIKSHA, PM eVIDYA and ABC. *International Journal of Educational and Knowledge Society (IJEKS)*.
- Suri, K. &. (2023-24). Digital learning in higher education in India: An exploration of government initiatives at the University of Jammu. *International Journal of Scientific Research & Technology*.
- University Grants Commission. (2022-23). Guidelines on the Academic Bank of Credits (ABC). University Grants Commission.

