

The Study on E-Governance Services in Haryana State

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Abstract – E-Governance is about using advanced Information and Communications Technology (ICT) to improve and support all process in the governmental domain and provides government information and services to the citizens or businesses or government agencies through the Information Communications and Technology (ICT). E-Services include better delivery of government services less waste, greater accountability, greater accessibility, and public control via access to knowledge, decline in time and energy, revenue generation and cost savings to the citizens. This paper reviews the e-Governance services that are provided in the various departments and the steps taken by the Government of India to computerize the systems of Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G).

Key Words - E-Governance; India; Government, E-Disha, Citizens, National E-Governance Plan (NeGP)

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INTRODUCTION

The Governance is basically implies the establishment of co-operative and dynamic procedures and systems that are planned to render services to the individuals and preserve genuine rights that are all fair, guarantee unbiased access to free infrastructure, and ensure that the benefits of monetary growth in Antyodaya's apparent soul permeate the sole survivor. More critically, governance should be transparent, move at a rapid clasp, and administration should be responsible for each of its exercises. The Creative and out-of-the-case analysis tends to show the State Government working and the structures set out and sophisticated delivery techniques have allowed the street guy, whether he is a rancher, trader, service provider or one operating company or industry, to feel confident of the kind of government that the individual in question needs. In fulfilling its declared objective of being consistently at the service of individuals, the State Government has made cognizant and deliberate attempts to ensure that the wide range of services offered to individuals is not only optimized and made time-bound and molested, but on the exact time free from the twin danger of nepotism and joining. The State has introduced the Haryana Right to Service Act, 2014, that is focused on providing services to individuals in an open, time-bound and bothering free way through a good service delivery instrument.¹ It was approved for the sole purpose of making the timely distribution of resources rendered

by different government departments an effective program in order to promote efficiency and accountability. The services delivered subsequently improve the legislature's credibility.

Similarly, the State of Haryana took the e- Course to speed up service delivery for overcome harmony and nepotism and huge number of activities were undertaken to introduce at the time of e-Governance in India. The enabled attempts were made at various rates to strengthen the provision of digital infrastructure and to disentangle the path to connect to them. The e- Governance in the state has gradually progressed from computerizing government departments to practices that epitomize governance's best uses, such as citizen- centricity, operation orientation and accountability. Goliath measures have been taken by the State in coordinating IT services, e-governance, providing on-demand assistance forms and computerized person strengthening. The State has laid optical fiber to reach 5,620 towns under the National Optic Fiber Network program currently known as "Bharatnet" to strengthen the wired and wireless infrastructure. This network will ensure 100 mbps of web connectivity to every Gram Panchayats in the state. The State has announced a communication and connectivity strategy aimed at ensuring quality infrastructure for connectivity and telecommunications services and extending telecom connectivity holes across the state of Haryana (both wired and wireless). With a dream transforming the state into a carefully empowered society and information economy and enhancing

¹ Source: www.haryana.gov.in

the nature of service delivery, the State provides e-Governance services that display three key precepts, such as cashless, paperless and anonymous. This undertaking is to provide a recipient with the choice of electronic / computerized payment methods, no physical paper at any level for service rendering, and to ensure that recipients are not involve to interact with government department , unless it is a legitimate requirement.

The State of Haryana has also taken numerous landmark actions in the current past to boost the connectivity to modern technology, enhance computerized service delivery, and empower the people. This includes CM Slot, e-Bhoomi, e-Registration, e-Payment, e-Filling, e-Tendering, e-Refund, e-Disha, e-Tourism, e-Ticketing and so on. The CM Window portal of Haryana is a transparent complaint redressal and screening mechanism launched to demonstrate accountability in governance that ensure timely resolution of grievances by individuals. It is supposed to achieve the twin aims of least organisation and greater government. Till date, about 2.4 lakh complaints have been resolved in very effectively manner through this portal .

This has pushed e-Bhoomi directly to government for offer of land. Of example, e-Services for retailers, e-Registration, e-Payment, e-Filling, e-Tendering, e-Refund etc. can also be found at (www.haryanatax.gov.in). In addition, the Integrated Financial Management System (IFMS) has been updated by the Department of Finance for online communication, release, allocation, revision, re-appropriation of spending plan. The preparation for expenditure actually only recognizes two months, contrasted with eight months ago, which epitomizes responsive and responsible government. Similarly, the State Government has asserted the establishment of 20 District Level eDisha Centers (DLxDC), one at the Mini Secretariat in the State of Haryana. The Haryana e-District (e-Disha) is an IT-driven electronic interface between both the legislature and citizens that encourages the general population to receive compelling and timely services.

