E-GOVERNANCE: PROBLEMS, CHALLENGES AND PROSPECTS IN INDIA

Ramanjeet Kaur

Research Article

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Ramanjeet Kaur

Department of Commerce and Management Guru Nanak College, Budhlada District: Mansa (Punjab)

ARTICLE INFO	ABSTRACT
	Around the world, Governments and public sector organizations are facing to reform their public administration organizations and deliver more efficient and cost effective services, as well as better knowledge and information to their stakeholders. The emergence of Information and Communication Technology (ICT) has provided means for faster and better communication, retrieval of data and utilization of information to its users. The enabling role of the ICT in the delivery of services in the public and government sector has gained acceptance. E-governance has become the key to good-governance in a developing country like India. Cooperation from government officials and staff will be crucial in realizing the goals of modernizing this nation through E-Governance. To be at par with developed countries, the Indian Government has made out a plan to use Information Technology extensively in its operation to make more efficient and effective and also to bring transparency and accountability. Development of any country can be judged by the scope of E-Governance in that country. In this paper we discuss about the basic problems of e-Governance in India and also present an exhaustive list of E-Governance projects which is currently being used in India.

INTRODUCTION

The actual term governance comes from an ancient Greek word, 'kebernon' which means to steer. In current usage, to govern means to steer, to control and to influence from a position of authority. Governance is an exercise of power for steering social systems, as well as a process by which organizations are directed, controlled and held to account to their society. "E-Governance" or "electronic Governance" refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organisations with more convenient access to the government's services and information. In other words, e-Governance involves ICTs, especially the internet, to improve the delivery of government's services to citizens, businesses and government agencies. We may think of it as integrated governance – since it integrates people, processes, information and technology in the service of achieving the aim of good governance. It is moving on from IT to ICTs and from IT to information systems (ISs). The term e-Government came into existence with the advent of government websites in late 1990s. It is not limited to the public sector only but also includes the management and administration of policies and procedures in private sector as well.

An effective and efficient governance i.e. Good governance has eight major characteristics i.e. *Participation, Transparency,*

Effectiveness and efficiency, Responsiveness, Accountability, Equity and inclusiveness, Rule of Law. If all these properties revolve around the ICT, will explain innovative definition of e-governance as in figure, which explains about the interrelation between citizens, government and the services accessed by the citizens through information and communication technology followed by the major characteristics of good governance.
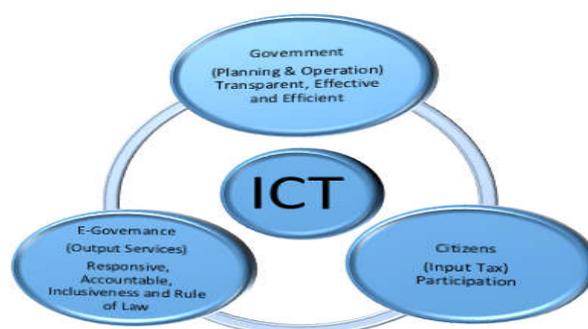
Figure Conceptual model of e-Governance

E-Governance: Major Challenges in India

The use of internet not only delivers the services faster but also brings more transparency between the government and the citizens. But in developing countries like India, where literacy level is very low and most of the people are living below poverty line, it is very much difficult for the government to

*Corresponding author: ***Ramanjeet Kaur***
Department of Commerce and Management Guru Nanak College, Budhlada District: Mansa (Punjab)

provide its services to such citizens via means of internet. Even the e-Readiness Rank of India is very low. E-readiness is defined as the ability to use information and communication technologies to develop one's economy and welfare. According to the Global Information Technology Report 2015, the e-Readiness rank of India is 89 with the score of 3.7 out of 7 that means the use of ICTs in India is very low. Since this is a new concept for government officials who are used to familiar methods of work, the growth of e-Governance is met with resistance and fear, among other infrastructural problems. Factors like privacy and security related to user's personal information, digital divide etc. are also huge challenges for the implementation of e-Governance in India. These challenges are as below:

E-Governance Challenges		
Environmental and Social Challenges	**Economic Challenges**	**Technical Challenges**
• Different Language • Low Literacy • Low IT Literacy • Recognition of applications • User friendliness of government websites • Services are not accessible easily • Confidence on technologies provided by government • Population • Lack of integrated services • Lack of awareness in people • Economic Separation • Resistance to Change	• Heavy Costs • Applications must be transferrable from one platform to another • Maintenance of electronic devices • Low per Capita income • Limited financial resources	• Scope of applications • Tried and tested technologies • Local language • Geographical problems • Interoperability • Scale of applications • Multimodal Interaction • Privacy and Security

Different Sectors Benefited by E-Governance

E-Governance is implemented by government in almost every field. From urban states to rural areas and from politics to teaching-Governance has spread its root everywhere. Either its public or private sector, common man or businessman all is largely dependent on e-governance. Here we have presented different areas where e-governance is widely used. In the following section, we are describing the projects used in urban and rural areas of India.

