



# E-governance in India: Initiatives for Good Governance

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## Introduction:

The e-Governance is basically connected with achieving the results and carrying out the roles of governance through the application of ICT (Information and Communications Technology). While Governance relates to preservation the legal rights of all peoples, an equally important aspect is concerned with confirming the equitable access to public services and the benefits of economic growth to all. It also guarantees government to be transparent in its communications, accountable and faster in its reactions as part of good governance.

However, this would require the government to change its methods, its outlook, rules and regulations and also its way of interacting with the peoples. It would also require general awareness about e-Governance among the peoples ICT offers efficient storing of data, instant transmission of information and data faster than the earlier manual systems, increasing transparency and enforcing accountability. It also helps in increasing the reach of government – both geographically and demographically.

In India, the main impulse for e-Governance was providing by the launching of NICNET in 1987 – the national satellite based computer network. NICNET was extended via the State capitals to all district headquarters by 1990. In the subsequent years, with ongoing digitalization and internet connectivity established a large number of e-Governance wits, both at the Union and State levels.

## Types of Government Interaction in e-governance.

**G2C: Government to Citizen**

**G2B: Government to Business**

**G2G: Government to Government**

**G2E: Government to Employee**

ISSN : 2348-5612 © URR



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**Government to Citizen (G2C) Wits:** Digitalization of Land Records, computerized copies of ownership, crop and tenancy and updated copies of Records of Rights (RoRs) on demand.

**Bhoomi Project:** Online delivery of Land Records. Plan 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.

**Gyandoot:** It is an Intranet-based Government to Citizen (G2C) service delivery wits. It was commenced in the Dhar district of Madhya Pradesh in January 2000 with the twin objective of providing relevant information to the rural population and acting as a crossing point between the district administration and the people.

**Lokvani Project in Uttar Pradesh:** Lokvani is a public-private partnership project at Sitapur District in Uttar Pradesh which was launched in November, 2004. Its motive was to provide a single window for all grievances, land record maintenance and providing a mixture of essential services.

**Project FRIENDS in Kerala:** FRIENDS (Fast, Reliable, Instant and Efficient Network for the Disbursement of Services) is a Single Window Facility providing peoples to pay taxes and other financial dues to the State Government. The facilities are provided through FRIENDS *Janasevana Kendrams* located in the district headquarters.

**e- Mitra Project in Rajasthan:** e-Mitra is an combined project to facilitate the rural and the urban peoples with maximum possible services related to state government departments through Lokmitra -Janmitra Centers/Kiosks.

**e-Seva (Andhra Pradesh):** This project is aimed to provide ‘Government to Citizen’ and ‘e-Business to Citizen’ services. The highlight of the e- Seva project is that all the services are distributed online to consumers /peoples by connecting them to the respective government departments and providing online information at the point of service delivery.



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### **Government to Business (G2B) Wits:**

**E -Attaining** Project in Gujarat and Andhra Pradesh: To reduce the time and cost of doing business for both dealers and government. MCA 21: By the Ministry of Corporate Affairs. The Project targets at providing easy and protected online access to all registry related services provided by the Union Ministry of Corporate Affairs to corporates and other stakeholders at any time and in a manner that best suits them.

### **Government to Government (G2G) Wits:**

**Khajane** Project in Karnataka: It is a broad online treasury digitalization project of the Government of Karnataka. The project has resulted in the digitalization of the entire treasury related activities of the State Government and the system has the capacity to track every activity right from the consent of the State Budget to the point of interpreting accounts to the government.

**Smart Gov** (Andhra Pradesh): Smart Gov has been developed to simplify operations, enhance efficiency through workflow automation and knowledge management for execution in the Andhra Pradesh Secretariat. National E-governance Plan. The National e-Governance Plan (NeGP) was initiated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG) in 2006. This program aims at improving delivery of Government services to peoples and businesses with the following vision:

“Make all Government services accessible to the common man through common service delivery outlets and ensure efficiency, transparency of such services at affordable costs to realize the basic needs of the common man.”<sup>1</sup>

### **Central government wits as mission mode projects (MMP)**

#### **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

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<sup>1</sup> <http://mapit.gov.in/capacitybuilding.aspx>



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.<sup>2</sup>

Immigration, Visa and Foreigner's Registration & Tracking (IVFRT) 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 scheme was conceived as a wits that would provide credentials for each resident across the country and would be used primarily as the basis for effectual delivery of welfare services. It would also act as a tool for actual monitoring of various programs and schemes of the government.

## **Pensions**

The pensions MMP is marked at making the pension/retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a mixture of interactive and non-interactive components, and thus, help bridge the gap between the pensioners and the government.<sup>3</sup>

## **Banking**

The Banking MMP is yet another step towards improving functioning efficiency and reducing the delays and efforts involved in handling and settling transactions. The MMP which is being implemented by the banking industry aims at streamlining various e-services witss undertaken by individual banks. Implementation is being done by the banks concerned, with the banking Department providing a broad framework. Posts Modernization of Postal Services digitalization and networking of all post offices using a central server-based system, and setting up of computerized registration centers (CRCs).

## **State Mission Mode projects**

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<sup>2</sup> <http://164.100.67.102/Projects/e-officeproject.aspx>

<sup>3</sup> <http://www.nic.in/hi/projects/pensioners-portal>



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## **E -Governance in Municipalities**

It is a unique wits 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 refining operational efficiencies within Urban Local Bodies (ULBs). Crime and Criminal Tracking Network & Systems Crime and Criminal Tracking Network & Systems (CCTNS) MMP aims at creating a comprehensive and integrated system for improving the efficiency and operational policing at all levels through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT enabled tracking system.

## **Public Distribution System**

Digitalization of the PDS is projected as an end-to-end project covering key functional areas including allocation and utilization reporting, storage and movement of food grains, grievance redressal and transparency portal, digitalization of beneficiary database etc.

## **e -panchayat**

The Panchayati Raj Institutions (PRIs) are loaded with the problems of insufficient physical and financial resources and extremely limited digitalization. As a result, the proficiency of PRIs as the desired delivery channel for citizen services has not been fully realized. While some digitalization efforts for PRIs have been made by NIC over the years, the e-Governance revolution extensive the country has not touched the PRIs yet in substantial measure. The Ministry of Panchayati Raj, Government of India has therefore decided to take up the digitalization of PRIs on a mission mode basis.

## **e-District**

e-District is one of the 31 Mission Mode Projects under National e Governance Plan (NeGP).<sup>4</sup> This project aims at providing support to the basic administrative unit i.e. District Administration by responsibility backend digitalization to facilitate electronic delivery of citizen centric government services which would optimally influence and utilize the infrastructure pillars of State Wide Area Networks (SWAN), State Data Centers (SDC) and Common Service Centers (CSCs) to deliver services to the citizen at his access way. National

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<sup>4</sup> [http://meity.gov.in/writereaddata/files/eDistGuidelines\\_Feb09\(rev1\).pdf](http://meity.gov.in/writereaddata/files/eDistGuidelines_Feb09(rev1).pdf)



Land Records Modernization Programme (NLRMP) A Project for Digitalization of Land Records (CLR) was launched in 1988-89 with the objective to remove the essential faults in the manual system of maintenance and updation of Land Records. In 1997-98, the scheme was extended to tehsils to start distribution of Records of Rights to landowners on demand. The focus of the whole maneuver has always been to hire state of the art information technology (IT) to transform the existing land records system of the country.

### **Integrated Mission Mode Projects**

#### **e-attaining**

Ministry of Commerce & Industry (Department of Commerce) has been chosen as the Nodal Ministry for implementation of e-Government Attaining (e-GP) Mission Mode Projects (MMP). The vision of the e-Attaining MMP is “To create a national wits to implement attaining reforms, through the use of electronic Government attaining, so as to make public attaining in all sectors more transparent and efficient”.

#### **e- Courts**

The e-Court Mission Mode Project (MMP) was conceptualized with a vision to alter the Indian judiciary by making use of technology. The project had been established, following the report submitted by the e-Committee under Supreme Court on national policy & action plan on enactment of information communication tools in Indian judiciary.

A clear objective – to enhance judicial productivity both qualitatively and quantitatively to make the justice delivery system affordable, transparent, accessible, cost effective and accountable.

#### **e- Biz**

The e-Biz Mission Project, being executed by Department of Industrial Policy and Promotion, Ministry of Commerce and Industry (GOI), was preoccupied with the vision “To modernize the business environment in the country by providing efficient, appropriate, transparent and integrated electronic services to industries and business throughout the business life cycle”.<sup>5</sup>

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<sup>5</sup> <http://pib.nic.in/newsite/PrintRelease.aspx?relid=106977>



### **Common Services Centers**

The CSCs would be responsible for high quality and cost-effective voice and data content services, in the areas of e-governance, telemedicine, education, entertainment as well as other private services. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms and utility payments such as electricity, telephone and water bills.

### **Recent services**

#### **Direct Benefit Cash transfer (DBT)**

To facilitate distributions of Government services like MNREGA, Old Age Pension, Social Security pension, etc. of any Central or State Government bodies, using Aadhaar and authentication thereof as supported by UIDAI. Aadhar Enabled Payment system (AEPS): AEPS is a bank led model which permits online financial inclusion transaction through the Business communicator of any bank using the Aadhaar authentication. This has helped in financial inclusion. The Aadhar facilitated basic types of banking transactions are as follows: Cash Withdrawal Cash Deposit, Aadhar to Aadhaar Funds Transfer.

#### **Digital India program**

This programme has been predicted by Department of Electronics and Information Technology (DeitY). The aim of Digital India to transform the country into a digitally empowered society. The programme will be applied in different phases. The Digital India is transformational in nature and would certify that Government services are available to peoples electronically. It would also bring in public accountability through mandated delivery of government's services electronically, a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis.

The scheme aims at providing digital arrangement to every citizen as well as high-speed internet as an essential utility in all gram panchayats. The overall latitude of this program is "to prepare India for a knowledge future", "to make technology central to enabling change" and "to become an umbrella program covering many departments".



## **MyGov citizen portal**

Prime Minister launched an online platform mygov.nic.in to participate peoples in the task of “good governance” as he completed 60 days in office. MyGov is a technology motivated platform that would provide people with the occasion to contribute towards good governance.

## **e-Kranti scheme**

This project for connecting the internet with faraway villages in the country. This scheme will widen the reach of internet services to the rural areas in the country. The fundamental structures of this scheme will be making the records handy to the government with comfort. It also includes Development of internet and commencement of IT-based jobs in rural areas and also increase the use of mobile phones and computers in rural areas. It will also inflate the use of IT in agriculture and retail trade too. Digital Cloud for every Certificates issued by the government — education, medical records, residential, 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.<sup>6</sup>

## **M-governance**

M-Governance accompaniments e- Governance. M-Governance, is the use of mobile to advance Governance service and information “anytime, anywhere”. Mobile applications also depends on good back office ICT infrastructure and work processes. It has prospective of using mobile phones as input devices in certain areas where last mile connectivity becomes concerns for simple data inputs of critical importance for decision making in government department. The private sector has been greatly using these of mobile phones for delivery of value added services for the following : Banking, Airlines, Telecom, Entertainment, News, Sports and Movie Tickets Etc. M-governance has inflated the productivity of public service, improving the delivery of government information and services, increasing channels for public interactions and higher participation of people. Recent thrust to m-governance is being delivered through USSD Services Unstructured Supplementary Services Data (USSD) is a session based service unlike SMS which is store and forward service. It can be used by the user to send command to an application in text format. USSD acts as a trigger for the application Government wits for m-governance.

<sup>6</sup> <http://economictimes.indiatimes.com/news/economy/policy/pm-modis-big-plan-get-education-medical-birth-records-online-in-a-digital-locker/articleshow/41127429.cms>





## Mobile Seva

It aims to offer government services to the people through mobile phones and tablets. It has been developed as the fundamental infrastructure for enabling the availability of public services through mobile devices. Mobile Seva certifies the common e-Governance infrastructure consisting of State Wide Area Networks (SWANs), State and National Service Delivery Gateways (SSDGs/NSDG).

It enables a government department to assimilate both web and mobile based services effortlessly and enhances the access to electronic services tremendously leveraging the very high penetration of mobile phones, especially in rural areas. A Mobile Applications Store (m-App Store) has also been developed by DeitY as part of Mobile Seva. The Mobile Governance Portal and the m-App Store can be accessed at <http://mgov.gov.in/>. The m-App store currently hosts over 240 live mobile applications. The live applications can be downloaded and installed free of cost on a mobile phone by any person.<sup>7</sup>

A few years ago, Kerala launched 'Dr. SMS,' an m-health information system, for providing information on medical facilities available in the locality of the resident. Next came Maharashtra. It accepted a similar traffic management system through mobile alerts. phone-based Intelligent Garbage Monitoring System permits sanitary supervisors to report the status of cleaning of garbage bins through their GPS-enabled mobile phones. Centralized reports as well as those of individual bins can be generated with the system.

## Advantages of e-governance

**Speed:** Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.

**Cost Reduction:** Most of the Government expenditure is assumed towards the cost of stationary. Paper-based communication needs lots of stationary, printers, computers, etc.

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<sup>7</sup> <https://india.gov.in/spotlight/mobile-seva-citizen-services-mobile-phones>



which calls for continuous weighty expenditure. Internet and Phones makes communication cheaper saving valuable money for the Government.<sup>8</sup>

**Transparency:** Use of ICT makes governing process transparent. All the information of the Government would be made available on the internet. The peoples can see the information whenever they want to see. But this is only possible when every piece of information of the Government is uploaded on the internet and is available for the public to peruse. Current governing process leaves many ways to camouflage the information from all the people. ICT helps make the information available online eliminating all the possibilities of concealing of information.

**Accountability:** Once the governing process is made transparent the Government is made accountable. Accountability is responsibility of the Government to the people. It is the answerability for the conducts of the Government. An accountable Government is a responsible Government.

**Convenience:** E-Government allows to redistribute resources from back-end processing to the front line of customer service. Increased entrance to information: E-Government improves the approachability of government information to peoples allowing it become an important resource in the making the decisions that affect daily life and so it helps in empowerment of peoples.

## Conclusion

We have seen how the notion of e-governance has evolved in Indian situation and how much it is required for transparency and accountability on the part of government and at the same time it is also a toll to increase the participation of people in policy making by empowering them with the right information at right time. The infiltration of internet, telecommunication services in India has increased in the last decade and this gives a spark of hope to the peoples of India to fight with the long persevering problems of corruption, poverty, regional disparity and unemployment. But at the same time, due to slow pace of project completion, red-tape and resistance from the side of government employees and peoples too has not given the desired result.

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<sup>8</sup> <http://economictimes.indiatimes.com/news/economy/policy/promoting-e-governance-sabka-vikas-mstc-ke-saath/articleshow/49259123.cms>