The Haryana Tourism Corporation has also taken the e- Course to help tourism, a pioneer in expressway tourism that works at 42 tourist buildings. A Site entry for Surajkund International Crafts Mela was being created in accordance with the W3C rules incorporated with Online Rooms Booking System and Online e-Ticketing to misuse the full tourism capacity in the State.'Digi DhanMelas' has been also sorted out in the State as a piece of the 100-day exceptional war to promote digital and cashless exchanges across the country. During 2016-17, 91.12 percent of government payments adding up to 54415.91 crore were made electronically by our state treasuries. The State has completed 100 percent Aadhaar saturation and in the 0-5 age category, The State of Haryana tops the rundown with 71.6 percent Aadhaar

saturation, whereas the national normal is only 38.8 percent in this category.²

An End-to-End Computerization of the “Targeted Public Distribution Process” has been revised throughout the State that covers Electronic Ration Card Management, Allocation, Supply Chain Management, Ration Delivery by PoS Gadgets at FPS utilizing Aadhaar-based authentication utilizing both cash and cashless (effectively achieved on pilot premise at Ambala) modes. This system takes more than 1.3 Crore recipients into consideration in the State. The State of Haryana has been also Kerosene Safe because of receiver digitization. In addition, each of the 94 RLA and RTA workplaces, keeping up with National initiatives, VAHAN and SARTHI, the e-Governance applications under the National Transport Program me, were effectively revised for bringing the effectiveness, accountability and transparency in the administration .

The Online “Drug Inventory and Supply Chain Management System” (ODISCM) also co-ordinates the various related activities of the National Rural Health Mission (NRHM) in Haryana State to improve the productivity and efficacy of the Procurement and Distribution System, that simplifies the distribution of medicinal products to institutions and ensuring product accessibility, strength and strength of medicinal products.

The “Social Security Retirement Schemes” DBT program for account-based payments swap over 24.04 beneficiaries of lakes and such beneficiaries are distributed across nine government impairment properties, including Old Age Samman Allowance, Widow Pension, Disability Pension, Ladli Allowance, and Financial Assistance to Disabled Children (FADC), Non School Going Disabled Children (NSGDC), and Dwarfs and Eunuch Allowances for the convenience of the citizens.

It is also equally critical for saddling their maximum capacity in an evolving digital environment that is required for the physical empowerment of the people. Moreover, the digital education is also essential for the individuals to benefit from e-Services. The State Government assuming this responsibility intends to render at every pace one person digitally trained from every family so that all families can access public e-Services. In the current year we set the target for ourselves to occupy 12 lakh family units through using the Atal Seva Kendras, the State Skill University, the SakshamYuva (jobless graduates and postgraduates), and by including the Department of Education, so that the Government can achieve this main objective. As part of the Digital Literacy Initiative, we have now recorded four lakh family members, and over 2 lakh citizens were made

² Source : <http://www.haryanaonline.in/profile/Geography>.

digitally competent for making the transaction with the Government

The State Government also set up (5,500) "Atal Seva Kendras" to carry taxpayer-supported organizations to the people's at their doorstep, out of which 4,000 are based in villages. This has paved the way for the citizens to obtain essential and beneficial community facilities from the various departments. A village-level entrepreneur (VLE) is appointed as the operator-cum-supervisor at "Atal Seva Kendra", and is accepted as a citizens distribution point. Now we are shifting the VLE to small secretariats at village level, for instance Gram Sachivalayas and usually around 100 ASKS work in the villages from the Gram Sachivalayas.³

The Government also believes in competent responsive governance, that various department will proactively deliver resources at the resident's doorstep rather than people going to government to look for a service. For example, when a youngster is conceived, the person concerned is preceded for the services provided as the person develops, such as birth endorsement, required inoculation, health and sustenance, school admission, etc.

The State Government also established "Single Roof Mechanism" (Haryana Enterprise Promotion Portal, for example <https://investharyana.in/#/>) to pull investors to Haryana. This was launched in February 2017 and Haryana is India's only State that has gone ahead of the Single Window Concept and envisioned getting a Single Office to offer every single modern freedom / license. In the present time, every mechanical approval is given online intensively this entry through the single office in the required time.

