E-GOVERNANCE IN INDIA: CHALLENGES AND OPPORTUNITIES

-Ashutosh Nath*

Introduction

"Transparency is the key to good governance and e-governance is the only effective way of transparent governance."[1]

Shri Narendra Modi

India may be the largest democracy in the world but not the greatest one. In contemporary India, the citizens are very conscious of their rights. They always want to solve the problems in a single glance at their doorstep by suitable services provided by the central and state government. To make this system simple and effective the government has one incredible instrument, which is "e-governance".

1) **Governance-** The procedure that leads to policymaking and its implications is termed as governance.

2) **E-Governance -**The word "e-governance" has been innovated by the amalgamation of 2 terms. The 1st term "e" denotes electronics. Meaning hereby this is a way of insinuations of policies by espousing the information communication technology (ITC).[2]

Now the Indian government is putting all of its efforts to eradicate the traditional module Operandi and to stand on the shoes of the ITC model. This application of government will make the system simple, accountable, responsible, and transparent (**SMART**) governance. By adopting this system of governance, a democratic country like India can achieve its real goal line. It will also able to give the real taste of democracy to its people.

Reasons for Implementation and Opportunities

1-This can be considered as a seamless way of information exchange between citizens, businesses, and government departments.
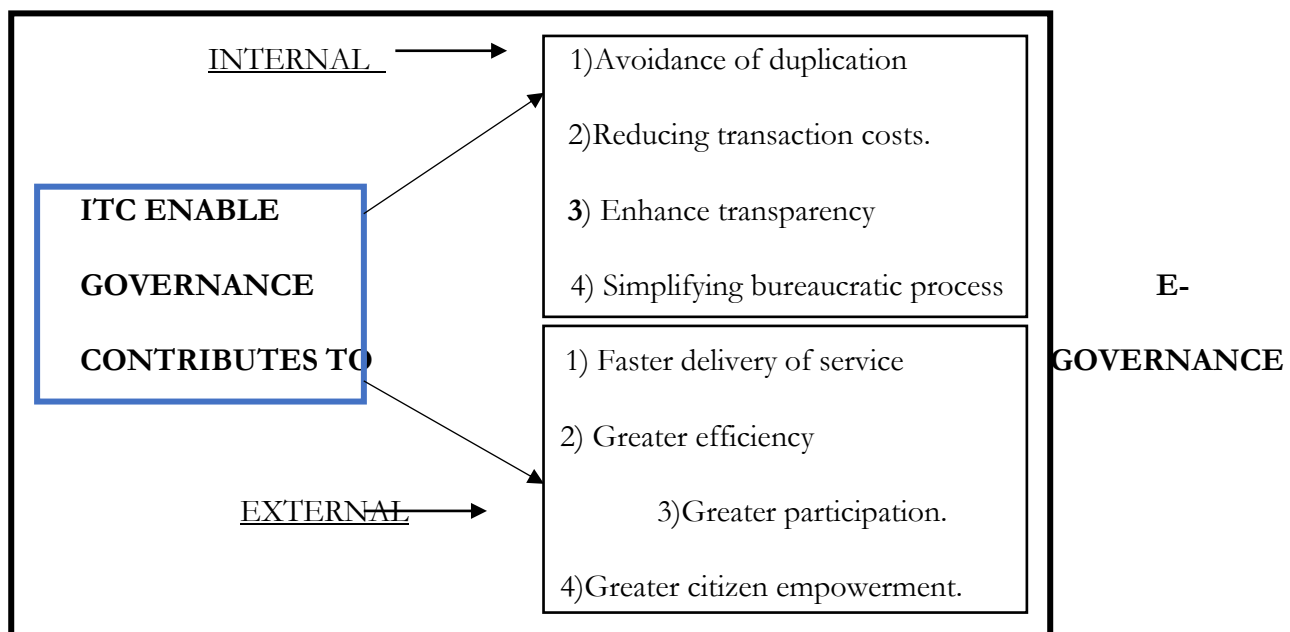
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[1] This statement is given by shri Narendra Modi, Hon'ble prime minister of India.
[2] Eleventh Report, "PROMOTING e-Governance", Administrative Reforms commission, Government of India.page-07

2- The economically backward people will be benefited a lot as the reduction of cost in utilizing policies implemented by the government.

3- Public services will be delivered very first

4- It will make the system corruption-free.

5- It will make the administrative processes more systematic.

6- It will make the service not only quantitative but also qualitative.

INTERNAL ⟶

1)Avoidance of duplication

2)Reducing transaction costs.

3) Enhance transparency

4) Simplifying bureaucratic process

ITC ENABLE GOVERNANCE CONTRIBUTES TO

E- GOVERNANCE

1) Faster delivery of service

2) Greater efficiency

3)Greater participation.

4)Greater citizen empowerment.

EXTERNAL ⟶

Stages of E-Governance in India

This demonstration of the e-governance system involves 4stages. They are as follow-

1) computerization. 2) Networking 3) online presence 4) on-line interacting[3]

Types of E-Governance in India.[4]

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[3] Eleventh Report, "PROMOTING e-Governance", Administrative Reforms commission, Government of India. Page-14
[4] Eleventh Report, "PROMOTING e-Governance", Administrative Reforms commission, Government of India. Page-59

G2G- (Government to Government). – In this system of governance, the government is not restricted to the functioning within its domain. The information flows from one entity of government to another entity of government very rapidly.

