ICT Enabled Service Delivery System in India: An Overview

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Abstract – Information and Communication Technology (ICT) would have a prominent and progressive role in the new era as the single most important enabler for improving efficiency and effectiveness in the services delivery system in an organisation or a nation. Being in the same era, India too incorporated information and communication technology as a driver of services delivery to the public. An attempt has been made in this paper to capture the overview of ICT enabled services following with the merit and limitations and conclusion at last.

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INTRODUCTION

Information and communication technology emerged as a mean of communication between individuals, groups, business, organizations and governments. It gained popularity because of its faster and better communication system. Due to growth of the users; ICT reached on a stage where everyone wanted to be a part of it to enjoy the advantages of ICT. More use of internet and computers ensures faster and better processing of information which leads the society to take quick and qualitative decisions in all spheres of life. ICT also assures the efficient, effective and transparent service delivery system. This has made the ICT a mean or a way to achieve the target of good governance which led the whole world towards the new notion of governance that is e-governance or electronic governance. E-governance came as a revolution in the whole system of public dealing or in other words it can be said that it changed the whole regularities of the administration which deals with the citizen of the particular state whether we took it in context to UK, USA, UN or India. From the beginning itself, it would be the best ever system of the government in the government to procure the interests of the citizen of the state, which is a prime motive of forming the government.

ICT ENABLED SERVICES DELIVERY SYSTEM IN INDIA

The government of India constituted a committee in 1963 with Dr. Homi J. Bhabha (Chairman of Atomic Energy Commission) as its chairman to examine the area of electronics in depth and prepare a plan for its development. One of the main recommendations of the report was to establish the Department of Electronics in the central government to promote electronics and computer industry. Based on this report government established Department of Electronics (DOE) and Electronics Commission in 1970 with the responsibility of formulating policies on electronics including computers (Rajaraman: 2012).

In 1975 the DOE setup National Informatics Centre (NIC) whose main purpose was to assist in the ICT initiatives of the central and state governments. Further the major project to computerize the tickets in the Indian Railways started working on in 1984 and completed in 1986 (Rajaraman: 2012). Another major step towards E-governance in India was the Department of Telecommunication in 1985 and at that particular time it was mandatory for the government to take necessary initiatives that would facilitate India's emergence as an Information Technology superpower. With the vision of Prime Minister to promote Information Technology; Prime Minister Office issued the notification on 22nd May, 1998 constituting a National Task Force on Information Technology and Software Development with its tasks. The other significant inclusion towards ICT is the formation of A Union Ministry of Information Technology in 1999. Beside this we can include the following as milestones for the transformation of public services delivery system in India.

GOVERNMENT OF INDIA INITIATIVES

National e-Governance Plan: (NeGP) is an Indian government plan to make all government services available to the citizens of India via information and communication technology. The NeGP has been formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms and Public Grievances (DAR&PG). The

Indian government approved the NeGP, comprising of 27 Mission Mode Projects (MMPs) and 10 Components on May 18, 2006. A Mission Mode Project is an individual project within the National e-Governance Plan that focuses on one aspect of ICT based services delivery, such as banking, land records or commercial taxes etc. It comprise of 31 projects which are classified as central (11), state (13) and integrated (07) projects. The NeGP takes a holistic view of e-governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving and large-scale digitization of records is taking place to enable easy and reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the following vision statement: "Make all government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable cost to realize the basic needs of the common man (11th Report of Second Administrative Reform Commission)."

Digital India Program: After a huge success of NeGP the Prime Minister of India Mr. Narender Modi launched the Digital India Program in July, 2015 with the aim to provide Wi-Fi services to 2.5 lakh schools, Broadband internet connectivity 2.5 lakh villages and a wide range of mobile phone connectivity by 2020. Following are the important aspects of Digital India Program:

- Digital locker system to minimize usage of physical documents

- MyGov.in as an online platform to engage citizens in governance through a "discuss, Do and Disseminate" approach

- Swachh Bharat Mission Mobile app to achieve the goals of this mission

- E-Sign framework

- E-Hospital System for important health care services

- National scholarship Portal for direct benefits to students

- BSNL's large scale deployment of Wi-Fi hotspots throughout the country

- Broadband Highways for better service delivery

STATE GOVERNMENT INITIATIVES

Initiatives at Andhra Pradesh - Online Booking System for send purchase, Online citizen friendly services of Transport Department, Online Post Matric Scholarship, Online application facility for I T Industry, e-Filling of Commercial Taxes, Employee Information System-Department of School Education, Andhra Pradesh Government's Gazette and Andhra Pradesh Government Orders (https://www.ap.gov.in).

