



## **E-governance in India and its challenges**

**Jagdish Kaur Dhillon**

Assistant Professor, Department of Political Science, Shahzada Nand College, Green Avenue, Amritsar, Punjab, India

### **Abstract**

New technology has placed powerful tools in the hands of society that could be used to make life comfortable and better in different spheres of life. E-Governance is that powerful tool, which can be used in the enhancement of improving accessibility, cutting down costs, lessening corruption, extending help and increased access to un-served groups in India. In the age of technical advancement, e-government initiatives have reached most of the people belonging to these sections of society. Improved access to information and services has offered economic and social development opportunities, enabled participation and communication in policy and decision-making processes and empowerment of the feeblest groups of society. Implementation of e-governance differs from country to country. It is also true that no country has brought e-governance fully or completely. In my research paper, I would like to evaluate the initiative taken by Indian Government for e-governance and hindrance in its way.

**Keywords:** e-governance, technology, communication, economic

### **Introduction**

There was a time when liberalists were against state's interference in the life of individual. They were of the view that interference of state in the matters of individual will kill his liberty. It was claimed, 'that government is the best which governs the least'. But after sometime they realized that giving more freedom to individual is not in favour of the state and its people. The modern states are the welfare states. Their nature has changed with passage of time. Today that state is considered best, which provides maximum services to its citizens in a short period of time. The inactive governments are not accepted by the people. The revolution in technological competition during cold war between America and Soviet Union has also changed the nature of the state. After the end of Second World War, it was realized that in the new era, science would create the greatest engine of knowledge that the earth had ever witnessed. At the end of 2<sup>nd</sup> world war super powers would make possible that was once only dreamed. The new mission for science was to create programmed information machines that would transform how human handled knowledge multiplying the power of information and accelerating the development of society. From the perspective of the close of Great War in history, the vision of harnessing all the complexities of human knowledge was a great hope for science, for government and for the world. Then globalization changed the whole scenario. E-Governance has become need of the day. In such type of scenario, how India, which emerged towards more progressed liberalized economy can lag behind. But for implementing such process, It requires a multi-dimensional approach. Wide spread access to the internet has prompted some politicians to put forth ideas of Direct Democracy, which is being practiced in the country like Switzerland. It is impossible to give practical shape to the idea of Direct Democracy in the largest country like India, which is the Second largest populated

country in the world. But the process of E-Governance can make it possible. Today Good Governance is a dream of people and their representatives. The dream of Good Governance can be fulfilled by E-Government. The term of e-government has a recent origin. Perhaps it was coined a two decade ago after the success of e-commerce to represent a public sector equivalent to e-commerce. It also represents the use of internet to provide information and services by the government. It aims to make the interaction between government and citizens, government and business enterprises and enter agency dealing friendly, convenient, transparent and less expensive. Actually it is a process of reform.

Four stages for the process of e-government are-

1. Publication of information on website for citizens to seek knowledge about procedures, governing the delivery of different services.
2. Clients can download applications for receiving services
3. Electronic delivery of Documents
4. Electronic delivery of Services

The main goal of e-governance is to support and simplify governance for all parties - government, citizens and businesses. E-governance uses electronic medium to support and motivate good governance. Therefore the purpose of e-governance is analogous to the objectives of good governance. Good governance can be seen as an application of economic, political, and administrative authority to smoothly manage business activities of a country at national and local level.

### **What Indian government has done for success of e-governance**

India is a country of diverse culture, tradition, language, geography and the monetary condition of the people. In this country, there are number of people who are below the minimal socioeconomic benchmarks. This includes rural and

urban poor, women in rural areas, street children, people of disadvantaged castes and people living in less developed areas. The susceptibility of these sections of society has increased with globalization and this section is prone to become even more marginalized, economically and socially. According to scholars, India is a developing country with great potential for a speedy development. However, there is a certain level of uniformity that revolves round the basic expectations of people, being a part of a civilized society and a developing nation.

India has good position in implementing ICT in the Asia. India is linked with most of the nations of the world. With the adoption of E governance formation and communication technology, India's tourism is enhanced. Furthermore, the steady changes taking place in the telecommunications industry in India which positively impact in fiscal growth of country and provide better services and lower prices for customers.

In India, government is also providing investment incentives in terms of tax concessions and establishment of e-zones for ICT-based industries. There are agencies such as India National ICT Council and projects such as e-government initiatives which are accountable for spearheading, devising and implementing of E governance. The successive establishment of the National Informatics Centre (NIC) in 1976 with the financial help of the United Nations Development Program (UNDP) was major step to execute e-Governance in India. After that numerous e-Governance initiatives launched at both national and state levels. It has opened the door to new and unique type of services. India has taken many initiatives for e-governance-

E-Governance efforts in India are on the upswing has been recently demonstrated more than once. The latest in the series is the e-Governance project MCA-21 was launched on March 18, 2006. It was the project of Ministry of Company Affairs launched by the Prime Minister Dr. Manmohan Singh. On the occasion, the Prime Minister has once again expressed the UPA regime's commitment to go ahead with various e-Governance initiatives. Aadhar card was his favorite project.

