

# E-Governance: A Step towards Digital India

Madhuri Gokhale<sup>1</sup>, Avita Fuskele<sup>2</sup>

<sup>1,2</sup> Assistant professor, Jabalpur Engineering College, Jabalpur (M.P.) India

\*\*\*

**Abstract-** E Governance is the future of a Democratic government. India is still a developing country and E-Governance can act as a catalyzer in the process of providing a digital infrastructure to connect the general public with the government. It also helps in increasing the reach of government both geographically and demographically. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance. The dream of Digital India cannot be fulfilled without E-Governance coming into the play. The Republic of India is considered as one of the possible superpowers of the world. But E-Governance holds a substantial part in India's journey of becoming a superpower. This research paper highlight show E-Governance can be a step towards Digital India.

**Keywords-** Cost, different languages, e-readiness rank, E-Governance, ICT, literacy level, per capita income, separation.

## 1. Introduction

The term E - Governance came into existence with the advent of government websites in late 1990s[4] E - Governance or electronic Governance refers to use of Information and Communication Technologies (ICTs) to provide citizens and organizations with more convenient access to the government's services and information[1]. Today is the world of change and revolution. Things which are not dynamic are considered as mortal. In the nineties, with the advent of the World Wide Web [2] E-government has been one of the most striking developments of the web. Global shifts towards increased deployment of IT by governments emerged. E-Governance is not only popular in India but also worldwide. To make working of government more efficient, responsive and transparent many developed and developing countries have taken some useful steps for the expansion of E-governance in their respective countries. Countries which are in the race of e-governance implementation are UK, USA, New Zealand, Brazil etc. [3].

## 2. Challenges

For e-Governance in India There are a large number of obstacles in implementation of e-Governance in India. These can be categorized under the following titles: Environmental and Social Challenges, Economical Challenges and Technical Challenges. These challenges are explained in this section.

(i) Low Literacy: Literacy can be defined as the ability to read and write with understanding in any language. A person who can merely read but cannot write cannot be considered as literate. Any formal education or minimum educational standard is not necessary to be considered literate. Literacy level of India is very low which is a huge obstacle in implementation of e-Governance projects. Illiterate people are not able to access the e-Governance applications; hence the projects do not get much success.

(ii) Different Language: India is a country where people with different cultures and different religions live. People belonging to different states speak different languages. The diversity of people in context of language is a huge challenge for implementing e-Governance projects as e-Governance applications are written in English language. And also, English may not be understandable by most of the people. Therefore, it becomes a challenge for the government to write e-Governance applications which are to be implemented for the whole nation in more than one language so that these may be acceptable to the users of a particular language.[1]

(iii) Population: Population of India is probably the biggest challenge in implementing E-Governance projects. As population is considered to be an asset to the country but it also offers some other challenges e.g. establishing person identities. There is no unique identity of individuals in India although Indian government is making efforts for providing unique identity to its citizens. Apart from this, measuring the population, keeping the database of all Indian nationals and keeping this database updated and then providing

the E-governance services to the whole population are major challenges.[2]

(iv)Lack of integrated services: Most of the E-governance services which are offered by the state or central government are not integrated. Lack of communication between different departments of government may be its major cause. Therefore, the information that resides within one department has no or very little meaning to some other department of the government.

(v)Lack of awareness in people: Most of the Indian people are not aware of the benefits of E-Governance services. Even the government does not pay much attention to make the people aware about e-Governance activities. Unawareness is a major challenge in the implementation of e-Governance projects. [1]

### 3. Application in Developed Countries

IN USA: On July 18, 2001 Task Force to identify priority actions that achieve strategic improvements in government and set in motion a transformation of government around citizen needs was done Various projects:-

Recreation One Stop: - This project was started on 31 April 2002. It aimed to:-

- Agreement with private sector reached on implementation of new recreation online projects.
- Additional recreation projects available online.[6].

IN UK: In April 2000, the cabinet Office in the UK came out with the document 'E-Government: A Strategic Framework for Public Services in the Information Age' [5].

IN New Zealand: In May 2000, Realising the importance of opportunities offered by ICT, the New Zealand Government came out with its E-Government vision document and an 'E-Government Unit' was established by the State Services commission Various projects:- The Treaty of Wetangi: It is the founding document of New Zealand. [7].

### 4. Pillars of E-Governance

There are four pillars of E-Governance:-

I CONNECTIVITY- Connectivity is required to connect the people to the services of the government. There should be a strong connectivity for an effective E-governance[8].

II KNOWLEDGE- Here knowledge refers to IT knowledge. Government should employ skill full engineers who can handle the E-Governance in an efficient way. These engineers also handle all kind of fault that may occur during the working of E-Governance [8].

III DATA CONTENT- To share any kind of knowledge or information over the internet, there should be its database. This database should have the data content which is related to government services [8].

IV CAPITAL- Capital can be on public or private partnership. It refers to money used by government to provide their services or to that sector of the economy based on its operation [8].

### 5. Different Sectors Benefited by E-Governance

E-Governance is implemented by government in almost every field. From urban states to rural areas and from politics to teaching E-Governance has spread its root everywhere. Either its public or private sector, common man or businessman all is largely dependent on E-Governance. This following section describing E-governance projects used in urban and rural areas of India.

E-Governance projects in urban areas:

1. Transportation:- Services provided by E-Governance in this area are Issuance of Time Table of buses, Provision of booking facility for Interstate transport, Transportation Improvement Program, Regional Transport plans, Congestion Management Process, Transportation Demand Management.[3]

2. Online payment of bills and taxes: Services provided by E-Governance in this area's:- Online Transaction, Payment of Bill, Payment of taxes, Payment of house EMIs

3.Municipal services: - Services provided are as:- House Tax Assessment, Billing and Collection, Maintain records of Land & property, Issue of Death Certificates, Registration & Attorneys of properties, Review and approval authority for site plans.[6]

Areas of E-Governance in rural areas:-

In rural areas E-Governance has its very powerful impact. Here, from agriculture to local information everything is done through E-Governance.

1. Agriculture:- Following are the projects used in Agriculture.

- Gyandoot: In the State of Madhya Pradesh it is an Intranet-based Government to citizen (G2c) service delivery initiative.

- BELE- It is a web-based application with 3-tier architecture for capturing and monitoring the major activities and services. [8]

2. Local information- For local information such as prices of seeds, fertilizers, loan rates etc. government has started e-governance Service in this area also.

3. Land record management- By governance service in this area, millions of land records can be maintain in a very short time span.[7]

E-Governance in Health Service provided by these projects are Availability of medicines, Special health camps, Facilities at Anganwadi canthers various projects.

1. Online Vaccination Appointment for International Traveler:-Citizen centric application for the purpose of vaccination of the persons proceeding abroad and issuance of International Health Certificate

2. SMS based Integrated Disease Surveillance System: - it is an SMS based Integrated Disease Surveillance System facilitates to report the occurrences of disease, number of persons affected from the area of occurrences immediately to the concerned authority.[8]

## 6. Conclusion

India is one of the fastest growing economy and largest democratic country in the world. The gap between the government and the public is still quite high. To remove this threshold E-Governance has a big role to play. India's dream of digital India is incomplete without the proper implementation of E-Governance. Developed countries like USA,UK has already implemented E-Governance on a large scale. India still has a long way to go. The participation of general public can play a vital role in the implementation of E-

Governance in India. The unawareness in rural areas must be removed with proper government programs.

## References

[1] Dr.Pradeep Mittal, International Journal of Advanced Research in Computer Engineering & Technology (IJARCET) Volume 2, Issue 3, March 2013

[2] Tom Butler, Joseph Feller, Andrew Pope, Paul Barry and Ciaran Murphy, Promoting knowledge sharing in government and non-government organizations using open source software.OresteSignare, Franco Chesi, Maurizio Pallotti, CMG Italy-XIX Annual Conference, 7-9June 2005Florence-Italy, E-Governance: Challenges and opportunities.

[3] David C. Wyld,, The Cloudy Future Of Government :Cloud Computing and the Public Sector Around the World, International Journal of Web & Semantic Technology (IJWesT), Vol 1, Num 1, January 2010.

[4] <http://wikipedia.com/EGovernance>

[5] AkeGronlund , Thomas A. Horan, Orebo, Introducing E-Gov: History, Definitions and Issues, Communications of the Association for Information Systems (Volume 15, 2004)713-729.

[6] David C. Wyld,, The Cloudy Future Of Government :Cloud Computing and the Public Sector Around the World, International Journal of Web & Semantic Technology (IJWesT), Vol 1, Num 1, January 2010.

[7]<http://www.whitehouse.gov/sites/default/files/omb/asset/omb/infocreg/egovstrategy.pdf>

[8] <http://www.ripublication.com/aeee.htm>