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E-Governance meaning Nature Significance and Scope in India

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Abstract:

This research paper explores the history and nature of e-governance in India. It traces the origins of e-governance with the establishment of the National Informatics Centre in 1980 and the introduction of the Internet in 1985. The Information and Technology Act of 2000 provided the legal foundation for e-governance, followed by the Right to Information Act in 2005 and various mission-mode projects aimed at delivering efficient and corruption-free government services.

The paper highlights the types and essential characteristics of good governance, emphasizing accountability, transparency, participation, and sustainability. It distinguishes e-government from e-governance, with the former focusing on internal government affairs and the latter being participatory, involving citizens in government affairs.

Various definitions of e-governance are presented from organizations like the World Bank, Organization of American States, and Cambridge University. The scope of e-governance covers communication between the government and citizens, businesses, societies, and other governmental entities.

Additionally, the paper introduces e-governance as "SMART Government" - Simple, Modern, Accountable, Responsive, and Transparent. It explores the advantages of e-governance, such

as increased efficiency, transparency, and direct communication with citizens. However, it also addresses challenges like cybercrimes, privacy breaches, and the spread of fake information.

The legislation related to e-governance in India, including the Information Technology Act 2000, is examined. The paper also reviews various e-governance services available to citizens, such as health, pension, passport, payment systems, and e-learning.

In conclusion, the research paper underscores the importance of good governance for a nation's development and prosperity. E-governance, with its technological advancements and digital services, has the potential to enhance governance, accountability, and responsiveness in India. By addressing challenges and ensuring proper implementation, India can progress towards becoming a more efficient, inclusive, and digitally empowered nation.

History meaning Nature of E- Governance

First time the Government organization started using Computer in government's internal affairs was established i.e. **National Informatics Center (NIC)** in the year of 1980 and the use of computer was started by government for its internal purposes like Taxation, Survey, and Data analysis and for calculation etc. Internet was first introduced in India on 15 August 1985, for Research purpose and Educational Institutional; in 1996 services of internet opened for general public. We adopted our Information and Technology Act in the year 2000; this act exclusively provides provisions related to e- governance in Chapter III (Section 4 to 10.) This is the founding Stone of legal aspect of E-Governance, in India thereafter Right to Information Act, 2005 and First Mission Mode Project for e- governance by the Central Government launched on 18 may 2006 aiming to provide ope speedy delivery of government services,online banking services, corruption free and accountable Government; 11th report of 2nd Administrative Reform Commission presented to the Government with the title **“Promoting E-Governance The Smart Way Forward”** on December 2008, this report strengthen the root of E- Governance in India.To execute and preparing strategic planing of implementation of suggestions of this report The Department of Administrative Reforms and Public Grievances (DARPG) & The Department of Electronics and Information technology(Diety) under the directions of Ministry of Electronic and Information Technology (Miety).

1.2Types of Governance-

1. Participatory or Democratic Governance.
2. Global Governance.

3. Corporate or Business Governance.
4. Environmental Governance or Sustainable Concept of Development
5. Good Governance or Transparent Governance.
6. Electronic Governance

1.3) Essential Characteristics of Good Governance- Accountability, Transparency, Rule of Law, Participation, Responsiveness, Efficiency, Equity, Decisions with Morality and Ethics bases, Independent and Competent Democratic Institution, Sustainable Development.

2.4) Difference Between E- Government and E-Governance--

In simple words, **E- Government** is use of information technology by the Government for improving its work quality and it has limited scope because it does not involve people for their benefit , which make work of Government very smooth. **For Example** Electronic Voting Machine is used to conduct smooth and fair election (which save time paper and money), Use of biometric machines for employees attendance, Storage of Data of criminals in electronic mode in Police Stations,etc But in case of **E- Governance** It has broad implications in peoples life; it is a participatory form of governance, it provide Direct Communication of People and Government, it provide speedy delivery of services to the people on their demand from anywhere and any time. **For Example** Payment of electricity Bill, Job Applications, online application for passport, access to common services at various online platform.E- Governance is for participatory Democracy it involve people in government affairs; It save time, money, and environment as well. System in E-Governance is more transparent, efficient, accountable, responsive and corruption free.

2.5) Definitions of E- Governance

World Bank's document on Government and Development "(1992) Defined Governance as “The governance is considered as a process by which the legitimized power had been exercise for the Utilization of resources of a country for development but not growth.”

Definition of Governance by Wold Bank

“Governance is the manner in which power is exercised in the management of country’s economic and social resources for development.”

Organization of American State defined e- governance-

“Electronic government (or e-government) is the application of information and communication technologies (ICTs) to government functions and process with the purpose of increasing efficiency, transparency and citizen participation.”

