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E-Governance Initiatives in India: An Analytical Study

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Abstract – E-Governance, saying 'Electronic Governance,' is nothing but the usage of Information Communication and Technology (ICT) at above various levels of government and public administration to improve the governance. Every country's progress can be measured by the level of e-Governance within that region. A latest approach has culminated in a shift in the standard of service offered to the citizens. This has given rise to accountability in the regulatory process; saving resources by delivering facilities from a single window; simplifying procedures; enhancing office and document management; minimizing corruption; and strengthening selling personnel's mindset, actions and job managing capacity. The National E-Governance Program (NeGP), which is the Union Government's flagship e-Governance initiative, was authorized by the Government of India on May 18, 2006, comprising 27 Mission Mode Projects (MMPs) at the level of Federal, State and local Government. The NeGP seeks to enhance the provision of government services to the citizens and enterprises with a goal of having the programs available to the common man while maintaining quality, accountability, continuity and effective service delivery at manageable costs. In this paper I provide an outline of e-Governance programs being used in India and the current status of such e-Governance relevant initiatives centered on secondary data collected by multiple resources.

Keywords: e-Governance, Public Administration, India, Digital India.

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INTRODUCTION

E-Governance is anything really more than the use of digital technologies as a device for the exchange of information, the provision of services and the transaction with the citizens, businesses and other governmental arms. E-Governance provides a strong framework for improving democratic governance. This cannot just improve the government process accountability, transparency, and efficiency but also facilitate sustainable and inclusive growth. E-Governance also provides a mechanism for the direct delivery of public services in the most remote corners of the marginal segments of the society, without having to deal with intermediaries.

Recent years have seen the implementation of digital and communication technologies by public agencies to transform the conventional workings of the public sector internationally in order to enhance quality and efficacy of service delivery to the general public.. In this study, e-governance practices bring accountability and transparency that leads to red tape and corruption control and will reduce the role of bureaucracy in organizations in the public sector and also provide effective and effective service to citizens. Throughout the e-government and e-bureaucratic structures, technical developments throughout government sectors across the globe have implemented nearly similar concepts and procedures for delivering e-services to citizens.

E-GOVERNANCE MODEL

The three key focus categories which can be differentiated in the principles of e-Governance are government, people and business / interest groups. The public political targets are centered on residents and corporations and community organizations, while internal targets are based on the policy itself.

Like in e-Commerce[1], abbreviations such as B2B (business to business) and B2C (business to consumer) are used to define shortly one of the key classes communicate. Figure 2 schematically describes the most growing community relationships in e-Governance. Table 1 illustrates the three abbreviations in equation G2C, G2B and G2 G.

[1] Source: https://searchcio.techtarget.com/definition/e-commerce

	e-democracy	e-government
External		
G2C: Government to Citizen	X	X
G2B: Government to Business		X
Internal		
G2G: Government to Government		X

Fig.1 main group interaction in e-Governance

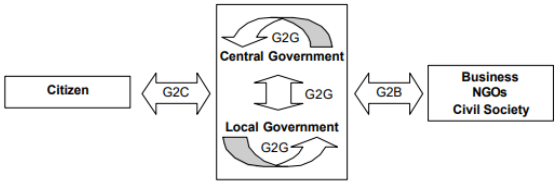
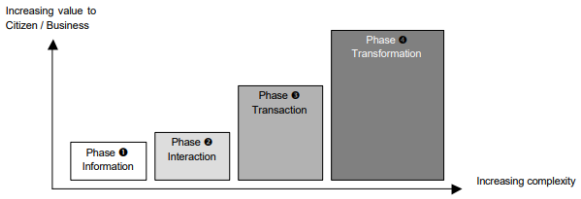


Fig.2 interaction between main groups in e-Governance



The paradigm doesn't assume that organizations will go through both processes at the same period. In the opposite, political agencies in the Western world are at level 1, 2 or 3. The discrepancies may be huge: the tax department can be in phase 3 when the public works department seems to be in phase one early stage. Everything focuses on how far the highest gains are. There needs to be another comment. The model shows four steps for various approaches to e-Governance (e-democracy and e-government). It is believed that the government already established an overarching strategy[2] and e-politics.

