

## **E-Governance in India: Opportunities and Challenges**

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### **Abstract**

The enabling role of the Information and Communication technology (ICT) in the delivery of services in the public and government sector has gained acceptance. As a result, a revolution in terms of governance is taking place all over. E-Governance assumes greater importance in the context of management of today's governmental structures to achieve rapid economic growth and improved quality of life. The technology and the methods used in E-Governance project provide a roadmap for efficient delivery of services at the door step. In today's time the development of any country depends on the uses of E-Governance and also their penetration. Development of any country can be judge by the scope of E-Governance in that country.

It has ushered in transparency in the governing process; saving of time due to provision of services through single window; reduction in corruption, convenience and empowerment. There are many challenges which creating problems for Indian government to run e-governance. In this paper we want to explore the usefulness of e governance for the government businesses and citizen of India. We want to identify the sectors those are benefited through e-governance policy and also presented an exhaustive list of E-Governance projects which is currently being used in India.

**Keywords:** E-Governance; India; Government.

### **1. Introduction**

E-Governance is nothing but use of internet technology as a platform for exchanging information, providing services and transacting with citizens, businesses, and other arms of government. E-Governance provides a sound strategy to strengthen overall governance. It can not only improve accountability, transparency and efficiency of

government processes, but also facilitate sustainable and inclusive growth. E-Governance also provides a mechanism of direct delivery of public services to the marginal segments of the society in the remotest corners, without having to deal with intermediaries.

## **2. Benefits of E-Governance**

### **2.1 Fast, Convenient and Cost Effective Service Delivery**

With the advent of e-Service delivery, the government can provide information and services at lesser costs, in reduced time and with greater convenience. For instance, after the computerisation 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. Moreover, a printed copy of the RTC at kiosks costs ` 15 only, as against heavy bribes that one had to pay earlier

### **2.2 Transparency, Accountability and Reduced Corruption**

Dissemination of information through ICT increases transparency, ensures accountability and prevents corruption. An increased use of computers and web based services improves the awareness levels of citizens about their rights and powers. This helps to reduce the discretionary powers of government officials and curtail corruption. For instance, land registration requirements in Andhra Pradesh after computerisation can now be completed within an hour without any official harassment or bribes.

### **2.3 Increased Participation by People**

With easy access to the government services, the faith of the citizens in the government increases and they come forward to share their views and feedback. Increased accessibility to information has empowered the citizens and has enhanced their participation by giving them the opportunity to share information and contribution implementation of initiatives.

## **3. Different Sectors Benefited by E-Governance**

E-Governance is implemented by government in almost every field. From urban states to rural areas and from politics to teaching-Governance has spread its root everywhere. Either its public or private sector, common man or businessman all is largely dependent on e-governance. Here we have presented different areas where e-governance is widely used. In the following section, we are describing the projects used in urban and rural areas of India

### **3.1 E- Governance projects in urban areas**

*3.1.1 Transportation:-* Services provided by e-governance in this area are Issuance of Time Table of buses, Provision of booking facility for Interstate transport, Transportation Improvement Program, Regional Transport plans, Congestion Management Process, Transportation Demand Management.

### **Various projects [1]**

1. CFST:-Citizen Friendly Services of Transport Department by Andhra Pradesh government to provide services such as Issue of learner licenses, Issue of driving licenses, Renewal of driving licenses etc
2. Vahan and Sarathi:-The backend applications Vahan & Sarathi help in speeding the overall work flow in the transport department but Tamil Nadu govt.
3. OSRTC:- The Orissa State Road Transport Corporation project was started to provide transport related facilities online

*3.1.2 Online payment of bills and taxes:* Services provided by e-governance in this area's:- Online Transaction, Payment of Bill, Payment of taxes, Payment of house EMIs

### **Various Projects**

1. FRIENDS: - This project is started by Kerala Government for its citizens to make online payment of electricity and water bills, revenue taxes, license fees, motor vehicle taxes, university fees, etc [1].
2. E-SEVA:-Electronic seva by Andhra Pradesh government to pay utility bills, avail of tradelicense and transact on government matters at these facilities.
3. BWSSB ganakeekruthaGrahakaraSeve, water billing, and collection system: - This e-governance project is started by the Bangalore government. In this every month bills of houses are generated through BGS software

*3.1.3 Municipal services:* - Services provided are as:- House Tax Assessment, Billing and Collection, Maintain records of Land & property, Issue of Death Certificates, Registration & Attorneys of properties, Review and approval authority for site plans

### **Various projects:-**

1. E-Panjeeyan:-It is started by Assam government to deals with the computerization of the Document registration work at Sub Registrar Office.
2. SDO Suite:-By Assam government. This system helps in issuing various certificates like Land sale Permission, Legal heir certificate, Issue of Passport Verification Certificate, Birth and Death Report,

### **3.2 Areas of e-governance in rural areas:-**

In rural areas e-governance has its very powerful impact. Here, from agriculture to local information everything is done through e-governance.

