

An Over View on E-Governance Policy and Administration in Haryana

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Abstract – Questionnaire is administered on Company Secretaries, Chartered Accountants of different assembling and Service Sector companies of India. Descriptive just as inferential measurements were used for examining information. Information investigation suggested e-filling system need to be strengthened on different parameters like Connectivity with server, Forms position, Ease in imparting data to outsiders, and information Accuracy in India. Ramifications of the examination, impediments and future research directions have additionally been discussed right now.

Keywords – E-Government, E-Governance

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INTRODUCTION

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.

TYPES OF E-GOVERNANCE

E-governance encompasses a wide range of activities; the scope can be classified under a variety of models developing upon the nature of interaction and agencies in interaction.

Government to Citizens (G2C)

The government to citizen's relationship (G2C) arrangement by the neighborhood authorities is largely in the essential stage of posting information. G2C are

those activities where the government provides one-stop services, for example, file income taxes, settle taxes, renew driving licenses, payment of telephone, water and electricity bills and healthcare and Public Distribution System (PDS), and online access to information to citizens. In G2C relation government enable citizens to pose inquiries about government's agencies and receive answers. Additionally government may disseminate information on the web, provide downloadable structure online and list goes on.

Citizens to Government (C2G)

In C2G model, citizens interact with government with the help of ICT, they provide feedback to the government regarding polices and projects implemented by the state and center government and suggest the government through electronic devices. The citizens can lodge grumblings and redress their grievances. What's more citizens take part in decision-creation process of government.

Government to Government (G2G)

G2G likewise called e-administration. It deals with the activities that take place between different government affiliations/agencies, for example, file following, correspondence, finance transfer, shared services, law enforcement, revenue etc. It harness ICT to streamline administration procedure, downsizing bureaucracy and improve government procedure by cutting cost; increase speed of exchanges, reduce manpower and improve the consistency of outcomes.

Government to Business (G2B)

There are multiple methods for how government interacts with business, for example, taxes, contracts, orders, payments, opportunities, supplier offerings and licenses. In G2B it is possible to achieve cost reduction more quickly than with other government agencies. The G2B sector receives a great deal of attention because of the high enthusiasm associated with business and the potential for leading expenses through improved procurement provider and increased competitions.

Government to NGO

Governments build interaction beyond the boundaries of government by developing communities and basic societies. It likewise involves building different affiliations and interest bunches that ensures the betterment of the society.

E-GOVERNANCE EXAMPLE

Uganda - Parliament portal

Type G2C: illuminating the citizen Information about Members of Parliament, constitution, nation realities

South Africa - Government online services

Type G2C, G2B-Information: Tender documents online (G2B) - Interaction: Feedback possibilities, downloading of different structures (ID applications, birth certificates, registration as a voter) (G2C)

India – Transformation to e –Government

Type G2G, G2C

G2C: Its Indian Ministry will before since a long time ago set the pace for howdy tech governance by developing software to process a wide variety of recommendations. Authorities at different levels should make online decisions on these recommendations. Such software won't simply get free of red tape, however will likewise increase transparency. Files and dossiers will never again have to move from table to table. Never again will Indian people need to pay endless visits to government offices to get their recommendations cleared.

G2G: Employees of the Ministry already taste e-Governance. G2G Sector represents the backbone of e-government¹⁰. They receive their salaries online, air their grievances electronically. They furthermore have electronic access to their ledger details. At this moment, (G2G) processes have to be redesigned to provide great service. Government needs new laws and legislation to enable paperless exchanges.

The fourth phase is the when all information systems are integrated and the general populace can get G2C and G2B services at one (virtual) counter. One single

purpose of contact for all services is the ultimate objective. The complex aspect in reaching this objective is chiefly on the internal side, e.g. the necessity to definitely change culture, processes and responsibilities inside the government establishment (G2G). Government employees in different departments have to cooperate in a smooth and seamless manner. At the present time reserve assets, efficiency and customer fulfillment are reaching highest possible levels.

6 e-Government and e-Governance

Electronic Governance is the usage of Information Technology to the processes of Government working in order to achieve Simple, Moral, Accountable, Responsive and Transparent (SMART)²⁵ Governance. Electronic governance likewise involves change from being a passive information and service provider to active citizen involvement. However, evolution of e-Governance is an exceptionally complex process requiring arrangement of hardware, networking, and software and re-engineering of the procedures for examination of cases and decision-creation.