First phase: Information

During the first phase e-Governance implies doing it on the web, providing relevant information to the citizens (G2C and G2B). Next official portals are identical in style to a brochure or leaflet. The public interest is that official knowledge is available to the media; procedures are defined and thereby are more accountable, which improves transparency and efficiency. The government can also disseminate information internally (G2 G) through static electronic means, such as the Internet. This is all about information, this phase. From a 1-page appearance website to a website with all applicable policy details open to the media, to boost political accountability.

Second phase: Interaction

Throughout the second phase government-citizens interaction (G2C and G2B) is stimulated with various applications. The People can ask questions via e-mail use search engines for data and can download all kinds of documents and forms. Such application also saves the energy. Total intake of (simple) applications will literally be completed online 24/7. Normally that will not have been feasible during operating hours at a register.

The Governments collectively (G2 G) use Local Area Networks (LAN), intranets, and e-mail for internet transmission and sharing. The bottom line is that it creates greater flexibility and productivity as a significant portion of the intake cycle is performed electronically. But, in order to finalize the contract, you will have to go to the agency by charging a bill, providing documentation or signing documents. The use of electronic communications tools accelerates internal processes in government.

Third Phase: Transaction

The importance of the technology is increasing with phase three, but the value of customers (G2C and G2B) will also be higher. It's easy to make full transfers without heading to a bank. Types of electronic resources cover income tax reporting, property tax reporting, license extension / renewal, visa and passport filing and online voting. Step three is largely complicated due to protection and usability problems – e.g., digital (electronic) signatures are required to facilitate legal transfers of resources. In the market side the government continues with proposals for e-procurement.[3] In this phase it is necessary to redesign internal (G2 G) processes to provide good service. Policy wants to establish specific rules and regulations that would require legal recognition for paperless transactions. The bottom line is that the entire process is now online, with payments, digital signatures etc. This saves time, hard copy and money.

Fourth Phase: Transformation

The fourth phase is the transition process in which all information systems are integrated, and at one (virtual) counter, the public can obtain G2C and G2B services. The end goal is a common point of touch with all resources. The dynamic dimension of reaching this aim is mainly on the organizational side, e.g. the need to radically alter society, procedures and roles within the organization of government (G2 G). The Government workers in the various departments have to work smoothly and seamlessly together. Efficiency and consumer loyalty hit the maximum possible rates during this period of cost reduction.

[2] Source: https://www.fs.usda.gov/Internet/FSE_DOCUMENTS

[3] Source:https://eprocure.gov.in/eprocure/app

E-GOVERNANCE: INITIATIVES IN INDIA

i) e-Choupal, Ujjain, Madhya Pradesh

ITC Limited launched e-Choupals project to provide technology related services to farmer, which will boost the economic situation of the whole village, reduce the number of intermediaries between agricultural commodity suppliers and final consumers, and build networks in rural areas that can act as virtual market places for agricultural commodities.

ii) Bhoomi, Bangalore, Karnataka

The key document that records different landholding parameters and information is the Right Tenancy and Cultivation Record (RTC), previously maintained by 9,000 Village Accountants (VAs or village revenue officials). The RTC is allowed to secure crop loans, other loans and provisions relevant to the scale of the land ownership for farm transactions. The limitations of the RTC management manual program were: exploitative and payments were frequently collected, there was ample room for bribery, bullying people, exploiting documents and other unethical activities. Since the launch of the Bhoomi scheme, the RTC's generation cycle was that from one to 30 days to five to 15 minutes. Likewise, the cycle time for the mutation process has reduced from 90-180 days to 30-45 days. Updating crop records has risen from 50-70 per cent to 80-100 per cent. Since its inception, roughly 12 million users have used Bhoomi, resulting in the collection of 180 million Rs as user charges. Currently, 0.7 million people use Bhoomi centers each couple of weeks and monthly user fees collected are around Rs. 10 million.[4]

iii) TARAhaat, Jhansi, Uttar Pradesh

TARA haat (meaning Star Market place in Hindi) is a portal that links the village consumer to information, social facilities, leisure, and also to different markets, via a network of franchised cyber centers, tailored to the language of their preference, providing all three elements of rural connectivity: material, access and fulfillment. TARA haat was formulated with the premise that it would be learned and used by citizens with large differences with literacy, vocabulary, financial viability and comprehension rates.

iv) CARD Origin, Andhra Pradesh

The main goal was to bring accountability and consistency into the method of land registration. The biggest winners are Andhra Pradesh ground-holding residents, for whom payment of land taxes and property registry duties has been made simpler. The activities were to digitize documents, incorporate hardware and software systems and train employees.

