



Implementation of E-Governance at Metropolitan and grassroot level in India

Yashna Singh

Institute for Excellence in Higher Education

ABSTRACT

A number of nations, including India, are beginning to recognize the potential of ICT (information and communication technology) in the field of governance. As a result, they are implementing cutting-edge e-governance models that, while low in technical complexity, are fundamentally altering the way that information is disseminated throughout society. This study presents and puts into practice an e-governance model for India's rural and urban areas. It made an organized effort to apply the model in a flexible and economical manner, taking into account the country's current ICT infrastructure. For urban and rural regions, distinct layouts and network architectures are provided. The main objective of the paper is to show implementation and integration of e governance in urban and rural areas.

KEYWORDS: ICT (information and communication technology), e-governance, flexible, economical, implementation, integration etc.

INTRODUCTION

The global information technology industry has experienced a tremendous explosion in the last few years. The combination of telecommunications and electronics has created previously unimaginable opportunities for information transmission, storing, and retrieval. These are being utilized more and more in public administration as well as the corporate sector for decision-making. It is inconceivable how much more demand there will be on public services and the socioeconomic infrastructure due to population growth. This change makes e-Government essential to every country, not just one that is required.[1]

Basically, e-governance is the use of ICTs to improve government operations and establish "Simple, Moral, Accountable, Responsive, and Transparent" (SMART) governance. The term "e-government" refers to the application of information technologies by government agencies, such as wide area networks, the Internet, and mobile computing. These technologies have the power to change how businesses, citizens, and various branches of government interact with one another and with each other, leading to better citizen empowerment through information access, better government management, and better delivery of services to citizens. Less corruption, more transparency, more convenience, revenue growth, and cost savings are the end results (World Bank).

"E-Government," as defined by the World Bank in 2007, is "the use of information technologies (such as Wide Area Networks, the Internet, and mobile computing) by government agencies that have the potential to transform relations with citizens, businesses, and other arms of government." [2]

Goals of e-governance:-

1. Improved provision of services to the public.
2. Introducing accountability and openness.
3. Providing knowledge to empower individuals.
4. Enhance the effectiveness of government, whether it is within a center-state or among states.
5. Enhance communication with business and industry.

Pillars of e governance

There are four main pillars of e governance namely- People ,Process, Technology, Resources.



[3]

E-Governance Models

E-governance is implemented using a variety of models, each of which meets particular governance needs:

1. Model of Comparative Analysis: Evaluating governance procedures in relation to industry standards.
2. Critical Flow Model: Reaching specific audiences with important information.
3. E-Advocacy Model: The E-Advocacy Model aims to enable the world's civil society to have a global impact on decision-making.
4. Interactive service model: The interactive service model involves offering citizens direct and interactive government services.
5. Broadcasting Model: Providing the public with helpful governance information.

LITERATURE REVIEW

EVOLUTION OF E-GOVERNANCE IN URBAN AREAS:-

Information technology (IT) was first used in urban administration in the late 1990s, particularly after the 74th Constitutional Amendment Act (CAA) was passed in 1994 and urban local bodies (ULBs) were given constitutional status as local governing bodies. Before this, state governments were in charge of local governance, and ULBs were expected to carry out certain tasks that they assigned to them. The 74th CAA's passing led to the ULBs' expanded involvement in municipal government.

Additionally, in 2005, the federal government initiated the Jawaharlal Nehru National Urban Renewal Mission (JNNURM), which mandated that all 65 Mission cities—all State capitals, all cities with a population of one million or more, and cities of historical significance—adopt e-governance reform. It is anticipated that the use of ICT would assist state and urban local governments (ULBs) in reducing corruption, shortening the time required to provide civic services, and increasing transparency in urban administration. By the end of the mission term, all 65 ULBs will have implemented a fully computerized system for service delivery, albeit at varying degrees of acceptance.[4]

NEED AND IMPORTANCE OF E-GOVERNANCE IN URBAN DEVELOPMENT :-

The term "e-governance," short for electronic governance, is also used to describe the use of information and communication technology (ICT) to provide and enhance government services, transactions, and interactions with businesses, citizens, and other branches of government.

E-governance is now a crucial instrument for urban development because:-

- Enhancing public services including power, water, transportation, security, and municipal services;
- increasing administrative efficiency;
- enhancing accountability;
- promptly providing information to citizens.

PROJECTIONS UNDER NATIONAL E-GOVERNANCE PLAN(NeGP)

The NeGP has made numerous eGovernance projects possible, including[5]

1. Launched in 2015, the Digital India Mission aims to empower the country through digital means. Its primary components are the development of a digital infrastructure that is stable and safe, the digital delivery of public services, and the attainment of universal digital literacy.
2. Digi-Locker: helps individuals store digital copies of critical documents, including mark sheets, PAN numbers, and degree certificates. This lessens the need for physical documents and facilitates document sharing.
3. Mobile Seva seeks to offer mobile phones and tablets with government services. The m-App store offers over 200 live applications that can be used to access various government services.
4. myGov.in is a national citizen engagement platform that allows users to participate in policy and governance issues and exchange ideas.
5. UMANG: a single mobile app that provides users with access to both federal and state government services, including Aadhar, Digital Locker, PAN, etc.

