Innovative Tool for New and Change Government of India: E- Governance

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Abstract- In 21st century, E-Governance is becoming ruling king as it may reduce corruption, cut red tapism and reach directly to citizens providing political support focused administrative leadership, re-engineering process. In the Present Scenario, Information and communication technology is gaining its importance day by day. IT is becoming Government's driving force by providing services. IT has discovered new ways for improving the Government's strategies and policies also rules and regulations for providing services to the public. It introduced electronic modes for government for changes and renewal in its processes and policies. This mode becomes the key word for the government in improving its processes. E-governance plays a role of catalyst and channel for E- business in business community. As far as E-governance projects are concerned, government is changing its role from an 'Implementer' to a 'Faciliatator' and 'Regulator'. Government will encourage private sector participation in E-governance projects and more projects based on public private participation (PPP) model should came in near future to achieve long term sustainability and the future for E-governance looks. In this paper, an attempt has been made to study the E-governance in India and initiatives made by the government for implementing the e-governance projects in India and also examined the challenges faced by government in implementing e-governance projects in India.

Keywords: Government, Governance, E-Government, E-Governance, E-Governance projects, challenges.

1. INTRODUCTION

In the present times, the use of information and communication technology (ICT) is rising day by day. Having discovered information and communication technologies, management dreamt of a new government. Stimulated by IT industry, government uses E-government services for the change and renewal in its processes, policies and for better interaction with citizens. For these changes and renewal E-governance becomes a key word.

E-governance plays a role of catalyst and channel for E-business in business community. As far as E-governance projects are concerned, government is changing its role from an 'Implementer' to a 'Faciliatator' and 'Regulator'. Government will encourage private sector participation in E-governance projects and more projects based on public private participation (PPP) model should came in near future to achieve long term sustainability and the future for E-governance looks bright.

A. E-Governance (Conceptual Framework)

Development in the information and communication technology (ICT) have been taking place at a rapid pace. India in its E-literate resources is fast emerging as a major initiator in E-Governance adoption. In past we had just government and governance while the future will be characterized by E-Government and E-Governance.

B. Governance

Governance is the act of governing. Governance is the interrelationship between four principal institutions of democracy- legislature, executive, judiciary and media. The concept of governance includes government's interrelationship with private firms and not for profit sector. It consists of either a separate process or part of management or leadership processes.

C. Good Governance

The concept of good governance has entered in the vocabulary public administration in 1990's courtesy world bank. It implies introduction of new values of governance to establish more efficient, effective, legitimate and credible government system. Good governance has been suggested as an attractive remedy in these countries. Good governance has been cited as an essential requirement of an accelerated socio-economic development of developing countries. An important tool for good governance is E- governance. Good governance and E-governance are the two sides of a same coin. In such conceptualization, they reinforce each other. They are indistinguishable.

D. E-Governance

E-governance is an idea raised by former US vice president (Al gore) within his vision of linking the citizen to various agencies of government for getting all kinds of government services in an automated and automatic way. The emergence of ICT has provided means for faster and better communication, efficient storage, retrieval and processing of data & exchange

and utilization of information to its users. Electronic government or E governance is the latest buzzword for government trying to involve people in administration , address, transparency issues in their bureaucratic and make themselves more responsive to their citizens. E- Governance is slowly becoming a buzzword in corridors of power. E-Governance is the use of ICT by government, civil societies and political institutions to engage citizens through dialogue and feedback to promote their greater participation in the process of governance for all three concerned parties' i.e. government, business and citizens. The use of ICT can connect all three parties and support its process and activities.

Good governance = E- governance

New Government + New Technology

E. E-Government Thinking:
- Old government + new technology
- Old government + interest

F. Objectives of Study
1. To study the E-Governance concept launched in India.
2. To study the Origin of E-Governance in India.
3. To study the state level E-Governance projects implemented in India.
4. To study the advantages of E-Governance in India.
5. To study the challenges faced by Government in implementing E-Governance.
6. To give some suggestions for further improvements.

2. RESEARCH METHODOLOGY
The study for this paper is completely based on the secondary sources of data. The data for this study is taken from newspaper, magazines, journals and Government's websites.

3. RESEARCH PROBLEM
While the e-governance initiatives of the state governments have improved the service delivery, the users' experience of their initiatives is still far from being satisfactory. In addition to the operational level issues, such as low capacity, excessive waiting time, outdated technologies, etc., the citizens face several problems by virtue of their lack of knowledge and understanding. Some of the factors that are salient with regard to the use of e-government initiatives by citizens are:

- *Cost of such service*: Many of the e-government initiatives require the user to pay fee to access the service. State governments have made the users of e-government services to pay for the operation of the service centers. Obviously this will have a bearing on the usage of e-government services. Prior researches have shown that citizen's demand for e-government services to have high price elasticity (Ojha and Gupta 2011).