#### **3.2.1 Agriculture:- Following are the projects used in Agriculture.**

1. Gyandoot: In the State of Madhya Pradesh it is an Intranet-based Government to citizen (G2c) service delivery initiative.
2. BELE:- It is a web-based application with 3-tier architecture for capturing and monitoring the major activities and services.

3. AGMARKNET: - It is a project approved by Department of Marketing & Inspection (DMI), Ministry of Agriculture, and Government of India.

**3.2.2 Local information:** - For local information such as prices of seeds, fertilizers, loan rates etc. government has started e-governance Service in this area also.

#### **Various projects**

1. E-JanSampark:-Services & Information accessible to the common man in his locality to meet his basic need. This project is started by Chandigarh.
2. Prajavani: - it is started by the Government of Andhra Pradesh.it is a Web based On-line Monitoring of Public Grievances.
3. WebPortalsforHyderabadandCyberabadPolice:-It is designed by hyderabad, developed and hosted with many exciting public utility features like Safety tips for all citizens, verificatiosn status of Passports, Stolen vehicles etc.[1]

**3.2.3 Land record management:-**By facilatinge-governance service in this area, millions of land records can be maintain in a very short time span.

#### **Major projects in this area are**

1. Bhoomi:-It is the first e-Governance land records management system project which is successfully implemented for the benefits of the common man by the Government of Karnataka.
2. Comprehensive Modernization of Land Records (CMLR):- This project is started by the government of Andhra Pradesh. It allows integrating functions of property registration, mutations and updating of field survey maps.
3. Land Record Computerisation: - The objective of the project is to computerize fresh allotment, land transfer, regularisation of occupied land etc. related actives of the Dept. of Land Management at district level.

### **3.3 E-GOVERNANCE in Health**

Service provided by these projects are Availability of medicines ,Special health camps, Facilities at Anganwadi canthers

#### **Various projects**

1. Online Vaccination Appointment for International Traveller:-Citizen centric application for the purpose of vaccination of the persons proceeding abroad and issuance of International Health Certificate
2. SMS based Integrated Disease Surveillance System: - it is an SMS based Integrated Disease Surveillance System facilitates to report the occurrences of disease, number of persons affected from the area of occurrences immediately to the concerned authority.

3. Hospital OPD Appointment:-Hospital OPD Appointment System is another welfare measure undertaken by Chandigarh Administration to make life of citizens simpler

#### **4. 3.4 E-GOVERNANCE in Education**

Providing basic education (elementary, primary, secondary) to children , Providing computer education to children , Results for 10th& 12thclasses , Information on eligibility for “Distribution of books” scheme

##### **Various projects**

1. CASCET:-This project is started by the Karnataka government for Education Department.
2. Online Scholarship Management System:-It is meant for the purpose of distribution of scholarships and fees reimbursement.
3. AISES (All India School Education Survey):- this project is started by Assam government. This project is used for surveying the number of schools in district. Census

#### **5. Challenges**

Although the government has come up with several initiatives to facilitate the access to public services, the desired outcomes are yet to be fully realised. This can be largely attributed to various front-end and back-end challenges that the government continues to face. Front-end challenges relate to user-specific issues such as, high illiteracy levels, non-availability of user friendly interfaces, inadequate power supply in rural areas, low broadband penetration and most importantly, lack of awareness of e-Governance initiatives.

On the other hand, back-end challenges relate to technical, process or human resource issues within the government. These issues include lack of systems integration within a department, lack of integration across government departments, limited knowledge of using computers at various levels of bureaucracy and deployment of technology without proper process re-engineering.

#### **6. Conclusion**

There are various challenges for the implementation of e-government in India. These challenges are like low literacy, lack of awareness, low broadband penetration, lack of system integration within a department, and all other reasons. A vision is required to implement the e-government in India. To meet the vision the challenges in the implementation of e-government should be overcome. Then the environment needs to be developed for the effective implementation of e-government in India. But in spite of all challenges India has number of award winning e-governance projects. Therefore we can say that e-Governance is the key to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

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