Cambridge University defined e-governance as--¹

“The use of the Internet by Government to make it possible for people to use government services and be involved in making decision.”

World Bank Defined e governance as E- Governance²

“Electronic Government, or E-governance refers to the use of information and communication technology (ICT) by Government agencies in order to better manage relationship with citizens business and other arms of Government.”

Bose and Rashel(2007)³

“Electronic Governance delivers government Services, exchange of data, communication transaction, integrating different solitary frameworks and administrations between government-to-customer(G2C) government-to business (G2B), government to Government(G2G), and also back-office procedures and cooperation inside the whole government structure.”

There is **no Particular definition of e-governance given under Indian Information and Technology Act, 2000**, it contains Chapter III, named as **Electronic Governance** (Section 4 to 10), which define few things like Legal recognition of electronic records, legal recognition of electronic signature, use of electronic records and electronic signatures in government and its agencies retention of electronic records, Audit of documents etc. Maintained in electronic form, Publication of rule and regulation in electronic Gazette, powers of central government in respect of electronic signature.⁴

1.6) Scope of E- Governance

Communication in E-Governance

- 1. Government to Business**
- 2. Government to Government**
- 3. Government to Citizen**
- 4. Government To Society**

¹ <https://dictionary.cambridge.org/dictionary/english/e-governance>

² World bank

³ Anttiroiko, Ari-veikko; Bailey, SJ & Valkama Pekka. (2011). Innovations in Public governance. Washington, DC; IOS Press.

⁴ Original sections 4 to 10A of Information and Communication technology Act, 2000.

Supreme Court of India Shreya Ghosal V. Union Of India, the Supreme Court of India Declared Section 66 A of The Information Technology Act, 2000 unconstitutional and Justice Putta Swami v. Union of India, The Supreme Court of India helded that mandatory Adhaar enabled government services are also unconstitutional.

1.7) E- Governance is also kown as SMART Government

S--- Simple (easy, cheap and convenient in use)

M--- Modern. (always updated with new technology and user friendly.)

A--- Accountable. (this feature of e- governance reduce redtapism in governance)

R--- Responsive. (Delay in services reduce credibility of the Government and direct communication between citizen and Government enhance trust between both thus being responsive by government officials improved the quality of Services.)

T---Transparent (Transparency in Government affairs, is key to the success for a government; it build a trustworthy relationship between Government and citizens)

1.8) Treditional Government, E-Government and E- Governance----

S.N.	Traditional Government	E- Government	E-Governance
1.	More paper work.	Less paper work but limited to internal affairs of Government	No paper work
2.	Delay in work or inconvenient	convinent	More Convenient
3.	Costly	Cheap	Cheap or free
4.	In transparent	Transparent	Transparent
5.	Non Accountable	Accountable	Fully accountable
6.	Possibilities of corruption	Less possibility	No Corruption
7.	Non Environment friendly	Environmental Friendly	Sustainable Development
8.	Less direct communication between Government and citizen	Limited communication between government and it's citizen	Direct Communication between Government and it's citizen

1.9) Concept of Governance under India Constitution.

S N.	Articles	(I) Socioeconomic Charter
1	Art 38	Distributive Justice (State to secure a Social order for the promotion of Social welfare of the people.)
2	Art 39	Economic Justice or Financial Inclusion of all
S N.	Articles	(II) Social Security Charter
1,	Art 41	Right to work, Right to Education and public assistance in certain cases
2.	Art 42	Provisions for just and humane conditions of work and maternity relief
3.	Art 43	Living wages, etc. to worker
4.	Art.43 A	Participation of worker in management of Industries
5.		
6.	Art 45	Provisions-for early childhood care and education to children below the age of six
7.	Art 46	Promotion of educational Interest of weaker sections,
8.	Art 47	Duty to raise and standard of living and improvement of health
	Art 39A	Equal Justice and free Legal aid to economical backward section of the society
S. N.	Article	(III) Community Welfare Charter
1	Art 40	Organization of Village Panchayat
2	Art 44	Uniform Civil Code
3	Art 43B	Promotion of Cooperative Societies
4	Art 48	Organization of agriculture and animal husbandry
5	Art 48A	Protection and improvement of forest and wild life
6	Art 49	Protection of monuments and places and object of national importance
7	Art 50	Separation of judiciary from Executive
8	Art 51	Promotion of International Peace and Security

e-Governance system in India : At early stage availability of internet was at limited places, speed of internet was also very slow; yet, a lot of online schemes were started by various states before 2014. Following are the projects started by Governments before 2014.

Bhoomi Project : Online delivery of land record.

Gyan Doot : Interention/communication of government and citizens.

Lokwani project of Uttar Pradesh Government is to provide government all facilities at a single place with help of computer/internet.

