

E-Governance Initiatives in Indian Economy to Unleash Trillion-Dollar Market in India with special reference to Digital India

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Abstract:

“Digital India” is a wrapper of e-governance with new features and functionalities. Given the number of cyberspace initiatives recently announced by the central and state governments, "e-government" is as important as a mantra in India as "e-commerce" in the first few years of the new millennium. A distinction needs to be made here between the terms "e-government" is governments offering their services to citizens via the Internet, e.g. land records, filing of taxes; and "e-governance" is collectively formulating laws and regulations to govern cyberspace, e.g. domain names, e-commerce taxation,. Governments plays a key role in both activities, as a result of which these two terms are generally using interchangeably.

1. Introduction of Topic

1.1. Concept of E- Governance & Digital India

A programme to transform India into a digitally empowered society and knowledge economy.[11]

Digital India[2][3] is an initiative of Government of India to integrate the government departments and the people of India. It aims at ensuring the government services are made available to citizens electronically by reducing paperwork. The initiative also includes plan to connect rural areas with high-speed internet networks. Digital India has three core components. These include creation of digital infrastructure, delivering services digitally and digital literacy. [4]

E- Governance can be defined as the civil and political conduction of government, including service provision using information and communication technologies.[7]

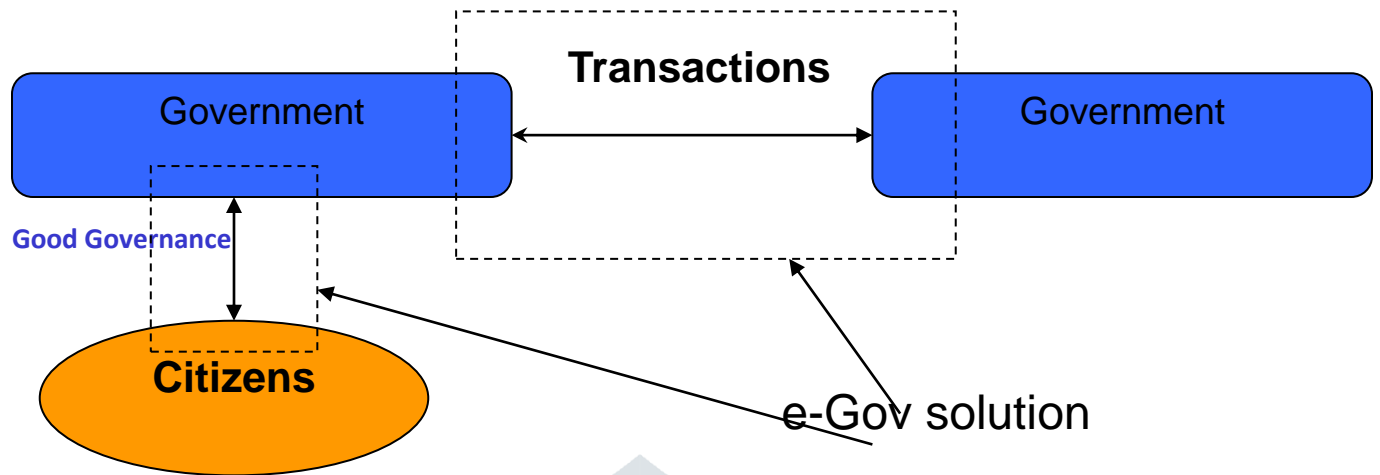


Fig.1 . E- Governance working [7]

❖ **What is Digital India?**

- ❖ Digital India is a Programme to prepare India for a future knowledge based on knowledge Management. [11]
 - ❖ The goal is on being transformative – to realize **IT + IT = IT (India Today + Information Technology = India Tomorrow)**
 - ❖ The main focus is on making technology central to enabling change in the process.
 - ❖ It is an Umbrella Programme – covering many departments like food & drugs, Land Registration, Income Tax, Agriculture, Revenue generators departments, Transport using RTO, Finance, etc.
- a) It weaves together a large number of ideas and thoughts into a single, comprehensive vision so that each of them is seen as part of a larger goal.[11]
 - b) Each individual element stands on its own. But is also part of the larger picture. [11]
 - c) It is coordinated by DeitY, implemented by the entire government. [11]
 - d) The weaving together makes the Mission transformative in totality. [11]
- ❖ The Programme: [11]
 - a) Pulls together many existing schemes.
 - b) These schemes will be restructured and re-focused.
 - c) They will be implemented in a synchronized manner.
 - d) Many elements are only process improvements with minimal cost.

- ❖ The branding of programmes as Digital India highlights their huge transformative impact on Government & citizens.

