E-Governance in India: Prospects, Status and Challenges

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Abstract:

India as a nation, is based primarily on bureaucratic systems. Information and Communication Technology (ICT) has now provided the means to provide its users with quicker, cheaper, more precise and easier communication, quality facilities, efficient storage, efficient work, data processing and sharing and use of information. This helps to provide tighter controls and raise sales. The benefits of ICT are advantageous to all individuals, parties, corporations, organisations or governments. However, this will require the government to reform itself, its procedures, its mindset, legislation, rules and regulations, and its way of communicating with people. In order to incorporate such a paradigm shift towards the e-governance module, e-governance plays the main role. E-Governance is no longer an option, but an absolute requirement of the day. E-Governance is concerned with government reform, automation of government processes and functions, and enhanced technology-based public service delivery systems such that government can be placed on an auto-pilot mode. Govt. of India launched several projects supporting e-governance, like e-seva, smart govt, digital India, e-kranthi, etc. In terms of e-governance implementation, however, some problems create barriers to e-progress. governance's This article objectively explores the different opportunities, status and difficulties of e-Governance implementation. The main objective of the work is to encourage scholars, writers, and educators to explore e-governance services in a new way towards excellence, to impart critical thinking in the theoretical, ideological spheres of the paradigm shift in the light of postmodern, globalised perspectives.

Keywords: E-Governance, Paradigm shift, Prospects, Status, Challenges.

Introduction:

The "e" in e-Governance stands for 'electronic'. e-Governance can be characterised as the use of information and communication technology (ICT) to enhance the government's ability to meet society's needs, to provide government services, to share information, to transact, to incorporate existing services and information portals between government to citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Initiatives for good democratic governance were initiated by the government of India. If we go back to e-governance in the 70th decade, there was the first initiative; it was NIC, 1977, then there were other initiatives such as NICNET, 1987, e-gove, IT ministry in 1999. 2006 plan; e-kranthi and the new one for digital India.

According to the World Bank, "E-Government 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 other arms of government. These technologies can serve a variety of different ends: 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 resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions."

The US E-Government Act of 2002 defines "electronic Government" to mean (Section 3601):
"The use by the Government of web-based Internet applications and other information technologies, combined with processes that implement these technologies, to-

➢ Enhance the access to and delivery of Government information and services to the public, other agencies, and other Government entities; or
➢ Bring about improvements in Government operations that may include effectiveness, efficiency, service quality, or transformation".

The Council of Europe has taken e-Governance to mean:
"The use of electronic technologies in three areas of public action:

➢ Relations between the public authorities and civil society
➢ Functioning of the public authorities at all stages of the democratic process (electronic democracy)
➢ The provision of public services (electronic public services)."

Historical perspective of e-Governance:

During the 1970s, e-Governance emerged in India, concentrating on in-house government applications in the areas of security, economic monitoring, ICT preparation and deployment to handle data-intensive functions relating to elections, census, tax administration, etc.

The first major move towards e-governance in India was the establishment of the Department of Electronics in 1970 as it brought 'information' and its communication to focus. National Informatics Centre (NIC) established in 1977, launched the District Information System program to computerize all district offices in the country.

The launch of NICNET in 1987, the national satellite-based computer network, provided the key drive for e-Governance in India. This was accompanied by introducing the National Informatics Centre's District Information System (DISNIC) programme to computerise all district offices in the country for which the State Governments were given free hardware and software. By 1990, NICNET had been expanded to all district headquarters through the state capitals. In the years that followed, a large number of e-Governance projects, both at Union and State level, were set up with ongoing computerisation, Tele connectivity and internet access.

The goals of e-Governance are:

There are several reasons why e-governance is important. The following are some of them:

➢ The wellbeing of people is the primary objective of governance.
➢ Safeguarding all citizens' legal rights,
➢ Ensuring that public services are equitably available and that economic prosperity benefits everyone.
➢ Better delivery of service to people
➢ Taking openness and accountability into account
➢ Empowering individuals through data
➢ Improved effectiveness inside Governments
➢ Improve business and industry interfaces.
➢ Exchange of details with individuals, corporations or other government agencies
➢ Speedy way to do work
➢ Save Time and Cost
➢ Efficient public service delivery
➢ Enhancement of internal monitoring
➢ Growing income
➢ Administrative systems re-structuring
➢ Offering quality facilities

There are the following aspects under this broad definition that reflect the roles of the government itself:

• E-services-the electronic dissemination of government data, programmes, and services.

- E-commerce-the electronic money exchange for goods and services, such as people paying taxes and utility bills, renewing registration of vehicles and paying for recreation programmes, or purchasing office supplies and auctioning surplus equipment from the government.

- E-management-the use of ICTs to improve government management (from streamlining government processes to improving the flow of information within government offices).

- E-democracy- This involves "electronic engagement" ("e-engagement"), public engagement by electronic networks in the policy process; "electronic consultation" ("e-consultation"), which refers to interactions between public servants and people and interest groups; and "electronic control" ("e-controllership"), which consists of expense, performance and service management capabilities.