- *Educational level*: Education and skills are considered to be an important factor in the use of e-government services. Belanger and Carter (2009) in their study on digital divide and use of e-government services, identify educational level of the users as one of the factors. Hence education of the subsistence-level citizens may also contribute to the use of e-government services.

- *Service quality*: E-government service quality has been explored extensively in the past (Lee et al. 2011). However, in the context of subsistence-level citizen use of e-government services, quality is also dependent on the mode of service prior to e-government. E-government initiatives could have fostered an easier way to attain the services and hence it could also be a salient factor in the use of e-government by subsistence-level citizens.

- *Role of intermediaries*: E-government services are provisioned through customer service centers. Past research has shown the influence of these intermediaries in the use of e-government services (Al-Sobhi et al. 2010). In some cases, governments' have relied on public-private partnership to offer the services to citizens. Citizens may also rely on other intermediaries to get the services. Users' need for intermediaries and their role and attitude towards these service centers and the people who provide the service may also influence the use of e-government services by the citizens.

A. E-governance in India (Origin):
Recognizing the increasing importance of electronics, the government of India appreciated the concept by establishing the separate department of electronics headed by a secretary to trigger E-governance in India in 1970's. The subsequent establishment of the National informatics centre (NIC) in 1977 was the first major step towards E-governance in India as it brought information and its communication in focus. In the late 1980's a large number of government offices had computers but they were mostly used for 'word processing'.

Advances in communication technology further improved the versatility and reach of computers and many government departments started using ICT for a number of applications like tracking movement of papers and files, monitoring of development programs, processing of employee's pay rolls generation of reports etc. The main thrust for E-governance was provided by launching of NICNET in 1987 – the National satellite based computer network. This was followed by the launch of the district information system of National information centre (DISNIC) programs to computerize all district offices in country for which free hardware and software was offered to state government. NICNET was extended via the state capitals to all districts head quarters by 1990. A national task force on information technology and software development was constituted in May

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1998. It recommended the launching of an operation knowledge aimed at universalizing computer literacy and spreading the use of computers at IT in Education. In 1999, the Union Ministry of information technology was created.

The World Bank, ADB and UN have been approached and remarked its willingness to increase funding further for the extent of E-governance initiatives in India as a part of first phase (1947-1984) of NEGP. The National E-governance plan (NEGP) (2003-2007) of government looks for a long- term growth of E-governance in the country. The main objective of NEGP is to provide government services to the common citizens in his locality through one- stop- shop. The architecture for E-governance considered in NEGP aims to leverage E-governance essentially to change the way government delivers services to citizens, addresses development challenges in key areas like education, health and agriculture, implements major programs and even the way it conducts its own business. In future, education, agriculture, State wide area networks (SWANs) and community information centre projects will be rolled out backed by a strong public private partnership model (PPP) to achieve long term sustainability. Projects with PPP models in these segments can change completely governance experience.

Mission Mode Projects

Central government	State government	Integrated services
• Income tax • Passport visa and immigration • MCA 21 • Insurance • National citizen database and UID project • Pensions • Banking • E-office	• Land records • Road transport • Property registration • Agriculture • Treasuries • Municipalities • Gram panchayats • Police • Employment exchange • E-district	• EDI • E-biz • CCS's • India portal • E-courts • E-procurement

Source: Planning commission government of India," Eleventh Five year Plan 2007-2011." Vol-1 Inclusive growth.

B. E-governance at State level:

Most of states are using applications of ICT in improving service delivery to the citizens. They are changing place from manual processes to on-line delivery by using suitable located service centres in public places. These centres provides multiple services such as: payment o0f water and sewerage bills, electricity and telephone bills, property taxes, commercial taxes, income taxes, registration of vehicles, issue of learning licenses, transfer of ownership of vehicles, registration of new trade licenses, renewal of trade licenses, birth and death registration, birth and death certificates, filling of passport applications, collection of examination fees, registration of documents and stamps, sale of non- judicial stamps, sale of bus tickets, collection of small savings.

The projects established in the different states with the different services provided by them are as under.

1. **Gyandoot:** The Project Gyandoot was established in Madhya-Pradesh in year 2000.Government of India established this project for providing easily and quicker services to public. The following are the services covered under this project:
   - Daily Agricultural commodity rates (mandi bhav).
   - Income certificate.
   - Caste certificate.
   - Domicile certificate.
   - Public Grievance Redressal.
   - Rural Hindi email.
   - BPL family.
   - Rural Hindi newspaper.

Government launched website for this project for making easier and quicker communication with the public. www.gyandoot.nic.in

2. **Lokvani:** Lokvani project was launched by Government of India in the city Uttar Pradesh in year 2004.the following are the interested schemes covered under this project:
   - Availability of Land records (Khataunis) on the internet.
   - Online registration, disposal and monitoring of public grievance.
   - Online status of arms license applications.
   - Online availability of prescribed government forms.

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➤ Information of various government schemes.

Government launched website for this project for making easier and quicker communication with the public. www.sitapur.nic.in/lokvani, http://sitapur.nic.in/lokvani/lokvaniup-report.asp.

