



E-governance in India: Challenges and issues

¹ Arsheed Javid, ² Dr. P Chinnathurai

¹ PhD Research Scholar, Department of Political Science and Public Administration, Annamalai University, Chidambaram, Tamil Nadu, India

² Associate Professor, Department of Political Science and Public Administration, Annamalai University, Chidambaram, Tamil Nadu, India

Abstract

India is a developing country. Yet, it needs to fill the socio-economic objectives with effective governance of the Govt. E-government applications have emerged rapidly in the developing world. Every sector of India have been impacted by e-governance.. Consequently, Govt. of India has launched the various initiatives of e-governance; providing all services electronically as much as possible for the citizens of India. In the last decades the government of India launched several projects in support of e-governance, like digital India, smart govt, e-seva, e-kranthi and etc. Every projects launched by the government of India to be benefitting the citizens to a greater extent. In spite of this process, yet, there are various hindrances and challenges regarding implementation of e-governance. In other words, these challenges seem to be obstacles to smooth functioning of e-governance. Namely, technical constraints, socio-economic, cultural, privacy, security concerns and etc. Even though, there are many constraints and challenges and Govt. has lot of faith on overcoming of hindrances and paving the way for success of e-governance. This paper describes about initiatives, evolution, challenges- issues and future prospects of e-governance in India.

Keywords: e-G projects, e-G evolution, e-G issues- challenges- and e-G future prospects

Introduction

E-governance is becoming a buzzword. Across the world, E-government is about changing how governments work, share information, and delivers services to external and internal clients. We have been hearing about e-governance.as socio-economic issues' expanding day to day, Ever government started benefiting citizens by reducing delays, consolidating multiple services under one roof, eliminating the need for frequent visits to government offices, and containing corruption. All the countries around the world have an exciting opportunity by using all types of electronic devices to make government administration transparent, accountable and faster.

Today India, being the one of the largest countries democratically, geographically; and demographically as stated, it still has gap of using govt. services to its large population. Besides that, there are still problems related to socio-economic prevailing in the country like, poverty, unemployment, health, education business, and banking etc. Presently the government of India has been implementing the various initiatives in order to overcome these problems by using the electronic devices with a great speed.

Nowadays, every states, in the country, has launched different initiatives (projects of e-governance) in order to timely provide services to its enormous population. In spite of this effective process, as said the issues above, retarding the success of e-governance to some extent. The present paper is going to discuss about evolution, issues-challenges, initiatives and future prospects of e-governance in India.

Concept of e-governance

Governance refers to self-organizing, inter-organizational networks that are designed by interdependence, resource-exchange, transparency, accountability, responsiveness, rule of the game, stability, inclusiveness and equity, and empowerment and broad-based participation. Especially, e-governance is defined as “the application of ICT to improve the efficiency and accountability of government, whereas e-governance depends on the use of ICT by mobilizing government resources, and utilizing the internal information resources by the government employees with the help of citizens. Through e-governance, government services will be made available to citizens in a simple, transparent and efficient manner.

Review of literature

1. Nikitha Yadav, V.B.Singh, (2012) ^[1]: This paper sheds light on what type of technology adopted by govt. for e-governance and also pointed out that, e-governance made govt. working more transparent, effective to citizens of India. Very importantly, it concludes that by introducing technologies such as, open source and cloud computing for e-governance.
2. Shrinivas Meghashyam Athalye, (2013) ^[9]: This paper stresses on some issues and challenges of e-governance and also suggests some remedies for e-governance failures in India
3. V.S. Benival and Kapil Sikka, (2013) ^[10]: This article highlights about future prospects and challenges in India.

Besides, what initiatives taken by govt. discussed as well. It concludes that, India still lagging behind in properly utilizing ICT for delivering govt. services.

4. Poonam, Priyanka and P. Verma, (2014) [4]: This paper throws light on initiatives of e-governance in various states of India, and it includes challenges, failures of e-governance projects, solutions for good governance, etc. And also discussed the targets set out for e-governance under twelve five year plan.
5. Intekhab Khan, Nadeem Khan and Nazia, (2015) [11]: This paper discusses the reforms of e-governance regarding issues, challenges and strategies of e-governance in India.
6. Suneel Kumar, (2016) [13]: This article pointed out that position of India in the world in using ICT against developed countries. And focused on issues and challenges of e-governance in India

Statement of the problem

The existent literature describes about e-governance related to plains, policies and strategies, new technologies, implementation mechanism, challenges and issues and future prospects, etc. In fact, those literatures didn't focus on, recent initiatives, and evolution etc. Therefore, this paper focuses on recent initiatives and evolution of e-governance.

Objectives

1. To study the evolution of e-governance in India.
2. To examine the recent initiatives of e-governance.
3. To know the issues and challenges of e-governance.
4. To study on future prospects of e-governance.

Evolution of E Governance

Evolution of e governance in India could be traced back to

1970. Before it, initially, e-governance emerged in the field of economic monitoring, defense, planning and the deployment of IT for tax administration, elections, census, etc. meanwhile, govt. of India established the department of electronics, followed by NIC in 1977. in fact, it had made tremendous job to link all the district head quarts in the decade of eighties. The more than two decades long pioneering work and experience of NIC has enabled it to give a comprehensive I view of everything connected with e-governance to those who are involved in and commitment to this challenging task. Furthermore, NIC had made remarkable job of connecting thousands of government offices which are the repositories of a wealth of information required for planning and execution of numerous developments schemes and also for the governance. India among developing countries has been an early adopter of e-governance. After 1970s, there has been various initiatives with projects regarding -governance, namely, e-seva, e-kranthi, Gyandoot, N-logue, union ministry of it, national e-governance plan, digital locker, digital India, and smart govt. etc.

