

## IMPORTANCE OF E-GOVERNANCE IN INDIA OPPORTUNITIES AND CHALLENGES WITH REFERENCES OF RAJASTHAN

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### **ABSTRACT**

*The subject e-Governance was well considered as taking into account the prevailing effect of Information Communication Technology (ICT) in organization; there is a requirement to use the mouse for governance incredibly. Government too should be will set up that the significant data is disseminated to the citizen, business, government/sub government departments and the NGOs. Government is a mechanism or institutional arrangement for exercising sovereignty, while governance is the process and result of settling on authoritative decisions for the benefit of society. On the off chance that governance can't carry the greatest benefits to the largest number of people, it will lead to helpless governance. In the welfare state, the objective is acceptable governance. There are numerous approaches to achieve this objective. E-government is the most suitable one, which can achieve a worldview change in the face of governance. E-government is the deployment of data and correspondence technology (ICT) in the delivery of public services. In this exceptionally competitive economy, e-government is everywhere. Be that as it may, in terms of the success of e-government projects, developed countries fall a long ways behind developing countries, leading to a computerized divide. Developing countries have not taken full advantage of the full benefits of ICT. There are numerous reasons for the present circumstance, like absence of appropriate technology, helpless financing instruments, absence of political will/commitment, resistance to change, etc. This article attempts to illustrate such problems by drawing lessons*

*from developing experience/inference. Countries, experienced companies, members in e-government, government and nongovernment departments, websites, etc.*

**Keywords:** *ICT, e-governance, e-Mitra*

## **INTRODUCTION**

In his *Grundlegung Zur Metaphysics de Sitton*, Immanuel Kant says, "So go about as to treat humankind, whether in their own person or in that of some other, in every case as an end withal, never as means as it were". Kant's observation is even more substantial today, suggesting that citizens are ends and not means to other end. The provincial view of the Government used to be as a controller' and ruler'. It is currently that of a facilitator and provider. It is the Government that is responsible to provide services to the citizen as enshrined in the Constitution, just like an association is responsible for dealing with a value affix that leads to yield. Business companies have discovered over the most recent couple of decades that Information Communication Technology (ICT) can make the value chain more efficient and lead to quality improvements and cost investment funds. Essentially, Governments have discovered that ICT can make the arrangement of services to the citizen more efficient and transparent, can save expenses and lead to a higher level of efficiency.

India today has the most eager E-Governance plan. At the highest level of the Government there is a Secretary level authority, there is an approved budget of billion dollar in addition to (Central Government level), Secretary level authority in the State, significant E-Governance seminars at International and National level, Official visits by E-Governance officials to other countries, that is further addressed by significant IT MNCs like IBM, TCS, Reliance etc that have dedicated teams on E-Governance, opening up of NISGs in States and of course the print and the electronic media reciting the motto of E-Governance or more all the IITs and IIITs having crores of Grants for E-Governance cells but then the circumstance is dismayed and every significant player is working in irregular design attempting to outmaneuver the other and take the planners and the taxpayers for a ride !!!! E-Governance is in essence, the use of Information and Communications Technology to government working to create Simple, Moralistic, Accountable, Responsive and Transparent' (SMART) governance.

This latest worldview focuses on the use of ICT to carry public services to the doorsteps of our citizens and businesses based on revolutionary changes in our institutional structures,

procedures and practices that would change the relationships between our three levels of government, our businesses and our citizens.

The revolution in Information and Communications Technology (ICT) has brought a whole new agenda for governance into the realm of plausibility. E-Governance comprises decisional processes and the use of ICT for wider investment of citizens in open undertakings. Citizens are significant stakeholders in E-Governance. The purpose of implementing E-Governance is to improve governance processes and outcomes with the end goal of improving the delivery of public services to citizens. E-Governance as the e-business of the India, being the largest democracy on the planet, has a lot to acquire from E-Governance, especially when citizen interest in governance is one of the features of the completely evolved stage of E-Governance. Numerous e-readiness assessments have been carried out at the worldwide level that depict the current state of India's e-readiness.

The Information explosion, Population explosion, quick strides in hardware development, software flexibility, the open source or more every one of the Information Communication Technologies have provided the realms of governance an instrument that is citizen friendly, much the same as the term Netizen, and give the state the muscle to move out of the files and actively render great governance to the citizens. Researchers call the E-Governance with different modern equivalents like the Smart Governance, Good Governance, Mobile Governance, and Governance on the move, and Digital Governance however the ultimate end is that any type of governance ought to ultimately carry smile to Indian face.