- ICT is an important corollary to e-Governance. The development of a macro-economic climate for ICT growth and innovation, including fiscal policies (cost, innovation, investment and venture capital), a legal and regulatory environment (competition, independent regulator, rule of law, security of intellectual property) and the channelling and mobilisation of resources for ICT instruments, have emerged as important instruments towards the aim of 'good governance'. Several countries have implemented relevant programmes for open governance. Information freedom is being redefined and protected by ICT. A prime example in this respect is India's Right to Information Act, 2005. The Eleventh Report of the ARC on e-Governance would help turn India's governance into an open, sensitive, citizen-friendly and effective framework.

Benefits of e-governance:

Benefits of e-governance	
Internal	***External***
➢ Duplication Prevention	➢ Faster delivery of service
➢ Reducing prices for transactions	➢ Greater efficacy
➢ Make bureaucratic processes easier	➢ Increased service utilisation versatility
➢ Greater efficacy	➢ Service delivery breakthrough
➢ Greater teamwork and engagement	➢ Greater involvement
➢ Strengthened openness	➢ Greater empowerment of people
➢ Sharing of information among agencies	➢ Participation by people
➢ Protection of the management of information	

e-Governance : way Towards excellence:

INITIATIVES OF E-GOVERNANCE		
Initiatives	*Conceptual Framework*	*Major Services*
G2C Model (government-to- citizen e-governance)	This e-governance model is a two-way interpersonal contact to exchange knowledge between government and citizens in order to make people friendly to the government. - People can connect with the government at any time (24 hours a day, 7 days a week), at any location (service centre, home/workplace) and with the appropriate medium (internet, fax, telephone, email etc.).	**E-Citizen:** E-Citizen establishes several service centres such as government shops to provide consumers with different government services such as passport issuance, FIR online filling, Ration Cards, licences, name or address changes, application for services or grants, or transfer of current services and payment of online bills such as taxes, water, electricity, telephone bills, etc. **E-Medicine:** This includes the online availability of various hospitals in different parts of the world and improved medical care. **E-Education:** Government takes several steps to educate people and update their skills with the help of different information technology. **E-Transport:** E-Transport allows facilities such as online registration of cars, online issuance of driving licences, online payment of taxes, emission control, etc. **E-Registration:** E-Registration decreases the amount of paper work needed to register and pass property, land records and customs duty for stamps. It decreases the duplication of entries and enhances job accountability.
G2G Model (government to government e-governance)	Inter-governmental or intra-governmental cooperation via ICT could be possible. It is often referred to as E-Administration The interactions may be either horizontal or vertical.	**E-Secretariat:** Several departments in the E-Secretariat are connected together on the internet and share government documents (preparation, approval, distribution, and storage). It also binds all the departments of government to their headquarters and state capitals. **E-Police:** For people's protection and security initiatives, two databases are operated by E-Police. The first

	Horizontal, i.e. between various government agencies as well as within an entity between different functional areas, and vertical, i.e. between state, regional and local government agencies. Within an organisation, there are also interactions between various levels.	database is for police staff that has records of individuals serving in the police (current and previous posting, etc.) This database allows individuals to discover police specialisation in accordance with geographical regions and abilities. The second archive consists of felony files. By simply entering the name of the criminal, this database contains complete descriptions of every criminal. The previous activities and the field of activity of any suspect are also provided in this database. **E-Court:** E-Court will bring about a revolution in pending court cases in India. In E-Court, IT converts the system into zero-level dependency case databases. Judges may consider intranet appeals in such programmes, send their decisions electronically by considering reported case evidence, and reduce the backlog of cases.
G2B Model (Government-to-Business e-governance)	In order to provide companies with information and guidance on e-business best practises, G2B is an online non-commercial interaction between local and central governments and the commercial business sector. The aim of G2B is to reduce business challenges, provide immediate information and allow e-business digital communication (the term "e-business" was coined by the marketing and internet team of IBM in 1996).	Providing human services; community services; legal services; transportation services; land resources; business services; financial services and other services. **E-Taxation:** In the G2B model, many government functions such as receiving licences are undertaken by business organisations; safe payment system for bill and tax payments, complaints/dissatisfaction, denial and patent approval, etc.
G2E Model	G2E is the online contact between	**E-payroll:** keeping online outlets in order to view paychecks, pay stubs,

| (Government to employee e-governance) | government units and their employees via instantaneous communication tools. | pay bills and maintain tax details records.
E-benefits: to be able to look up the benefits received by an employee and the benefits to which they have a right.
E-training: helps potential and existing workers to continue their training consistently through the advancement of new technologies. This is generally a computer-based distance learning method.
Maintaining personal information records: Examples are social security numbers, tax data, current address, and other data such as attendance record, employee record, grievances, employee compensation, job record, and all sorts of laws, regulations, etc. |

[Source: Nagaraj, K. (2016)]

Status of e-government schemes in India:

