Design and develop E-governance system for facilitation between government and citizens

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1. ABSTRACT

"This research study was conducted to facilitation between government and citizens". This project aims to develop a system to the challenges currently faced by people who lives in rural areas or illiterate to operate all services by online. It is intended that the research findings will contribute to the development of a system will helpful to the people. The research project also intends to explore how people and government are working together to deliver this agenda and to highlight areas of good practice as well as potential areas of conflict.

This research gives a new system to government and then government set up Local Service Center (LSC) to helps the peoples get easily complete their procedure.

Under this initiative, Local Service Center (LSC) counters are set up in urban and rural areas to provide services related to different government departments without the need for people to visit government offices and able to fulfill all the requirements for the certificate without further delays.

2. **INTRODUCTION**

The full name of e-Governance is Electronic Governance. In this word the word 'E' has been used for electronic purposes. Electronic are those things that go with the help of electricity. Electronic items come with things like computers, phones, laptops and more. Governance, which means making rules and norms for something and ensuring that they work well.

Accessibility of e-governance

Due to e-governance, you can get the electricity bills from today to enroll in any school or College, easily sit at home. The Government of India has implemented e-Governance gradually everywhere. Because of which, most of the works can be easily availed by the citizens of the country by saving their time. Apart from the Indian government, State Governments are also making all the facilities available to the general public on the Internet. In the coming times, you will be able to do most government work with the help of internet.

E-Governance category

The benefits of e-Governance are being done not only to the citizens. Rather the government can contact the state governments with the help of e-Governance. Similarly, employees can also contact the government through this. Below we have given you information on how and who can contact you through it.

- Government to Citizen (G2C)
- Government to Government (G2G)
- Government to Business (G2B)
- Government to Employee (G2E)

1) **G2C (Government to Citizen):** When a common citizen can easily complete his official work with this help. For example, suppose that if a person wants to get information about any of his insurance policies, then that person can go to the office without an insurance policy and do his job. Similarly, any person can make their income tax, water bill, and ticket without having to go to their departments.

2) **G2G (Government to Government):** In a G2G type e-governance, a government department can contact other government departments. For example, if a criminal is caught in a state, then the police put all information in one system about that criminal. On the other hand, if any other state government wants information about that criminal, it will get information easily through the internet. In other words, if the records of the culprits of every police station in the country are recorded in one place.

Similarly, the Indian government can also contact other state governments. If the Indian government wants to give any information to the states, then that information can be inserted on the website linked to that information. This leads to more interaction between governments in less time. Likewise, many other government departments also contact each other and share information.

3) **G2B (Government to Business):** G-2B provides e-governance facility of the country's businessmen. Under this facility, traders can easily do many government tasks while sitting at home. Such as applying for a trading license, information about any scheme run by the government for the business, registration for VAT and so on. Doing this saves the time of business.

4) **G2E (Government to Employees):** The government employee can easily contact G2E. The information related to that department is provided to the employee associated with any department of the government through the website of that department.

Government to Citizen (G2C) Initiatives

No.	Name	Use
1	e-Mitra Project in Rajasthan	e-Mitra is an integrated project to facilitate the urban and the rural masses with maximum possible services related to different state government departments through Lokmitra-Janmitra Centers/Kiosks.
2	Bhoomi Project	Online delivery of Land Records. Self-sustainable e-Governance project for the computerized delivery of 20 million rural land records to 6.7 million farmers through 177 Government-owned kiosks in the State of Karnataka
3	Gyandoot	It is an Intranet-based Government to Citizen (G2C) service delivery initiative. It was initiated in the Dhar district of Madhya Pradesh in January 2000 with the twin objective of providing relevant information to the rural population and acting as an interface between the district administration and the people.
4	Computerization of Land Records	Ensuring that landowners get computerized copies of ownership, crop and tenancy and updated copies of Records of Rights (RoRs) on demand.
5	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.
6	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.The services are provided through FRIENDS Janasevana Kendrams located in the district headquarters.

What can you do through e-governance?

Below we have told you what facilities you can get under the e-governance scheme launched by the government. And how much time will you save from the start of this plan?