E-GOVERNANCE IN HARYANA

Haryana, the Karambhoomi emerged as a separate state in the federal grandiose system of the Indian Republic on November 1, 1966, with just 44212-sq.km area, which is 1.37% of the absolute geographical area of the country. There have 21 Districts in the state, further it is divided into 67 Tehsils, and 6759 villages. As per the 2011 censuses, the number of occupants in the state is 2, 11, 44,564 with 1, 13, 63,953 males and 97, 80, 611 females and the common populace is 1, 50, 29, 260 and urban populace is 61, 15,304.

Haryana has carved a place of differentiation for itself during the previous three decades, whether it is agriculture or industry, waterway water system or nation electrifications. Haryana has marched towards modernity with leaps and cutoff points. Today, the state is enjoying the unique capabilities in the country of having provided electricity, metal led streets and potable drinking water to every one of its villages inside record time. It is among the most prosperous state in India, having one or the highest per-capita income in the country.

The government of Haryana has outlined its Information Technology (IT) approach by expressing in its preamble that, "The state Government recognizes the role of IT as an effective contraption in catalyzing economic movement, in efficient governance and in developing human resource. This strategy seeks a deep effect initiative by the state Government in encouraging replacement of standard delivery system of open services by IT driven system

of governance that works better, cost less and is capable of serving the citizen's needs effortlessly".

The Government of Haryana has given a special emphasis on implementing strategic e-governance project, identified under the national e-governance plan. Haryana has an IT vision and a dream that is all citizens should access government and private sector services from their own villages and towns. The state e-governance vision statement is "To achieve Efficiency, Transparency and Accountability in governance by giving ICT enabled access and opportunities for all, anywhere, anytime".²¹

The core and bolster infrastructure under the governance plan includes:

1. State Wide Area Networks (SWAN)
2. State Data Centers (SDCs)
3. Basic Services Centers (CSCs)

SWAN (ADHAAR): Haryana is the essential state to dispatch SWAN on 6th February 2008, under the project name ADHAAR. Under this project, neighborhood (LAN) has been established in every noteworthy structure at State Headquarter and Districts Mini Secretariats. All offices in critical structures have been provided computers with dedicated e-mail/Internet access office. The SWAN vertical connectivity at State Network Management Centers (SNMC), District Network Management Centers (DNMC) and Block Network Management Centers (BNMC) has been completed and made operational.

State Data Centers (SDCs): The State Data Centers based on State Area Network (SAN) technology has been established at normal Secretariat with 8 Terra Bytes (TB) storage limit. All the urgent servers are installed right now in a secure Demilitarized Zone (DMZ). The interactive contents of noteworthy state website and authority e-mail accounts are hosted on this server ranch. The SWAN is connected to this server ranch. To integrate the SWAN and CSCs infrastructure and to have a commonplace central repository taking everything into account and data, a large scale State Data Center with 35 TB storage capacities is being set-up under the National E-governance Plan (NeGP), a scheme of Department of Information Technology (DIT), Government of India (GOI).

Common Services Centers (CSCs): The Government of Haryana has implemented the regular services centers scheme in the state. It has successfully established 1159 commonplace Common Service Centers (CSC) otherwise called "E-DISHA EKAL SEVA KENDRA" all through the state as single window services delivery point for government and

business and citizen services. Another 55 CSCs, in urban areas and 49 show case CSCs at District Headquarter have been made utilitarian.

The CSC scheme in Haryana has 3-tier implementation frameworks: -

- At the first CSC level is the neighborhood Village level Entrepreneur (VLE) to service the commonplace consumers in a cluster of 5-6 villages.
- At the second level is the Service Center Agency (SCA) to operate, manage and build the village level Entrepreneur networks and business.
- At the third level Hartron, the State Designated Agency (SGA) to facilitate implementation of the scheme inside the state and to provide requisite methodology, content and other help to Service Center Agency.

Under the scheme, Master Service Agreement (MSA) for the implementation of the CSC scheme in Haryana was signed on April seventeenth 2007, between Financial Commissioner (Information Technology) on the behalf of Government of Haryana and the Managing Director of Hartron. At present, the going with services have been integrated and offered from CSCs (E-DISHA EKAL SEVA KENDRA) centers for the people Forms and Procedures; Birth and Death Certificate of Urban Areas; House Tax Collection, Billing and Query; Social Welfare Schemes Application acceptance; Caste and Residence Certificate Issuing; Passport Application collection; Arms License; License: Permanent Driving License/Duplicate/Renewal; Vehicle Registration Certificate; Touch Screen Kiosk for Revenue Records and House Tax Data query; E-ticketing and Education consultancy services.