This module provided more than 1,500 applications on this entryway in a small focus period range that underlines the confidence of the investor network inside us. It is no big surprise that Haryana jumped from rank fourteenth to rank sixth in the two-year range on the simplicity of working together assessments. Let's tell the truth, we're ranked as the best EoDB state in North India.

Furthermore, in order to ensure Co-operative Governance and seek participation from our well-informed youth in informing us about the issues being investigated at all rates, the Government set up an entrance for Chief Minister Haryana and, moreover, the entrance to Haryana My Gov and integrated them with internet-based existence, such as Facebook, Twitter and so on, that offers us real-time status to promote brief action.

One example of synergistic Governance is the "HARPATH" portable application that uses GIS engineering to help us make our street network cleaner and easier. This program empowers the

citizens on real-time basis to move on the street conditions to us. We'll act promptly to rebuild and fix street networks or bottlenecks in flow. On the odds that resident input is not followed up within a specific period of time, we have worked in the acceleration framework to ensure that responsibility is fixed and we are transmitting on schedule.

The State Government also dealing with the structure of the United Nations Sustainable Development Goals (SDGs) to use innovation for 'Food Security and Sustainable Agriculture,' 'Health and Well-being for all ages,' 'Safe, resilient and sustainable cities and human settlements' and 'Build effective, accountable and inclusive institutions at all levels to promote peaceful and inclusive societies.'⁴

Reference can be made to the reality that we have several "firsts" to our name.⁵ We are the first State to update: Dynamically Integrated Property Registration and land Registration Systems; in-House e-Stamping arrangement integrated with property registration; end-to-end e-PDS arrangement in the State in 100% shops and second state to present Aadhaar powered cashless exchanges; Vahan4.0 in all registration specialists and SARTHI 4.0 in all RLA experts. The delivery of Public service is of pith and makes people's lives smoother, is mantra of the Government. The State Government is making meaningful and cognizant attempts to use the IT to reach at their door-steps. We were also sure that the task would be accomplished sooner than later given our coarseness and resolve.

EVOLUTION OF E-GOVERNANCE:

In 1990s, the Governments of India has created global changes toward enhanced IT, with the advent of the World Wide Web (WWW). The creativity as well as the e-Governance programs produced some remarkable strides from that point forward. With the development of the Internet and portable alliances, people are discovering wide-ranging forms to exploit their modern access process. They also begun to hope for something more and more electronic knowledge and resources from governments and business organisations to support their local, professional and person carries on, while generating ample confirmations that the current 'e-Citizenship' provides.⁶

⁴ https://en.wikipedia.org/wiki/Sustainable_Development_Goals

⁵ A. Krishnan, K. Raju and A. Vedamoorthy (2011), "Unique Identification (UID) based model for the Indian Public Distribution System (PDS) implemented in Windows embedded CE", International Conference on Advanced Communication Technology, ISBN 978-89-5519-154-7, Page No (1441-1445),

⁶ J. C. Bertot, P. T. Jaeger and C. R. McClure (2008), "Citizen-centered E-Government Services : Benefits, Costs, and Research Needs" , International Digital Government Research Conference Canada, ISBN: Page No.(137-142)

³ <http://haryanait.gov.in/en/e-governance-in-haryana>

The concept of e-Governance has its birthplaces in India during seventies with a focus on developing in-house policy applications in the areas of security, financial control, arrangement and its arrangement to manage information-escalated decision-making, registering, paying, and so on. A notable trend has been the activities of the National Informatics Center (NIC) during the eighties to integrate more of the district home office. After the mid-1990s, IT developments has been augmented by ICT innovations to broaden their usage for wider sectoral purposes with a policy accentuated on reaching out to rural areas and even bringing in greater investments from NGOs and private sector. Within the system of e-Governance for development, there is growing association of international giver offices to catalyze the growth of e-Governance laws and advances in the creation of nations⁷.

Although the focus was primarily on modernization and computerization, but additional attempts were also made by the State Governments to use ICT resources in communications, networking, setting up knowledge processing and service delivery systems. On such a smaller scale, this has gone from IT automation in individual offices, electronic documentation dealing with and working process systems, direct exposure to privileges, public complaint systems, service delivery for high-volume routine exchanges, for example, bill payments, charging to meet misery, lightening targets by advancing business models and market arrangements. The push has shifted across activities, with some focusing on empowering the citizens state interface for various organizations supported by taxpayers, while others focusing on improving livelihood. The State Government also took the activities to create an IT team to map the state's IT strategy record and citizens contracts have started to show up on government websites. The simpler impetus for governments to switch from manual procedures to IT-enabled procedures that improve organizational and service delivery efficiency, but this transition could be pictured as either an beneficial enterprise with potential for returns.