Friends-Kerla (Fast reliable instant, efficient network for the disbursement of services. E-procurement project was start by Andhra Pradesh State Government.

Nation e-Governance Plan 2006 : This plan was adopted to make India corruption free, transparent, efficient and responsive.

There were two main aspect of this plan-firerstly central government initiative as mission mode project (MMP).

(i) e-office (ii) immigration, visa and foreign registration & tracking (IVRFT).

Secondly : State mission mode project :

1. Use of technology in advancement in municipalities.
2. Crime & Criminal tracking networking system made for efficient policing for citizens.
3. Perfect Public distribution system.
4. Improving Health System.
5. e-Panchayat
6. e-District

1.10 Services in India

E-Services	Regulations, Schemes and Institution	Mobile Application Portals
Health	The consumer protection act 2019, The National Medical Commission Act, 2019, Surrogacy bill 2018, Mental health Act 1987 The Transplant of human organ Act and Rules, The pharmacy Act, 1948, Biomedical waste (management and handling) Rules 1998,National tele medicine Network(tally medicine Guidelines 14th may 2020)	sanjeevini mobile app https://main.mohfw.gov.in

	Institution Ministry of Health and Family Welfare	
Pension www.pensionersportal.gov.in	Central civil service (pension) Rules,2021, Pension Rule Book, 2021, Employees Pension Scheme, 1995, Employees' Provident fund and miscellaneous Provision Act,1995, Payment of Gratuity Act,1972, National pension System, The Pension Fund regulatory and development Authority Act,2013, Atal Pension Yojana, National Pension Scheme for traders and self employed Person(NPS),Prdhan Mantari Sharam Yogi Maan Dhan Yojana (PM-SYM), New Pension Scheme for Government Employees. Institution -Ministry of personal, Public grievances and Pensions, The department of Pension& Pensioners Welfare	https://doppw.gov.in
Passport (www. Passportindia.gov.in)	Passport Act 1967, The passport (entry in India act), Act 1920; The foreigners statute,1946 ; The Foreigners registration Act 1939,The Foreigners Registration Rules of 1992 Institution - Ministry of external Affairs Government of India.	Mpassport seva mobile application https://mea.gov.in
Payment System/ Internet Banking	The RBI Act 1934,; The Negotiable instrument act 1881, The banking regulation act 1949, The State Bank of India act 1955, The deposit insurance and credit guarantee corporation Act, 1961, The regional rural bank act 1976,The security and exchange board of India Act 1992,The foreign exchange exchange management act 1999, The sarfaesi	(www.financial services.gov.in) UPI(unified payment system launched in 2016 Google pay, Bhim, Payment, amazon, credit debt card and vollet smart card etc.

	<p>Act 2002, The prevention of money laundering act 2002, The physical responsibility and budget management Act 2003, The Government security Act 2006, The Banking ombudsman schemes.</p> <p>Institution- Ministry of Finance, Department of financial services</p>	
<p>F- comerce</p> <p>https://commerce.gov.in</p>	<p>The Consumer Protection Act, 2019, The India Contract Act 1872, The Sales of Goods Act, The Negotiable Instrument Act, etc.</p> <p>Institution- The Ministry of Commerce and Industry, The Reserve Bank Of India,</p>	<p>Amazon,ebay alibaba, flipcart meesho etc</p>
<p>Justice-</p>	<p>The Constitution of India, Rules of e-committee</p> <p>Institution- Mnistry of Law and Justice, Supreme Court of India, The High court of India,</p>	<p>https://lawmin.gov.in</p>
<p>Income Tax</p>	<p>Ministry of finance, Department of Revenue, Income tax department, Income Tax Appellate Tribunal (ITAT,) Central Board of Direct taxes,</p> <p>Legislative Provisions -Income Tax Act,1961,; Wealth Tax Act,;1958, Expenditure Tax Act,1987; Benami Transaction(Prohibition) Act,1988</p> <p>Institution- Ministry of Finance, Department of financial services</p>	<p>AykarSetu Mobile Application</p>
<p>Land Record</p>	<p>National Government Service Portal NAKAL(LAND Records)</p> <p>Department of Land Resources</p> <p>Ministry of Rural Development</p>	<p>https://services.india.gov.in</p>