State wise list of e-government schemes in India	
State/Union Territory	***Initiatives***
Bihar	Sales Tax Administration Management Information, E-Khajana
Andhra Pradesh	e-Seva, CARD, VOICE, MPHS, FAST, e- Cops, AP online – one –stop-shop on the internet, Saukaryam, Online transaction processing, e-immunization Rural Health Call Center and Site Suitability for Water Harvesting, Professional e-Pension
Chhattisgarh	Chhattisgarh InfoTech Promotion Society, Treasury Office, e-linking project
Delhi	Automatic Vehicle Tracking System, Computerization of website of RCS office, Electronic clearance system, Management Information System of Education, Delhi Slum Computer Kiosks etc
Goa	Dharani Project
Gujarat	Mahiti Shakti, Dairy Information System Kiosk (DISK), Request for government documents online, Form Book Online, G R book Online, Census Online, Tender Notice
Haryana	Nai Disha, Result through Binocular

Himanchal Pradesh	Lok Mitra, HIMRIS ,e-pension, Unreserved Ticketing System by Indian Railways
Jharkhand	Vahan, Tender Notice
Karnataka	Bhoomi, Kaveri, Khazane
Kerala	e-Srinkhla, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
Madhya Pradesh	Gyandoot,Gram Sampark, Smart Card in Transportation Department, Computerization MP State Agricultural Marketing Board (Mandi Board), Headstart etc.
Maharashtra	SETU, Koshvani, Warana Wired Villages, Telemedicine Project (Pune), Online Complaint Management System Mumbai
Orissa	E-Shishu, Common service centres (CSCs) in panchayats
Punjab	SUWIDHA(Single User WIndow Disposal Help Line for Applicants), SUBS(SUwidha Backend Services), AGMARKNET(Agriculture Marketing Network), ALIS(Arms License Information System), TISP(Treasuries Information System of Punjab), SSIS(Social Security Information System), WEBPASS(District Passport Application Collection Centre)
Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI, Aarakshi - Online FIR, Professional EDelivery of Tax Payers by Income Tax
Tamil Nadu	Rasi Maiyama-Kanchipuram, Application Forms Related to Public Utility, Tender Notice & Display
Uttar Pradesh	Lokvani,e Suvidha,Bhulekh,(Land Records), Koshvaani, Treasury Computerization, PRERNA: PRoperty Evaluation and Registration Application, Bouquets of services offered by Transport Department
Uttarakhand	Kisan Soochna Kutirs (KSKs) , Village Information Centres (VICs), Computerization of Land Record Department, Automation of Transport Department:
West Bengal	Vehicle registration, land records, birth and death registrations, employment exchanges,

	payment of excise duty, sales tax and local tax, electronic bill payment of water and electricity, computerization of health records
North Eastern State	
Assam	ASHA
Arunachal Pradesh, Manipur , Meghalaya, Mizoram & Nagaland	Community Information Centre. Forms available on the Meghalaya website under schemes related to social welfare, food civil supplies and consumer affairs, housing transport etc.

[Source: Shah, Mrinalini. (2007)]

Challenges:

The e-governance project is expected to address comprehensively the challenges of change management, procedural changes, including the modification of relevant legal acts, process reengineering, interoperability, digital divide, the creation and management of cross-organizational content, compliance with standards, the use of emerging technologies, stakeholder value accruing, performance metrics, project management etc.

Conclusion:

We live in the age of a revolution in information technology (IT). It is indisputable that information technology (IT) is widely agreed to transform and accelerate the development process, especially in developing economies. In order to facilitate underprivileged people, the rapid development of communication technology, especially the Internet, has enabled governments around the world to accelerate the push for e-Governance in their most remote regions. Under the Government of India's Department of Information Technology, NIC is a leading science and technology agency facilitating government solutions for information and communication technology (ICT). Over the last three decades, the NIC has accelerated the country's e-Governance push by ensuring stronger and more open governance. In India, the usability of e-governance differs with rural and urban areas, and several factors are considered to exist, such as language difficulties, literacy variations, especially in the core rural area; low IT literacy, lack of integrated services, etc. While governance is concerned with safeguarding all people's legal rights, ensuring fair access to public services and the benefits of economic development for all are equally essential. As part of good governance, it also ensures that the government is open in its transactions, accountable for its operations and quicker in its responses. Not only to enhance government processes' accountability, openness and effectiveness, but also to promote sustainable and inclusive development. E-governance improves public services in the most distant corners of society's marginal sectors, without having to negotiate with intermediaries. The successful use of information and communication technology (ICT) to strengthen the governance structure in place and provide better services to people is e-governance. In India, e-Governance is regarded as a high priority policy, as it is considered the only way to take IT to the "common public." E-Governance innovations give opportunities to leverage the power of Information and Communication Technology (ICT) to make the governance business inexpensive, qualitatively sensitive and genuinely comprehensive. The use of the internet offers services more efficiently, but it also brings more accountability between the government and people. The government of India has already initiated the electronic governance mechanism. Several programmes for e-governance purposes have been launched. The Ministry of Information and Technology has commissioned a report to establish mechanisms for the evaluation of e-governance services. E-government, however, refers to an innovative mode of governance.

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