1. One of the important benchmark for e-Governance is to put an issuance of a national citizen ID card. In September 2005, Decision of issuing Multipurpose National Identity cards (MNIC) to Indian citizens was taken.
2. A number of Government departments have begun to put up important decisions regarding award of tenders and contracts, etc. on their websites. Every step of the tendering process is widely publicized, so that the chances of a small group of people colluding with officials to bag tenders have considerably reduced.
3. Right to Information, 2005- The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense
4. Right to Services 2011 by Punjab Government
  - Next step involving e-Governance in India is-
  - E- ticketing
  - IRCTC for reservation
  - Indianrail for reservation enquiry

- PassportIndia website
- For passport – e- form submission or online submission
- Incometaxindia e filing – pay tax, fill returns, view tax credit online
- There is GOI Directory – a great site offers information about all India Government websites at all levels and at all sectors
- E-Sampark Centres in Chandigarh
- E-Seva in Punjab
- E-Billing
- Project Aarakshi
- Project Vidyavahini
- Project Daristi
- Project Setu
- Gyandoot Pilot Project in Madhya Pradesh
- Lok Mitra in Himachal Pradesh
- Automation in Ahmedabad Municipal Corporation
- Aadhar and Direct Benefit Transfer

### Challenges for E-Governance in India

Our country is facing many challenges in implementing e-governance. Lack of infrastructure, lack of finances, illiteracy and poverty, rigid psychological mindset of employees, need of appropriate training, lack of appropriate legal parameters and cyber security are some of the parameters hindering spread of E- governance in developing nations like India. There are many obstacles to execute E-governance policies. These include - insufficiency of funds, infrastructural problems, scarce manpower, citizen enthusiasm, data accumulation etc. Other challenges are-

1. Challenges related to privacy and security of user's personal information.
2. Environmental and Social Challenges.
3. Economical and Technical Challenges.
4. Diversities in Languages and culture: 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, which most of the people cannot understand. 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.
5. Low Literacy: 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.
6. Low IT Literacy: Much of the Indian people are not literate and those who are literate, they do not have much knowledge about Information Technology (IT). 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 obstacle in implementation of e-Governance in India. So, first of all Indian people must be made aware

about the usage of Information Technology.

7. Lack of awareness and trust in political system: Awareness of the e-Governance facilities by the citizens is another huge challenge. 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.
8. User friendliness of government websites: Users of e-Governance applications are often non-expert users who may not be able to use the applications in a right manner. Such users need guidance to find the right way to perform their transactions.

#### **Steps or suggestions for the success of e-governance**

E- Governance makes governance cheaper, efficient, quicker and innovative. But to reap its benefits the following elements of e- governance have to be kept in mind.

1. Citizen interface: Interface should be illustrative and easy-navigating, so that even native users do not find it tough to avail of the services.
2. Computerised system- System has to be fully computerized. Employees should be trained. Services should be fully accessible.
3. Privacy : privacy of any transaction or information provided by the citizen to the government agency must be ensured. Otherwise the information can be misused by the private sector or competitors and the users may be reluctant to access the services provided.
4. Security : Transaction security is another major problem in e-governance. The tax, fine and bill payment must be secured and the system design should be full proof. There is need to Change the mindset of the government employees who are used to working only in the manual mode. This is a big task and needs patience and careful planning. Workshops, seminars, and training programmes are required to be organized to spread awareness among the employees at all levels; For Example Government should observe vigilance week to promote integrity and eradicate corruption from the society. E-Governance day should be observed.
5. Education- People should be properly guided and educated regarding e-governance. The topics related to e-governance should be added in the syllabus. India must have potential to transform an ignorant citizenry into an enlightened citizenry which is the dire need of the nation to prosper and become developed.
6. To enrich society in Democratic Values
7. Improvement in ICT infrastructure
8. Sincere implementation of this process
9. Well- developed information system and its environment.
10. Proper feed back
11. Executive and politicians should be ready for new set of responsibilities
12. Encouraging inhabitant participation in the decision-making process
13. For making e-governance more effective, make government more accountable, transparent.
14. Transparency- The most important development with regard to increasing transparency in governance has been the emergence of e Governance. E - Governance involves

using the internet and information technology in the process of governance. One of the earliest uses of this has been putting up information regarding the functioning of various departments, its rules and regulations and major announcements on the website for everyone to see. This seemingly simple step has increased transparency by a wide margin, because it has removed the necessity of local officials in providing this basic information to the public. So those in need of such information need not grease the palms of petty officials. And since even officials know that the information is publicly available, they are less likely to play the cat-and-mouse game with information-seekers.

#### **Conclusion**

E-Governance in India has always been a topic for wide discussion. While some actions have been praised, several methods have also been subjected to heavy criticism. The definition of proper governance varies from people to people. What may seem pleasant to one may not appear suitable to the other. As true citizen of India, we must understand that E-Governance is need of the day because it has become an essential part of any firm in globalization process. Increasing demands of clearness in administration, rapid information transfer, more competent performance and improved public service has pushed organizations to choose electronic means for success in business. Organizations can give better performance through innovative use of information technology and e-governance. As the usage of Information Technology is growing very fast, Indian government is making many efforts to provide services to its citizens through e-Governance. 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. Government must take some actions to make the people aware about the e-Governance activities so that people may take full advantage of these activities and E-Governance projects can be implemented successfully. The participation of people can play a vital role in implementation of e-Governance in India. Have trust in representatives, to whom you have chosen. The process of e – Governance will take some time to be successful. Always remember that Rome was not built in a day.

#### **References**

1. Abdul Kalam Azad PJ.E-Governance for Growth in India.
2. Sinha RP. E-governance in India: Initiative and Issues.
3. Subash Bhatnagar. E – Government, From Vision To Implementation.
4. <https://ukessays.com>.
5. Nceg.govt.in.