Number	Facility
1	**Any certificate that you can easily create** - By e-governance, you can make any certification by sitting at home. Government has started online service for certificates like income, caste, residence.
2	**Online complaint**- If you have to file a complaint in respect to some things in government office, then with the help of this you can easily sit and sit at home.
3	**PAN card facility**- Making a PAN Card is very important for every person in the country. In this way, with the help of e-Governance, you can apply for this card online.
4	**Passport facility**- To make the first passport, you had to go to the office of your city's passport and take the attached form. But now you have been provided this facility by the online government.
5	**Convenience of online voter card** - You can also get information about your voter card by going online. To do this you just have to go to the website associated with it. And you will get any information.
6	**Filing Income Tax Return** - Easily citizens of the country can pay their income tax. That's why the government has added this service online too. So you can fill your income tax in a little while.
7	**Aadhar card**- You can get complete information about your Aadhar card without going to the government office only with the convenience of internet. To do this, you just need to know about its website. You can get any information by visiting its website at the same time.
8	**Railway and bus ticket booking**- For the first railway booking, people had to stay in the long line at the station for hours. But now the government has created a website to get tickets from government buses to railway tickets. Where ever easily can get any ticket by paying online money. In addition, you can also take any plane ticket online.
9	**Enrollment in schools/Colleges**- Earlier, the students had to go to that school to get admission in Sarakari Vidyalaya and take application from there. But now most schools have made their own website, by which you can fill the application form easily.

10	**Applying for the job** - for almost all government jobs being taken by government, applications are now sought online. By doing this, you can easily apply for hassle and hassle without any delay.

Benefits of e-Governance

Fast work - due to the addition of all important government work online, every kind of work has come up. Where would it take two to three days to do any work? Now that work can be done only in a few hours.

Transparency- Having all the work online becomes a transparency. With the help of which, no work can be done wrongly. Not only that, the information of every government work is available on the Internet. In such a situation, any citizen can easily get information about the government's work.

Cost reduction - With the help of e-governance, there has been a reduction in the expenses incurred on a lot of things. For example, when you fill an application online, you do not have to use any type of paper. Similarly, in government offices, the use of paper has been cut.

Benefits for the environment- The lesser the paper will be used to save as many trees. By saving trees our environment will be further improved. Therefore, the biggest advantage of e-governance is to protect our environment.

Accountability - The government's accountability becomes due to transparency in the work being done by the government. So that the government becomes responsible for answering people. In such a situation, there is less chance of any wrongdoing. Not only that, people working in governments offices also had the responsibility to work properly.

Beneficiaries for the people - due to e-governance, every citizen is coming to use a computer. So that the people of our country and village are getting motivated to get computer education.

Drawbacks of e-Governance

Just as everything has some benefits and some losses. In the same way, e-governance also has many disadvantages. The information about which you have been given below is given below.

- **Not everyone can benefit** - Most of our population is uneducated because of which they cannot afford even e-governance. Most people in the country do not even have to use a computer. In such a situation, they have to depend on their work for anyone else.
- **Deficiency in access** - People of the villages have no right to know about e-governance so far. In this way many people are still deprived of using this facility.

- **There is no such facility of internet -** so far there are many villages in our country, where so far the government has failed to reach the facility. In such a way, it is impossible to fulfill the dream of connecting every citizen of the country with e-governance.

- **There is no doubt that the internet is not safe**. Through it, there is always a danger in looking at any information. Anyone can benefit from the information that we have learned.

3. <u>THEORETICAL BASE OF THE PROBLEM</u>

India is a nation of villages. The rural masses in the nation are a major part of Indian society and also represent real India. According to the Census Data 2018, there are 597,464 villages in India.

In India, where e-governance is available where a large population lives in rural areas, it becomes necessary.

In many rural areas people have to face many problems to get any kind of certificate like Non-Creamy Layer Certificate, Cast Certificate, Ration card, Land record etc. For that kind of certificates people spend their whole day to complete this procedure of getting the same so this system helps them to complete easily this procedure in their nearest areas and save their precious time and cost.

This will lead to good governance, which in turn will lead to better governance, good communication, less corruption and more transparency in government.

E-governance is a tool through which the complete path of interaction between civil and government has changed, thus changing the way better governance. In fact the motto behind governance is to provide **SMART (Simple, Moral, Accountable, Responsible and Transparent)** government.

To ensure the availability of e-governance to the rural masses is the need of hour for a country like India, where a majority of population lives in rural area. Here we try to highlight the Challenges related to implementation of e-Governance in India. E-governance aims at providing information and services to the citizens.

As per my knowledge major areas of E-Governance are as under.

