

Best Practices of E-Governance in India: Opportunities and Limitations

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Abstract: E-governance or electronic governance is about the use of Information and Communication Technology (ICT) by government at all level to provide services to the public, communication and information exchange between all the organisation/agencies of government. It's become an important part of government system to achieve the economic and the quality of life. Major goals of e-governance are to provide better service delivery to the citizens, transparency and accountability, improved efficiency within government, empowering the peoples through information, saving time through the provision of a single window. The main focus is to improve public services in an efficient and cost effective manner. Despite of all the benefits of e-governance, there are many technical and political issues. Various technological issues includes inaccessibility in remote areas and lack of equality in public to access the internet etc. Political issues include lack of transparency and accountability, and corruption. There are other issues also like lack of skilled person, lack of communication between departments, different language etc. This research paper is focus on how to overcome these challenges to brighten the future of e-governance in India and also strengthen the opportunities at higher extend. It also discusses and supports the best practices of e-governance exit in all over India.

Keywords: Information and Communication Technology (ICT), Best practices, E-governance and cost effective

1. INTRODUCTION:

The terms of E-Governance stand for electronic governance which came into existence the advents of government website in late 1990s. E-Governance simple refers to the internet for exchange information providing services transacting with citizens business and other arms of Government. It is not covered the public sector only but also include the management and Administration of policies and procedures in private sector as well. There are many factors like illiteracy, poverty, privacy, and security related to users personal information and less awareness about the use of information and communication technology. Due to all factors there are huge problems coming in launching the E-Governance process.

According to World Bank, "E-Governance refers to the use by government agencies of information, technology such as internet, mobile computing". E-Governance basically moves towards SMART E-Governance.

2. CLASIFICATION OF E-GOVERNANCE:

There are four types of interaction in E-Governance such as:

2.1 G2C (Government to Citizens)

In G2C, an interface is created between the government and citizens who enables citizens to benefit from efficient delivery of a large range of public services. It helps in improving the quality of services. It gives citizens the choice of when to interact with the government (available 24 hours a day, 7 days a week), from where to interact with the government (service centre) and how to interact with the government (internet, fax, e-mail, telephone). The primary work of the G2C is make government and citizens friendly to each other.

2.2 G2B (Government to Business)

In G2B, various e-governance tools are used to help the business community which aims to provides goods and services and to internet with the internet. The main purpose is to cut red tape, save time, reduce cost end to create more clear business environment when dealing with the government. The initiatives of the G2B can be exchange such as licensing, permits, but Goods and revenue collection. They can be promotional and facilitative such as trade, tourism and investment. These measures are taken to provide pleasant environment to businesses to promote them to perform more effectively.

2.3 G2G (Government to Government)

In G2G, the Information and Communications Technology is not only the way to restructurings the government process but it is also involved in the functioning of government to increase the flow of information and services within and between different groups. The main objective of G2G is to increase efficiency, performance and output.

2.4 G2E (Government to employees)

In G2E, government play the role to interact with its employers. This is an two-way interaction process between the organisation and the employees. The process of information and communication tools helps is making their interaction fast and effective and also to increase satisfaction level of the employees.

3. CHALLENGES AND OPPORTUNITIES:

There are several challenges of E-Governance like social, environmental, economic and political. Language is one of the big obstacles in implementation of E-governance for the common people of India due to diversity of language. E-governance is implemented in English that is not understandable by all the people. Another challenge is illiteracy and the illiterate people are not able to access E-governance service. Literacy rate of India is about 74.04% as per 2011 census. So, there is 100 % of successfulness of E-Governance impossible due to illiteracy and linguistic issues. There is specific IT knowledge is required to use E-services. That is also become one of the hindrance of E-governance. A person of India is not much aware about these services. Even government is also not making good efforts to create among the people. Low per capita income, cost and maintenance of electrical devices are also the major economic hurdles in success of E-governance.

Challenges and issues of E-governance are discussed in **table 3.1**.

