



# International Journal of Advanced Research in Education and Technology (IJARETY)

Volume 10, Issue 2, March 2023

Impact Factor: 6.421



INTERNATIONAL  
STANDARD  
SERIAL  
NUMBER  
INDIA



# E- Governance

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**ABSTRACT:** E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) (such as Wide Area Networks, the Internet, and mobile computing) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance.

**KEYWORDS-** e-governance, ICT, internet, government, public, wide area net

## I.INTRODUCTION

Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them.

e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local levels, a programme approach needs to be adopted, guided by common vision and strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens.[1,2,3]

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

"Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man"

The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, 2006. In the year 2011, 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 Mission Mode Projects (MMPs). The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.

In order to promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure. The major core infrastructure components are State Data Centres (SDCs), State Wide Area Networks (S.W.A.N), Common Services Centres (CSCs) and middleware gateways i.e National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery Gateway (SSDG), and Mobile e-Governance Service Delivery Gateway (MSDG). The important support components include Core policies and guidelines on Security, HR, Citizen Engagement, Social Media as well as Standards related to Metadata, Interoperability, Enterprise Architecture, Information Security etc. New initiatives include a framework for authentication, viz. e-Pramaan and G-I cloud, an initiative which will ensure benefits of cloud computing for e-Governance projects.[4,5,6]

## **II.DISCUSSION**

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, exchange of information, communication transactions and integration of various standalone systems and 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.

Types of interactions in e-Governance

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:

Government to Government (G2G)

Information is exchanged within the government i.e., either, between the central government, state government and local governments or between different branches of the same government. [7,8,9]

Government to Citizen (G2C)

The citizens have a platform through which they can interact with the government and get access to the variety of public services offered by the Government.

Government to Businesses (G2B)

The businesses are able to interact with the government seamlessly with respect to the services of the government offered to businesses

Government to Employees (G2E)

The interaction between the government and its employees occurs in an efficient and speedy manner.

Objectives of e-Governance

The objectives of e-governance can be listed down as given below:

To support and simplify governance for government, citizens, and businesses.

To make government administration more transparent and accountable while addressing the society's needs and expectations through efficient public services and effective interaction between the people, businesses, and government.

To reduce corruption in the government.

To ensure speedy administration of services and information.

To reduce difficulties for business, provide immediate information and enable digital communication by e-business.

While e-governance provides the advantages of convenience, efficiency and transparency, it also has problems associated with it. They are as follows:

Lack of computer literacy: India is still a developing country and a vast majority of the citizens lack computer literacy which hinders the effectiveness of e-governance.

Lack of accessibility to the internet or even computers in some parts of the country is a disadvantage to e-governance.

e-Governance results in a loss of human interaction. As the system becomes more mechanised, lesser interaction takes place among people.

It gives rise to the risk of personal data theft and leakage.

e-Governance leads to a lax administration. The service provider can easily provide excuses for not providing the service on technical grounds such as “server is down” or “internet is not working”, etc.

e-Governance in the 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. [10,11,12]

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.



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

The Indian e-governance portal is <https://nceg.gov.in>. On this portal, one can get comprehensive information regarding the National Conference on e-Governance and reports on earlier conferences.

Additionally, the portal provides links to the following important pages:

Digital India

National Portal of India: It is developed to provide access to information and services being provided by the government[13,14,15]

PM India Website: provides information relating to the Prime Minister's Office.

United Nations e-governance website

### **III.RESULTS**

In the current century, Technology and Innovation have to be leveraged to serve the country's vast population and its dream. Information and Communication Technologies today play a crucial role in economic and societal transformation. Digital India aims to harness this potential. The government is implementing the Digital India project as an umbrella program to prepare India for knowledge-based transformation into a digitally empowered society and knowledge economy.

