

IT Department Organises Two-Day Digital India State Awareness Workshop in Leh to Accelerate Digital Governance in Ladakh



Leh, July 7, 2026: Reinforcing its commitment to advancing digital governance and strengthening the implementation of the Digital India mission in the Union Territory, the Information Technology Department, UT Ladakh, in collaboration with the National e-Governance Division (NeGD), on Tuesday organised a two-day Digital India State Awareness Workshop at Hotel Diskitsal, Leh.

The workshop aims to enhance awareness and build the capacity of government officials and stakeholders on key Digital India initiatives, Digital Public Infrastructure (DPI), and citizen-centric digital platforms to promote efficient, transparent, and technology-driven governance across Ladakh.

The workshop began with a welcome address and introductory remarks by the Information Technology Department, which highlighted the importance of accelerating digital transformation and promoting citizen-centric digital services across Ladakh.

The first technical session was conducted by Shri Ajay Kumar, Additional Director, National e-Governance Division (NeGD), who delivered a comprehensive presentation on India's Digital Public Infrastructure and the Digital India ecosystem. He emphasized the significance of Application Programming Interfaces (APIs), Digital Personal Data Protection (DPDP) provisions, and the role of Digital Public Infrastructure in transforming governance through secure, efficient, and paperless public service delivery.



Providing an in-depth overview of DigiLocker, Shri Kumar explained its evolution as India's trusted digital document wallet that empowers citizens by enabling secure access to authentic digital documents. He elaborated on its key features, regulatory framework, legal validity, integration with platforms such as UMANG, Ayushman Bharat Digital Mission (ABDM), and SEBI, as well as its contribution to reducing dependence on paper-based governance. He also discussed India's governance challenges prior to 2015 and explained how initiatives under the India Stack architecture, including Jan Dhan, Aadhaar, and Mobile (JAM), have laid the foundation for a robust digital governance ecosystem.

Highlighting the growing adoption of DigiLocker across the country, Shri Kumar shared national statistics, major use cases, sector-wise implementation, and the platform's role in improving ease of living for citizens. He further introduced Entity Locker, explaining its benefits for organizations, MSMEs, trusts, societies, and government institutions.

Referring to Ladakh's current digital landscape, he informed participants that several departments and institutions in the Union Territory are already integrated with DigiLocker and emphasized the vast potential for expanding digital document services across all 33 government departments. He also highlighted opportunities for adopting Entity Locker in sectors such as tourism and the hospitality industry to enhance digital service delivery and operational efficiency.

The second session was delivered by Shri Ramakant, NeGD, who spoke on UX4G (User Experience for Government), an initiative aimed at improving the usability, accessibility, and inclusiveness of government digital platforms. He explained the importance of user-centric design in enhancing citizens' interaction with digital services and elaborated on the principles of user experience (UX), user interface (UI), and the design thinking process comprising empathy, definition, ideation, prototyping, and testing. He encouraged participants to actively contribute towards improving government digital platforms through collaborative innovation.

Shri Ramakant also conducted a technical session on the National Single Sign-On (NSSO) platform – Meri Pehchaan, explaining how the platform enables users to securely access multiple government services through a single digital identity. He detailed its simplified authentication process, integration with DigiLocker, user profile management, secure document access, technical architecture, API integration, and its role in strengthening seamless digital service delivery.



The final technical session of the day was conducted by Shri Sarvesh Kumar, who delivered presentations on the UMANG platform and the MyScheme portal. He highlighted how these flagship Digital India initiatives provide citizens with convenient access to a wide range of government services, welfare schemes, and public benefits through a unified digital interface, thereby promoting transparency, accessibility, and inclusive governance.

The workshop witnessed active participation from officials representing various government departments, banks, universities, and other public institutions. The sessions provided participants with valuable insights into the latest Digital India initiatives, digital governance frameworks, and emerging technologies aimed at enhancing efficient, transparent, and citizen-centric service delivery across the Union Territory of Ladakh.