The governance ought to be seamless, no nonsense and there ought to be a brotherhood among the masses and that mass ought to energize the Nation and the economy also. Merely collecting taxes would not infer great governance it ought to likewise show meticulous usage of the taxes. E-Governance is a significant instrument for the Government, The Bureaucracy, The Business Community, the Service Providers or more every one of the Citizens of the country.

## **OBJECTIVE OF THIS STUDY**

1. To examination the opportunities and challenges in e-governance.
2. To examination the importance of e-governance in india.

## **MEANING OF E-GOVERNANCE**

In simple terms Electronic Governance can be defined as giving citizens the choice of when and where they can access government data and services. While E-Governance entails the processes used to provide services to the general population, E-Governance is the device to achieve E-Governance. The accompanying merit attention:

1. Putting the citizen at the center of government means utilizing more and more of Electronics and ICT in a significant number of the government capacities. (Misra D.C. 2007 E-Governance definition)
2. There are three aspects to the E-Governance
  - a. ICT enabling the government capacities - something like administrative center mechanization.
  - b. Web-enabling the government capacities with the goal that the citizens will have a direct access.
  - c. Improving Government processes with the goal that openness, responsibility, effectiveness and efficiency might be achieved.

## **A TRIANGLE RELATIONSHIP MODEL AMONG GOVERNMENT, BUSINESS AND CITIZENS**

View from the definitions of E-Governance, we can get a triangle relationship model among government, business and citizens as follows:

### **E-Governance focus aspect in E-Governance partnership**

The processes and structures that define the relationship between central government and nearby governments; the processes and structures that define the relationship between associations and departments or agencies; the processes and structures that define the relationship between government and the employees; the processes and structures that define the relationship between Legislature and the Executive.

- **E-Business focus aspect in E-Governance partnership**

The processes and structures that define the relationship between governments and the markets; the processes and structures that define the relationship between governments and the private sector.

- **E-Citizens - focus aspect in E-Governance partnership**

The processes and structures that define the relationship between governments and citizens and the processes and structures that define the relationship between countries and international foundations. The accompanying outline illustrates the relationship among E-Governance, E-Business, and E-Citizens in the context of the emergence of the supposed knowledge society, globalization, and sovereignty.

## **IMPORTANCE OF E-GOVERNANCE**

Governments can't exist or capacity in disengagement. For a government to operate effectively, a government-local area citizen infrastructure ought to be in place. This would result in a durable and meaningful data stream between the government and citizens of a country. A close-weave infrastructure would yield two overlay benefits, which would save time and money for all concerned:

In the first place, citizens can enjoy faster, effective and timely government services. This would likewise evolve a culture of self-service wherein citizens can help themselves wherever and whenever required.

Secondly, government can become more integrated into the local area itself. Likewise government can center its resources where they are needed the most. Additionally, humankind has taken a major leap with the advent of Information Technology and Information Highways. Both Information Technology and Information Highways are here to remain and affect our lives in the years to come. Thus, Government needs to take into account these realities and gear itself to create Simple Moralistic Accountable Responsive Transparent governance.

Indian Government is in competition with the worldwide leaders like USA, Japan and has more challenges and responsibilities to carry itself at standard with the developed countries.

To face such challenges, government can get E-Governance reforms. E-Governance offers a new path forward, helping improve government processes, connect citizens, and construct interactions with and inside common society.

### **EXPECTED REFORMS THROUGH E-GOVERNANCE**

As per Jain way of thinking, at root it provides three essential change potentials for great governance for development:

- 1. Automation:** replacing current human-executed processes, which involve accepting, putting away, processing, yielding or sending data. For example, the computerization of existing clerical capacities.
- 2. Informatisation:** supporting current human-executed data processes. for example, supporting current processes of decision-production, correspondence, and decision implementation. Additionally called information explosion or inflosion.
- 3. Transformation:** supporting new human-executed data processes. For example, creating new methods of public service delivery.

### **EMERGING E-GOVERNANCE MODELS**

Types of E-Governance Models can be classified into 8 categories, are as follows:

#### **1) Government-to-Citizen (G2C)**

Provide the momentum to put public services online, specifically through the electronic service delivery for offering data and correspondences;

#### **2) Citizen-to-Government (C2G)**

Provide the momentum to put public services online, specifically through the electronic service delivery for exchange of data and correspondence;

### **CHALLENGES TO E-GOVERNANCE**

While initiatives for E-Governance have been emanating from different directions, they are often experiencing some miscommunication thus repetitive and wasteful. The National Task

Force has likewise made several recommendations in this regard. The fundamental strategic challenge faced is

### **Readiness for E-Governance**

This is a multi-overlap challenge offering essential conversation starters, for example,

1. Is the Data Systems Infrastructure Ready?
2. Is the Legal Infrastructure Ready?
3. Is the Institutional Infrastructure Ready?