E-GOVERNMENT SERVICES IN INDIA:

The Government of India offers a range of e-Services to the citizens. There are ranges of e-Government interaction with the citizens: Government-to-Citizen (G2C), Government-to-Government (G2G), and Government-to-Business (G2B). G2C implies that citizens are able to retrieve information from the government and conduct transactions online through government, G2G facilitates remote interagency collaboration and G2B helps companies or business undertakings to receive

details from government and enable electronic purchases through the government departments.

A. Government to Citizen (G2C) Initiatives:

This is the process of citizens communicating with the government. Under G2C there are all operations through which the State Government provides citizens with electronic access to knowledge and services⁸. The Governments have taken the various steps in this area such as: Right to Information (RTI), e-District, e-Payment, and Dial. Gov etc and also create more platforms to engage the public in rendering e-Governance a success across all the industries⁹.

Dial. Gov:

Dial.gov is an intelligent and dedicated search engine for the citizens. It has also the separate gateways for people, students, business, women, children, farmers and youth. This platform (www.dial.gov.in) deals with various welfare schemes aiming at bridging the existing gap between the knowledge regarding social facilities and the recipient through an intelligent search engine. The valuable information can be found to the citizens through various channels, such as the Dial. Gov web portal, an interactive voice response service, and call helpdesk at the Centre. This platform comes up with three types of schemes such as local, state and foreign after receiving inputs about scholarship, pension, youth, women, elderly, leisure, and farmer. The National Informatics Center (NIC) develops and implements this search engine for the convenience of the citizens. The search procedure can find information about the welfare scheme relevant after entering the keyword in the search textbox and alternate communication mechanism is the Interactive Voice Response Facility (IVRS), where the user communicates with the device and the system delivers the requested information. The IVRS is capable of understanding all languages, English and Hindi and in the situations where the request could not be finished with IVRS, the application is linked to the call center automatically¹⁰.

B. Government-to-Business (G2B) Initiatives

This includes the interactions between Government and business sector to get information and services to the businesses online. The Government of India launched the "www.makeinindia.com" website at which Make in India program includes major new

⁷ Sanjay Kumar Dwivedi and Ajay Kumar Bharti, "eGovernance in India- Problems and Acceptability", Journal of Theoretical and Applied Information Technology, ISSN 1992- 8645, 2010.

⁸ A. Gilmore and C. D. Souza(2006)., "Service excellence in eGovernance Issues : An Indian case study", Journal of Administration and Governance, ISSN 1834-352X, Vol-1, Issue-1, Page No. (1-14),

⁹ National e-Governance Plan , <http://negp.gov.in>, 2/2/2015

¹⁰ Digital office, <http://eoffice.gov.in>, 23/3/2015

initiatives aiming at facilitating investment and building the best-in-class fabrication infrastructure. The most prominent form of G2B is the Department of Corporate Affairs that is explored in depth.

Ministry of Corporate Affairs (MCA 21):

In September, 2006 the Ministry of Corporate Affairs initiated the MCA 21 Mission Mode Program (MMP) as part of the National E-Governance Plan (NeGP)¹¹. It is an ambitious initiative as the country's first project on goal mode that offers online access to those Corporate Affairs services such as document filing, company registration and public access to corporate information, incorporation of new companies, registration, modification and verification of fees, issuance of certified copies and redress of investor grievances and applications for various legislative services provided by the Ministry, and so on via a website (<http://www.mca.gov.in>). The main objective of this project is to provide easy and secure online access to all services and information provided to corporates or other stakeholders by the Union Ministry of Corporate Affairs. On the web site 93 per cent of the reports are actually rendered directly taking into account various stakeholders like Business, Public, Professionals, Financial Institutions and Employees.

C. Government to Government (G2G) Initiatives

This is the relationship and interactions among the Government organizations which are non-commercial in nature having the aim to increase the quality of policy processes within. The Crime and Criminal Tracking Network and Systems (CCTNS), e-Office, e-Procurement and e-Courts etc are an illustration of G2G initiatives in India.

e-Office:

The e-office focuses on facilitating office procedures so that less paper is used. The various Government departments of India are now transitioning from manual file management system to automated office. The "Sindhudurg Revenue Administration" is an example of a digital enterprise that allows for quick, clear and environmentally friendly work. This module is created by the National Informatics Center (NIC), New Delhi. It lets branches of government go paperless or become less paperless offices.