E- Governance projects in urban areas

1. **Transportation:** Services provided by e-governance in this area are Issuance of Time Table of buses, Provision of booking facility for Interstate transport, Transportation Improvement Program, Regional Transport plans, Congestion Management Process, Transportation Demand Management.

Various projects

Citizen Friendly Services of Transport (CFST): Citizen Friendly Services of Transport Department by Andhra Pradesh government to provide services such as Issue of learner licenses, Issue of driving licenses, Renewal of driving licenses etc.

1. Vahan and Sarathi: The backend applications Vahan & Sarathi help in speeding the overall work flow in the transport department by Tamil Nadugovt.

2. OSRTC: The Orissa State Road Transport Corporation project was started to provide transport related facilities online.

Online payment of bills and taxes: Services provided by e-governance in this area are Online Transaction, Payment of Bill, Payment of taxes, and payment of house EMIs etc.

Various Projects

1. **FRIENDS:** This project is started by Kerala Government for its citizens to make online payment of electricity and water bills, revenue taxes, license fees, motor vehicle taxes, university fees, etc.
2. **E-SEVA:** Electronic seva by Andhra Pradesh government to pay utility bills, avail of trade licenses and transact on government matters at these facilities.
3. **BWSSB** (Bangalore Water Supply and Sewerage Board) water billing and collection system: This e-governance project is started by the Bangalore government. In this, every month bills of houses are generated through BGS software.

Municipal services: Services provided are such as House Tax Assessment, Billing and Collection, Maintain records of Land & property, Issue of Death Certificates, Registration & Attorneys of properties, Review and approval authority for site plans.

Various projects

1. **E-Panjeeyan:** It is started by Assam government to deals with the computerization of the Document registration work at Sub Registrar Office.
2. **SDO Suite:** By Assam government, this system helps in issuing various certificates like Land sale Permission, Legal heir certificate, Issue of Passport Verification Certificate, Birth and Death Report.

E-governance projects in rural areas

In rural areas, e-governance has its very powerful impact. Here, from agriculture tolocal information everything is done through e-governance.

1. **Agriculture:** E-governance is also implemented in Agriculture.

Various projects

1. **Gyandoot:** In the State of Madhya Pradesh, it is an Intranet-based Government to citizen (G2C) service delivery initiative.
2. **BELE:** It is a web-based application with 3-tier architecture for capturing and monitoring the major activities and services.
3. **AGMARKNET:** It is a project approved by Department of Marketing &Inspection (DMI), Ministry of Agriculture and Government of India.

Local information: For local information such as prices of seeds, fertilizers, loan rates etc. government has started e-governance service in this area.

Sr. No.	State	E-Governance Projects	Beneficiaries
1.	Andhra Pradesh	1. e-Seva (electronic Seva)	Populace
		2. Computer-aided Administration of Registration Department – CARD	Populace
		3. FAST-Fully Automated Services of Transport	
		4. VOICE (Vijayawada Online Information Centre)	Populace
		5. E-Cops (e-Computerised Operations for Police Services)	Populace
		6. OLTP (Online Transaction Processing)	Populace
		7. Saukaryam	
		8. E-Procurement	Rural People
			Populace
			Populace
2.	Arunachal Pradesh	Community Information Centre	Populace
3.	Assam	Community Information Centre	Populace
4.	Bihar	MUDRA (Municipalcorporation towards Digital Revenue Administration)	Officials of Municipal Corporation
5.	Chandigarh	1. e-Sampark	Populace
		2. Gram Sampark-Rural Knowledge Centre	Rural people
6.	Chhattisgarh	1. Chhattisgarh Info tech Promotion Society	Populace
		2. Treasury office	State treasury department
		3. e-linking project	Populace
7.	Delhi	1. Automatic Vehicle Tracking System	Populace
		2. Computerisation of website of RCS office	Populace
		3. Electronic Clearance System	Populace
		4. Management Information System for Education	Students
8.	Goa	Dharani Project	
9.	Gujarat	1. DRISHTEE	Rural and semi-urban people
		2. Mahiti Shakti	Populace
		3. Dairy Information Services Kiosk	Rural People
		4. SWAGAT (State Wide Attention on PublicGrievances by Application of Technology)	Populace
10.	Haryana	1. DRISHTEE	Rural and semi urban people
		2. Nai Disha	Populace
11.	Himachal Pradesh	1. Lok Mitra	Rural people
		2. HIMRIS-Himachal Registration InformationSystem	Populace
		3. E-Pension (Pension Disbursement System)	Populace
12.	Karnataka	1. Bhoomi	Rural People
		2. KHAJANE (Online Treasury System)	State treasury department
		3. Community Learning Centre Project	Students
13.	Kerala	1. Fast, Reliable, Instant, Efficient Network for the Disbursement of Services(FRIENDS)	Populace
		2. Akshaya	Populace
		3. e-Srinkhala	Populace
14.	Odisha	DRISHTEE	Rural and semi urban people
15.	Punjab	1. DRISHTEE	Rural and semi-urban people
		2. WebCITI(Web based Citizen-IT Interface)	Rural and Urban people
		3. Suwidha (Single User Window Disposal HelpLine for Application)	
		4. TISP (Treasury Information System ofPunjab)	State treasury department
		5. EEMS (Employment Exchange Management System)	Populace
		6. PAWAN (Punjab wide area network)	Populace
16.	Rajasthan	1. LOK MITRA (Integrated Citizen Service Centre/e-Kiosks ICSC)	Populace
		2. JAN MITRA	
		3. AARAKSHI	Rural People
			Jaipur police Officials
17.	Sikkim	Community Information Centre	Populace
18.	Tamil Nadu	Vahan & Sarathi	Populace
19.	Tripura	Community Information Centre	Populace
20.	Uttarakhand	Centralized Utility Approval System (CUAS)	Populace
21.	Madhya Pradesh	1. Gyandoot	Rural People
		2. DRISHTEE	Rural and semi-urban people
		3. GramSampark	Rural People
		4. Headstart	Students
		5. E-Chaupal	Rural People
22.	Maharashtra	1. STAMPS & REGISTRATION SOFTWARE	Populace
		2. SETU	Populace
		3. Warana Wired Villages	Rural people
23.	Manipur	Community Information Centre	Populace
24.	Meghalaya	Community Information Centre	Populace
25.	Nagaland	Community Information Centre	Populace

