

Review on E-Governance in the State of Haryana

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Abstract – Government of India (GOI) recognizes that e-Governance, in the context of developing countries, provides an excellent open door for improving governance. These changes couldn't just go far in improving the personal satisfaction of these sections of society, yet could really provide them more equitable access to economic opportunities than at any other time. Hence the Government of India views e-Governance as a vehicle to initiate and support reforms. The present work focuses on different e-government initiatives in India and China. This investigation targets discovering user's perception on level of Satisfaction from e-filing Project in Indian companies. Questionnaire is administered on Company Secretaries, Chartered Accountants of different assembling and Service Sector companies of India.

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INTRODUCTION

The term E-government is the use of ICT to promote more efficient and effective government and facilitate more accessible government services. It permits greater network of information and makes government more accountable to citizens, constitutes a subject of e-governance and it might involve delivery services to citizens by using ICT. In other words e-government leads to e-governance, which is a wide concept and includes the use of ICT by government and basic societies to promote greater interest of citizens in the governance of political associations. E-governance means use of Information and Communication Technology (ICT) in government agencies, open sector and beyond, to enhance governance, improved interactions with business and industry. The fact is to redefine governance in the ICT age to provide, simple, great, accountable, responsive and transparent (SMART) governance. The resulting benefits can be less defilement, greater convenience, revenue development and cost reduction. ³ E-governance can move the nature and structure of government. Thusly, e-governance is being considered as powerful instrument, which deals with the problems facing the governance system in the developing countries.

At the administrative level, E-governance offers a chance to governments to embrace certain new value suggestions of the Internet age thereby realizing paradigmatic move in government. E-governance has introduced new language into the

discipline of Public administration. Not simply that it has likewise provided new theoretical models and established linkages between different disciplines. E-governance strengthens responsibility, increase transparency, improve efficiency, and check defilement. To spread it out evidently, it means taking the government to the doorstep of the people. At the service level, E-governance provides transparent, responsive and speedy services to the citizens. It has been offering opportunities to the citizens to communicate with government; effectively participate in the strategy making and faster correspondence between citizens. E-governance is changing relationship by presenting ICT in their governance system and breaking down authoritative boundaries and encouraging democratic processes.

E-Government for Better Government

E- Government is expected to improve the limit of open administration and its relationship to the general populace. Fortunately information and correspondence technology (ICT) offers a variety of instruments to meet the promise of e-government. The terrible news is that the reality has not yet discovered the promise. To date, the best approach to deal with e-government has over and over been driven by ICT arrangements instead of user demand. While this has been effective for putting services online, it has led to a proliferation of websites, entrances and electronic services that are incompatible, befuddling and overlapping... not

to mention expensive. At this moment, great government is accessible government²⁶

This report takes a gander at new reasoning and practice in OECD countries in five different areas:

User-focused e-government: making electronic services more responsive to the needs of citizens and businesses;

Multi-channel service delivery: improving connections between conventional and electronic services in order to promote service advancement and ensure access for all users;

Approaches to ordinary business processes: identifying regular processes inside government to achieve economies of scale, reduce duplication and provide seamless services;

The business case for e-government: measuring and demonstrating the expenses and benefits of ICT investments in order to prioritize and better manage e-government projects;

E-government co-appointment: conveying a whole-of-government perspective to e-government initiatives and their management, while considering existing structures and cultures of government establishments.

Comparing e-Government with e-Governance

The external offerings of e-government and e-Governance started with making arrangement documents available electronically. Both "remain along" studies and on-going series (newsletters, press releases, etc.) were posted and could be printed out as printed versions or stored electronically by whoever in people in general was accessing them. The second phase of electronic items and services consisted of on-line electronic structures, either to exchange information (census structures, etc.) or to direct exchanges (purchase documents, pay user fees, submit government structures, etc.). The third phase, presently essentially emerging, involves counsel on issues of concern, and backing in arrangement making and regulatory administration.

E-government as better public service

The observation has become widespread among government experts that people in general expects more and more in terms of service coverage and customization, while at the same time expecting to save money and less for such services in terms of unit costs (and the aggregate assessment bill). This consideration is behind the decision to put an increasing extent of government documents on-line - electronic course places the expense of paper and engraving on the consumer rather than the supplier, and because of government documents this records

for the biggest share of the price of making these documents available. It takes far less time and person-hours to design and post an electronic document than to print and mail out the same information.

Electronic structures are likewise premised on lower expenses and more convenience. Numerous locales enable driver's licenses to be applied for, or renewed on-line. Use of such things as freely provided recreational facilities can likewise be booked (reservations) and paid for (user fees) by means of government Internet websites. Even when some sorts of special reports are made available on-line, access to them may regardless be by membership or single payment. Establishment budgetary documents, expert studies, or reports from commissions of enquiry may all have charges attached to them, depending on the government's dissemination arrangement and the expenses of preparing the documents.