4. STATEMENT OF THE PROBLEM

E-Gov services are crucial for online e-Governance under National e-Governance Plan (NeGP). Under this scheme, many government services do not require government offices to come under this scheme. They can benefit these sitting in their offices or in the comforts of their homes.

But Problem is that: In India, where a major population lives in rural areas it becomes essential that e-governance is available there. The government is making effort in increasing the literacy rate in rural population but still much needs to be done as it is far less than the literacy rate in urban population.

Growth in the Internet Usage: Rural-Urban Analysis

In urban India, the Internet user base has grown by 7% from Oct 2015 to October 2016, which has reached approximately 263 million. Expected to reach user base in the range of 275-285 million by June 2017.

In rural India, internet users have grown at a rate of 22% between October 2015 and October 2016 to reach approximately 157 million. The numbers are expected to reach in the Range of 170 -180 million by June 2017.
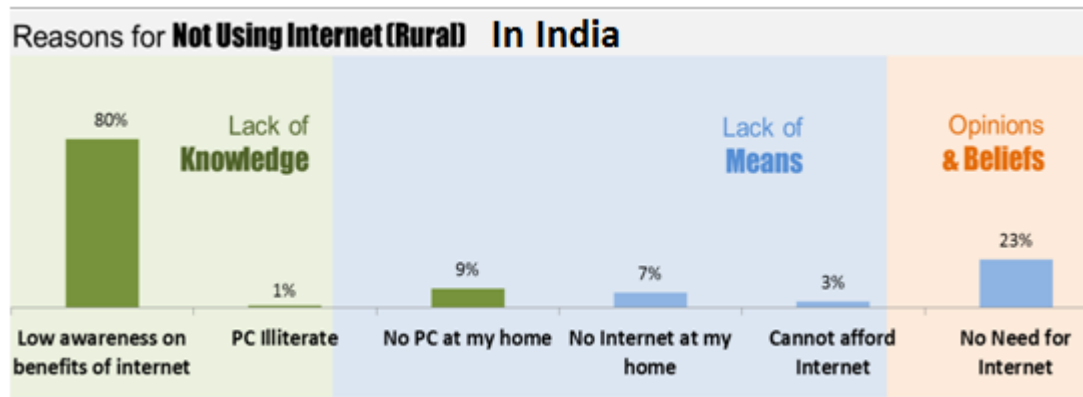
Internet Users in India: Urban- Rural
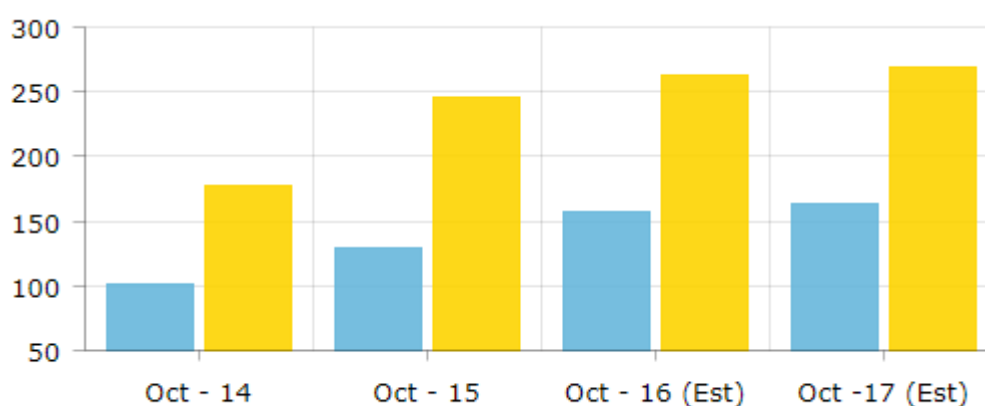
category	Rural	Urban
Oct - 14	101	177
Oct - 15	129	246
Oct - 16 (Est)	157	263
Oct -17 (Est)	163	269

The lower usage of Communication and Social Networking in Rural India can be attributed to the fact the users are not online in real-time. Rather, they have the tendency to change the internet connection, use it and then once it's turned off. The scarcity of real-time connectivity is the fact that power is not available to charge mobile data frequently and with the quality of quality.

Behavior of Internet non users

Among the non-users of Internet, the reasons behind not accessing Internet services can be grouped into following categories:

- Lack of Knowledge of Internet
- Lack of Means (or infrastructure)
- Beliefs (the Opinions held by the non-users)

In rural India, 80% of internet users are unaware of the benefits of the Internet. 23% of non-users in rural India still pay attention that there is no need to access the internet. 9% have no internet connection because they do not have a PC at home.