Initiatives at Arunachal Pradesh - Community Information Centers, Online Bus Schedule Services, Online Telephone Directory and Application Forms for Public utility (www.arunachalpradesh.gov.in).

Initiatives at Assam – Public Utility Forms, Passport Computerization System, National Register of Citizens, Prithvi Geographical Information System, e-Udyog Ratna, JANA-SEWA Computerized Public services Facilitation Counter System, NATHI-AWASTHITI Computerized File Monitoring System, GRIHA-LAKSHMI Computerized Public Distribution System and ABHIYOG Computerized Public Grievance System (https://assam.gov.in).

Initiatives at Bihar – Online Grievance Registration, Online Enrollment in Electoral Roll, Online Electricity Bill Payment, Information and Public Relations Department and Website Directory (www.gov.bih.nic.in).

Initiatives at Chandigarh – e-Jan Sampark, Gram Sampark- Rural Knowledge Center and m-Sampark (www.chandigarh.gov.in).

Initiatives at Chhattisgarh – Online Lands Records, Online Grievance Redressal, Online Electoral Rolls, Choice- Chhattisgarh Online Information for Citizen Empowerment, e-mail Directory and e-Challan (www.cgstate.gov.in).

Initiatives at Delhi – Grievance Redressal, Public Utility Forms, Employment Exchange, Transport Services and Application Status Finder (www.delhi.gov.in).

Initiatives at Goa – Issuance of Birth/Death Certificates, Collection of Taxes, Mutation as part of DHARANI – Land Records Information System and Issuance of Trade Licenses (www.goa.gov.in).

Initiatives at Gujarat – Mahiti Shakti, Online Application Forms, Gujarat Bank of Wisdom, Online Registration with Employment Exchange, e-City – A One Stop Civic Shop, Jan Seva Kendra, e-Dhara and E-Gram Viswa Gram Project (https://gujaratindia.gov.in).

Initiatives at Haryana – Online Land Records – HELRIS/HERIS, Online Examination Result, Online Admission Notice, Online Judicial Services, Public Utility Forms and Procedures, Online Citizen's Charters, Online Collector Rate, Department of Employment, Government Notifications and Transport Services (https://haryana.gov.in).

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Initiatives at Himachal Pradesh – e-Samadhan – Online Public Grievance Solution, Sugam – Integrated Community Information Center, Online Electoral Rolls, Online Bus Ticket Booking, Examination Result, Employment News, HP Police Web portal, Website Directory, Online Hotel Registration, e-Salary, Online Judicial Services and Online Electricity Bill Payment (https://himachal.nic.in).

Initiatives at Jammu and Kashmir – Community Information Center, Online Employment Exchange Information, Online Motor Vehicle Information and Information Related to the forms and Procedures (https://jk.gov.in).

Initiatives at Jharkhand – E-rahat Emergency Corner, e-Nibandhan, Online Land Records, e-Nagrik Seva, Common Service Center, Jharkhand Village Profile, Gyanshila and Online GPF Account (www.jharkhand.gov.in).

Initiatives at Karnataka – Bhoomi Project, KAVERI, Bangalore One and Smart School Project (https://www.karnataka.gov.in).

Initiatives at Kerala – Akshaya, Online Job Registration, e-mail to CM and Minister, Online Motor Vehicle Services, BhuRekha and FRIENDS (https://kerala.gov.in).

Initiatives at Madhya Pradesh – Online Voter List, Government Orders and Acts, Online Pension Calculator, Online Text Book, High Court Judgement and Orders, Online Grievance Redressal, Public Utility Forms, Online Land Records, Transport Services and Citizen Charters (www.mp.gov.in).

Initiatives at Maharashtra – Rojgar Wahini, SARITA-Stamps and Registration Information Technology based Administration, SETU – Integrated Citizen Facilitation Centers and Kalyan-Dombivali Municipal Corporation (https://www.maharashtra.gov.in).

Initiatives at Manipur – Online Government Notifications, Online Employment Exchange, Application Forms, Online Exam Results, Public Representatives, Transport Services, Electoral Roll and Social Welfare Department (https://manipur.gov.in).

Initiatives at Mizoram – Electoral Roll, Telephone Directory, Tender Notice, Transport Services and Mizoram Gazette (https://mizoram.gov.in).

