

E-Governance in India: An Overview

Ms. Priyanka Soni

Assistant Professor, Department of Commerce, G.M.N. (P.G.) COLLEGE, Ambala Cantt
(Haryana)

Sonipriyanka4998@gmail.com

ABSTRACT:

With the prominence of Information and Communication Technology (ICT), the users are getting faster and better communication, retrieval of data and utilization of information. The system by which the citizens are getting government services through internet is termed as E-Governance. It has gained much acceptance because of its advanced role. The development of any country depends upon the services rendered by government and their efficient implementation. But in our country, people are not very much aware about the benefits of E-Governance activities. Hence, the aim of this paper is to discuss about the basic problems and acceptability of e-Governance in India and identification of those sectors which are benefited through e-governance policy and also presented an exhaustive list of E-Governance projects which is currently being used in India.

KEYWORDS: E-governance; Government; Human activities; Information Technology (IT); Service delivery; citizen; acceptability.

INTRODUCTION:

The term E-Government came into existence with the emergence of government websites in late 1990s. E-Governance or “Electronic Governance” refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organisations with more convenient and easy access to the government’s services and information. In other words, it involves ICTs, especially the internet, to improve the delivery of government services to citizens (G2C), businesses (G2B) and the arms of government (G2G). Its area is not limited to the public sector only but also the management and administration of private sector are using it as well. It also brings more transparency between the government and the citizens. But in our country, India, it is a big challenge for the government to provide such services to citizens through the 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 in India. E-governance is the effective use of Information & Communication Technology (ICT) to improve the system of governance that is in place, and thus provide better services to the Citizens. A high priority agenda in India is to implement E-Governance because it is the only tool of taking Information Technology (IT) to the “Common Public”. It can also be defined as:

Simple

Moral

Accountable

Responsive

Transparent

GOVERNANCE

E-GOVERNMENT AND E-GOVERNANCE:

E -Governance is limited only with the use of ICT in public administration just to improve public services and to support them. So, it is a one way communication protocol.

Whereas, E-Governance's essence is to reach the beneficiary and ensure that the services are actually reaching to the individuals at desired level. Hence it is a two way communication protocol.

NEED OF THE STUDY

INDIA, among developing countries, has been an early adopter of E-Governance. The Gyandoot Project in Dhar district, which begun in 2000, is considered to be the first plan under it. Many efforts were also made to computerise the work flow of government offices, but such initiatives failed to sustain because of conflicts raised with the ways of functioning of Indian bureaucracy. E-Governance can enhance citizen economic and social opportunities, so that they can make better lives for themselves as well as for the next generation. In this paper attempt has been made to study various issues related to E-Governance and initiatives taken by government to tackle these issues.

OBJECTIVES

1. To study initiatives taken by government to encourage it.
2. To study the citizen awareness regarding E-Governance.
3. To study recent trends of E-Governance in India.
4. To discuss the need for E-governance in India from different perspectives.

MAJOR CHALLENGES OF E-GOVERNANCE:

The various barriers can be enumerated as follows:

- **Poverty**: The poor people who struggle for their livelihood in developing countries like India cannot afford the internet access and the components required like telephone lines, electricity and system etc.

- **Technical illiteracy**: There is general lack of technical literacy as well as literacy in countries like India.
- **Language Dominance**: In India, around 95 percent of the population cannot speak English. Due to the dominance of English over the communication channels, computers and the internet are quite useless in Indian villages.
- **Unawareness**: There is general lack of awareness regarding benefits of E-Governance as well as the process involved in implementing successful G2C, G2G and G2B projects.
- **Inequality**: Inequality between urban and rural communities, between the educated and illiterate, and between the rich and poor is also a hurdle for it.
- **Infrastructure**: Lack of necessary infrastructure like electricity, internet, technology and ways of communication affects the speed by which the implementation delays.
- **Resistance by employees**: Employees also resist any type of change in the way of their work because it creates a threat among them that they will have to learn the access of internet and will get overburdened.

E-GOVERNANCE: ACCEPTABILITY IN INDIA:

E-Governance is a tool to solve the social as well as economical problems that exist in the developing countries like India. Deepak Ghaisas, former Chairman NASSCOM Product Forum and CEO India Operations estimate "23 percent of government spending goes on defence, while 46 percent of it on governance. If a small fraction is spent on technology,

namely to streamline the processes, It will really boost the domestic tech industry”.

According to WEF Global Information Technology Report, India ranks 24th out of 134 countries with 5.38 score in accessing and overall priority of ICT. Therefore there is tremendous potential for e-Governance to provide exponentially benefit to their citizens and maximize return on government investment. Which represents the growth of e-Governance in India is quite encouraging.

Initiatives taken by Government:

Recognising that E-governance is playing an increasingly important role in modern governance, various agencies of government and civil society have taken a large number of initiatives across the country. Some are as follows:

CUSTOM AND EXCISE

- 98% of export and 90-95% of import documentation computerized.
- 80% of service tax returns electronically processed.

INDIAN RAILWAYS

- Anywhere to Anywhere reservation from Anywhere.
- Electronic booking of tickets on selected sectors.

