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E-GOVERNANCE (WITH SPECIAL REFERENCE OF INDIA)

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INTRODUCTION:

Electronic governance or e-governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of what has today come to be known as ICT (Information & Communication Technology). The e-governance is the application of information technology for delivering government services, exchange of information communication transactions, integration of various stand-alone systems between government to citizen (G2C), government to business (G2B), government to government (G2G), government to employee's (G2E) as well as back to office processes and intersections within the entire governance framework. The reason why countries around the world are increasingly opting for 'e-Governance' is that governance per se has become more complex and varied in the last few decades and more importantly, citizen's expectations from government have increased manifold.

ICT facilitates efficient storing and retrieval of data, instructions transmission and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and insidiously increasing transparency and enforcing accountability. It also helps in increasing the reach of government both geographically and demographically thus ensuring that the public services are provided to the citizens in equitable manner and that economic growth benefits them all.

Definition of e-Governance

The term e-Governance has been described by different organizations, government's differently to suit their aims objectives some of these definitions are presented below:

According to world Bank, "E-Government refers to the use by government agencies for information technologies (such as wide Area Networks, the internet and mobile computing) that have the ability to transform relations with citizens, business and other arms of government the resulting benefits can be less corruption, increased transparency, greater Convenience, revenue growth and cost reductions" E-Governance or 'electronic governance' basically means applying Information Communication Technology (ICT) to the procedures of government functioning to bring about a 'Smart, Moral, Accountable, Responsive and Transparent (SMART) governance

Types Of Interactions Facilitated by E-Commerce

- G2G(Government to Government) –
For governance, it is quite necessary that a proper system of interaction is maintained among different governmental entities. This System of interaction could be horizontal i.e among the different functional departments within the organization or with external government agencies, and vertical i.e among the national, state and local level agencies.
- G2C(Government to Citizens)-
Through this means of interaction, an interface is created between the government and citizens for efficient delivery of public services. The citizens become free to choose when to interact with the government, from where to interact with the government, and how to interact with government.
- G2B(Government to Business)-
Business Organizations also provide important goods services to the citizens, so they also have a stake in the process of governance. It is necessary to cut red tape, reduce time & Cost, and to build a transparent and accountable environment for those organizations to function efficiently.
- G2E(Government to Employees)-
Besides performing the duties of state, government is also an employer. For accomplishing the duties of an employer, it has to interact with its employees on a regular basis

Advantages Of E-Governance

1. **Promoting Good Governance-** Use of ICT helps in achieving most of the pillars of good governance such as transparency, accountability, responsiveness, time-bound quality of service delivery.
2. **Citizen's Perspective-** Timely and reliable information on various aspects of governance which makes them conscious of their rights and they demand better services from the government.
 - User friendly, cheap and quick quality service as services can be ailed at one click.
 - Citizen's empowerment through participation in decision making which build-up on informed society.
3. **Environmental Advantage-** Such as paperless work etc.
4. **Internal Benefits-** The bureaucratic red tape is removed by eliminating the interface between the citizens and government officials. Thus e-governance comes with the benefit of-
 - Capacity building
 - Better monitoring
 - Speedy disposed of work
 - Available ready information
 - Cost-effectiveness in long run as its cuts down cost of physical delivery of services.

E-Governance: The Indian Case:-

In 1970 Indian Government Setup Department of Electronics. In 1977, National Information Centre(NIC) was established. This was the first major step in bringing the Information and communication Technology(ICT) to the center stage.

The main emphasis an e-governance started with the launching of NIC NET in 1987 which provided national satellite based computer network. In May 1998, a “National Task Force On Information Technology and software recommended the launching of “Operation Knowledge” for universalizing the computer literacy and spread of computers & IT in education. A separate Union Ministry of Information Technology was created in 1999. “The Information Technology Act,2000” has also been passed by the Parliament which provided legal recognition to the

transactions carried out by means of electronic communication Tax administration department at the center and state levels were among the first to use ICT to reform their internal functioning-

Some of the prominent e-governance initiatives which have been taken both at the central and state level governments in India are-