1.2 Key benefits

1. Good governance should be transparent and accountable. It is also effective and equitable.[9]
2. It offers a unique opportunity to create awareness in the people in the rural areas of the technologies and benefits of e-Governance.
3. If e-Governance will be beneficial to citizens will be real and substantial, it's projects will obviously become sustainable in overall India.
4. A holistic approach is required for e-Governance. Adequate time and resources needed for full devotion in conceptualization, implementation and maintenance of projects.

Even we can do front-end computerization without back-end computerization and governmental process re-engineering could be successful if tangible benefits arise to the citizens.

5. Some other benefits are:[9]

- i. Speed and ease of info access
- ii. Secured transaction process
- iii. Citizen centric
- iv. Belief of people that it's not another political drama
- v. cost effective
- vi. Better Accountability
- vii. Better targeting of beneficiaries
- viii. Addressing Corruption
- ix. Transparency through Information access
- x. Inclusive
- xi. Participatory

<http://www.insightsonindia.com/2014/11/23/e-governance-india-concept-initiatives-issues/>

1.3 Ongoing projects

The objective of the National e-Governance Plan (NeGP) is the improvement of delivery of Government services and businesses to citizens with the following vision: "Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man." [10]

The National e-Governance Plan (NeGP) is created to improve Government services delivery for citizens So that all Government services will be easily accessible to the common citizens in their region through service delivery outlets. Considering basic needs of the common man, Such Services should be provided at affordable cost maintaining reliability and transparency in service delivery.

NeGP contains 27 mission mode projects (MMP), which are further divided as state, central or integrated projects. Within NeGP, "mission mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels. [8]

NeGP introduced around 27 mission mode projects (MMP), which are further classified depending on state level, central or country level or integrated projects. The objectives of these projects are clearly defined along with scope. The analysis for timeline required for implementation of these project, various milestones is done and measurable outcomes are documented.



➤ **Types of Government Interaction in e-governance:-**

G2G: Government to Government

G2C: Government to Citizen

G2B: Government to Business

G2E: Government to Employee [10]

2. Some Initiatives taken in the same field in various states of India:-

1. Government to Citizen (G2C) Initiatives:

The focus now is on extending the reach of governance to have a major impact on the citizens at large. [10]

- **Computerization of Land Records:**
- **Bhoomi Project:**
- **Gyandoot:** It provides relevant information of the rural population. It is an interface between the district administration and the people.
- **Lokvani Project in Uttar Pradesh:** Lokvani is a public-private partnership (PPP) model's project at Sitapur District in Uttar Pradesh which was initiated in November, 2004. Its objective is to provide a single window, self-sustainable e-Governance solution with regard to handling of grievances, land record maintenance and providing a mixture of essential services.[10]
- **Project FRIENDS in Kerala:** FRIENDS (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services) is a Single Window Facility providing citizens the means to pay taxes and other financial dues to the State Government.[10]
- **e-Mitra Project in Rajasthan:** e-Mitra is an integrated project to facilitate the urban and the rural Lokmitra - Janmitra Centers/Kiosks. [10]
- **e-Seva (Andhra Pradesh):** This project is designed to provide 'Government to Citizen' and 'e-Business to Citizen' services. The highlight of the eSeva project is that all the services are delivered online to consumers /citizens by connecting them to the respective government departments and providing online information at the point of service delivery. [10]

Admission to Professional Colleges – Common Entrance Test (CET):

ICT is used to make the process of admission transparent and achieves the objective of it.

➤ **Some Initiatives taken in the same field in various states of India:-**

2. Government to Citizen Initiatives:

The goal of this initiative is that the governance services should be reachable to common citizens so that those can easily accessible by them in their day today life.

- **Digitization of Land Records:**
- **Bhoomi Project:**
- **Gyandoot:** It focuses on promotion of local self-governance (in india known as 'Panchyati Raj') at village level. Gyandoot helps in making information and services more accessible and more transparent by providing relevant information to rural population so that citizens residing in ruler area use Gyndoot enabled kiosks to submit various online application, register various complaints and get information on various crop market price. It acts as an interface between the district government administration and the ruler people.
- **Lokvani Project in Uttar Pradesh:** Lokvani is a public-private partnership based e-governance solution which has been initiated at Sitapur District in Uttar Pradesh in 2004. Using Lokwani enabled Kiosks, citizen can access information regarding Arms license application and status, Land Records, Government PF Fund accounts of employees, various medical facility and can register complaints online .
- **Project FRIENDS in Kerala:** FRIENDS stands for Fast, Reliable, Instant, Efficient Network for the Disbursement of Services. It is a One Window Facility which enables citizens of Kerala to pay various financial dues like rents, fees, charges and various taxes to the State Government.
- **e-Mitra Project in Rajasthan:** E-Mitra is a e-governance initiative taken by Government of Rajasthan which is based on Public-Private Partnership (PPP) model. It provides Wide range of citizen friendly services of different government departments to people through Common Service Center (CSU) kiosks in transparent and friendly manner.
- **e-Seva (Andhra Pradesh):** e-Seva is Public-Private-Partnership program initiated by Government of Andhra Pradesh which is one stop shops providing wide spectrum of services covering almost all Government departments. These services include Payments of bills & taxes,