PASSPORT/ VISA (Government of India)

- 100% passport information computerized.
- All 33 regional passport offices covered.
- Machine readable passports at some locations.

BHOOMI-Automation of land records (State government of Karnataka)

- It provides computerized record of Rights Tenancy & Crops (RTC)-needed by farmer to obtain bank loans, settle land disputes etc.

POSTAL DEPARTMENT (Government of India)

- Direct e-credit of monthly income scheme returns into the investors account.
- Dematerialization of Savings Certificate (NSC) and Vikas Patras (KVP), offering full portability.

INFORMATION TECHNOLOGY ACT 2000

- To regulate cyberspace and define offences and penalties related to information technology (IT) such as tampering with computer source documents, breach of confidentiality and privacy, publication of false digital signatures and so on.

E-KRANTI

- It is also an essential pillar of the Digital India Initiatives. After reviewing the critical need of e-governance, the approach and key components of e-kranti have been approved by the Union Cabinet on 25.03.2015 with the vision of “Transforming E-Governance for Transforming Governance”.

RECOMMENDATIONS:

- To create awareness about positive role of government that can be helpful for social and economic development of country.
- E-Governance should make an impact on the knowledge of society as well as on the literacy level of society.
- Corruption level should be reduced in delivery of public services.
- In order to comply with the defined characteristics of the E-governance model, the telecommunications infrastructure needs to be expanded and enhanced.

- Government should sponsor the digital literacy of the citizens.
- To apply new technologies in the participation and electoral processes to promote E-Democracy.
- To create an environment to diversify the means to access services.

CONCLUSION:

It is evident from above discussion that objectives of achieving E-Governance and transforming India are the key element for development of country. Majority of e-Government projects have failed to yield the potential benefits that are otherwise possible with deployment of ICT in public sector. There are enough surveys carried out on e-Government projects which tend to conclude that many e-Government projects fail to achieve the intended objectives / benefits. Failure rate is high amongst developing countries. But, In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance projects. Effective promotion schemes by the Indian government will also work as a boosting factor to provide quality services to their citizens, which means there is huge potential for the development of e-governance in various sectors.

REFERENCES:

- [1] White, Jay D. (2007) Managing Information in the Public Sector. M.E. Sharpe. New York
- [2] Fang, Zhiyuan. "E-government in Digital Era: Concept, Development, and Practice." International Journal of the Computer 10.2 (2002): 1-22. Web. 2 Apr. 2014.
- [3] Carter, Lemuria, and France Belanger. "Citizen Adoption of Electronic Government Initiatives. IEEE Xplore. Virginia Polytechnic Institute and State University, n.d.
- [4] Dawes, Sharon S. "The Evolution and Continuing Challenges of E-Governance." - Dawes. Wiley Online Library, n.d.
- [5] "E-Government for Developing Countries: Opportunities and Challenges". *The Electronic Journal on Information Systems in Developing Countries (EJISDC)*. 2004.
- [6] Raghavan, B.S. (10 August 2001). "E-the-people". *Business Line (India)*. *The Hindu Group*. Retrieved 2010-01-19.
- [7] The 2007 e-readiness rankings. A white paper from the Economist Intelligence Unit. Available from: http://graphics.eiu.com/files/ad_pdfs/2007Ereadiness_Ranking_WP.pdf (accessed: 23 August, 2011)
- [8] Gurmeet Singh, R.D. Pathak, Rafia Naz, Rakesh Belwal, "E-governance for improved public sector service delivery in India, Ethiopia and Fiji". International Journal of Public Sector Management, Vol. 23 Iss: 3, pp.254 – 275. 2010
- [9] N. S. Kalsi, Ravi Kiran and S. C. Vaidya. "Effective e-Governance for Good Governance in India", International Review of Business Research Papers Vol.5 No. 1 January 2009 Pp. 212-229.

[10] Sanjay kumar dwivedi & Ajay kumar bharti (2010), “E-Governance In India Problems And Acceptability”, journal of theoretical and applied information technology, Pp- 37-43.

[11] Sameer Sachdeva(2002), “E-governance strategy in India” Shalini Singh (2010), Promoting e-Governance through Right to Information: A Case-study of India International Journal of Scientific & Engineering Research, Volume1, Issue 2.

[12] Sameer Sachdeva(2008), “Capacity Building Strategy for e-Governance in India”, available at www.ijr.org.

[13] N. S. Kalsi, Ravi Kiran, and S. C. Vaidya (2009), “Effective e-Governance for Good Governance in India”, International Review of Business Research Papers, Vol.5 No. 1 January 2009 Pp. 212 - 229.

[14] Mahapatra R, and Perumal S. 2006. “e-governance in India : a strategic framework”, *International Journal for Infonomics: Special issue on measuring e-business for development*. January.

[15] Sunil K. Nikam (2011), e-Governance projects of Agriculture is the effective way of improving productivity and quality of agricultural products in India”, International Referred Research Journal, July, 2011. ISSN-0974-2832 RNIRAJBIL 2009/29954.vol.III.