



AN STUDY ON E-GOVERNANCE AND ITS SCENE IN INDIA

**Ms. Sakshi
Prakash**

Research Scholar, Jagran Lakecity University, Bhopal

Dr. Vinay Joshi*

Director, School of Banking & Commerce, Jagran Lakecity University, Bhopal
*Corresponding Author

ABSTRACT

The sanctioning role of the knowledge and Communication technology (ICT) within the delivery of services within the public and government sector has gained acceptance. As a result, a revolution in terms of governance is happening everywhere. E-Governance assumes greater importance in the context of management of today's governmental structures to achieve rapid economic growth and improved quality of life. The technology and also the ways utilized in E-Governance project offer a roadmap for economical delivery of services at the door step. In today's time the event of any country depends on the uses of E-Governance and additionally their penetration. Development of any country will be decide by the scope of E-Governance in this country. India is a developing country. Yet, it must fill the socio-economic objectives with effective governance of the government. In the era of ICT, all most all nations in the world adopted ICT in their administration, providing essential goods and services to its masses on time. In the context of Indian economy, each sector is being compact by e-governance. Consequently, Govt. of Asian nation has launched the initiatives of e-governance; providing all services electronically the maximum amount as attainable. When it dates back with relevance e-governance, it always started from seventy decades onward. Since then, we've got had totally different initiatives in terms of e-governance. Meanwhile, Govt. of India launched several projects in support of e-governance, like e-seva, smart govt, digital India, e-kranthi and etc. Each of these projects seems to be benefitting the citizens to a greater extent. In spite of this method, yet, there ar some challenges concerning implementation of e-governance. In alternative words, these challenges appear to be hurdles to success of e-governance. Namely, socio-economic, cultural, technical constraints, privacy, security issues and etc. Even though, there are many challenges and constraints, Govt. has lot of faith on overcoming of impediments and paving the way for success of e-governance. This paper describes about evolution, initiatives, issues-challenges and future prospects of egovernance in India.

KEYWORDS : E-Governance; India; Government, Information & Communication Technology (ICT)

Origin in India

E-Governance originated in Asian nation throughout the seventies with a spotlight on in- house government applications within the areas of defence, economic monitoring, planning and the deployment of ICT to manage data intensive functions associated with elections, census, tax administration etc. The efforts of the National Informatics Center (NIC) to connect all the district headquarters during the eighties was a watershed. From the first nineties, E-Governance has seen the use of ICT for wider sectoral applications with policy emphasis on reaching out to rural areas and taking in greater inputs from NGOs and private sector as well. There has been an increasing involvement of international donor agencies such as G-8, United Nations Development Program, World Bank under the framework of E-Governance for development. Hakikur Rehman in states that In India, the Department of Electronics (DoE) was established in 1971 for recommending and implementing policies for the country's IT sector.

While the stress has been totally on automation and mechanization, state endeavors to use ICT embody forays into property, networking, putting in place systems for process info and delivering services. At a micro level, this has ranged from IT automation in individual departments, electronic file handling, access to entitlements, public grievance systems, service delivery for high volume routine transactions such as payment of bills, tax dues to meeting impoverishment alleviation goals through the promotion of entrepreneurial models and provision of market info. The thrust has varied across initiatives, with some focusing on enabling the citizen-state interface for various government services, and others focusing on bettering livelihoods.

E-Governance originated in India during the seventies with a focus on in- house government applications in the areas of defence, economic monitoring, planning and the deployment of ICT to manage data intensive functions related to elections, census, tax administration etc.

Scope of E-Governance in India

Governance is all concerning flow of data between the govt and voters, Government and Businesses and Government and Government. E-Governance also covers all these relationships as follows:

- A. Government to Citizen (G2C)
- B. Citizen to Government (C2G)
- C. Government to Government (G2G)
- D. Government to Business (G2B)

A. Government to Citizen

Government to subject relationship is that the most simple side of E-Governance. In times, Government deals with many aspects of the life of a citizen. The relation of a subject with the govt starts with the birth and ends with the death of the subject. A person transacts with the govt on each corner of his life. May it's birth registration, marriage registration, divorce or death registration. The G2C relation can embody the services provided by the govt to the voters. These services include the public utility services i.e. Telecommunication, Transportation, Post, Medical facilities, Electricity, Education and also some of the democratic services relating to the citizenship such as Certification, Registration, Licensing, Taxation, Passports, ID Cards etc. Therefore E-Governance in G2C relationship can involve facilitation of the services flowing from Government towards voters with the employment of data and engineering (ICT).