Registrations & Certificates, bus passes, Courier services and various Information like Exam results.

3. Government to Business Initiatives:

- **e-Procurement Project in Andhra Pradesh and Gujarat:**
- **MCA 21:** It is the Project by Ministry of Corporate Affairs. The project aims at providing easy and secure online access to all registry related services provided by the Union Ministry of Corporate Affairs to corporates and other stakeholders at any time and in a manner that best suits them.[10]

4. Government to Business Initiatives:

- **e-Procurement Project in Gujarat and Andhra Pradesh:** e-Procurement system is online bidding system wherein the tendering activity is carried out online via internet. All the purchases and procurements in all the Government departments and organization which are funded by Government are handled through this portal. This portal can handle various activities from the notice inviting tender to the publishing of the complete tender in the electronic form, digital signing of online tenders, to multistage evaluation and final conclusions.
- **MCA 21:** This project is introduced by Ministry of Corporate Affairs. Through this project the Union Ministry of Corporate Affairs provides various services like registration of companies, electronic filing of documents, secure online access to corporate information to corporates and other stakeholders at any time online through a secure interactive portal.

5. Government to Government Initiatives:

- **Khajane Project in Karnataka:** It is a comprehensive online treasury computerization project of the Government of Karnataka. The project has resulted in the computerization of the entire treasury related activities of the State Government. [10]
- **SmartGov (Maharashtra):** SmartGov has been developed to streamline operations, enhance efficiency through workflow automation and knowledge management for implementation in the Andhra Pradesh Secretariat.[10]

6. Government to Government Initiatives:

- **Khajane Project in Karnataka:** Khajane is online treasury computerization project initiative by the state government of Karnataka. This project performs entire treasury related activities such as various payment transaction, receipts, deposits and stamp inventory information.
- **SmartGov (Andhra Pradesh):** The SmartGov is designed to enhance the internal efficiency of Andhra Pradesh Secretariat by basically improving back-office functionality. This system provides an effective method of storing, maintaining and retrieving the huge volumes of data and automates all the activities and working procedures of the Secretariat.

2. Central government initiatives as mission mode projects (MMP) and Government to Employee (G2E) Initiatives:

<http://india.gov.in/e-governance/mission-mode-projects/central-mmpps>

1) Income Tax

The Income Tax Department of India is implementing a plan for setting up a comprehensive service that enables citizens to transact all businesses with the Department on an anywhere, anytime basis. Return of income for companies, has to be filed compulsorily online every year.[10]

2) Central Excise

The Central Board for Excise and Customs (CBEC) has brought a major change in the way the Central Excise and Service Tax formations conduct their regular business, the trade & Industry, by developing and deploying a software application called **Automation of Central Excise and Service Tax (ACES)**. [10]

3) e-office

e-Office is aimed at quick search and retrieval of files and office orders, digital signatures for authentication, forms and reporting components. [10]

4) Immigration, Visa and Foreigner's Registration & Tracking (IVFRT)

India has emerged as a key tourist destination, besides being a major business and service hub. Immigration Check Post is the first point of contact that generates public and popular perception about the country, thus necessitating a state of the art system for prompt and user-friendly services. [10]

The IVFRT project is initiated by Ministry of Home Affairs. The goal of IVFRT Project is to develop and implement service delivery framework that facilitates legitimate travelers while strengthening security.

The IVFRT Project will enable authentication of traveler's identity at the Missions, Immigration Check Posts (ICPs) and Foreigners Registration Offices (FROs) through use of intelligent document scanners and biometrics, updation of foreigner's details at entry and exit points, improved tracking of foreigner's through sharing of information captured during visa issuance at Missions, during immigration check at ICPs, and during registration at FRRO/ FROs .

5)UID

The unique identification project was conceived as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. [10]

The unique identification project(uid) is an initiative which provides identification for each citizen across the india and aims to make our welfare systems more accessible and fair to every citizens of India. This ID will be assigned on the basis of the uniqueness of the resident's biometrics.

6)Pensions

The pensions MMP is primarily aimed at making the pension/ retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a combination of interactive and non-interactive components, and thus, help bridge the gap between the pensioners and the government. [10]

7)Banking

The Banking MMP which is being implemented by the banking industry aims at streamlining various e-services initiatives undertaken by individual banks. Implementation is being done by the banks concerned, with the banking Department providing a broad framework and guidance. [10]

8)Posts

Modernization of Postal Services has been undertaken by the Department of Posts through computerization and networking of all post offices using a central server-based system, and setting up of computerized registration centers (CRCs). [10]

9)Passport

The Consular, Passport and Visa (CPV) Division of the Ministry of External Affairs (MEA) provides passport and consular services to Indian citizens through the Central Passport Organization (CPO), and consular and visa services to foreign nationals and Indians residing overseas through the passport, visa and consular wings of over 160 Missions and Posts abroad. [10]

10)Insurance

Customer service is the hallmark of this sector and hence it became important for the Public Sector Insurance Companies to computerize their operations and leverage the latest technology to provide a world class service experience to the customers through personalized products and services. [10]

11)Income Tax

The Income Tax Department in India is working on implementation of plan for setting up a various service that enables citizens to transact all businesses with the IT Department online. It allows to file IT returns for individual and corporates through online portal.

12)Central Excise

Central Board of Excise and Customs (CBEC), Ministry of Finance, Department of Revenue initiated e-governance project Automation of Central Excise and Service Tax (ACES) to automated all major procedures in their department. The goal of ACES software application is to improve tax-payer services, accountability, efficiency and transparency, in the indirect tax administration like service tax in India.

13)e-office

e-office is integrated records and file management which helps employees to search and manage data, records internally. It also keeps track movement of files and also enable the archival and retrieval of various office data.

3. State Mission Mode projects

<http://india.gov.in/e-governance/mission-mode-projects/state-mmps>

- **e-Governance in Municipalities**

It is a unique initiative of the Government of India conceptualized under the umbrella of the overall National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) aimed at improving operational efficiencies within Urban Local Bodies (ULBs). [10]

- **Crime and Criminal Tracking Network & Systems**

Crime and Criminal Tracking Network & Systems (CCTNS) MMP aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system. [10]

- **Public Distribution System**

PDS is envisaged as an end-to-end project covering key functional areas such as supply chain management including allocation and utilization reporting, storage and movement of food grains, grievance redressal and transparency portal, digitization of beneficiary database, Fair Price Shop automation, etc. [10]

- **Health**

ICT for programme management has been undertaken by the Ministry of Health & Family Welfare in the Mother and Child Tracking System (MCTS) programme and the Ministry envisages a more comprehensive use of ICT including for Hospital Information Systems, supply chain management for drugs and vaccines, etc through this MMP. [10]

- **e-panchayat**

PRIs as the preferred delivery channel for the schemes of State and Centre as well as for citizen services, the Ministry of Panchayati Raj, Government of India has therefore decided to take up the computerization of PRIs on a mission mode basis. [10]

- **e-District**

e-District is one of the 31 Mission Mode Projects under National e Governance Plan (NeGP) with the DIT. This project aims at providing support to the basic administrative unit i.e. District Administration by undertaking backend computerization to enable electronic delivery of high volume citizen centric government services which would optimally leverage and utilize the three infrastructure pillars of State Wide Area Networks (SWAN), State Data Centers (SDC) and Common Service Centers (CSCs) to deliver services to the citizen at his doorsteps. [10]

- **National Land Records Modernization Programme (NLRMP)**

The focus of the entire operation has always been to employ state of the art information technology (IT) to galvanize and transform the existing land records system of the country. [10]

6. Integrated Mission Mode Projects

- **e-procurement**

Ministry of Commerce & Industry (Department of Commerce) has been nominated e-Government Procurement (e-GP) Mission Mode Projects (MMP). The vision of the e-Procurement MMP is **“To create a national initiative to implement procurement reforms, through the use of electronic Government procurement, so as to make public procurement in all sectors more transparent and efficient”**. [10]

- **e-Courts**

The e-Court Mission Mode Project (MMP) was conceptualized with a vision to transform the Indian judiciary by making use of technology. [10]

- **e-Biz**

The e-Biz Mission Mode Project, being executed by Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry, Government of India. Its vision is **“To transform the business environment in the country by providing efficient, convenient, transparent and integrated electronic services to investors, industries and business throughout the business life cycle”**. [10]

- **Common Services Centres**

The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance(in rural areas also), education, health, telemedicine, entertainment as well as other private services. [10]

3. Recent Initiatives

- **Direct Cash transfer**

To facilitate disbursements of Government entitlements like NREGA, Social Security pension, Handicapped Old Age Pension etc. of any Central or State Government bodies, using Aadhaar and authentication thereof as supported by UIDAI. [10]

- **Aadhar Enabled Payment system (AEPS) :**

AEPS is a bank led model which allows online interoperable financial inclusion transaction through the Business correspondent of any bank using the Aadhaar authentication. The four Aadhaar enabled basic types of banking transactions are as follows:- [10]

- Balance Enquiry
 - Cash Withdrawal
 - Cash Deposit
 - Aadhaar to Aadhaar Funds Transfer [10]
- **MyGov citizen portal**

Prime Minister launched an online platform mygov.nic.in to engage citizens in the task of “good governance”(*surajya*). MyGov is a technology-driven platform that would provide people with the opportunity to contribute towards good governance. [10]

. E-Kranti scheme

This is project for linking the internet with remote villages in the country. It will also expand the use of IT in agriculture and retail trade too. [10]

. Digital Cloud for every Indian

Certificates issued by the government — education, residential, medical records, birth certificates, etc. are to be stored in individual 'digital lockers' and a communication protocol established for government departments to access them without physically having to see the hard copy. The purpose of government is that copies of certificates issued by the government itself not to be carried around by people to government offices for various services. [10]

http://file.scirp.org/Html/13-6801053_5833.htm

4. Objectives of the Study

India is happening place as far as IT is concerned. Digital India is not only depends on technology but also depends on citizens. Digital India is not for elite, but it is for poor people. It is for margin life style.

“Minimum government and Maximum Governance” dream come through the digital India.

Three objectives of the programme are:

- i) Digital Infrastructutre for all citizens
- ii) Digital Services on Demand
- iii) Digital Empowerment of citizens

5. Research Methodology:

The study is based on secondary data obtained through available literature on the subject from various libraries and institutes. Secondary data was collected from Books, Journals, NIC website, records, reports, Journal, periodicals, Annual reports. Various magazines, newspapers, journals etc. were consulted. Interviews and group discussions with knowledgeable people in this field. The relevant data from various sources has been collected and the updated report has been compiled. **It was Exploratory and Descriptive type of Research.** The descriptive survey design was used because there were many aspects of the study that were explored that had not been explored before.

6. E-Governance Services to Unleash Trillion-Dollar Market in India

➤ Ways for Unleash Trillion-Dollar Market in India with reference to Digital India.

- I. **IT Initiatives** According to recent Nasscom-McKinsey report, the e-government infrastructure and services sector in India is a billion dollar market for IT vendors, software and training companies.[13] True e-government involves activities like design of a user-friendly citizen interface(UI) in local languages, back-end database integration, multiple channels of communication (e-mail, wireless, satellite), security of transactions.

II. Net-savvy Governments

The governments of Ireland, Singapore, Australia and Canada are the most Net-savvy in the world. Compared to other country's progress in the IT sector, India still lags considerably in global indices of human development and information society parameters. To overcome, we need to use expertise between the different states of India and considerable amount of sharing of lessons of them with respect to success factor.

III. Non-state Actors or Awareness

This initiative of IT training and campaign is a need of an hour. Universities should have updated syllabus according to job(company) Market.

IV. New Media

Governments can use offline and online methods for conducting a survey on various issues; Media sites covering government issues can effectively link to government sites and to other media.

IV. Digital Democracy

E-governance initiatives must promote digital research. Kiosks and community centre(Mahaseva Kendra) solutions is playing a key role in bringing e-government services to a citizen doorstep.

V. Access Costs

In today's era, Internet is Super power. Hence, to reach to each and every corner of India Internet is needed and provided with low cost.

VI. E-government Services

Attention must given to maximize utilisation of e-government services. There is misconception among government employees that e-government may leads to reduction of government jobs; and those who actually launching e-government initiatives must be responsive to e-mail queries and it's not just be content with publishing reams of government statistics online.

➤ For successful E-Governance implementation, following things are needed:

a) Regulations

Governmental rules and regulation has to be properly set in an effort to improve the economy and development of India.

b) Facilities Provided

c) Policy Making

- i) Definition and formulation of policy
- ii) Central guidance or innovative processes
- d) Implementation
 - i) Through private sector, NGOs, etc.
 - ii) Coordination of different departments
- e) Process of evaluation
- f) Project Planning
- g) Reliance on contractors and sub-contractors
- h) Reliance on consultants
- i) Coordination (in what areas, for what sectoral issues)
- j) Government relations with the private sector
- k) Staff and line functions
- l) Others necessary related things

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