Table 3.1 Challenges & Issues of E-Governance

Implementation Fault	If e-governance is not properly implemented, it can make the life of the computer-illiterate citizens more difficult, particularly if alternative previous ways of solving the problem have been withdrawn.
Funding	Funding is the foremost issue in e-Governance initiatives. The projects that are part of the e-governance initiatives need to be funded either through the Government sector or through the private sector.
Adoptions of Management	The delivery of Government services through the electronic media including EDI, Internet and other IT based technologies would necessitate procedural and legal changes in the decision and delivery making processes.
Privacy	The privacy of the citizen also needs to be ensured while addressing the issues. Whenever a citizen gets into any transaction with a Government agency, he shells out lot of personal information, which can be misused by the private sector. Thus, the citizen should be ensured that the information flow would pass through reliable channels and seamless network.
Authentication	Secured ways of transactions for the Government services are another issue of concern. The identity of citizens requesting services needs to be verified before they access or use the services
Interpretability	A major design issue for integrated service delivery sites is, how to capture data in a Web-based form and transfer it to an agency's systems for processing and sharing that information in a common format. In fact the interoperation of various state Governments, the various ministries within a state Government is a critical issue. Further how the various islands of automation will be brought together and built into one is another key issue of e-Governance
Delivery of Services	The ability of citizens to access these services is another major issue. Since the penetration of PCs and Internet is very low in the country, some framework needs to be worked out for delivery of the e-Services that would be accessible to the poorest of the poor.
Technical Fault	A number of organizations, both in the Centre and the States, have taken commendable initiatives to develop hardware and software platforms to address the challenges offered by e-Governance. At the central level in particular, the C-DAC, CMC and a number of others are noteworthy.

Despite all the challenges, there are several successful stories in different states – Andhra Pradesh, Madhya Pradesh, Rajasthan, Karnataka and Gujarat.

Several Opportunities of E-Governance in various sectors are described in **Table 3.2**

Table 3.2 Opportunities of E-Governance

E-office	The Government of India has recognized the need to modernize the Central Government offices through the introduction of Information and Communications Technology. E-Office is aimed at increasing the usage of work flow and rule based file routing, quick search and retrieval of files and office orders, digital signatures for authentication, forms and reporting components.
Immigration, Visa and Tracking	India has emerged as a key tourist destination, besides being a major business and service hub. Immigration Check Post is the first point of contact that generates public and popular perception about the country, thus necessitating a state of the art system for prompt and user-friendly services.
UID	The unique identification project was conceived as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. It would also act as a tool for effective monitoring of various programs and schemes of the government.
Post	Modernization of Postal Services has been undertaken by the Department of Posts through computerization and networking of all post offices using a central server-based system, and setting up of computerized registration centres (CRCs).
Municipalities	It is a unique initiative of the Government of India conceptualized under the umbrella of the overall National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (Jnnurm) aimed at improving operational efficiencies within Urban Local Bodies (ULBs).
E-panchayat	The Panchayati Raj Institutions (PRIs) are saddled with the problems of inadequate physical and financial resources, technical capabilities and extremely limited computerization. As a result, the potential of PRIs as the preferred delivery channel for the schemes of State and Centre as well as for citizen services has not been fully realized.
Direct Cash transfer--	To facilitate disbursements of Government entitlements like NREGA, Social Security pension, Handicapped Old Age Pension etc. of any Central or State Government bodies, using Aadhaar and authentication thereof as supported by UIDAI.

4. CASE STUDY:

4.1 Admission to Professional Colleges for Common Entrance Test (Case study of Karnataka)

With the rapid growth in the demand as well as supply of professional education, the process of admission to these institutions became a major challenge in the early 1990s. Recourse was then taken to ICT to make the process of admission transparent and objective. One of the pioneering efforts was made by Karnataka. The State Government decided to conduct a common entrance test based on which admission to different colleges and disciplines was made.

4.2 Bhoomi Project (Case study of Karnataka)

The aim of this project is to provide services like online delivery of Land Records, the Self-sustainable e-Governance project for the computerized delivery of 20 million rural land records to 6.7 million farmers through 177 Government-owned kiosks in the State of Karnataka.

4.3 Lokvani Project (Case study of Uttar Pradesh)

Lokvani is a public-private partnership project at Sitapur District in Uttar Pradesh which was initiated in November, 2004. Its objective is to provide a single window, self-sustainable e-Governance solution with regard to handling of grievances, land record maintenance and providing a mixture of essential services.

4.4 FRIENDS project (Case study of Kerala)

FRIENDS (Fast, Reliable, Instant, and Efficient Network for the Disbursement of Services) are a Single Window Facility which aims to providing citizens the means to pay taxes and other financial dues to the State Government.

4.5 E-Mitra Project (Case study of Rajasthan)

It is an integrated project which helps to facilitate the urban and the rural masses with large number of possible services which are related to different state government departments through Lokmitra-Janmitra Centres/Kiosks.

5. CONCLUSION:

E-governance in India is still required due to the transparency and accountability. There is also need of common people participation for successfulness E-governance. In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons, India has number of award winning e-governance projects. Effective promotion schemes by the Indian government will also a boosting factor to provide quality services to their citizens.

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