1. E-Citizenship - E-Citizenship will include the implementation of ICT for facilitation of Government Services relating to citizenship of an individual. It may involve on-line transactions with reference to issue and renewal of documents like Ration Cards, Passports, Election Cards, Identity Cards, etc. It will need the govt to make a virtual identity of each subject thus on alter them to access the govt services on-line. For an equivalent, Government would need to create a Citizen Database which is a huge task.

2. E-Registration - E-Registration can cowl the web registration of varied contracts. An individual enters into many contracts throughout his life. Many of those contracts and transactions need registration for giving it lawfulness and enforceability. Such registration may also be made ICT enabled. E-registration can facilitate to scale back a big quantity of work.

3. E-Transportation - E-Transportation services would come with ICT enablement of services of state with reference to Transport by Road, Rail, Water or Air. This may involve online

- Booking and cancellation of tickets,
- Status of vehicles, railways, boats and flights,
- Issue and renewal of Driving Licences,
- Registration and renewal of vehicles,
- Transfer of vehicles,
- Payment of the fees of licences,
- Payment of fees and taxes for vehicle registration,

4. E-Health - E-Health services would be ICT enablement of the health services of the govt. Under this, interconnection of all hospitals may take place. A patient database may be created. A local pharmacy database may also be created. All this can be done. It will involve linking of assorted hospitals in several components of the country and supply higher medical services to the national. To put it simply E-Health implies using ICT support to enrich the health of the masses. The various domains as characterized by the E-Governance bodies in its various conclaves are:

1. Envisioning Healthcare Reforms – role of ICTs in healthcare transformation,
2. Hospital CIO Conclave – technology strategy for next generation hospitals.
3. Health Insurance Conclave- leveraging technology for efficient health insurance.
4. National Health IT Infrastructure.
5. Healthcare Reforms through ICT.
6. Hospital Automation & Systems Management (HMIS & ERP).
7. EMR Applications & Medical Informatics.
8. Medical Imaging etc.
9. Shared Services Infrastructure & Hosted Models.
10. Clinical, Bio-Medical & Drug Information Systems.
11. Telemedicine & Tele-Health.
12. Online and Mobile healthcare.
13. Technology Standards and Interoperability.

5. E-Education – E-Education would cover the implementation of ICT in imparting of education and conducting of Courses. Distant as can as schoolroom education are going to be expedited with the utilization of ICT. Use of web will cut back the communication time needed in Distance education; web may facilitate in conducting on-line categories.

6. E-Help – E-Help refers to facilitation of disaster and crisis management using ICT.

It includes the utilization of technologies like web, SMS, etc. for the aim of reducing the reaction time of the govt agencies to the disasters. NGOs facilitate Government in providing facilitate in things of disasters. Online data regarding disasters, warnings and calls for help can help the Government and the NGOs coordinate their work and facilitate and speed up the rescue work.

7. E-Taxation – E-Taxation can facilitate the onerous method by implementing ICT within the onerous method. Online tax due alerts and online payment of taxes would help transact faster.

B. Citizen to Government

Citizen to Government relationship can embrace the communication of voters with the govt arising within the Democratic method like pick, movement, feedback, etc.

1. E-Democracy – The true concept of Democracy includes the participation of the citizens in the democratic and governing process. Today thanks to the enhanced population the active participation of the voters in governing method isn't doable. The ICT can help enable the true democratic process including voting, public opinion, feedback and Government accountability.

2. E-Feedback – E-Feedback includes the use of ICT for the purpose of giving feedback to the Government. Lobbying is following the govt to require an exact call. Use of ICT will change on-line feedback to the govt, online debates as to the Government services.

C. Government to Government

G2G relationship would come with the connections between Central and regime and conjointly the relationship between 2 or a lot of Government departments.

1. E-administration – E-administration would include the implementation of ICT in the functioning of the Government, internally and externally. Implementation of ICT will cut back the communication time between the govt Departments and Governments. It can substantially reduce paperwork if properly used. E-administration will bring morality and transparency to the administration of state Departments.

2. E-police – The concept of E-police is little different from Cyber-

Police. Cyber Police need technology specialists to curb the electronic/cybercrimes. E-police refers to the utilization of ICT for the aim of facilitating the work of the department of local government in investigation and administration. The thought of E-police includes databases of law enforcement officials, their performances, Criminal databases – wanted as well as in custody, the trends in crimes and much more. ICT will facilitate cut back the reaction time of the department of local government and conjointly cut back value by reducing work.

3. E-courts – The concept of E-Court will include the ICT enablement of the judicial process. Technology might facilitate distant hearing, online summons and warrants and online publication of Judgments and Decrees.

Strategies of E-Governance in India

1. To build technical infrastructure/framework across India

India lacks a full-fledged ICT framework for implementation of e-governance. Complete implementation of E-governance in Asian nation can embrace building technical Hardware and software package infrastructure. It will additionally embrace higher and quicker property choices.

Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G. The infrastructure should be engineered by Government, non-public Sector still as people. Infrastructure will embrace promotion of net Cafes, data and Interactive Kiosks. However whereas building technical infrastructure, disabled persons should even be thought of. The technology implemented, shall incorporate the disabled persons.

2. To build institutional capacity

Apart from building technical infrastructure, the govt. must build its institutional capability. This will embrace coaching of presidency workers, appointment of specialists. Alongwith the govt. has additionally to form associate knowledgeable information for higher exercise of intellectual resources with it. Apart from this, the govt. has got to equip the departments with hi-technology and has additionally to setup special investigation agency.

3. To build legal infrastructure

For higher implementation of e-governance, the Government will need to frame laws which will fully incorporate the established as well as emerging technology. Changing technology has modified several pre-established notions; equally the technology is growing and dynamic chop-chop. It is vital, that the govt. makes laws that incorporate the present technology and has enough area to include the dynamic future technology. These IT laws need to be flexible to adjust with the rapidly changing technology. Currently Asian nation has solely the IT Act, 2000 which is mainly an E-Commerce legislation. India has additionally changed several laws to incorporate electronic technology, but it's not enough to hide e-governance fully.

4. To build judicial infrastructure

Overall technological awareness in current Judges is extremely low. The judiciary as an entire must be trained in new technology, its benefits and drawbacks and the various usages. The judiciary might instead appoint new judges with new judges and setup special Courts to upset the matters concerning ICT. The Government may also setup special tribunals to upset matters relating with ICT.

5. To make all information available online

The Government has got to publish all the data on-line through websites. This can be expedited through centralized storage of knowledge, localization of content and content management. The data of presidency is public information, therefore the citizens are entitled to know every piece of information of the Government, because the Government is of the People, by the People and for the People.

6. To popularize E-governance

Literacy percentage in India is alarming. The whole world is moving towards e-governance, however Asian nation still lacks within the acquisition department. The folks have to be compelled to be educated and created e-literate for e-governance to flourish. There are very few e-literate people in India is very low. The Government must campaign for e-governance, increase people's awareness towards e-governance. Government will solely encourage folks to travel on-line if it will build folks feel snug with e-governance. This can be done through educating the folks regarding the benefits of e-governance over physical

governance. This will even be done through raising awareness of the leaders United Nations agency can encourage the folks to travel on-line.

7. Centre-State Partnership

Indian setup is quasi-federal. Therefore Centre-State and inter-state cooperation is necessary for smooth functioning of the democratic process. This cooperation is additionally necessary for triple-crown implementation of e-governance. This cooperation shall extend to Centre-state, inter-state and inter-department relationships. For constant the govt. will setup a Central Hub just like the current Government of Asian nation portal, for accessing the information of all the organs of the central government and also all the state government. The states will collaborate with the Centre to form a National subject information.

8. To set standards

Finally it's vital to line numerous standards to bring e-governance to the standard and performance level of personal company sector. The Government of Asian nation is presently acting on standards management and has numerous drafts ready for constant. These standards include following: Inter-operability standards, Security standards, Technical standards, Quality standards. Government websites in Asian nation presently haven't any uniform customary. Many Government of geographic area websites take issue in standards among even 2 of its webpages. There is no set customary on quality of the data, document, the formats, etc. It is vital for the govt. to line uniform national standards to be followed by all the Governments and agencies.

E-Governance Initiatives in India:

E-governance is an innovative phenomenon for redeveloping Indian public administration purely because of the fact that its objectives are to enhance the quality of government services to citizens, speed up communications through the use of technology, reduce government expenditure, bring in more transparency, reduce corruption and subjectivity, reduce costs for citizens and make government more accessible and accountable.

It is an imperative for economic progress in today's world. Today many government departments have started using information and communications technology (ICT) to automate their works because of ease of access to computer technology and the numerous developments in the field of information and communications technology. There has also been an increased efficiency in the functioning of the government services because of computerization of services like ration cards, income certificates, building licences, Passport/VISA, Pensions, Road Transport, Property Registration, Railway services, land records, and income tax payments etc. which has made life convenient, efficient and transparent for the citizens.

The growth of e-governance first began with National Informatics Centre (NIC) being established in 1977. This was a first major step towards e-Governance in India. Subsequently there were many initiatives that were launched to support the growth of e-governance in India. The launch of NICNET in 1987 was one of the driving forces for e-Governance.

The other significant initiatives include the creation of A Union Ministry of Information Technology in 1999, identification of a 12-point minimum agenda for e-Governance by Government of India for implementation in all the Union Government Ministries and Departments by 2000 and the National e-Governance Plan (NeGP) established in 2006, which set out an impressive agenda for developing e-Government services.