DATA TECHNOLOGY POLICY OF HARYANA GOVERNMENT

Information Technology is a key driver of an increasingly knowledge based worldwide economy. Given its current worldwide circumstance in the IT sector, India is well positioned to enhance and leverage its IT capabilities towards this end. Technology has transformational power and it goes about as a great leveler of chance inside and across economies. Recognizing this potential of IT, several economies in the Asia Pacific region have invested in infrastructure and adopted proactive policies to foster selection of IT pervasively. Consequently their economies have experienced significantly faster and more equitable development and their development indices have moved up rapidly. Emerging technology trends will make it possible for some citizens to access services electronically in self-service mode using mobile phones and the Internet or through assisted service focuses, for example, Common Services Centers etc. This objective is made possible through pervasive network connectivity based on mobile technology, broadband Internet, fiber penetration to all villages and software arrangements, which enable electronic access to services including e-payments. In keeping with these trends, governments at all levels in the country are aggressively receiving governance to improve accessibility, transparency and efficiency.

IMPLEMENTATION OF E-GOVERNANCE IN HARYANA

After the announcement of its policy on e-governance the state government in Haryana has undertaken several initiatives which are talk about below:

State Sector Mission Mode Projects (MMPs) of NeGP

Property Registration MMP - HARIS: Haryana Registration Information System facilitates registration of properties and land. HARIS has been implemented at all Tehsils and Sub-Tehsils in the state. Biometric and photograph of sub-registrar alongside buyer and seller has been introduced to bring greater transparency. HARIS provide multiple services like collector rates of property, stamp commitment calculations, deeds creating – standard deed templates, buyers/sellers photographs getting, registration of property deeds, issuance of duplicate of registered deed, issuance of change notice, information on registered deeds, and property dealers registration etc. Presentation of the project has essentially increased the revenue collection in the state.

REVIEW OF LITERATURE

Aneja (2015) state that e-governance has an arrangement to create better government. Then he examine the objective of e-governance in government operations which helps in provide better services to the people and feature how e-governance at worldwide level is offering types of assistance and helping money related development. He has also studied the political, social, economic and technological aspect of e-governance with the help of strengths; weakness, opportunities and threats (SWOT) investigation. What's more he discusses few principles to be used for reinventing the government.

Asgarkhani (2015) define that e-technology has became an impetus for enabling more effective government through better access of services and the democratic process. He discussed some of the key aspects of electronic government and e-services. He examines the values and the effectiveness by center around four specific facets of effectiveness: the view of management and ICT strategists; social, social and ethical consequences; the repercussions of absence of access to ICT; and the citizen's view of the usefulness and success of e-service initiatives.

Gilmore and D'Souza (2016) state that government sector similarly as private sector has been engaged in giving excellence service since loge time. The presentation of e-governance has made it possible to provide online services in recent years. This investigation has focused to measure the e-governance quality with reference to India. Further the examination giving a conceptual model of demonstrating the extent that by what method can be the services inside the open sector categorized. It provides useful experiences to those overseeing e-governance and service providers offering the assistance.

Kumar and Singh (2016) have made detailed investigation of "Lokvani" open private partnership

program, which is giving different online open services to the citizen, which include land record, arm licenses and on line open grievance redresses system. The examination concludes that the project has resulted in enhancing transparency, responsibility and efficiency in delivery of services, and propelling citizen friendly environment; reduction in debasement and saving in expenses and time.

Monga, Mehta and Singh (2016) 31 in their paper have studied e-governance initiatives in different states and focused especially e-sampark centers of Chandigarh which is utilizing the services of private sector to provide multiple services to the citizens through a single window system. Creators have finds that these e-governance initiatives helpful in increasing nature of open services and make the administration more responsible and accountable. Around the end they recommended some suggestions to improve the performance and efficiency of e-smpark centers.

Palvia and Sharma (2017) said that e-governance deliver information at national or nearby level and provide services to citizens or business or other government agencies at one-stop internet gateway. They feature the benefits of e-government that it provides services to citizens in a timely manner, better services delivery and empower through access of information without the bureaucracy. What's more they state that it improve gainfulness and cost saving in working with suppliers and customers of government.

Sangita and Das (2017) they examined the reforms of e-governance, which is establishing smoother interface between government to citizen, citizen to government, government to business, business to government, government to NGO. Creators have analyzed that; e-governance initiatives have broadened the scope of government and increased the nature of open services. Creators suggest sound arrangement, adequate infrastructure, trained manpower; coordinated effort cooperative services and people support is essential to promote e-governance.

Singh (2017) define that emergence of e-governance has enhanced the efficiency, effectiveness, transparency and promoted information system. Through this investigation creator has examined the effect of electronic services delivery at national and state level. He has briefly analyzed the sampark centers, which provide electronic service delivery in the Union Territory, Chandigarh.