v) Gyandoot Origin, Madhya Pradesh

The task was aimed at bridging the digital divide in 38 villages by providing computing services to rural citizens as well as creating jobs for young people who were to manage the kiosks as businessmen. Every Gyandoot kiosk provided facilities such as: rates of agricultural goods at different state auction centers; versions of the land rights record at a nominal price; electronic application for certificates of citizenship, caste or domicile etc.

vi) e-Seva Origin, Andhra Pradesh

Built in the metropolitan[5] twin cities of Hyderabad-Secunderabad, e-seva was an effort to provide a central facility (distributed across 48 centers throughout the two cities) for the imposition of dividends, the distribution of approvals, the payment of bills, the clearance of records, the issuing of licenses and permits, the licensing of properties, the submission of applications, etc. (66 facilities in total). The goal was to remove the various offices and timings that people had to bear in order to pay their bills and access certain government programs.

vii) Akshaya Origin, Kerala

The project was launched in 2002 by demands from the panchayats (or community councils) to provide their members with computer training, address the income gap by offering computer literacy and e-government facilities, as well as provide rural youth with jobs.

viii) Lokvani Origin, Uttar Pradesh

This initiative was launched in 2004 to use established machine kiosks by signing an agreement with the District Government to include additional egovernment facilities. The effort aimed at supplying district residents with links to knowledge regarding government services, land documents and an electronic dispute file system. The complaints process was such that the petition was sent to the office of the district magistrate then it was sent to the appropriate dept.

ix) SARI Origin, Tamilnadu

The project Sari (Sustainable Access in Rural India) in Tamilnadu State's Madurai District was introduced in 2000 to link rural kiosks using wireless technology. The specified objectives were to improve the quality of life among rural poor by developing opportunities for jobs with the aid of

[4] Source: https://www.itcportal.com/businesses/agri-business

[5] Source: https://www.dictionary.com/browse/metropolitan

ICT. The kiosks will provide e-gov. facilities alongside medical services, employment and financial conditions.

x) MCA21 E-Governance Project

The Corporate Affairs Ministry[6] has implemented the e-Governance project MCA21. This is among the Central Government's Mission Mode Projects under the National e-Governance Program. The project allows for convenient and safe electronic access to all of the MCA's registry-related resources, including registration and filling of documents around the country for all corporate and other shareholders at any time in a manner that fits them best. MCA21 seeks to meet the requirements of numerous stakeholders like business, technical, governmental, political, and bank, Government, and MCA employees. The main advantages of MCA21 project the following:

a. Virtual business integration

b. Simplified and simple style of Form / Return filing

c. Authentication and approval at any period and from everywhere of the fees

d. Review of client financial records anytime from everywhere

e. Centric business strategy

f. Construction of a centralized database repository for corporations operating in India

g. Improved service quality delivery and establishing client partnerships

h. Total accountability growing e-Governance

i. I Timely settlement of complaints by creditors

j. More time available for MCA employees for qualitative corporate informative analysis

AREAS OF E-GOVERNANCE IN URBAN AREAS

Transportation: -In this field, services offered by e-governance are:

- Time Table Issuance of Busses.
- Availability of an Interstate Transit Booking Service.
- Enhanced Mobility System.
- Statewide Delivery Plans.
- The process of managing congestion.
- Meeting travel needs.

Projects:

1. CFST: -Andhra Pradesh Government's Citizen Friendly Transport Services to offer facilities such as Learner License Question, Driving License Question, Driving learner permit etc.
2. Vahan and Sarathi: -The Vahan & Sarathi backend applications help speed up the overall workflow in the transportation department but Tamil Nadu govt.
3. OSRTC: - The initiative of Orissa transport corporation[7] to provide transport-related services digitally began.
4. HRTC: -Himachal Road Transport Corporation's initiative is for electronic booking, seat cancellations, bus withdrawal inquiries, seat and bus availability etc.