- **G2C**- (**Government to Citizens-)** In this process the interference is created between the government and its citizens. This model of governance helps the citizens more in proper utilization of policies effectively and seamlessly within a certain period.

- **G2B- (Government to Business)-** This service provides aids to the business sector for seamless interaction with the government. This is also the root of creating a PPP model. (Public-private-partnership)

- **G2E- (Government to employees)-** The main aim of the government in this possess is to make its employees skilful in the adaptation of the technology.

E-Governance in India

Initiatives and G2G-

- **Computerization of Land Records**: This project provides computerized copies to the landowners under Rights to informations.

- **Bhoomi Project:** Initiated by the government of Karnataka to provide 20 million records to 6.7 million farmers.[5]

- **Lokvani Project in Uttar Pradesh**: This project is based on a public-private partnership (PPP) model. This project aims to give grievances and self-sustainable governance through the adaptation of technology.

- **Project FRIENDS in Kerala**: Meaning of the term FRIENDS (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services). The taxes which are dues can be paid in the Janasevana Kendrams. [6]

- **Admission to Professional Colleges – Common Entrance Test (CET):**
  This is a major change in the educational system in our countries. As the demand in the Admission process is increasing day by day, so, this model was first initiated by the government of Karnataka.
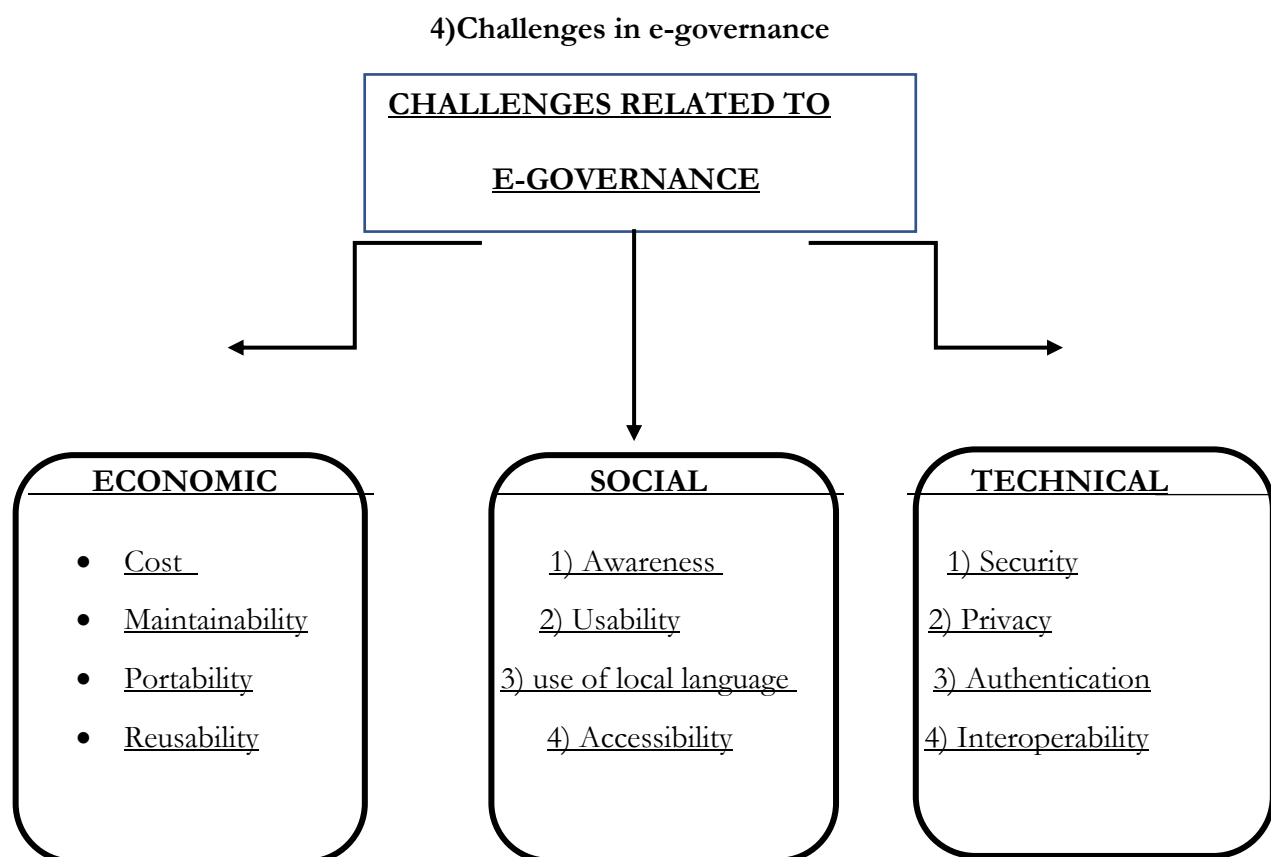
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[5] Bhoomi project, - Retrieved from -https://landrecords.karnataka.gov.in/
[6] project FRIENDS- Retrieved from-http://www.itmission.kerala.gov.in/friends.php

Government to Business (G2B) Initiatives:

- **e-Procurement Project in Andhra Pradesh and Gujarat:**

  To reduce the time and cost of doing business for both vendors and the government.