For Example

In spite of any Certificate, People have to follow this kind of Application Process.
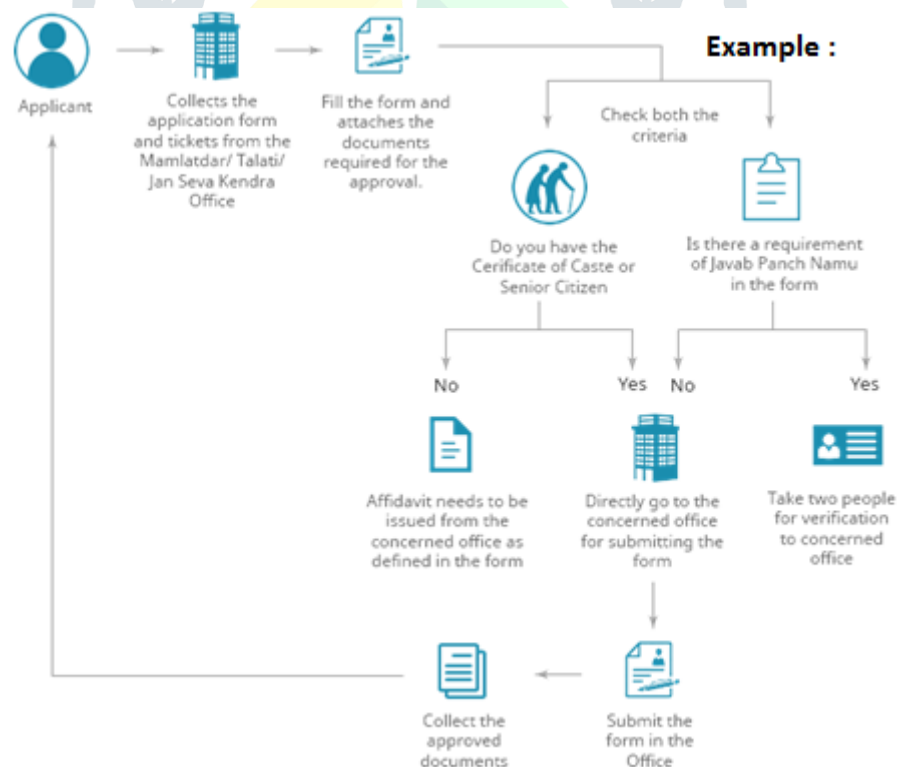
This process is very long and tedious for any people who are not literate to do this kind of application online. So this system helps them to get any kind of certificate easily.

5. **CANCLUSION**

"Make all government services accessible to the general public through general service outlets, and ensure the efficiency, transparency and credibility of such services at affordable costs to understand the basic needs of a general person."

So, Governments are set up Local Service Center (LSC) counters in urban and rural areas to provide services related to different government departments without the need for people to visit government offices. And able to fulfill all the requirements for the certificate without further delays. The **solution** will be like this.

Applicant   **Local Service Center**   **Government Office**
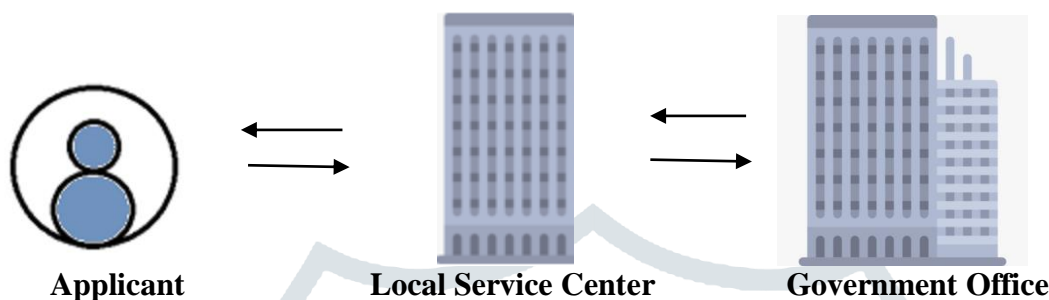
Local Service Centers are more than service delivery points in rural India. They are positioned as change agents, promoting rural entrepreneurship and building rural capacities and livelihoods.

Advantages of Local Service Center:

- Opportunity to work from home town.
- All services at one roof.
- Awareness of new services & technology.
- Future proof business model as India going "DIGITAL".

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