Online payment of bills and taxes: -Facilities offered in this field through e-governance:

- customer over the Internet
- Paying the bill
- Tax-payment
- EMI Home Purchase

Projects:

1. FRIENDS: -The Kerala Government is implementing this initiative for its residents to allow electronic payment of power and water bills, income taxes, license fees, motor vehicle taxes, university fees, etc.
2. E-SEVA: -Andhra Pradesh government's online seva to pay electricity bills, take advantage of vendor and trade at some of these facilities on policy matters.
3. BWSSB ganakeekrutha Grahakara Seve, water billing, and collection system: -The Government of Bangalore starts this e-governance project.[8] Bills of houses are

[6] Source: http://www.mca.gov.in

[7] Source: https://en.wikipedia.org/wiki/Transport_Corporation_of_India

[8] Source: https://negd.gov.in/node/97

generated in this every month through BGS software

4. DOMESTIC: -Daman and Diu undertake this initiative. This is a for domestic customers energy billing scheme.

5. E-Pourasabha Municipal Application: -E-Pourasabha is an urban local authority application for e-governance. It's enforced for system for tax collection, local taxes, liquid tax, etc.

6. E-Mitra, through the Rajasthan government

7. SAMPARK Governing Chandigarh

8. E-Suvidha by Uttar Pradesh government

Information and public relation key services: - With this type of project consumers can access any kind of information with just one click.

Projects:

1. Lok Mitra: - By the Himachal Pradesh administration. The resources provided include vacancy details, tenders, market prices, matrimonial facilities, village e-mail.

2. Mahiti Shakti: -By the Government of Gujarat to provide its citizens with information relating to its work.

3. OLTP: -Governing by Andhra Pradesh. Through this initiative 16 federal agencies are linked to a single network in Andhra Pradesh.

Municipal services: - Products made available are as:

- Identification, payment and receipt of House revenue.
- Maintain proper Land Property documents.
- Certification of Deaths given.
- Land Registry & Attorneys.
- Power to evaluate and authorize construction designs

Projects:

1. E-Panjeeyan: -At the Sub Registrar Office, the government of Assam continues to deal with the computerization of the record registry function.

2. Suite of SDO: -To the government of Assam. The program aims to grant numerous documents such as Land Sale Permit, Legal Heir Card, Passport Verification Card Issuance, Birth and Death Record,

3. Palike: -The Palike tax program captures the owner and property's basic data, the payment information for which receipt is produced and issued to the host resident.

4. Rural Electronic Services (Nemmadi): - Services such as issuing licenses, providing social security orders such as old age benefits, widow benefits, free fighter pensions, etc.

5. TRIS: - Tripura Registration Information System is intended for electronic photography and biometric printing, visit commission facility, duplicate record order, database check, etc.

Roads and traffic management: -Services offered by e-Governance of this type are:

- Roads and Bridges Network
- The design of roads and their servicing
- Traffic Administration
- Health monitoring, incident prevention and emission management

Projects:

BHOOSWADEENA-This software is a computer-controlled program[9] for land development, with near collaboration with BHOOMI. Its research aims to build a framework for automating the Land acquisition process

1. I-Geo Approach Internet Geometrics: -This project aims at creating web-based geometrics-based decision support framework for Madhya Pradesh's rural road network.

2. RSPCB (Rajasthan State Pollution Control Board); - The project involves the development of a computer-based program by compliance with the Hardware, Technology and Networking Specifications The project would support the Union, the Central Pollution Control Board, RSPCB itself.

[9] Source: https://revisionworld.com/gcse-revision/ict/software/computer-control-software

3. CFST: - Citizen Friendly Transport Department[10] This project is undertaken by the Andhra Pradesh government to establish power over noise, road health, road signs and citizens' protection.

AREAS OF E-GOVERNANCE IN RURAL AREAS:-

E-governance has a very potent impact in rural areas. Here all is achieved by e-governance from farming to local knowledge.

Agriculture: -The methods used in Farming described below.

1. Gyandoot: This is an Intranet-based citizen government (G2c) service distribution project in Madhya Pradesh City.

2. BELE: - It is a 3-tiered web-based application for capturing and monitoring the major activities and services.

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

4. SEEDNET: -This is an IT network of SEED under the Ministry of Agriculture, the Government of India. The proposal for the Kharif season began in Chhattisgarh in the month of July 2008.

5. Mustard Procurement Management System: - Government of Haryana begins. This performed the mustard survey shown by the farmers and fed this data into the program database.[11] These details are then processed and coupons are produced with information about the dates on which farmers can visit the mandi to sell their mustard.

Local information: - For location data like seed prices, pesticides, loan rates etc. govt. has also started e-governance service in this area.