Ya and Bretschneider (2017) this article focuses on contracting (open private partnership) out of e-government services at detail level by the government. The creators have discovered that, the political and economic rationales affecting the government decision to contract out e-government

services. This article tests the extent to which economic and political objectivity influence government contracting decision.

Pathak, Naz, Singh and Smith (2012) have conducted an examination at Port Moresby, capital of Papua New Guinea (PNG). The investigation indicates that e-governance can improve the open service delivery and service quality. Further investigation found that expectations of citizens from open services are very high and there is huge variance in the perceptions and expectations of citizens regarding the service delivery and nature of services. Creators suggested that there is urgent need to in PNG to employ e-governance in every single open agency to improve service quality.

P. M. Shankargouda (2010) highlighted that in the worldwide competing world, governments need to receive electronic techniques for its operations. He said now e-governance is essential for the reason that it can change citizen services, provide access of information to empower citizens and enable their interest in government. Creator discussed the experiences of Karnataka State Police Housing Corporation Ltd (KSPHC) that has introduced the system of e-governance in the entirety of its operations. KSPHC offering different online types of assistance to the citizen, for example, e-tendering, online Right to Information through www.ksphc.info and e-point book etc.

Singh (2012) examined the effect of e-governance initiatives on the open services delivery system. Further investigation highlighted that with the presentation of e-governance the efficiency and effectiveness of the administrative system has increased and the mechanism of information sharing moreover developed. Finally he state that e-governance provides SMART i.e. simple; moral; accountable; responsive and transparent citizen centric services to the citizens.

Patel, Patel and Biju (2013) have made investigation on Gujarat government initiatives in terms of started using latest technology to provide immediate response their citizens. Further researcher have described about the e-governance and its essential issues. Likewise study has pinpointed the office provided by the Gujarat government. Study has concluded that the initiatives have taken by the Gujarat government has been encouraging the citizens to benefiting the services at their doorstep.

Pathak and Kaur (2014) observed that the selection of e-governance is an essential for every government. Study says that e-governance can possibly provide variety of open service to both country and urban area. Further creators said that today in India, e-governance has been empowering every sector. Government has initiated different projects in the area of education, police, Judiciary, administration and agriculture. Toward the end

creators have said that different problems has been faced by these projects i.e. inaccessibility of store and absence of IT awareness among the people.

Improvement of Administration

Mukhapadhyay (2010) 41 has analyzed the changes brought by quick developing Information Technology (IT), he examine the effect of data technology on the administrative culture affecting both structure and nature of administration. IT is developing data superhighway and free and easy access of data. Study emphasis on team soul, transparency and free progression of data for good governance.

Sudan (2012) 42 defines that Information Technology (IT) is helping in realizing simple, good, accountable, responsive, transparent, (SMART) government. Creator has presented the achievements of government through e-governance as investments in lying of state wide optic fiber and computerized networks; state wide wireless correspondence networks. Study finds that different IT based projects in Andhra Pradesh is offering different types of assistance to the citizens. Creator recommends that solid political will is required for successive e-governance.

Kalsi (2012) right now has explained the role and ambit of data system in the government strategies. Creator provides a detailed guide with arrangement framework and infrastructure and describes the four phases required for implementation of data system in the government association. He opines that by the use of data system, citizen can access data and process can became transparent.

Sharma (2012) in his paper he has explained that how right now, of data and technology in great governance is being practiced. He says e-governance ought not be viewed as a more technological initiative yet as a piece of the process of governance. The process prospective ganders at governance beyond the diagnostic or technical dimensions and incorporates the hierarchical and behavioral dimension also. He observed that, the behavioral dimension is the case of the failure of several e-governance initiatives. It finds several underdeveloped countries that have successfully used e-governance. India does not leg behind in term of the technology, however there is need to develop a comprehensive way to deal with e-governance.

Sachdeva (2013) has analyzed that data and correspondence technology (ICT) has a valuable potential to meet the objectives of good governance. He features the different challenges hindering implementation of e-governance and afterward he gives a ten-point strategy for implementing e-governance in India. He brings the objective of achieving electronic governance (EG) beyond mere computerization of remain solitary

back office operation and bring the idea of fundamental change as how the governance operate. Study identified the new set of responsibility for the executive, legislation and citizens.

CONCLUSION

In the recent past, every government has been attempting to achieve great governance by strengthening democracy, advancing transparency and improving responsibility in administration. It has been observed that the bureaucratic structure of open administration has failed to respond with the changing demands of the present times and deliver quality services to citizens. So as to achieve the objectives of good governance and offering better types of assistance to the citizen's governments have focused on receiving the Information and Communication Technology in their working. The concept of empowering the governments and citizens by means of electronic governance i.e. e-governance has gained momentum 1.

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