

E-Governance in India: Challenges and Current Status

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Abstract

Electronic governance is the hub of information and communication technology for providing various services between government to customers, government to business, government to government and interaction with in the entire government framework. It also involves exchange of information, communication, transaction, integration of various stand alone systems with the government services. In the present scenario, information technology has become a new paradigm for the growth of Indian economy. Information communication technology plays a vital role to the achievement of good governance goals. This paper highlights the role and potential of information communication technology in supporting the good governance programmes in India. E-governance brings various benefits to the citizen of the country and deed the systematic work efficiently and effectively. This paper also deals with the technical challenge of e-governance such as reality gaps avoiding best practice in e-governance project in order to avoid fail

and to achieve success. Source of the information this paper have been taken out from journal, websites, newspaper, article magazine. This paper discuss the current status of e-governance of India and factor which responsible for good governance in different state of India and authority for the betterment of the economy.

Keywords: Economy, Information Communication Technology and E-Governance.

Introduction

The governance terms comes from an ancient Greek word, kebernon, which means to steer. E-governance means current usage, to govern means to steer, to control, and to influence from a position of authority. E-Governance is adopted worldwide and is common in some of the countries. It reduces government transactional cost and also ensures citizen-centric transparent government. E-Government is simply the use of information and communications technology, such as the Internet, to improve the processes of government and transform functioning of the government.

E-governance is a dynamic process. E-governance aim to increase govt ability and satisfied the need of the public. It use information communication technology, ICT have ability transform with citizen, business and other arms of the government. E-governance provides better services to the citizen and improves interaction business with government, customers with government, government to government. E-governance provides different benefits, increase transparency, greater convenience, less corruption, increase growth and less cost.

Performance of e-governance via the electronic media and order to facilitate an efficient, provide speedy information to the public or other agencies and perform govt polices and activities.

There are Four Pillars of E-Governance

1. Connectivity:-Connectivity is required to connect the people to the services of the government.
2. Knowledge:-E-governance knowledge refers to information communication technology knowledge. Government should employ skill full engineers who can handle the e-governance in an efficient way.

3. DataContent: - E-governance share of knowledge, information through the internet. It's based on database and this database should have the data content which is related to government services.

4. Capital: - In India Capital is public or private partnership. It refers to money used by government to provide their services or to that sector of the economy based on its operation

Role and Potential

E-governance plays different roles in Indian economy.

1. It simplifies the process of information for citizen and businesses.
2. People gather the information about the any department of government and used in process of decision making.
3. It involves greater citizen at all level of governance.
4. E-governance is the way governments function, which more transparency in the functioning, thereby eliminating corruption.
5. E-governance is the information regarding every activity of government is easily available.
6. Implementations of it in practices make it possible for people to get their work done online.

7. Good implementation of e-Governance provide better delivery of services to citizens, improved interactions with business, industry and citizen empowerment through access to information, better management, greater convenience, revenue growth, cost reductions etc.
8. E-Governance provides the business information that might be important for business decision making process.

E-Governance potential generally open has been recognised by the nations as an effective system for increasing transparency as well as reduction corruption. E- Governance adopted the information communication technology for transform government. E-governance supports the government. Some of the challenges, such as the implications of technological integration on governance, funding rules and concerns about levels of government, are problems that have emerged out of on-going integration efforts.

Uses of E-Governance

E-governance in health Services provided by these projects are Availability of medicines Special health camps Facilities at Anganwadi centres.

E-governance in providing education related to information communication technology.

Challenges of E-Governance

Major Challenges face in India for adopted e-governance (Poor people, poor infrastructure, low technology knowledge, language problem and unawareness) etc.

1. Poverty: Accessing Internet is a costly affair for the poor who struggle for their livelihood in developing countries like India. Required infrastructure in the form of installing the necessary telephone lines needed for internet or email access is equally unaffordable in most poor countries.