The main aim of e-Office is to improve the organization's internal efficiencies through electronic administration. These have different features such as: e-File, Knowledge Management Systems (KMS), Collaboration and Messaging Service (CAMS), e-Leave, and e-Tour incorporated. E-File is a programmed workflow-based system which replaces the existing file manual with a more reliable electronic

system, KMS helps users to create and manage electronic documents that are available, searchable and exchanged, and CAMS contains different applications including Job Management System, e-Talk, e-Appointments, Document Sharing, Alerts via. Digital Notification Facilities, email, SMS, e-alerts, e-Leave automates the process of requesting leave and permission and e-Tour that makes it easier to manage employee tour programs well organized¹².

BENEFITS OF E- GOVERNANCE:

Fast, Efficient and Cost Effective Service Delivery:

With the introduction of e-Service delivery, the Government may now provide information and resources at lower prices at their door-steps, with less time and more conveniently. The farmers can receive a copy of their Records of Rights, Tenancy and Crops (RTC) within 30 minutes after the computerization of land records in the State of Karnataka, compared to 30 days utilized to take and printed copy of the RTC at kiosks costs 15 only, as against large bribes which had to be charged earlier in the manual system.

Transparency, Accountability and Reduce Corruption:

The ICT improves clarity, guarantees integrity and reduces corruption and increasing the usage of machines and web-based applications in the government departments. The land registration requirements in Andhra Pradesh could now be finished within an hour without any official harassment or bribes after computerization.

Increased People's Participation:

With easy access to Government services, citizens' faith in Government functioning is enhanced and they can share their opinions, views and feedback to the government in very effective manner.

E-GOVERNANCE PROJECTS IN INDIA:

The IT revolution, a world-wide trend, that has prompted the societies and governments into embarking on financial, educational and institutional systems centered on IT. The Government of India has taken huge strides in e-Governance as among the leading countries in the IT movement.

¹¹ Bansal, G.S. (2007) "On the Path of NEGP Implementation."

¹² R. K. Das and M. R. Patra (2013), "A Service Oriented Design Approach for E-Governance Systems", International Journal of Information Technology Convergence and Services (IJITCS), ISSN 2231-1939, Vol-3, Issue-3.

Table: E-Governance Projects in various States and Union Territories in the Country

State/Union Territory	Initiatives covering departmental automation, user charge collection, delivery of policy/programme information and delivery of entitlements
Andhra Pradesh	e-Seva, CARD, VOICE, MPIS, FAST, e-Cops, AP online—One-stop-shop on the Internet, Saukaryam, Online Transaction processing
Bihar	Sales Tax Administration Management Information
Chhattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
Delhi	Automatic Vehicle Tracking System, Computerisation of website of RCS office, Electronic Clearance System, Management Information System for Education etc
Goa	Dharani Project
Gujarat	Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice.
Haryana	Nai Disha
Himachal Pradesh	Lok Mitra
Karnataka	Bhoomi, Khajane, Kaveri, Mahiti, Smart Card System
Kerala	e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP State Agricultural Marketing Board (Mandi Board) etc
Maharashtra	SETU, Online Complaint Management System—Mumbai
Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
Tamil Nadu	Rasi Mariyams-Kanchipuram, Application forms related to public utility, tender notices and display
North-Eastern States	
Arunachal Pradesh	Community Information Center. Forms available on
Manipur, Meghalaya	the Meghalaya website under schemes related to
Mizoram & Nagaland	social welfare, food civil supplies and consumer affairs, housing transport etc.

CONCLUSION:

The Government of India actually provides various successful and important services, like online reservation of railway tickets, online bill payments to the citizens of India in their jurisdiction in the effective manner. But, often the existing programs are focused only on informatics and one-side engagement of the citizens, however now digital government resources are required for convenience of the citizens. Therefore, public awareness and digital divide is important issues to be addressed in the present scenario. The digital delivery structure provides opportunities for the effective participation of citizens in the government processes across the several aspects. It provides an open government-to-consumer-to-government (G2C2 G) platform for specific roles like e-census, e-ballots, and maintenance of e-health information respectively. The online census is the web-based program that helps respondents to conveniently and safely conduct the census and handle the census data through the using of Internet. An internet vote enables electronic voting to be granted without heading to any actual polling station. It is the need of hour to create the Nationwide Networks for Education, Health, Police, Posts and Tourism that leads to the development of country.

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