e-Governance uses information and communication technology (ICT) to enable more efficient, cost-effective, and participatory government, facilitate more convenient government services, allow greater public access to information and make government more accountable to citizens. These practices reinforce other reforms that are helping countries to better compete in the regional and global economy by strengthening markets and individual choices that promote economic growth and poverty reduction. However, to implement e-Governance projects successfully, the solution must be interoperable, secure, scalable, reusable, leading to efficiency, effectiveness, reduction in cost and risk. To harness this, MeitY has entrusted to Standardization Testing & Quality Certification (STQC) Directorate and Centre for Development of Advanced Computing (C-DAC) to formulate new or revise the existing standards, guidelines and/or framework in allied areas of e-Governance under the project name "e-Governance Standards and Guidelines (EGSG)". e-Governance Standards, Guidelines, Frameworks make government services accessible to the common man through common service delivery outlets, ensuring efficiency, transparency, and reliability at affordable costs. At the same time, all the relevant information, data and functionalities within an e-governance application or system of one government organization shall be made available to other e-governance applications/ systems through Open APIs, which should be platform and language independent.

The Capacity Building Scheme under the National e-Governance Plan (NeGP) of Government of India envisions establishment of an institutional framework for State-Level decision-making including setting-up of State e-Mission Teams (SeMTs) having relevant expertise and experience to provide technical and professional support to States and Union Territories.

For this purpose, the Department of Electronics and Information Technology (DeitY), Government of India, has created NeGD as an autonomous business division within Media Lab Asia, under the Ministry of Communications and Information

Technology, Government of India, for taking up the tasks being carried out by the Programme Management Unit National e-Governance Plan (PMU-NeGP) at DeitY.

Immediate tasks for NeGD include the following projects:

- Programme Management of NeGP, inter-alia including facilitating and supporting DeitY in undertaking the following tasks and responsibilities assigned to DeitY under NeGP:
  - Facilitating implementation of NeGP by various Ministries and State Governments
  - Providing technical assistance to Central Ministries and State Line Departments
  - Serving as a secretariat to the Apex Committee
  - Undertaking technical appraisal of all NeGP projects to examine issues such as overall technology architecture, framework, standards, security policy, service delivery mechanism, sharing of common infrastructure etc.
  - Human Resource Development, Training and Awareness Building
  - Framing core policies, technical assistance, R&D, awareness and assessment and creation of organization structure
  - Acting as a Central Agency for an effective implementation of Capacity Building Scheme inter-alia involving provisioning of manpower at various SeMTs across States/ UTs
- Positioning of a Capacity Building Management Cell for effective management of manpower at SeMTs together with management of other Scheme activities including training, setting up HR policies, etc.

The Ministry of Electronics and Information Technology (MeitY), Government of India launched the 'Digital India' programme with the vision to transform India into a digitally empowered society and knowledge-based economy by ensuring digital access, digital inclusion, digital empowerment and bridging the digital divide. In summary, our mission is to ensure that the digital technologies improve the life of every citizen; expand India's digital economy, create investment & employment opportunities and global digital technological capabilities in the country.

Digital India has dramatically reduced distance between Government and citizens significantly. Further, Digital India has also helped in delivery of substantial services directly to the beneficiary in a transparent and corruption free manner. India has become one of the pre-eminent nations of the world to use technology to transform the lives of citizens. Digital India is an umbrella programme that covers multiple projects of various Central Ministries/Departments and States/UTs. Some of the major initiatives related to public service delivery are as follows:

- Common Services Centres – CSCs are offering government and business services in digital mode in rural areas through Village Level Entrepreneurs (VLEs). Over 400 digital services are being offered by these CSCs. So far, 5.31 Lakh CSCs are functional (including urban & rural areas) across the country, out of which, 4.20 Lakh CSCs are functional at Gram Panchayat level.
- Unified Mobile Application for New-age Governance (UMANG) – for providing government services to citizen through mobile. More than 1,570 government services and over 22,000 bill payment services are made available at UMANG.
- e-District Mission Mode Project (MMP): e-District project has been implemented at district and sub-district levels of all States/UTs, benefitting all citizens by delivering various e-Services such as Certificates (Birth, Caste, Death, Income and Local Resident), Pension (Old Age, Disability and Widow), Electoral, Consumer Court, Revenue Court, Land Record and services of various departments such as Commercial Tax, Agriculture, Labour, Employment Training & Skill Development etc. Presently 4,671 e-services have been launched in 709 districts across India.
- DigiLocker: It is facilitating paperless availability of public documents. Digital Locker has more than 11.7 crore users and more than 532 crore documents are made available through DigiLocker from 2,167 issuer organisations.
- Unified Payment Interface (UPI) is the leading digital payment platform. It is integrated with 330 banks and facilitated over 586 crore monthly transactions worth over Rs 10 lakh crore has been facilitated for the month of June, 2022.
- CO-WIN - It is an open platform for management of registration, appointment scheduling & managing vaccination certificates for Covid-19. More than 203 crore vaccination doses and 110 crore registrations have been facilitated by co-win.