2. Technical illiteracy: There is general lack of technical literacy as well as literacy in countries like India.

3. Language Dominance: The dominance of English on the internet constrains the access of non-English speaking population. In the case of India, 95 percent of the population does not speak English. Due to such overwhelming dominance of English over these communication channels, computers and the internet are quite useless in Indian villages.

4. Unawareness: There is general lack of awareness regarding benefits of E-Governance as well as the process involved in implementing successful G-C, G-G and G-B projects.

5. Inequality: Inequality in gaining access to public sector services between various sections of citizens, especially between urban and rural communities, between the educated and illiterate, and between the rich and poor.

6. Infrastructure: Lack of necessary infrastructure like electricity, internet, technology and ways of communications will affect the speed which delays the implementation.

It poses a major challenge in reaping the full benefits of service provision under e-governance.

Advantages of E-Governance

Major Advantages if India adopted information communication technology under e-governance.

1. High Speed – Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.

2. Cost Reduction: - Most of the Government expenditure is appropriated

towards the cost of stationary. Paper-based communication needs lots of stationary, printers, computers, etc. which calls for continuous heavy expenditure. Internet and Phones makes communication cheaper saving valuable money for the Government.

3. Transparency: - ICT use make transparency in government work. All the information of the Government provide on the internet by ICT. The citizens receive the information whenever they want to see. But this is only possible when every piece of information of the Government is uploaded on the internet and is available for the public to peruse. ICT helps make the information available online eliminating all the possibilities of concealing of information.

4. Accountability: - Once the governing process is made transparent the Government is automatically made accountable. Accountability is responsibility of the Government to the people. It is the responsibility for the deeds of the Government. Accountability of the Government is a responsibility of the Government.

5. Improve efficiency: - E-governance improves efficiency in mass processing task and operations. ICT based application

store the data and used according to need by citizen, businesses, government and in other areas.

6. Improve services: -A customer focus on core services which provide by e-governance. Successful services are which understand the requirement of the users. Government need to present the services and information in a simple and easily understand by the users.

7. Achieve specific policy outcomes: - ICT contribute the information to the stakeholders. E-Governance share the information with educational institution, businesses, government and others party and provide the safety to the information users.

8. Improve trust between government and citizen: - E-Governance build the trust between government and citizen. ICT help to build trust between government police and other parties. ICT promote the citizen constructed thinking about the public issues and policy related issues.

Current Status of E-Governance

The important role of information communication technology increase day by day in government sectors as well as private and limited sectors. These days the

role of ICT reached to the government and other sector and government and others other sector provide all information through electronic system. ICT transformed the manual system into electronic system. Government of India using ICT has a major role established e-governance as a key word for its changed face. E-governance becomes the slogan for the Indian government. Its provide transparency in government work with the help of ICT. Indian Government started large projects under the e-governance at national level, state and central level. State level project worked at the district level. Indian Government started the new initiator National Satellite based on computer network. Different Project is launched for district information system and state information system and providing services and information at district level and state level. In Andhra Pradesh (e-Seva and CARD), Bihar Sales Tax Administration Management Information, Chhattisgarh (Chhattisgarh Information technology Promotion Society, Treasury office and e-linking project), Delhi (Automatic Vehicle Tracking System and Computerisation of website of RCS office), Goa (Dharani Project 6), Gujarat (Mahiti Shakti), Haryana (NaiDisha), Himachal Pradesh

(LokMitra), Maharashtra (SETU and Online Complaint Management System), Mumbai and Rajasthan (Jan Mitra, RajSWIFT, Lokmitra andRajNIDHI).

Some Suggestion to the Above Challenges

- 1) Government needs adopt own project management tools.
- 2) Project tracking tool should be integrated to the responsibilities of the project and these should be monitored instead of status reports with only long text paragraphs being caused for observing the project status.
- 3) Complete transparency what are the issues blocking the project progress should be provided in the PM tools. Projects should be tracked through milestone based approach and evaluation done at various critical spot check.
- 4) Properly standardised study should be completed for proper monitoring of the project.
- 5) Automated, outcome-based instrument should be used.
- 6) All the participants must be made aware of the project work, timelines etc.

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