



E-GOVERNANCE IN INDIA: INITIATIVES AND CHALLENGES

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ABSTRACT

India is a nation in progress. However, it must combine the socio-economic goals with good governmental management. E-Governance originated in India during the 1970s with a focus on in-house government applications in the areas of defence, economic monitoring, planning and deployment of ICT to manage data intensive functions related to elections, census, tax administration etc. In the ICT era, nearly every country in the world used ICT in its administration, distributing necessary products and services to their citizens on time. India's government has consistently worked to deliver services to citizens in a better way. In several Indian states, there have been a number of significant projects and successful efforts. Although there are many difficulties and limitations, the government is certain that these obstacles can be removed, paving the path for the success of e-governance. This article explains the evolution of Indian e-governance, its initiatives, and its difficulties.

KEY WORDS: e-governance, ICT, Challenges, initiatives

INTRODUCTION

The “e” in e-Governance stands for ‘electronic’. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance.

E-Governance is in essence, the application of Information and communications technology to government functioning in order to create ‘Simple, Moral, Accountable, Responsive and transparent’ (SMART) governance. E-Governance refers to the use by government agencies of Information Technologies (such as Wide Area Networks, the Internet and mobile computing) that have the ability to transform relations with citizens, businesses, and various arms of government resulting in better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resultant benefits are less corruption, increased transparency, greater convenience, revenue growth, and cost reductions (World Bank).

Dawes (2009), e-governance as ‘E-governance comprises the use of information and communication, technologies to support public services, government administration, democratic processes, and relationships among citizens, civil society, the private sector and the state’. Sanjay Kumar Dwivedi & Ajay Kumar Bharti (2010), the challenges faced by the government and public sector organizations all over the world in the administration of E-Governance and to making it efficient and cost effective. Effective use of Information, Communication and technology (ICT) for e-governance for providing proper services to citizen has also been studied. Findings of their research are that E-Governance has been considered as a high priority agenda in India and it was also found out that E-governance is good governance.

OBJECTIVES OF THE STUDY

1. To provide an overview and initiatives taken in e-governance in india
2. To examine the major challenges of e-governance in India



METHODOLOGY

Secondary data is used to collect the information related to the study. Various Indian Government websites and researches done in this area have been used to collect the data related to E-Governance

RESULT AND DISCUSSION

1. Overview of e-Governance in India

e- Governance began in India in the 1970s with a concentration on internal government applications for planning, economic monitoring, defence, and the use of ICT to handle data-intensive tasks for elections, censuses, and tax administration. Initial steps taken The Department of Electronics' establishment in 1970 was India's first major move toward e-governance since it focused attention on "information" and its conveyance. The District Information System initiative was started by the National Informatics Center (NIC), which was founded in 1977, in order to computerise all district offices across the nation. The establishment of NICNET, a national satellite-based computer network, in 1987 gave e-governance its primary impetus.

The Eleventh Plan for e-governance had explored a spectrum of subjects. These comprised 27 areas for the implementation of e-technology and reforms, as well as changes to the Ministry of Corporate Affairs. The Department of Customs has had extremely favourable prior experience with reservations on the railways and refunding customs duty. 60,000 common service centres will be operational by the end of the Eleventh Plan to supply public services across the nation. The optical fibre network will be expanded, and broadband access will be extended to all Panchayat levels, according to new plans. The public would benefit from having access to all e-mode services offered at the grassroots levels due to this.