- **MCA 21: By the Ministry of Corporate Affairs.**

  It provides seamless access for the registry related services to all the corporates sectors. This is one of the prominent steps which has been inaugurated by the ministry of corporate affairs.

Government to Government (G2G) Initiatives:

- **Khajane Project in Karnataka**: It is a computerization project innovated by the Government of Karnataka. This project works on providing the treasury related data to all the departments of the government.[7]

4)Challenges in e-governance

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[7] Project: KHAJANE II Government of Karnataka Finance Department Recipient Registration Manual.Version 1.0Availableatextension://ohfgljdgelakfkefopgklcohadegdpjf/https://karunadu.karnataka.gov.in/khajane/training/ Usermanuals/Recipient%20registration/Recipient_Registration.pdf

Main challenges-In every system, there are some hindrances that struck the system down from becoming successful. Similarly, in this process, some of the potential barriers create hurdles in the proper implications of the policies. Some of them are mentioned below.[8]

1) Awareness-

1.1) Lack of awareness between the citizens- This is one of the prominent issues which make the process of e-governance ineffective. Many of the citizens are unaware of the use of technology and its utilization.

1.2) Government employees- In the present world of globalization, most of the government employees are preferring paper-based work rather than technology-based work. The only reason is the lack of skills in the field of technology.

2) Trust-

In the process of e-governance, trust is required at 2 levels. They are

1)The user should have trust in tools. They must be confident and comfortable enough to use the tools.

2)The second trust pertains to the government.

A sagacious balance of trust should be maintained between these two levels. It will provide the highest benefits to honest people.[9]

3) Privacy and security

In today's world of globalization, cyber-attack and cybercrime have created a severe threat towards the use of technology. The data conquer cases have ruined people's faith in the government. This problem has created a defy for the government to maintain the faith of citizens on the e-

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[8] Reinventing Government in the Information Age : International Practice in IT-enabled Public Sector Reform, Richard Heeks(Editor),Routledg,January 2001
[9] Das, R. K., & Patra, M. R. (2013). A Service Oriented Design Approach for e-Governance Systems. International Journal of Information Technology Convergence and Services, 1-11.

governance system. Here the confidentiality of both the government and citizens can be compromised.[10]

4)Digital Divide

This is one of the derails in the Implementation of the e-governance system. Based on e-governance beneficiaries we can divide the citizens into 2 classes. They are uses and non-users of e-governance. This has been initiated due to the gap of rich-poor, Male-female, rural-urban, educated, and non-educated segment of people.

5)Cost-

It required huge public expenditure as most of the IT-based projects are very expensive. In a developing country like India, it's a crucial issue to implement such projects.

Suggests-

- **Building a congenial Environment**.[11]

1-This can be created public awareness to demand fora new adaptable system by the eradication of the traditional system.

 2- political endorsement at peak level.

- **Prioritizing and indenting the projects related to e-governance.**

1-The government should take initiatives to make new e- project s which will be beneficial for the society's larger interest.

2 -Before acknowledging such projects both the organizations of central and state governments should make a deep research on it.

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[10] Asadi, J., & Rashidi, H. (2012). E-government with service-oriented architecture. International Journal of Advanced Research in Computer Science, 91-93.

[11] Mistry, H. (2010). e-Governance: Efficiency and Challenges in India. Mumbai: Mahindra Special Services Group

3- The hurdle related to the implementation of the projects should be given more emphasis begore its implementation. Like providing technical skills to the unaware citizens and employees.

- **Captive Building.**[12]

1-Proper electronic skills to the employee and citizens.

- **Prevention of cybersecurity threat.**[13]

1-The government should take initiatives to protect the privacy of individuals. It can be done by advancing the cybersecurity technological protection and modifying cyber law.

- **Developing Technological solutions**[14]

1-It's a crucial need of a country to develop an enterprise architecture for the results of successful national e-governance.

Conclusion

To conclude it's very easy to notice technology that how it makes our life simple and effective. E-governance works like a watchdog to make the government accountable and responsible. It has penetrated the internet and technology-based models to eradicate corruption and make the citizen's faith live to fight against poverty, unemployment, and proper acceptance to government policies. On the other hand, the government must tackle the challenges which have been provoked in this process and maintained the belief and faith of its citizens on governance. Towards the end, we stand on the viewpoint that a transparent, accountable, and seamless government have the potential to provide unbiased service to its citizens by the proper implication of e-governance.

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[12] Dwivedi, S. K., & Bharti, A. K. (2010). E-Governance in India- Problems and Acceptability. Journal of Theoretical and Applied Information Technology, 37-43.

[13] Rajagoplan, R., & Sarkar, R. (2008). Digital Networks and Sustainability: Do we need the Government? IEEE, 49-54.

[14] 2nd Administrative report, government of India. Page no-177.