- MyGov – It is a citizen engagement platform that is developed to facilitate participatory governance. More than 2.48 crore users are actively using MyGov.
- MeriPehchaan – National Single Sign-on platform called MeriPehchaan has been launched in July 2022 to facilitate / provide citizens ease of access to government portals.
- MyScheme – This platform has been launched in July 2022 to facilitate citizens to avail eligibility-based services.
- Direct Benefit Transfers – 315 Schemes across 53 Ministries are offering Aadhaar enabled direct benefit transfer to citizens. So far, Rs 24.3 lakh crore has been disbursed through DBT platform.
- Diksha – Diksha is a national level educational platform that helps students and teachers to participate, contribute and leverage a common platform to achieve learning goals at scale for the country. As on 27<sup>th</sup> July 2022, 7,633 courses are available and more than 15 crore enrolments have been done.

Some of the major digital initiatives taken by the Government for welfare of farmers are as follows:

- National Agriculture Market (e-NAM): Government of India has launched National Agriculture Market (e-NAM) Scheme with the objective of creating online transparent competitive bidding system to facilitate farmers with remunerative prices for their produce. More than 1.73 crore farmers & 2.26 lakh traders have been registered on e-NAM platform. Also, 1000 mandis of 18 States and 3 UTs have been integrated with e-NAM platform.
- M-KISAN – mKisan Portal ([www.mkisan.gov.in](http://www.mkisan.gov.in)) for sending advisories on various crop related matters to the registered farmers through SMSs. In mkisan more than 5.13 crore farmers are registered for receiving crop advisories through SMS. More than 2,462 crore mobile based advisories have been sent to farmers to assist them in their farming activities.
- One Stop Window-Farmers Portal ([www.farmer.gov.in](http://www.farmer.gov.in)) for dissemination of information on various agricultural related matter including, seeds variety, Storage Godown, Pests and plant diseases, Best Agricultural Practices, Watershed, Mandi details etc.
- Soil Health Card – It provides soil related information to facilitate farmers in farming activities. More than 22 crore soil health cards have been printed and dispatched to farmers.
- Mobile based advisory system for agriculture & Horticulture (M4AGRI) – It is mobile based advisory system for agriculture and horticulture. It has been implemented in the North-East States namely Tripura, Mizoram, Manipur, Meghalaya, Sikkim, and Arunachal Pradesh.[16,17,18]

#### **IV.CONCLUSION**

The Government has taken following steps in direction of data governance for socio-economic development in the country. The brief details are as follows:[19]

- Open Government Data – To facilitate data sharing and promote innovation over non-personal data, Open Government Data platform has been developed. More than 5.65 lakh datasets across 12,800+ catalogues are published. The platform has facilitated 93.5 lakh downloads.
- API Setu – To facilitate data exchange among the system, API Setu has been developed as a platform. The platform has more than 2100 APIs, and 1000+ user organisations.
- MeitY has prepared the draft National Data Governance Framework Policy which aims to realize the full potential of India's digital government vision, maximize the efficiency of data-led governance & public service delivery and to catalyze data-based research and innovation. Currently the draft policy is under finalization. MeitY released the Draft National Data Governance Framework Policy on 26<sup>th</sup> May 2022 for public consultation.[20]

The Government has already taken necessary measures to tackle challenges with regard to data privacy and data security through administering the Information Technology (IT) Act, 2000 which has necessary provisions for data privacy and data security.[20]

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## International Journal of Advanced Research in Education and Technology

ISSN: 2394-2975

Impact Factor: 6.421