Projects:

1. E-Jan Sampark: -Accessible services & data for the average citizen in his locality to satisfy his basic need. Chandigarh begins the initiative.

2. Prajavani: -The Government of Andhra Pradesh.it is a web-based civic complaints on-line tracking.

3. Web Portals for Hyderabad and Cyber Abad Police: -It is created by Hyderabad, built and hosted with various exciting public utility features such as safety tips for all residents, passport verification, stolen vehicles etc.

4. Chandigarh Administration Intranet Portal: - This provides an atmosphere where administration can communicate.

5. E-DISHA Ekal Sewa Kendra: -This project is being launched by Haryana govt. E-Disha to provide any service from any counter / location, so that counters can be expanded as per crowd at the peak services provided.

6. E-Samadhan: -Himachal Pradesh's government stressed redressed mechanisms to develop grievances so that true public grievances could be remedied in a time-bound manner.

Disaster management: - Managing catastrophe, because they are natural events that are volatile, is a very major problem for policy. Of this reason a number of state governments has begun e-governance program to cope with such disasters. In this field the project is:

1. Chetana: -A program of disaster management that was introduced in Bihar State to cope with natural disasters like floods and earthquakes.

Land record management: -Through enabling e-governance operation in this field, it is feasible to manage thousands of land records in a really short time period. Big projects in this field include:

1. Bhoomi: -This is the first e-Governance land records management system project to be effectively set up by the government of Karnataka for the benefit of the common man.

2. Comprehensive Land Record Modernization (CMLR): - This program is undertaken by Andhra Pradesh's administration. This allows the convergence of land identification features, mutations, and field sample chart changes.

3. Land Record Computerization: -The project's aim is to computerize fresh distribution, property transition, regularization of vacant land, etc. related district-level Land Management Department properties.

[10] Source: https://www.transport.telangana.gov.in

[11] Source: https://en.wikipedia.org/wiki/Management_system

4. Gyandoot: -it's an internet protocol in Madhya Pradesh's Dhar district that links remote cybercafés to the everyday needs of the masses.

5. Punjab State Government on Public performance management system.

6. Government of the State of Devbhoomi Uttarakhand.

7. Bhu-Lekh-Uttar Pradesh Provincial Council of the Province.

8. The Union of Gujarat, E-Dhara City.

Panchayat: -In this field, providers offered by e-governance are: -

- Certification of Birth / Death given.
- Name-inclusion requirement in Voting registry.
- Carrying out various healthcare programs for the vulnerable and disadvantaged members of society.
- Preparing community smart strategies, executing and evaluating certain preparations for progress.
- To provide the vulnerable with wage jobs from within the weakest areas of rural society.
- Water access and hygiene to agricultural areas.

Projects:

1. E-GramViswa Gram Project: - This project launches an e-Gram project that links 13716 Gram Panchayats and 6000 Citizen Community Service Centers as one of Gujarat's e-Gram communication program.

2. Raj Nidhi: -" Raj Nidhi "is a web-enabled knowledge kiosk network established jointly by the Information Technology Department of Rajasthan State and Rajasthan State Computer Services Agency (Raj Comp).

3. Raj-SWIFT: - The Department of Information Technology (DoIT) of Rajasthan State has created its own government intranet, named "raj SWIFT"[4].

4. Aid for the P & RD sector in Assam: -NIC, Assam State Center has been appointed as the Ministry of Panchayat and Rural development professional consultant for e-governance solution and computerization.

5. Samanya Mahiti by the Karnataka state government.

CONCLUSION

The development in Indian public administration with government-sector information communication technology will become more citizen-centered, transparent, held to account, receptive, and free from corruption and red tape. ICT has changed the operation of Indian public administration in several respects to render the conventional bureaucratic system more functional and more competitive. The idea of practical e-governance has grown in defining and evaluating e-government approaches within the framework of policy changes and the implementation phase of public service. E-government, e-bureaucracy[12] and e-services are important developments along the road to secure and productive management. Software has improved policy capability in providing e-services and would still play a key position in the future, while figures have shown the rankings remain in a bleak condition. As is evident in the study, developing countries like India have to work tremendously for the future development goals in order to achieve a better position in delivering government services worldwide. India can develop the appropriate policy course of action to implement e-government and e-bureaucratic structures in order to deliver better e-services[13] to its citizens on a democratic front.

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