Major Initiatives Taken for e-Governance in India

Table -1 Initiative for e-Governance

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|----|---|
| 1 | Andhra Pradesh (AP): e-Seva, CARD, VOICE, MPHS, FAST, e- Cops, Saukaryam, Online transaction processing, e-immunization Rural Health Call Center and Site Suitability for Water Harvesting, Professional e-Pension. |
| 2 | Arunachal Pradesh -Community Information Center. |
| 3 | Bihar- E- Sale Tax |
| 4 | Chattisgarh- Chhattisgarh Info-Tech Promotion Society, Treasury Office, E-Linking Project |
| 5 | Delhi - Automatic Vehicle Tracking System, Computerisation Of Website Of RCS Office, Electronic Clearance System, Management Information System. |
| 6 | Goa- Dharani Project |
| 7 | Gujarat - Mahiti Shakti, Request For Government Documents Online, Form Book Online, G R Book Online, Census Online, Tender Notice. |
| 8 | Haryana -Nai Disha |
| 9 | Himachal Pradesh - Lok Mitra |
| 10 | Karnataka - Bhoomi, Khajane, Kaveri |
| 11 | Kerala - E-Srinkhala, Rdnet, Fast, Reliable, Instant, Friends |
| 12 | Madhya Pradesh - Gyandoot, Gram Sampark, Smart Card In Transport , department,Computerization MP State Agricultural Marketing Board (Mandi Board), E-Choupal Etc |
| 13 | Maharashtra - Setu, Online Complaint Management System—Mumbai |
| 14 | Punjab - Suwidha, Tisp, Eems, Pawan |
| 15 | Rajasthan- Jan Mitra, Rajswift, Lokmitra, Rajnidhi |
| 16 | Tamil Nadu -Sari |
| 17 | Uttar Pradesh- Lokvani , E-suvidha , E-Seva , Koshvani , JAN SUVIDHA KENDRA, Srishti, Bhulekh, |

- A self-sustaining e-Government initiative called "**Bhoomi**" will electronically provide 20 million rural land records to 6.7 million farmers in Karnataka.
- **KHAJANE:** A Government-to-Government (G2G) e-Governance programme that automates the whole Government Treasury System Its implementation was primarily motivated by the need to handle state funds effectively and get rid of structural flaws in the manual treasury system in Karnataka.
 - **e-Seva** (Intended to offer services from "Government to Citizen" and "e- Business to Citizen"). By connecting customers and residents to the appropriate government agencies and giving online information at the moment of service delivery, all services are supplied to them online. The concept has gained a lot of support from the populace, particularly for the payment of utility bills in Andhra Pradesh.



- The Department of Information Technology launched the **e-District**. The MMP seeks to provide large volume, citizen-focused services at the District level, such as the issuance of birth/death certificates, income and caste certificates, old age and widow pensions, etc.
- The Department of Administrative Reforms & Public Grievances launched the **e-Office**. By switching to a "Less Paper Office," the MMP seeks to greatly increase the government's operational effectiveness.
- The Department of Justice, Ministry of Law, and Justice introduced **e-courts**. The Mission Mode Project (MMP) attempts to use technology for better delivery of court services to the public.

1. Major challenges of e-governance in India

- Trust:** These are the important developments with e-governance. All user and government trust can be defined. The former indicates that users of any type of software or technologies must feel confident, at ease, and trusting of it. Another vital element relates to public trust in the government. Citizens nowadays who use e-governance services generally have some faith in its advances. Additionally, there may be certain dishonest operations carried out by any other organization for the purpose of money, important information, or even personal information, etc. Additionally, important departmental information is occasionally overlooked or left out of government offices, which seriously undermines individuals of all economic classes' confidence in e-governance.
- Infrastructure:** It is basically required for India to implement e-governance as much as possible. Electricity, internet access, and a lack of technology adaptability will impede the development of e-governance. To enhance e-governance in developing nations, there will be enough basic facilities accessible.
- Cost:** One of the biggest obstacles to the introduction of e-governance is cost, particularly in developing nations like India where the majority of people lives in poverty. Politicians and elected officials don't take any interest in establishing e-governance into existence.
- Security and privacy:** The government should implement appropriate measures to protect citizens' private and confidential information.
- Population:** Because India has a large population, implementing e-government is challenging. However, the government's efforts to provide residents with unique identification have minimized this impediment.

CONCLUSION

In India, e-Governance is getting popular, but challenges like public awareness and the digital barrier must be addressed. High-speed internet access is crucial for the delivery of e-Governance initiatives, and the upcoming nationwide rollout of 5G technology will enhance our commitment. Even though the Indian government spends a lot of money on e-Governance programs, not all of India benefits from them. The key issues that have prevented the successful adoption of e-Governance in India are lack of awareness among the population, the local language of that people in a particular area, privacy concerns regarding the personal information of the populace, etc. The development of e-Governance in India can greatly benefit from public participation.

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