Various projects

1. ***E-JanSampark:*** Services & Information accessible to the common man in his locality to meet his basic need. This project is started by Chandigarh government.
2. ***Prajavani:*** It is started by the Government of Andhra Pradesh. It is a Webbased On-line Monitoring of Public Grievances.
3. ***Web Portals for Hyderabad and Cybera bad Police:*** It is designed by Hyderabad developing and hosting many exciting public utility features like Safety tipsfor all citizens, verification status of Passports, Stolen vehicles etc.

Land record management: By facilitatinge-governance service in this area, millions of land records can be maintain in a very short time span.

Various projects

1. ***Bhoomi:*** It is the first e-Governance land records management system project which is successfully implemented for the benefits of the common man by the Government of Karnataka.
2. ***Comprehensive Modernization of Land Records (CMLR):*** This project isstarted by the government of Andhra Pradesh allowing integration of functions of property registration, mutations and updating of field survey maps.
3. ***Land Record Computerisation:*** The objective of the project is to computerize fresh allotment, land transfer, regularisation of occupied land etc. related actives of the Department of Land Management at district level.

Health: Services provided by projects relating health are Availability of medicines, Special health camps, Facilities at Anganwadi centres.

Various projects

1. ***Online Vaccination Appointment for International Traveller:*** Citizen centricapplication for the purpose of vaccination of the persons proceeding abroad and issuance of International Health Certificate.
2. ***SMS based Integrated Disease Surveillance System:*** It is an SMS based Integrated Disease Surveillance System, facilitates to report the occurrences of disease, number of persons affected from the area of occurrences immediately to the concerned authority.
3. ***Hospital OPD Appointment:*** Hospital OPD Appointment System is another welfare measure undertaken by Chandigarh Administration to make life of citizens simpler.

Education: Providing basic education (elementary, primary, secondary) to children, providing computer education to children, Results for 10th & 12th classes, Information oneligibility for "Distribution of books" scheme.

Various projects

CASCET: This project is started by the Karnataka government for Education Department.

1. ***Online Scholarship Management System:*** It is meant for the purpose of distribution of scholarships and fees reimbursement.
2. ***AISES (All India School Education Survey):*** This project is started by Assam government. The project is used for surveying the number of schools in district.

CONCLUSION

As the usage of Information Technology is growing very fast, Indian government is making many efforts to provide services to its citizens through e-Governance. E-Governance not only provides information about various activities of a Government but also involves citizens to participate in government's decision making process. Most significant benefit of allegovernance projects is time bound service delivery without any mediator. This is a change, a transition that cannot be stopped since it is part of a global movement. During the last few years, many initiatives have been taken by different state governments in India for using IT as a tool in the functioning of Government so as to provide better services to citizens. Although Indian government is spending a lot of money on e-Governance projects but still these projects are not successful in all parts of India. So, a vision is required toimplement the e-government in India. To meet the vision the challenges in the implementation of e-government should be overcome. Then, the environment needs tobe developed for the effective implementation of e-government in India. And the participation of people can play a vital role in implementation of e-Governance in India.

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