These are the services, which are being provided by the Common Services Centers in Haryana. Following is the once-over of different G2C services, which are being delivered through the Common Services Centers (CSCs)²² presented in Table1

Table-1.1

Services being delivered through CSCs centers in Haryana

	Department	Services
1	DHBVNL/ UHBVNL	Electricity Bills Out Standing Bill Statement
2	DC/ADC/ SDM Office	Domicile Certificate Income Certificate SC/ST/OBC Certificate

		Handicapped Certificate Senior citizen Certificate Marriage Certificate
3	Land Records	Nakal Services Deed Writing Encumbrance Certificate
4	Food and Civil supplies	Ration Cards
4	Food and Civil supplies	Ration Cards
5	Social Justice Empowerment and	Receipt of application beneficiary schemes Disbursement of Pension for Social
6	DC/ADC Office/DRSAs	BPL Cards
7	BSNL	BSNL Bills, Phone Cards
8	PWD Public Department Health	Water Bills Sewerage Charges
9	Excise & Departments Taxation	Payments of Taxes
10	Urban Department Development	House/property Tax Fire Tax
11	Transport Department (Roadways)	Issuance of Bus Passes Long Distance Bus Tickets
12	Transport Department (Regulatory)	Driving License – New/Renewal Vehicle Registration Certificates- New/Transfer
13	IT Department	IT Returns Filing
14	Agriculture	Agri Consultancy
15	Education	Admission Process Examination Results
16	Employment	Registration Job Opportunities
17	Municipal Committees /Health Department	Birth Certificate Death Certificate
18	Police Department	Tenant Registration Servant Registration Challans
19	Registration and Stamps	Sale of Assistance Stamps, Market Value
20	Regional Passport	Collection of Passport Applications
21	Grievance Department	Online Grievances System

Right now Government of Haryana after reporting its Information Technology (IT) strategy has made serious efforts in implementing it by declaring series of measures. In spite of the way that numbers of years have passed, no serious attempt has been made to contemplate these initiatives. The present examination is a step at this moment.

HARYANA AN OVERVIEW

Haryana has carved a place of capability for itself during the previous three decades, whether it is agriculture or industry, channel water system or rural electrification. Presently, the state has been enjoying

the unique capability in the country of having provided electricity, metalled streets and potable drinking water to every one of its villages inside record time. It is among the most prosperous state in India, having one of the highest per-capita incomes in the country. The Government of Haryana has recognized the huge potential of Information Technology (IT) and decided to deliver the benefits of IT to the people of the state. The state has realized this huge potential and as a result, is en route to emerge as a premier cyber state in the country. Sh. Bhupinder Singh Hooda, the former Chief Minister of Haryana stated that "Having achieved Green and White Revolutions, our vision is presently to usher an IT revolution to change the economy of the state by offering impetus to all areas of development. We intend to make this state as one of the most prosperous state in the country with IT-driven economy, e-Governance, extensive percolation of IT literacy and massive IT-related employment opportunities.

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.

Land Records MMP: Haryana is one of very few states, where property registration system and Land Records System have been powerfully integrated. Haryana Land Records Information System (HALRIS) is a complete Integrated Workflow Automation system of land record components. HALRIS provides a single Window Interface for deed making, registration, change, jamabandi and duplicate of Records-Of Rights (ROR). The Records-of-Rights data of around 6000 villages have been placed on the website <http://jamabandi.nic.in> for giving access on anytime, anywhere premise. Revenue directory, which is a state's revenue estates database has been made web enabled.

HALRIS is being implemented at all 74 tehsils and 44 sub-tehsils.

OBJECTIVES OF THE STUDY

1. To contemplate e-governance initiatives in the state of Haryana.
2. To examine the level of fulfillment of citizens towards e-governance initiatives in Haryana.
3. To suggest measures to improve the e-governance Policy and administration in Haryana.

CONCLUSION

On premise of above discoveries a number of policy prescriptions have been proposed to strengthen the impressive policy initiatives of the Haryana government for advancing e-governance. The policy prescriptions cover the different aspects like IT policy, e-readiness, implementation of e-governance and open private partnership. The policy prescriptions additionally suggested the measures for citizen fulfillment through e-governance services. Creation of IT policy: Study has discovered that departments don't have their own IT policy. It is necessary for each department to create their e-governance policy inside the framework of e-governance policy of Haryana government, which thusly make the departments more responsive to accept the e-governance in their procedures.

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