### **Change Management Related Issues**

The writer Muir discusses in his book the accompanying change management related issues: E-Governance initiatives would lead to obligatory hierarchical and institutional changes affecting the two people and methods at all interfaces of the Delivery Chain Acceptance of this Changed Processes would have to be properly understood, accepted, association, adopted and improved to enable full advantages of the technology being adopted in the initial segment of Smart Governance. Delegation of the decision-production leading to re-engineering and appropriate estimating of the decision making machinery. Preparing and acclimatization of the personnel at all levels more so at the lower rung of Government management associations. Loss of vested interests and assumed power just as power both among the legislature and the executive. (Muir, Adrienne and Charles 2002 ; National Information Policy )

### **E-GOVERNMENT AND E-GOVERNANCE**

E-Government is beyond the scope of E-Governance. While E-Governance is defined as a mere delivery of government services and data to the public utilizing electronic means, E-Government permits citizen direct investment of constituents in political activities going beyond government and includes E-democracy, E-casting a ballot, and partaking political action online. Along these lines, most comprehensively, concept of E-Government will cover government, citizens cooperation, ideological groups and associations, Parliament and Judiciary capacities. Blake Harris (2000) summarizes the E-Government as the

accompanying: E-Government isn't just about government web site and e-mail. It's difficult about service delivery over the Internet. It's difficult about advanced access to government data or electronic payments. It will change how citizens relate to governments however much it changes how citizens relate to each other. It will deliver new concepts of citizenship, both in terms of needs and responsibilities. E-Government will permit citizens to communicate with government, participate in the governments' strategy making and citizens to communicate each other and to participate in the democratic political process. Therefore, in broadest sense, E-Government has more ramifications than E-Governance.

### **ISSUES IN THE EXISTING IMPLEMENTATIONS OF E-GOVERNANCE IN RAJASTHAN**

There should be a single window system, and all citizen-related documents, testimonies, and certificates can be issued to conventional people at the same time. The government ought to prepare an evaluation framework to evaluate e-government projects every now and then. The evaluation framework ought to be determined based on service cost, overall evaluation, service quality and governance quality. The feedback system additionally assumes a significant part in the effect assessment and maintenance of the state's e-government project. Feedback ought to be obtained from the end users of the project, like citizens, stakeholders, managers, etc. Based on project evaluation and feedback, the government should take corrective measures. In the PDS of Rajasthan, the entire process is semi-manual, there is no real-time genuine dissemination record, and there is no programmed system to follow the absolute number of active proportion cards in the food and common issues departments.

Theft in the dispersion network can happen at different levels. Intermediaries can ordinarily attempt to take advantage of this advantage by buying based on registered cards, which may not be directly related to the real number of active cards. There is a great deal of theft in existing PDS. To overcome these problems, the FCS department can use a technology to screen real-time information and improve the efficiency of the production network, like GPS, associate UID numbers with PDS, use keen cards for beneficiaries, and biometrics for beneficiaries for identity verification. There should be a public-private partnership (PPP) to develop the system. The government likewise needs to check the efficiency and effectiveness of the system from private organizations. Several researchers suggested the need to increase citizenship and provide necessary preparing to project stakeholders. The government should

act warily when picking private organizations to implement e-government projects with no political influence. What's more, the government should use ICT and ICT devices to reform the process. Data and databases ought to be in advanced structure, not in manual structure. The progression of data between all government departments and private foundations ought to be automated. The government should periodically lead results-based evaluations of e-government plans. Moreover, the government needs to assess the electronic readiness of states and association territories

## **CONCLUSION**

Citizens are not passive in building effective e-government services. For singular citizens and significant intermediary associations that represent and help citizens and citizen gatherings, significant considerations ought to be considered and included in the utilization of e-government services This research will be a milestone in the field of e-government, and the rustic Rajasthan service benchmarking here will further stimulate PSU/SGU/Pvt competitors. Enterprises and different government agencies. Citizen-centric governments will undoubtedly deliver financially savvy, personalized and relevant e-services that simultaneously enhance democratic exchange. E-Platforms for provincial/villagers provisioned by governments to cater the needs of exchanging, healthcare and monetary services will lead to more retention of people to rustic India and may develop more financial balance to the society on the loose. This will likewise cater to the all encompassing cooperation of every person in the economic development of the Country. It will likewise facilitate the healthcare at the far off areas of state alongside monetary services.

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