INITIATIVES OF E-GOVERNANCE: METROPOLIAN LEVEL [6]

Computer-Aided Deed and Stamp Duties Registration: An Andhra Pradesh Government Initiative

CARD is a significant IT project that aims to provide all registration services electronically in order to eradicate the problems with the current registration system.

It was predicated on the **main goals** listed below.

- Explain the registration process to others.
- Establish an easily accessible, transparent property valuation system for citizens.
- Introduce dependability, consistency, efficiency, and speed.
- Switch out the manual document copying and filing system with a sophisticated imaging-based document management system.
- Swap out the accounting, reporting, and indexing manual systems.
- Explain how to write documents electronically.
- The citizen interface was significantly enhanced.

Karnataka government Initiative : KAVERI.

The Department of Stamps & Registration, Government of Karnataka, offers the KAVERI Online service, an online application that allows citizens to schedule an appointment, enter information, and register documents. It also allows citizens to search for registered copies and the necessary index. Citizens can download copies of the document and the Index, which is a list of transactions on the property under search, using these services.

HIGHLIGHTS OF SCHEME:-

- Automatic Kiosks: These touch-screen kiosks, which provide public access to the following information in Kannada and English, are installed in each Sub-Registrar's Office.
- The market value of all the state's cities, towns, and farms.
- Model versions of frequently used deeds and marriage registration forms.
- Sample bylaws from associations and societies.
- Frequently asked queries with thorough responses.
- Document registration fees; registration fees for societies, firms, and marriages.
- Laws and regulations pertaining to document registration.

DHARANI: Digitally Signed Land Records of Goa [8]

Societal standing is still heavily influenced by one's land holdings, even in 21st-century India. Consequently, it is the responsibility of the governments to establish an effective and analytical system for determining who owns what kind of land, what kind it is, and how it is being farmed. Land records kept by hand were never reliable and caused a great deal of conflict in the community. The only way to handle such circumstances is to computerise the land records.

FEATURES OF DHARANI: -

- Complete management, updates, and mutation process for both urban (Form D) and rural (Form I & XIV) land records are included.
- Dharani for Crop Survey is a webservice-based application that only requires one click, allowing Goa's 187 talathis to survey standing crops in the Kharif and Rabi seasons and record cultivation details in Form XIV.
- Web-enabled Touch Screen Kiosk Interface that the public can access directly.

INITIATIVES OF E-GOVERNANCE: GRASSROOT LEVEL [7]

- **National Agriculture Market (e-NAM):** To help farmers receive fair prices for their produce, the Indian government launched the National Agriculture Market (e-NAM) Scheme, which aims to create an online transparent competitive bidding system. On the e-NAM platform, over 1.73 crore farmers and 2.26 lakh traders have registered. Additionally, the e-NAM platform has been integrated with 1000 mandis from 18 States and 3 UTs.
- **M-KISAN - mKisan Portal (www.mkisan.gov.in)** for sending messages to registered farmers with advisories on various crop-related topics. More than 5.13 crore farmers in mkisan have registered to receive crop advisories via SMS. Farmers have received over 2,462 crore mobile-based advisories to help them with their farming operations.
- **One Stop Window-Farmers Portal (www.farmer.gov.in)** which serves as an online resource for information on a range of agricultural-related topics, such as seed varieties, godown storage, pests and plant diseases, best agricultural practises, watershed information, mandi details, etc.
- **Mobile-based advisory system for agriculture and horticulture (M4AGRI):** This system provides mobile-based advice for both fields. The North-East states of Tripura, Mizoram, Manipur, Meghalaya, Sikkim, and Arunachal Pradesh are among those that have adopted it.

CHALLENGES WITH IMPLEMENTATION

- **Interoperability issues:** This is one of the main problems with e-governance. It is challenging for ministries and departments to work together, which makes it difficult to process and share data.
- **Linguistic Barriers:** A problem brought on by the nation's diversity. The majority of languages spoken by people in India are native tongues.
- **Digital Illiteracy:** The literacy rate in rural areas is roughly 67%; for men, it is 77%, and for women, it is 60%.
- **Lack of Digital Infrastructure:** One major obstacle to efficient e-governance is the inability to connect rural areas to the internet and to sustain a steady supply of electricity.

REFORMS AND RECOMMENDATIONS

- **Legal and Institutional Reforms:** Modify policies and practises within the government to facilitate e-governance.
- **Transparency in Data:** Provide transactional data on official websites.
- **Public-Private Partnerships:** Encourage collaboration on e-government initiatives.
- **Involve Gram Panchayats:** Assist Gram Panchayats in keeping an eye on Common Service Centres.
- **Knowledge Management Systems:** Set up knowledge management systems.
- **National Enterprise Architecture:** Create a framework for a national "enterprise architecture" for e-government.

CONCLUSION

"A transparent, smart e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen," is how former Indian President Dr. APJ Abdul Kalam has described e-Government in the Indian context. As a result, e-Government has improved citizen access to information and high-quality services while also broadening the scope of governance and streamlining government operations. Thus, e-Government initiatives must be tailored to specific contexts and environments, given the variety of conditions in India.

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Department of Political Science, Jamia Millia Islamia, New Delhi, vijay_beni76@yahoo.com KAPIL SIKKA Department of Political Science, Jamia Millia Islamia, New Delhi, kapoliticalsc@gmail.com
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