'eKranti' or NeGP 2.0 was also conceptualized with a focus on electronic delivery of services. Later Digital India which was launched on 1 July 2015 is an initiative to ensure that Government services are made available to citizens electronically by improving online infrastructure and by increasing Internet connectivity.

According to an administrative reforms commission report e-Governance initiatives implemented in the last 10 to 15 years can be categorized into the following

Government to Citizen (G2C) is an initiative which deals with extending the reach of governance to have a major impact on the people at large. Projects taken in this direction are Computerization of Land Records (Department of Land Resources, Government of India), Bhoomi Project: Online Delivery of Land Records, Gyandoot, Lokvani Project, e-Mitra Project, Project FRIENDS, eSeva, Revenue

Administration through Computerized Energy (RACE) Billing Project, Admission to Professional Colleges – Common Entrance Test (CET) etc..

Government to Business (G2B) is an initiative which deals with activities of government which impinge upon business organizations. The objective of bringing activities like registrations, licenses and exchange of information between government and business under e-Governance is to provide an amiable legal environment to business, speed up processes and provide relevant information to business. Some of the projects are e-Procurement Project, e-Procurement, MCA 21, etc... Government to Government (G2G) is an initiative which deals with large scale processing of information and decision making within government systems. This initiative has been taken to help in making the internal government processes more efficient. Some of projects are Khajane Project in Karnataka, SmartGov (Andhra Pradesh), etc.

- E-Seva, a Government to Citizen Project
- Project FRIENDS, a Government to Citizen Project
- E-Procurement Project, a Government to Business Project
- SmartGov, a Government to Government Project
- Digital India

E-Governance initiatives in States

Several State Governments have taken varied innovative steps to market e-Governance and have mixed up a roadmap for IT implementation and delivery of services to the voters on-line. The applications that are enforced are targeted towards providing Government to national (G2C), Government to Business (G2B) and Government to Government (G2G) services with stress on use of native language. Every State has the liability of distinguishing up to 5 further State-specific Mission Mode comes (relevant for economic development inside the State). In cases wherever Central help is needed, such inclusions are thought-about on the recommendation of the involved Line Ministries/ Departments. States have MMPs on Agriculture, Commercial Taxes, e-District, Employment Exchange, Land Records, Municipalities, Gram Panchayats, Police, Road Transport, Treasuries, etc. Apart from MMPs, the States produce other e-Governance initiatives conjointly.

Details of Madhya Pradesh e-Governance initiatives is as follows:

- Online Voter List
- Government Orders and Acts
- Online Pension Calculator
- Online Text book
- High Court Judgement and orders
- Online Grievance Redressal
- Public Utility Forms
- Cause List of MP High Court
- Daily Mandi Rate
- Online land records
- Tele Samadhan
- Online Employment Exchange
- Transport Services
- Child Record Information System
- Citizen Charters
- Gyandoot
- Related Resources

REFERENCES

1. Anielski, M. 2007. The economics of happiness: Building genuine wealth. British Columbia, Canada: New Society Publishers.
2. "Bhutan." Encyclopedia Britannica. Encyclopedia Britannica Online. 12 Sept. 2018.
3. Brahm, Laurence J. The Anti-Globalization Breakfast Club: pronunciamiento for a Peaceful Revolution. Singapore: John Wiley & Sons, 2019.
4. "Gross Domestic Product." Encyclopedia Britannica. Encyclopedia Britannica Online. 23 Sept. 2018.
5. Krugman, P. 2009. The return of depression economics. New York, NY: W. W. Norton.
6. Layard, R. 2005. Happiness: Lessons from a new science. New York, NY: The Penguin Press.
7. (PDF) Gross National Happiness in Bhutan: A Living Example of an Alternative Approach to Progress. Available from: https://www.researchgate.net/publication/47506209_Gross_National_Happiness_in_Bhutan_A_Living_Example_of_an_Alternative_Approach_to_Progress [accessed Jan 06 2019].
8. Stern, N. 2006. The economics of climate change: The Stern review. Cambridge: Cambridge University Press.
9. Stiglitz, J. 2009. Report by the commission on the measuring of economic performance and social progress. See www.stiglitz-sen-fitoussi.fr/en/index.htm.
10. Tideman, S. G. (2011, January). Gross National Happiness. Retrieved from Research gate: https://www.researchgate.net/publication/227111671_Gross_National_Happiness.
11. <http://indiaegovernance.blogspot.com/2008/04/strategies-for-e-governance-in-india.html>
12. <https://www.thehansindia.com/posts/index/Hans/2016-02-01/E-Governance-Initiatives-in-India/204109>