

Sway of E-Governance in Indian Economy: Opportunities & Challenges

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ABSTRACT:

E-Governance is E-commerce technology provides availability of government services. In the present era of digitalization the development of any country depends on the uses of E - Governance and also their dissemination. In recent times the development of any country can be judge by the scope of E – Governance in that country. E-Governance can exterminate poverty; reduce inequality and safety basic human needs. The present paper highlights the main challenges encountered during the implementation of E-Governance in India. It is also given some important suggestions and scope for future study. This paper outline the impact of e-governance, challenges & opportunities for effective e-governance we need to focus for future research with right objectives to derive maximum benefits for individuals as well as for the country.

KEYWORDS: *E-Governance*, India, opportunities and challenges.

Introduction:

Electronic government or E-government refers to the delivery of national or local government information and economic activity in efficient governance and in developing human resource. They have made significant investments in it and successfully integrated it with the development process, thereby reaping the benefits to their society. In India also, these developments have impacted the industrial, education, service and Government sectors and their influence on various applications is increasingly being felt of late. As the era of digital economy is evolving, the concept of governance has assumed significant importance. The e-Governance has consequently become an accepted methodology involving the use of Information Technology in improving transparency, providing information speedily to all citizens, improving administration efficiency and improving public services such as transportation, power, health, water, security and municipal services.

National e-governance Plan (NeGP):- The Government of India accords high priority to improve the quality of the citizens by providing basic services at their doorsteps and has formulated a National e- Governance Plan (NeGP) covering 27 Mission Mode Projects and eight support components to be implemented at Central, State and Local would include

services like road transport, land records, commercial taxes, employment exchanges, agriculture, civil supplies, treasuries, land registration, policy and education, while at Central level, it will cover areas such as insurance, central excise, National ID, pensions, e-Posts, banking, passport, visa and income tax.

Objectives of the study:

- ❖ To know the initiatives of e-government in India.
- ❖ To Improve efficiency within Government between centre and state.
- ❖ To Empowering people through information.

Methodology

In this study the concept e governance is derived from the secondary sources like different reputed journals on scopus and web of science database. the following section explains the significance, present scenario and evolution of e governance.

Back ground of the study:

Definition of E-Governance

Electronic governance or e-governance is adopted by countries across the world. In a fast-growing and demanding economy like India, e-governance has become essential. The rapid growth of digitalisation has led to many governments across the globe to introduce and incorporate technology into governmental processes. Electronic governance or e-governance can be defined as the usage of Information and Communication Technology (ICT) by the government to provide and facilitate government services.

In other words, it is the use of technology to perform government activities and achieve the objectives of governance. Through e-governance, government services are made available to citizens and businesses in a convenient, efficient and transparent manner. Examples of e-governance include Digital India initiative, National Portal of India, Prime Minister of India portal, Aadhaar, filing and payment of taxes online, digital land management systems, Common Entrance Test etc.

Definition of E-Government

“E-Government” refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

Traditionally, the interaction between a citizen or business and a government agency took place in a government office, related to e-commerce, which allows businesses to transact with each other more efficiently.

E-Governance can take place in four major types of interactions, apart from the processes and interactions in the back-office, within the government framework:

- (B2B) and brings customers closer to businesses (B2C)
- To make the interaction between government and citizens (G2C)
- Government and business enterprises (G2B), and
- Inter-agency relationships (G2G) more friendly, convenient, transparent, hospital information, libraries, and the like and inexpensive.

Review of literature:

Ramesh K Arora, 2001, People centered Governance is a collection of essays written by eminent scholars and experienced practitioners in Public Administration. The main focus of the essays is on the rationale strategies, actors and consequences of people centered governance in reference to India and Bangladesh.

Khera S.S., 1994, There is very little literature written by Indian authors or administrators on administration in India and especially on the district administration. The evaluation of local parameters based on local context is vitally important to study administration. The writing based upon Indian context and written by Indian bureaucrat can aid administrators to understand tasks lay upon them, and to apply principles themselves effectively to those tasks.

G R Kiran, 2008, Kerala's FRIENDS centre offers one-stop, front-end solutions. It enabled payment counter facility to citizens of Kerala. The project can be considered successful, cost effective and user friendly. FRIENDS had two major advantages, one is ICT enabled system was offered at much earlier date and another is single window service delivery was adopted under public response. The constraints noted are departmental compartmentalization opposed FRIENDS, procedures and processes of different departments caused major hurdles in implementation, proper updating in departmental registers caused problems to citizens.

E-Government Initiatives in Indian context

E-Governance in India is a recently developed concept. The launch of National Satellite-Based Computer Network (NICENET) in 1987 and subsequent launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerise all district offices in the country for which free hardware and software was offered to the State Governments provided the requisite impetus for e-governance.

E-Governance thereafter developed with the growth of technology. Today, there are a large number of e-Governance initiatives, both at the Union and State levels. In 2006, the National e-Governance Plan (NeGP) was formulated by the Department of Electronics and Information Technology and Department of Administrative Reforms and Public Grievances that aims at making all government services accessible to the common man, ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man.

The NeGP has enabled many e-governance initiatives like:

- ❖ Digital India was launched in 2015 to empower the country digitally. Its main components are:
- ❖ Developing a secure and stable digital infrastructure
- ❖ Delivering government services digitally
- ❖ Achieving universal digital literacy
- ❖ Aadhaar is a unique identification number issued by UIDAI that serves as proof of identity and address on the basis of biometric data. It is being used to provide many benefits to the members of the society. One can e-sign documents using Aadhar.
- ❖ myGov.in is a national citizen engagement platform where people can share ideas and be involved with matters of policy and governance.
- ❖ UMANG is a Unified Mobile Application which provides access to central and state government services including Aadhar, Digital Locker, PAN, Employee Provident Fund services, etc. Digital Locker helps citizens digitally store important documents like mark sheets, PAN, Aadhar, and degree certificates. This reduces the need for physical documents and facilitates easy sharing of documents.
- ❖ PayGov facilitates online payments to all public and private banks.
- ❖ Mobile Seva aims at providing government services through mobile phones and tablets. The m-App store has over 200 live applications which can be used to access various government services.
- ❖ Computerisation of Land Records ensures that landowners get digital and updated copies of documents relating to their property.
- ❖ Plan Early and Get ahead for next year's savings
- ❖ Use Tax Calculator and get your taxes estimates in mins as per new budget
- ❖ In addition to the above, State level e-governance initiatives include:
- ❖ E-Seva (Andhra Pradesh) facilitates payment of utility bills, issuance of certificates, licenses and permits.
- ❖ Khajane Project (Karnataka) digitalized the treasury system of the state.
- ❖ FRIENDS (Kerala) is a single-window facility to pay taxes and other financial dues to the State government.
- ❖ Lokvani Project (Uttar Pradesh) is a single-window solution relating to the handling of grievances, land record maintenance and providing a mixture of essential services.
- ❖ E-Governance Portal of India.

E-Government Initiatives at the Sate Level

Most of the states are using these applications for improving service delivery to their citizens. They are moving from manual processes to on-line delivery by using conveniently located service centers in public places. Counters at these service centers are manned by public/private agencies and multiple services are provided on-line at each location. Empirical evidence reveals that it has not been an easy task to implement ICT related reforms particularly at the state level and hence needs to be planned carefully for their successful implementation for evolving effective strategies for future.

Improving Government Processes:

E-Administration

This domain particularly deals with improving the internal workings of the public sector.

Including this:

Managing process performance: planning, monitoring and controlling the performance of process resources.

Creating empowerment: transferring power, authority and resources for processes from their existing locus to new locations.

Cutting process costs: improving the input: output ratio by cutting financial costs and/or time costs.

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E-Citizens and E-Services:

It deals with the relationship between government and citizens.

Improving public services: improving the services delivered to members of the public along dimensions such as quality, convenience and cost.

Talking to citizens: providing citizens with details of public sector activities to certain types of making public servants more accountable for their decisions and actions.

Listening to citizens: increasing the input of citizens into public sector decisions and actions.

Building External Interactions:

It deals with the relationship between public agencies and institutions, public agencies, private sector companies, non-profit and community organisations.

Including this:

Developing communities: building the social and economic capacities and capital of local communities. Building partnerships: The public sector is almost always one of the partners, though occasionally it acts only as a facilitator for others.

Working better with business: improving the interaction between government and business. This includes procurement from, and services to, business to improve quality.

Challenges of e-governance:

In this part of the challenges four SWOT analyses are presented, with a focus on the following aspects.

- ❖ Political
- ❖ Social
- ❖ Economic
- ❖ Technological

SWOT-Analyses of e-governance:

The SWOTs are vary for each country, for each moment and for each e-governance solution.

Political Aspects: **Political** aspects related to e-governance are example the formulated strategy and policy, laws and legislation, leadership, decision making processes, funding issues, international affairs, political stability.

Implementation of e-governance solutions:

Strengths	Weaknesses	Opportunities	Threats
Combination with democratisation reforms Internet as pull factor Modern image	Budget Cyber laws not available No problem owner within government No expertise about technology Slow decision making process Hierarchy in organisations Short term approach due to elections Integration and reform	Raise external funding Show competitive edge Transparency causes natural change of processes Reinvent government	Bureaucracy Piracy, misuse Corruption Maintaining disorder No transparency Political instability Resistance

Social Aspects

Examples of some of the social aspects related to e-governance are people, education, employment, income, digital divide, rural areas vs. cities, rich vs. poor, literacy, IT skills

Implementation of e-governance solutions:

Strengths	Weaknesses	Opportunities	Threats
People eager to learn IT skills Skilled people possible export product		Employment increases Education system improve People learn structural job Cheap manpower widely available Promotion of internet	Brain drain IT skilled people after training Resistance of people Digital divide Privacy

		Better healthcare	
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Economic Aspects

Economical aspects related to e-governance are funding, cost-savings, business models, e-Commerce, spin-offs of e-governance

Implementation of e-governance solutions:

Strengths	Weaknesses	Opportunities	Threats
E-Governance good argument for external funding Transparency for businesses (procurement)	Investors Budget control Basic education poor: trainers needed No IT literacy Low literacy Different languages Public acceptance of self-service models Skill shortage: competition with private sector	Cost efficiency through e-governance New business More efficiency tax revenues	Corruption

Technological Aspects

Technological aspects involve software, hardware, infrastructure, telecom, IT skilled people, maintenance, safety and security issues

Implementation of e-governance solutions:

Strengths	Weaknesses	Opportunities	Threats
Everything is new: no negative legacy Leapfrogging possible Internet as driving (pull) factor Lack of IT standards?	Shortage IT skilled people High cost of internet Heterogeneous data Lack of IT standards	2nd hand hardware available Use one standard	Dependency of technology

Challenges for e-Governance in India:

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.

Low Literacy: Literacy level of India is very low which is a huge challenge 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.

Low IT Literacy: Most of the people in India are not aware about the usage of Information Technology. So, in India, having such low level of IT literacy, how can e-Governance projects be implemented successfully?. We can say that IT illiteracy is a major challenge in implementation of e-Governance in India.

Recognition of applications: It is a challenge to have all the citizens well aware of the facilities offered by the e-government and have them to trust in it, so that citizens should be ready to accept these facilities.

User friendliness of Government websites: government websites must be user friendly so that more and more people can use them easily. Hence, these websites can be more effective. If government websites will be designed in an easier format only then these will be more usable for the users who are not expert users of IT.

Services are not accessible easily: the users of Internet are growing but still there is a major part of Indian population which is not able to access e-Governance activities for variety of reasons, e.g. some people may have limited access to Information and Communication Technologies and devices.

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.

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.

Lack of awareness in people:

Most of the Indian people are not aware of the benefits of e-Governance services. Unawareness is a major challenge in the implementation of e-Governance projects.

Conclusion

E-Governance is getting momentum in India, but public awareness and the digital divide are important issues to be addressed. The success of e-Governance measures largely depends on the availability of high-speed internet, and the nation-wide roll-out of 5G technology in the near future will strengthen our resolve. Although Indian government is spending a lot of money on e-Governance projects but still these projects are not successful in all parts of India. Unawareness in people, local language of the people of a particular area, privacy for the personal data of the people etc. are main challenges which are responsible for the unsuccessful implementation of e-Governance in India.

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