Recent initiatives of e-governance in India

Govt. of India has had various initiatives, since 1970 onwards. Initiatives imply that a new process, every initiatives launched by government for the sake of e-governance. As population grown up, it had to deal with providing essential services and goods to citizens. As a result, the government of India implemented several initiatives for better democratic governance. If we go past few decades about e-governance, there was the first initiative; it was NIC, 1977, thereafter, there were other initiatives like NICNET, 1987, IT ministry in 1999, e-gove. Plan in 2006; e-kranthi and latest one digital India. Following, each of these initiatives can be summarized

Table 1: Initiatives of e-Governance

Sl. No	Initiatives	Services
1.	G2C Model	This model of e-governance is to share info between government and citizens. - Payment of online bills such as electricity, water, telephone bills. - Online registration of applications - Copies of land records - Online filing of complaints - Availability of any kind of information
2	G2G Model	This is model of -governance is to share info between the intra governments - Sharing of info between police dept. of various states -Government document exchange(preparation, approval, distribution, and storage) - Most of the finance and budget work done by e-governance
3	G2B Model	This model helps to share info between government and private sector - Collection of taxes - Rejection and approval of patent of companies - Payment of all kind of bills and penalty - Sharing of all kind of info, rules and data
4	G2E Model	This model links the information between government and employees -Employees can register all kind of working forms through online -All kind of data submission (employee record & attendance) from various govt. offices -All kind of rule-regulation and information for employees can be shared by this -Employee can file all kinds of complaints and dissatisfaction by this model.

From the above table it has been observed, among these major initiatives, there some important projects implemented so far, all of these projects led to initiatives for the better. e-

governance. These projects have been implemented by both centre and state governments as a mission mode projects those tabled as they launched in turn.

Table 2: State wise projects of e-governance

S. No	State/Union Territories	e-Projects
1	Andhra Pradesh	e-seva, card, VOICE, MPHS, FAST, e-cops, Saukaryam
2	Bihar	E-Khajane, Sales Tax Administration Management Information
3	Chhattisgarh	Chhattisgarh Info Tech Promotion Society, Treasury Office, e-linking project
4	Delhi	Automatic Vehicle Tracking System, Electronic Clearance System, Delhi Slum Computer Kiosks
5	Goa	Dharani Project
6	Gujarat	Dairy Information System Kiosk(DISK), Form Book Online, Census Online, Tender Notice
7	Haryana	Nai Disha, Result through Binocular
8	Himachal Pradesh	Lok- Mitra, e-pension, Unreserved Ticketing System by Indian Railways
9	Jharkhand	Vahan, Tender Notice
10	Karnataka	Bhoomi, Kaveri, Khazane
11	Kerala	RD Net, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services(FRIENDS)
12	Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transportation Department, Headstart
13	Maharashtra	SETU, Koshvani, Telemedicine Project, Online Complaint Management System Mumbai
14	Orissa	E-Shishu, Common Service Centers(CSCS) in Panchayats
15	Rajasthan	Jan Mitra, Lokmitra, RajNidhi, Aarakshi-Online FIR, Professional e-Delivery of Tax Payers by Income Tax
16	Tamil Nadu	Application Forms Related to Public Utility, Tender Notice & Display
17	West Bengal	Vehicle Registration, Land Records, Birth and Death Registration, Computerization of Health Records, Payment of Excise Duty, Sales Tax and Local Tax, Electronic Bill Payment of Water and Electricity

From the above table, the government of India has implemented these projects to make the digital India and that is why the 21st century, India is being the emerging economy, there is much more need to implement all these Initiatives through a smooth process.

Challenges and issues of e-governance

Operational

- No clear revenue stream for the private sector
- Lack of government policies.
- Inappropriate processes for tendering.

Economic

- Government unwilling to commit funding.
- Viability of public private partnership uncertain.

Planning and the implementation

- No clear road map with measurable milestones.
- Low emphasis on process re-engineering.

Personal

- N champion identified for e-governance.
- Lack of ownership of projects and frequency of person transfer high.

E-governance is a vast project so it should be used in a complicated manner. Internet and computer network are the major source of E-governance. Every ministry or department of the state governments should be more responsible and accountable in the implementation of e-governances services. E-governance solution must have multiple strengths, as it has various aspects like grievances redressal, issuing of certificates, permits licenses and collection of payments.

Technology Issues

Both in centre and the states a number of organizations have

admirable initiatives to develop software and hardware platforms to address the challenges of E-governance.

1. Interoperability: It is one of the critical issues of e-governance. Interoperation among ministries and departments is difficult, and it became obstacle for processing and sharing data. In other words, web based data how to be captured and in which format these seem to be major issues of e-governance.

2. Security: During the present day's security of online transaction is becoming a major issue; banking, utility bill payments and issuance, all these services provided by e-governance. Despite that still there is lack of many services, by security reasons

3. Privacy: It is one of the key issues of e-governance, the important information provided by the citizens should be secured by government. otherwise, the valuable information may misuse by any person or any institution.

4. Authentication: It is better to know the right user of the services or it may be misused by private competitions. Meanwhile, the digital signature plays major role in providing authenticity. In fact, it is expensive and causes for frequent maintenance.

Economic issues

1Cost: It is one of the important economic issues implementation of e-governance operations and maintenance of services fetch huge cost to govt.

2. Reusability: Any models developed by government, must be reusability. E-governance is being national plan, what it incorporates any software or modules should be used by other administrations.

3. Maintainability: Maintenance should be given due importance. