

# E-GOVERNANCE IN INDIA - ENERGIZING GOVERNMENT, EMPOWERING PEOPLE

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## Abstract

India is experiencing the digital transformation with a new age citizen. The enabling role of the Information and Communication technology (ICT) in the delivery of services in the public and government sector has gained acceptance. India being a wider platform needs holistic technology development and digital literacy to meet the aspirations of its 1.3 billion citizens. Digital India is an initiative undertaken by present Government of India to integrate the organizations and connect the people of India directly with all the departments to serve them in a better way. Digital empowerment of people through digital unique identity, digital literacy and universal access to digital resources will lead to effective e-governance making the services available to citizens on demand. The objective is to create digitally empowered economy that ensures government services implementation and control in a effective manner. This paper explores the steps taken by Government of India towards digitalization and benefits accrued to a citizen through E-Governance. The objective of the paper is to analyze the impact of government initiatives, issues and future prospects of digital India.

**Key words:** *Digital literacy ,Delivering services digitally , Digital empowerment, E-Governance*

## I. Introduction

E-Governance is basically the governance through the utilization of ICT (Information and Communications Technology). Information and Communication Technology (ICT) at all the level of the Government to be incorporated in order to provide services to the citizens, interaction with businesses and exchange of information to players in a speedy, efficient and transparent manner. ICT provides efficient storing and retrieval of data, instantaneous transmission of information, processing information and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and judiciously, increasing transparency and enforcing accountability. It increases the reach of government geographically as well as demographically. In India the concept 'e-governance' began with National Informatics Centre's efforts to connect all district headquarters though computers in 1980s. In 2002 Indian portal for public access to information on various aspects of government functioning was set up , namely agriculture sector, rural development and promoting social welfare. The survey report conducted by PwC in 5 States of Uttar Pradesh, Maharashtra, Tamil Nadu, Rajasthan and Jharkhand indicated that the major ICT initiatives of the Government included, major areas like railway mechanization, land record computerization, etc.which centered principally on the application of Information system.The National e-Governance ( NeGP) was launched in 2006 with a vision to create all government services accessible through common service delivery system. The e-Governance initiatives across the country is integrating the citizens and country into a collective vision with a shared cause. Today, digital infrastructure is reaching down to the remotest of villages , and large-scale digitization of records is taking place to enable easy and reliable access over the information. The main objective is to bring public services closer to citizens ,making them more empowered than before.

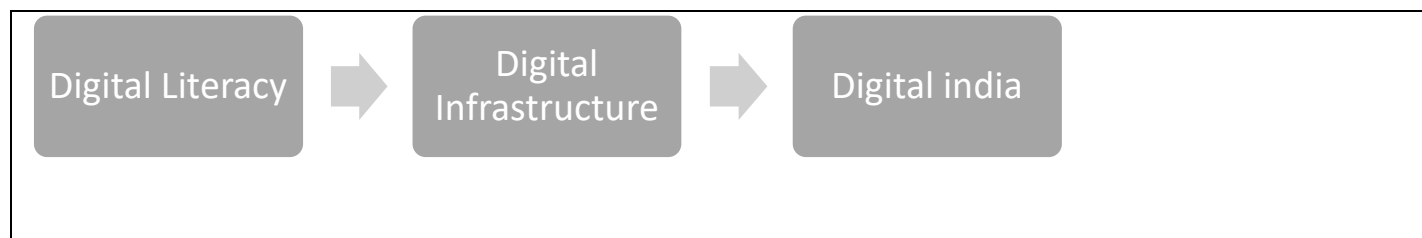


Figure 1: Digital Transformation

**Objective of the study**

- To create awareness among citizens about digital transformation.
- To encourage citizen participation in online government services.
- To increase Government and citizen interaction through digital platform.

**II. Digital Literacy**

Digital Literacy is defined simply as the awareness, skills, understandings etc. to operate comfortably in Information Technology (IT) enabled environments. A person who wants to be a Digital Literate, must be able or prepare to face the above IT environments. There must be enough ICT projects at State and Centre level spread Digital Literacy among the common. Even though various governments are trying to increase the Digital Literacy rate, it could not get the expected result through these projects .Implementation of Literacy, particularly the Digital Literacy, is a challenge for both groups , educated as well as uneducated. Both the literate as well as illiterates are equally afraid or avoid learning this technology due to the technical involvement. It is observed that both literate as well as illiterate people are reluctant to learn anything new. A Digital literate person supports a government to operate effectively or for an E-Government, the infrastructure of E-Governance is required to establish a government citizen-government relationship [Vineet Agrawal et al., 2012]. The Governments realized their needs to focus and initiated the efforts to reduce the cost of operating government information system and there by updating the data process. The developed states namely Kerala, Tamil Nadu, Andhra Pradesh, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Rajasthan and West Bengal are playing a significant role in introducing IT for social and economic development. The increase in the tele density will certainly bring the people informed about the activities of the Government .The development of the telecommunication and IT infrastructure providing affordable access to information to people in all geographical areas including the rural areas will reduce the digital gap. The digitalization of processes will not only improve the digital literacy and skills to use the information communication technology, but also provide the information about the government and its policies through easily accessible devices at hand. Digital Literate person through e-Governance prevents or discourages corruption due to the direct involvement of citizen in the Government activities. Government Web sites provide customers with access to government information, allow transactions, and provide links to other relevant agencies

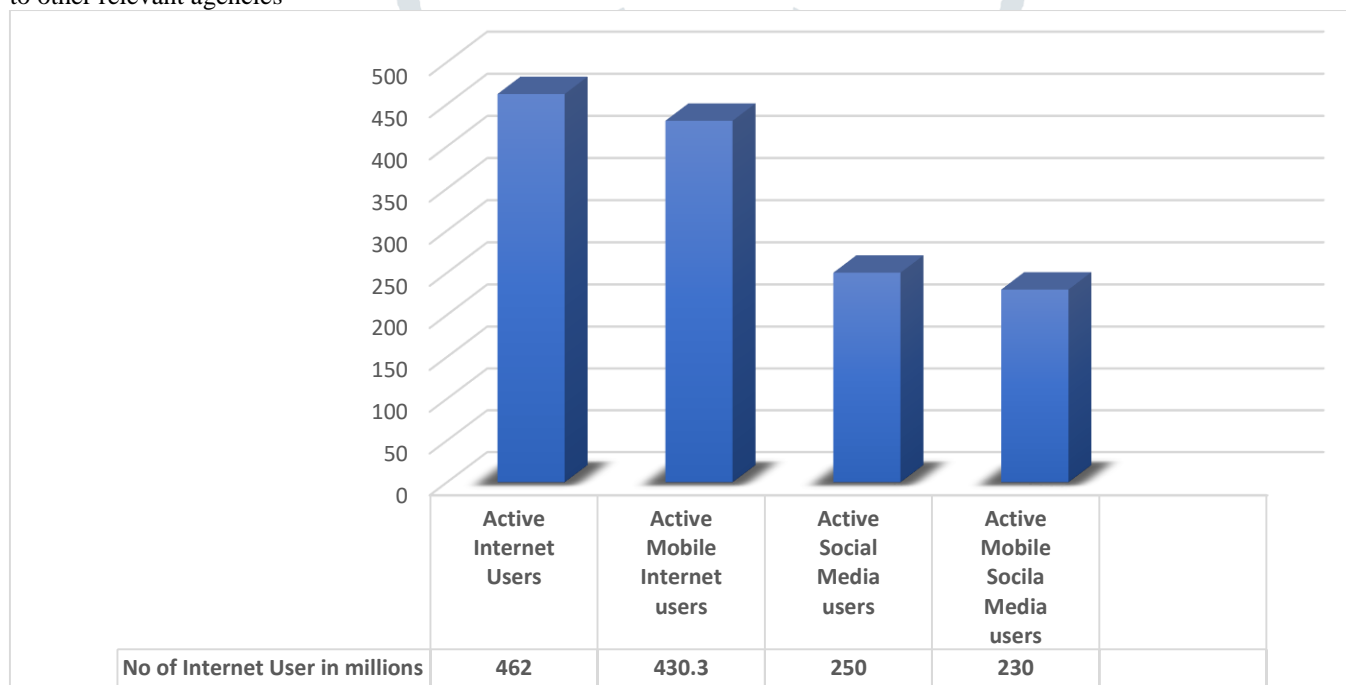


Fig 2. Digital population in India as of January 2018 (in millions)

Source: <https://www.statista.com/statistics/309866/india-digital-population/>

The number of internet users in India is expected to reach 500 million by June 2018, according to a report published by Internet and Mobile Association of India (IAMAI) and market research firm IMRB. The report also finds that an estimated 281 million users in India, access the internet daily. As per the statistical information on the mobile internet penetration in India from 2015 to 2022. During 2017, around 23.9 percent of the population accessed the internet from their mobile phone. This figure is expected to grow to 34.85 percent in 2022. A huge population do not know the advantages of Digital Literacy and e-Governance. They, therefore, need to be better informed and provided with all possible facilities to update themselves. The older generation though educated are not interested in to acquire digital knowledge because they feel that they are too old to learn any new things. the main reasons for the failure of establishment of Digital Literacy is the non-availability of resources and proper infrastructure to the common man. Even if both are made available, the electricity problem in rural area is still persistent. Government should take initiatives to solve this problem with all possible means .As Information technology and communication has been recognized as an effective tool for digital literacy, e-participation of citizen will empower them to gather information and to get more involved in the process of decision making .

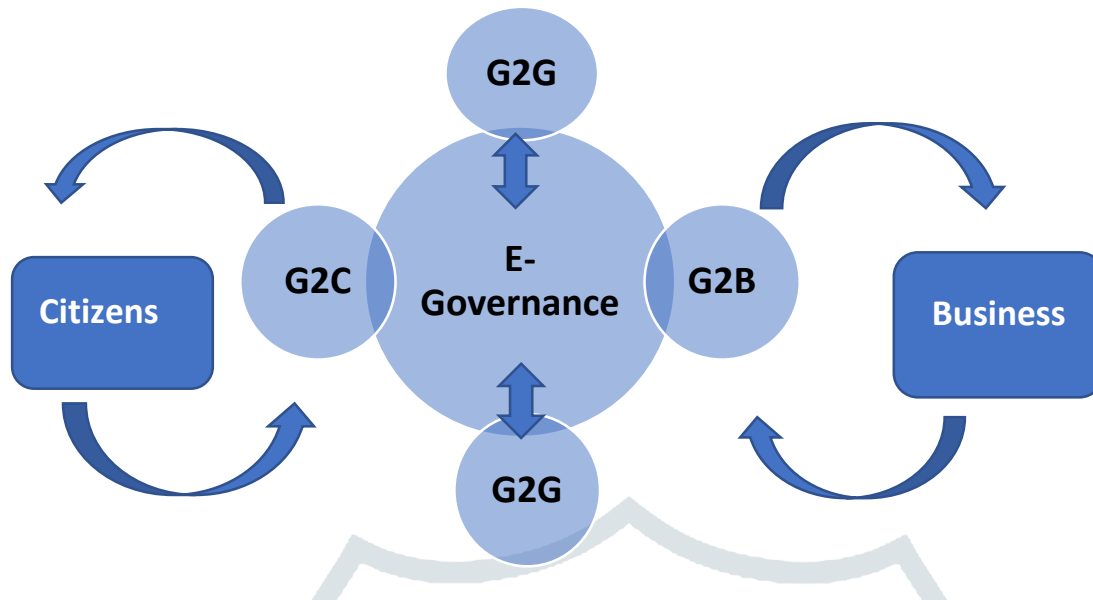
### III. Digital Infrastructure

E-governance in India ,requires 'digital readiness'. Digital readiness requires the restructuring strengthening infrastructural inadequacies, reducing the barriers to e-governance, and strengthening the drivers to E-Governance. The use of information technology in governance through electronic documentation, online submission, online service delivery makes the system easier to manage and control. For instance, after the computerization of land records in Karnataka, farmers can obtain a copy of their Records of Rights, Tenancy and Crops (RTC) within 30 minutes, as against 30 days that it used to take earlier. The provision of multiple services at a central outlet will speed up the delivery of services, which in turn saves effort, money and time of the consumers. For example, as of November 2011, the government had set up around 97,4391 CSCs (Common Service Centers) across the country providing a broad range of services such as grievance, card registration, birth and death certificates, electoral registration and NREGA digitization work under a single roof, thereby increasing convenience for the people. Need of the hour is digital governance within the country in order to promote comprehensive growth that covers electronic services, products, devices and creates job opportunities for overall development of the country. It makes the Government accountable as all the data and information of Government is available online for consideration of every citizen, agencies, non-profit organizations and the media. Due to speedy communication and reduced paperwork government agencies become more responsive and quick in delivery of services. Technology helps not only in conversion of formation technology in irresponsible Government into responsible body but also empathizes the stakeholders. Online availability of information and reduced red-tapism leads to increased morality among the government Governance becomes fair and transparent leaving no room for misconduct or concealment. An accumulated use of computers and net based services improves the awareness among the citizens concerning their rights and powers. This helps to reduce the discretionary powers of government officials and curtail corruption. Use of ICT would build civil servants responsive with free flow of knowledge concerning administration and policy. Moreover, it curtails misuse of resources thereby enhancing the trust of individuals with the government processes .Increased Participation by folks with quick access to the govt. services, sharing their views and feedback leads to increased accessibility to data and empowers the citizens. E-Service delivery has become an efficient mode of encouraging balanced regional development within the country. Digital Infrastructure as a core utility is the prime requirement of digital India .A well connected nation is a well served nation. Once the remotest of the Indian villagers are connected through broadband and high speed web, the delivery of electronic government services with targeted social advantages, and money inclusion will become achievable. One of the key area of the vision of Empowering Indian digitally is centered around "digital infrastructure to each citizen". The main objective of the campaign is high speed web as a core utility to facilitate on-line delivery of varied services and infrastructure for digital identity and productive delivery of quality services to entire nation . Participation of users and service providers in transaction through mobiles & banking with increased security and safety holds strong promise and potential for e-Governance. Technical infrastructure requires complete implementation of E-governance in the country. New technology can embrace quicker broadband connections and wireless networks like 3G and 4G.The infrastructure can be designed by Government or private organizations. Infrastructure development can be embodied with expansion of web Cafes, info centers and Interactive Kiosks. However , building technical infrastructure for disabled persons is a significant area of concern. Govt. have to be compelled to build up developed system for higher utilization of intellectual resources .Apart from this, the govt. should equip the departments with hi-technology and setup special investigation and observance system as well. To build legal infrastructure for higher implementation of e-governance, the govt need to frame laws to incorporate the legal reforms and build up technology. Changing technology has changed many pre-established notions; equally the technology is growing with dynamic pace. It is very important for the govt to makes laws that incorporate not solely current technology but also scope for developments in future technology. These IT laws need to be versatile to regulate with a pace dynamic technology. Currently India has alone the IT Act, 2000 that's primarily associate. E-Commerce legislation. India has jointly modified many laws to include electronic technology. The whole world is moving towards e-governance, but India still lacks in this area and need to be educated and create e-literate for e-governance to flourish. The Government campaign for e-governance, increase people's awareness towards e-governance. This can be done through educating the parents relating to the advantages of e-governance over physical governance, organizing campaign for e-governance for increasing people's awareness towards e-governance in cooperation with the allied parties. The of cooperation Centre-state, inter-state and inter-departments are required .This cooperation will boost up necessary for productive implementation of e-governance. For the same the govt. can setup a Central Hub similar to the government portal, for accessing the data of all the organs of the central government and connected.

### IV.E-governance

The journey of e-Governance initiatives in India took a broader dimension in middle 90s for wider sectoral applications on citizen-centric services. Re-structuring of administrative processes resulting in E-Governance will empower people through giving them access to information and the transparent system. Increased access to information technology makes an informed and active citizen of the country. And these empowered citizens make a responsible.

## Models of E-Governance



1. G2G (Government to Government): Government to government (G2G) model supports interaction between government agencies, departments or organizations through electronic data sharing and information systems. The goal of G2G is to support govt. initiatives e-governance by improving communication, data access and data sharing.
2. G2C (Government to Citizen): The interaction between the govt and general public is G2C interaction. An interface between government and citizens, which enables citizens to get access to wide variety of public services.
3. G2B (Government to Business): The model represents an electronic exchange of information between businesses and the government through digital platform so the cooperation or communication is more efficient than is usually off the internet. In G2B, government agencies and business use websites, procurement marketplaces system applications and web services..
4. G2E (Government to Employees): The G2E model supports the interaction between government and employees through digital platform. The objective is fast and efficient communication, along with raising their level of satisfaction by providing required and add-on benefits to the citizens.

## Government Initiatives towards Digital Infrastructure

- Information to all- Open Data platform facilitates proactive release of datasets in an open format by the ministries/departments for use, reuse and redistribution. Online hosting information of data & documents would facilitate open and simple access to information for voters. MyGov.in, a platform for increase in engagement in governance, has been launched by the Hon'ble Prime Minister on 26th July, 2014, as a medium to exchange ideas/ suggestions with Government. It will facilitate 2-way communication between voters and Government to herald smart governance.
- Broadband for all Urban and Rural- • High Speed Internet in all Urban and Rural areas even in remotest parts of the country including hilly terrains. E-office-The government has recognized the requirement to modernize the Central Government offices through the introduction of data and technology.
- Universal Access to Phones- • initiative focuses on network penetration and filling the gaps in connectivity in the country comprehensive development plan for North East, hilly states and remotest villages. Common Services Centers (CSCs) – Viable, Multifunctional e-Services delivery outlets closer to the doorsteps of citizen. CSCs would be strong and its range would be enhanced to 250,000 i.e.one CSC in each Gram Panchayat. CSCs would be made viable and multifunctional end-points for delivery of government and business services. Currently over 166,000 CSCs operational; Target - 250,000 (at least 1 CSC per 5000 persons).
- Post Offices to become Multi-Service Centers- with a network of 154,000 Post Offices, India has the largest postal network in the world. Post Offices are being modernized to provide financial services including Core Banking Solutions, Insurance Solutions & ATM Services.
- Aadhar Enabled Payment system AEPS could be a bank semiconductor diode model that permits on-linepractical money inclusion dealings through the Business correspondent of any bank exploitation the Aadhaar authentication
- Paperless Transactions -Digital Locker- 24 Agencies Issuing Documents To Citizens Via Digital Locker.
- Unique Digital Signature: eSign -23 India's Own Digital Signature Technology is functional.

## V.CONCLUSION

A Success of E-Governance by any Government provides better management and delivery of services to its people, improved interactions everybody and give empowerment to them through the facilitation of access to information., E-Governance is a reform

in governance for effective administration and simplification of the functioning of govt organizations This, in turn, would increase productivity and effectiveness of the system ensuing growth in economy. The paper presents the e-Governance services, infrastructure and technologies on the implementation of electronic governance in India. E-services provides better delivery of government services. Effective promotion schemes backed up by digital education and digital infrastructure by the Indian government will boost the system to deliver quality services leading to enhanced growth and development of the country and citizens as well. Creation of national network for education, health, communication, polling etc. is the need of the hour

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