<p>Transportation</p> <p>https://morth.nic.in</p>	<p>The motor vehicle act,1988 The Indian tolls 1851 The land acquisition act 1894 The national highway act 1958 23 union list of Indian constitution</p> <p>Institution- Ministry of Road Transport and Highway</p>	<p>Mprivhan mobile Application</p> <p>https://morth.nic.in</p> <p>Fastrag, Umang Digilocker M vahan(fitness inspection)Integration of E-Challan, Intelligent traffic management system, itmsFaceless contact lens Aadhaar e KYC, services AVN parivahan mobile app Vehicle location tracking device for vehicle carrying any danger or hazardous goods RTO office</p>
<p>Digital Library</p> <p>https://ndl.iitkgp.ac.in</p>	<p>National Educational Policy 2020,</p> <p>Institution- National Digital Library India</p>	<p>National digital Library Portal</p>
<p>E-Lerning</p> <p>https://www.education.gov.in</p>	<p>Swayam Prabha , 280 Education Channel, Disha, youtube IGNOU etc website or portal</p> <p>Institution- Ministry of Education Government of India.</p>	<p>www.swayamprabha.gov.in</p> <p>PM e-vidya https://pmevidya.education.gov.in</p>

1.11 Advantages of e-governance

1. 4G technique and smartphone has made available all government services 24x7 to the common people.
2. Administration has become more responsive more efficient and government officials are speedily disposing of grievances of the people.
3. Corruption in government scheme has been removed completely by linking bank account with Aadhar card and transfer of money could be possible in the account of beneficiary directly.

4. Payment of electricity bill, income taxes, water bill, toll fee go via fastag, direct transfer of subsidy print account beneficiaries etc. has become very convenient and Hazel free.
5. Work from home, fast fast downloading of books lectures from YouTube and other platforms, e-learning, digital libraries, seminar, webinar, workshop, online classes through video conferencing etc. Could be possible with the help of high speed internet connection.
6. Digital health facilities would have proved very helpful to the people living in remote, hill and rural areas.
7. Speedy justice to the people is one of most essential credential of the judicial system and e-filing, Online payment of court fee, online cause list online message alert are very helpful to the people advocate and judges dealing with judicial matters.
8. Efficiency of Government employees has increased.
9. Payment through online medium like UPI and QR code scan has revolutionised banking services and reduce the burden from bank employees.
10. Use of e-governance or information technology has increased employment in information technology

Disadvantages and disadvantages of e-governance

1. Cyber crimes are increasing day by day.
2. Private information is being viral by people or breach of privacy is very easy in internet.
3. Cyber defamation is very common nowadays. Defamation at social media sites is very common.
4. Unfair trade practice, misleading advertisement increased and violation of rights of consumer has become very easy in the age of internet.
5. Unforeseen threads to social security and national security.
6. Misleading information or fake news can be spread very easily.

7. Tracing cyber crime criminal is not easy because a cyber criminal can commit crime from any part of the world.

8. Obscene material, phonographic content, drug selling, inhuman trafficking has become a very common crime with the help of internet across the world.

9. Fake job notifications and fake vacancies mislead peoples on internet website or portals.

10. Cyber terrorist recruit people for their organizations with the help of internet from remote areas of across the globe and at the same time they commit crime with the help of internet.

1.12) Legislation related to digitization or e governance in India -

1. The information technology Act 2000.
2. Information technology (certifying authorities) Rules 2000 .
3. Cyber regulations appellate tribunal (procedure) aRules2000.
4. Cyber regulation advisory committee..
5. UNCITRAL model Law on e-commerce.
6. Cyber regulations appellate tribunal (Procedure for investigation of misbehavior or in capacity of presiding officer) rules 2003.
7. The information technology (certifying authorities) (amendment) rules 2003.
8. The information technology (other powers of civil court vested in cyber appellate tribunal) rules 2003
9. The information and technology (other standard) rules 2003.
10. The information technology (qualification and experience of adjudicating officer and manner of holding enquiry) rules 2003.
11. The information technology (removal of difficulty) order 2002.
12. The cyber regulation appellate tribunal (salary, allowances and other conditions of service of presiding officer) rules 2003.
13. The information technology (use of electronic records and digital) rules 2004.
14. The information technology (security procedure) rules 2004.

Other legislation regarding information technology in India are Indian Evidence Act, 1872, Criminal Procedure Code, 1973, Indian Penal code, 1860, and inserted various provision in other laws like Reserve Bank of India Act Banking Evidence Act Income tax Act The Consumer

Protection Act 2019 The Government has also adopted National e-Governance plan⁵ National data privacy plan⁶and launched National cyber crime portal to register crime.

1.13) Conclusion

India has been a great nation and historians have also given it the name of golden bird, so there was wealth, splendor and prosperity here since ancient times. It was a fully developed nation, but over time, external invaders attacked it and tried to destroy its culture and prosperity. In the present administrative system also many faults have come in which corruption is the main one but In 2014 the advent of 4G technology and use of smart phone has change scenario completely government activity has become more efficient speedy transparent responsive and speedy and to make any nation great, it is very important to establish good governance there, in which it is very important for the administration to be sensitive towards the public. Quick hearing of the problems of the public, and their redressal, corruption-free governance, speedy justice without made by the government for public welfare.

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