Initiatives at Meghalaya – Online VAT Application, Online Agriculture Market Price, Online Name Search in Electoral Roll, Election Application Forms, Online Public Utility Forms and School Result (www.meghalaya.gov.in).

Initiatives at Nagaland – Online Government Circulars and Notifications, Online Public Utility Forms and Online Voter List (https://nagaland.gov.in).

Initiatives at Odisha – Online Issuance of Disability Certificates, Bhulekh – Land Record Web Portal of Odisha, E-Shishu, Integrated Transport Information Management System, e-Abhijoga and e-Literacy (https://odisha.gov.in).

Initiatives at Punjab – Punjeb Sewa Online, Suwidha, Online Public Utility Form, Online grievance Cell, Land Records Management System, Saarthi and Vahan (www.punjab.gov.in).

Initiatives at Rajasthan – E-Mitra, Raj stamps, Send your queries to Chief Minister, Emergency Services, Online BPL List, Online Citizen Charter, Acts and Policies, Transport Services, Rajasthan Police, Online Electoral Rolls and Common Service Center Scheme (www.rajasthan.gov.in).

Initiatives at Sikkim – Online Public Utility Forms and Online Voter List (https://sikkim.gov.in).

Initiatives at Tamil Nadu – Employment Online, Public Utility Forms, Transport Service, Online Land Records, Online Text Books, Grievance Redressal, Online Electoral Roll, Online Citizen Charters, and Electricity tariff calculator (www.tn.gov.in).

Initiatives at Telangana – Telangana State Portal, TS Online, CFST – Transport Department Services, e-Return – Vat eReturn and e-Suvidha (www.telangana.gov.in).

Initiatives at Tripura – Public Utility Forms, Hospital Management System, Online Name Search in Electoral Roll, Examination Results and Transport Information System (https://tripura.gov.in).

Initiatives at Uttar Pradesh – e-Scholarship, Bhulekh UP, Court Case Information System, GIS based Planning Atlas, Lokvani and Online Transport Services (www.up.gov.in).

Initiatives at Uttarakhand – Online Application Forms, Online Employment Services, Online Government Notifications, Dev Bhoomi – Uttarakhand Land Records and School Education Portal (www.uk.gov.in).

Initiatives at West Bengal – Telemedicine: Midnapore, Smart Card, Computerization of Government Departments, Higher Education Department, Tourism Department, Information and Cultural Affairs Department, Geographical Information System and Infrastructure Development (https://wb.gov.in).

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These are the initiatives of Government of India and State Governments to enable the information and communication technology driven public services delivery system in India.

MERITS OF ICT ENABLED SERVICES DELIVERY SYSTEM

Information Exchange: It is an important aspect of ICT enabled services delivery system that it can easily exchange the information with citizens, businesses or other government departments.

Rapid Working: Information and communication technology based services delivery system is rapid in its working.

Time and cost saving: ICT enabled services delivery system has a great impact on time and cost saving while delivering the services to the public.

Improving internal controls: It is another important feature of ICT driven society that it improve the internal controls of administration while doing the job because of the automation process.

Increasing revenue: Information and communication technology increase the revenue also because of the automation of the tax collection system which diminish the corruption.

Efficiency and Effectiveness: It increases the efficiency and effectiveness of the public services delivery system by providing quality services to the stakeholders.

LIMITATIONS OF ICT ENABLED SERVICES DELIVERY SYSTEM

Privacy and Security: Prime limitation to enable ICT driven services is the security and privacy of information shared on the web.

Expenditure: The other important factor affecting the ICT enabled services delivery system particularly in India is the investment in the development of infrastructure of ICT to enable the services.

Digital Divide: Another major problem in the field of ICT enabled services is the gap between the society which can not use the ICT as services provider and the society which can use the ICT as service provider. It creates a huge digital divide between the educated and educated societies.

Trust: It is the other important factor that affects this new system very much because the people who are using conventional mode of services they will take time to build up the trust in ICT enabled services.

Change Management: To manage the change is also an important aspect to enable ICT as service provider because many people resist changing the system because of their personal benefits in one way or another.

CONCLUSION

In concluding lines it can be said that ICT is playing a vital role as a provider of services to the public almost in all spheres of life. It is because of the ICT driven services delivery system that the corruption is at minimum level by increasing the revenue of the state. It is an efficient and effective way to provide the better services to the stakeholders with minimum expenditure. Besides it saves the time of both the service provider and the services seeker and improves the internal control by restructuring the whole process of administration.

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