- Computerization of land records by the department of land Resources, Government of India.
- Bhoomi Project in Karnataka for online delivery of land Records.
- Gyandoot Project in Dhor District of Madhya Pradesh for providing information to the citizens as well as for acting as interface between the citizens and district administration.
- Lokvani Project in Sitapur district of Uttar Pradesh for providing single window solution to the citizens grievances, land record maintenance and providing essential services
- FRIEND'S Project in Kerala for providing citizens means to pay taxes and other financial dues to the state government.
- E-Mitra Project in Rajasthan provide information and services under one roof too citizens.
- E-Procurement Project in Andhra Pradesh and Gujarat.
- MCA 21 Project by Ministry of Corporate Affairs, Government of India for Providing easy and secure online access to all registry related services...
- Project Khajane in Karnataka to computerize the treasury.
- National E-Governance Programme (NeGP) launched by Government of India in 2006.

Recent Initiatives

- **Direct cash transfer** To facilitate disbursements of government entitlement's like NREGA, Social Security Pension, Handicapped old Age Pension etc of any central or state government bodies, using Aadhar and authentication thereof as supported by UIDAI
- **Aadhar Enabled Payment System (AEPS)** AEPS is a bank led model which allows online interoperable financial inclusion transaction through the Business correspondent of any bank using the Aadhar authentication.
- **Digital India Program-** This Programme has been envisaged by Department of Electronics & Information Technology (DEIT).

The vision of Digital India aims to transform the country into a digitally empowered society and knowledge economy.

- **My Gov Citizen Portal-** Prime Minister launched an online platform mygov.nic.in to engage citizens in the task of “Good Governance”(Su-Rajya)
- **E-Kranti Scheme-** This is project for linking the Internet services to the rural areas in the country.
- **Digital Cloud for Every Indian-** Certificates issued by the government education, residential, medical rewards, birth certificates, etc are to be stored in individual ‘digital lockers’ and a communication Protocol established for government departments to access them without physically having to see the hard copy.
- **M-Governance-** M governance is not replacement for e-governance rather it compliments e-governance. M-Governance is the use of mobile or wireless to improve Governance service and information “anytime anywhere”. Recent Thrust to m-governance is being provided through USSD Services. Unstructured supplementary services data (USSD) is a session based Service unlike SMS which is store and forward Service.

Government Initiatives For E-Governance

- **Mobile Data-** It aims to provide government services to the people through mobile phones and tablets. Mobile seva enables the integration of the mobile platform with common e-governance infrastructure consisting of state data centres(SDCs), State wide area network (SWANs), State and National service delivery Gateways(SSDGs/NSDG) A mobile application store(M-App)has also been developed by Deity a part of Mobile Seva. The Project “mobile data” has won the second prize at the prestigious United Nations Public Services Awards in the category "Promoting Whole of Government Approaches in the Information Age” for Asia.
- **E-Education-** All schools will be connected to broadband free wifi will be provided in all secondary and higher secondary schools.
- **PMGDISHA-** Pradhan Mantri Gramin Digital Saksharta Abhiyan aims to make sure where people in rural India literate digitally.
- **SWAYAM-** It includes Massive online open courses (MOOCs) for leveraging E-education.
- **JEEVAN PRAMAAN-** It is an Aadhar based Biometric Authentication System for Pensioners.
- **DARPAN-** It is an online tool that can be used to monitor and analyze the implementation of critical and high priority project of the state.

- **PRAGATI**(Pro-Active Governance and Timely Implementation)- It is a system for bringing e-transparency and e-accountability with real-time presence and exchange among the key stakeholders.
- **DIGILOCKER**- It serves as a platform to enable citizen to securely store and share their documents with service providers who can directly access them electronically.

SUGGESTIONS

- The e-governance initiatives in rural areas should be taken by identifying and analyzing the grassroots realities.
- Basic infrastructural facilities like electricity, internet etc should be improved
- The digital divide gap between rich-poor male-female, rural-urban etc should be narrowed down.
- E-Governance measures are cost affairs and require huge expenditure. Cost effectiveness measured to should be taken to reduce the expenditure.

CONCLUSION

For making e-governance successful, it should be realised that e-governance improving governance and not just about technology Building networks and supporting infrastructure like electricity etc is facing financial, regulatory and technological challenges. Public awareness and digital divide are the important issued which need to be addressed to make e-Governance Successful.

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