3. **E-Seva:** This project was launched by Government of India in year 2001 in Andhra- Pradesh and this project is the modified version of project TWINS which was launched in year 1999 in Hyderabad. The Government covered many services under this project for making it easier for public to gain the benefit of government services under single roof with spending of lesser time in getting services. E-Seva provides around 46 services such as payment of water and sewerage bills, property taxes, commercial taxes, income tax, phone bills, registration of vehicles, registration of new trade license, transfer of ownership of vehicles, issue of learning license, renewal of trade license, registration of birth and death certificate, filling of passport application, sale of bus tickets, collection of small savings. The website for this project is
www.esevaonline.com,www.ap-it.com/eseva.html, www.westgodavari.org.

4. **CARD:** Another initiative is the Computer aided Administration of Registration Department (CARD) in Andhra Pradesh. This was the first initiative by government of India in Andhra Pradesh in year 1998. Provides electronic of all registration services such as registration of vehicles, registration of land records, registration of birth and death certificate.
For easier communication with Government launched its website under this project: http://www.ap-it.com/cards.html.

5. **E-Disha:** This project was Launched in the Districts of Haryana for providing the services of government to public and making communication with the public. This project was launched by government to cover the problems faced by public in taking the services manually from the government service departments. This project covers theservices of Driving license, registration of vehicle, passport application, registration of birth and death certificate, insurance of birth and death certificate, Domicile certificate, SC-OBC certificate and handicapped certificate.
The website for E-Disha www.haryana.gov.in

6. **E-Suwidha:** This is the project launched by government in the places of Punjab. This project provides the services of
   ➤ Arm licenses related services.
   ➤ Services to pensioners.
   ➤ Assurance of bus passes.
   ➤ Assurance of Dependent certificate.
   ➤ Assurance of Licenses.
   ➤ Assurance of Nationality Certificate.
   ➤ Assurance of ID-Card.

➤ Assurance of Affidavits.
➤ Assurance of Permission

The website for E-Suwidha is www.suwidha.nic.in

7. **E-Sampark:** E-Sampark is the initiative of the Chandigarh administration for providing government services under a single roof: Payment of taxes, payment of water and sewerage bills, payment of electricity bills, payment of postal challan, issue of bus pass, issue of senior citizen cards, issue of disability identity card, issue of birth and death certificate, tenant registration, domestic servants registration, passport application and telephone bills.
**The website for E-Suwidha is www.chandigarhgov.in/egov-esmpk.htm.**

4. ADVANTAGES OF E-GOVERNANCE

• It greatly simplifies the process of information accumulation for citizens and businesses.
• It empowers people to gather information regarding any department of government and get involved in the process of decision making.
• E-governance strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance.
• E-governance leads to automation of services, ensuring that information regarding every work of public welfare is available to all citizens eliminating corruption.
• This revolutionizes the way government functions, ensuring much more transparency in the functioning, thereby eliminating corruption.
• Since the information regarding every activity of government is easily available, it would make every government department responsible as they know every action theirs is closely monitored.

5.CHALLENGES OF E-GOVERNANCE

The challenges can be broadly categorized as tactical and strategic.
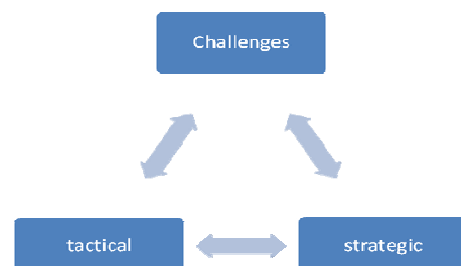
Source: P.Panneervel,"E-gov: A change management tool." Rawat publications, Jaipur and New Delhi, 2005.

A. Tactical challenges:

- Instead of reinventing the wheel, examine what has been done in developed countries for similar needs.
- Sufficient time should be given for needs assessment (feasibility study) what IT capacities to be used for what activity.
- Within project modularity, certain level of flexibility should be possible.
- Base work with all required information should be ready at the time of project implementation.
- There should not be a lack of continuity from design to implementation to avoid delays.
- Regular evaluation (once a year) of the project is must in order to pick-up problems early.

B. Strategic challenges:

- Government communication and transactions with citizens and enterprises over the internet: one stop government, single window service, seamless government.
- Frameworks and guidelines for e-government and e-governance.
- Institutional change and IT-driven modernization of public governance structures.
- Transnational e-government projects and standards.
- International and regional projects, case studies and international comparisons.
- Strategic, implementation policies and best prices.

C. Suggestions

- Customers should be fully aware about services provided by government under E- Governance projects.
- Service delivery mechanism needs improvement
- Credit/Debit card facility is needed.
- Grievance redressal mechanism needed
- Role of intermediaries should be eliminated
- Employees salary should be increased
- Employees should be made permanent instead of contractual
- Employees should be provided Economic/ non-economic incentives

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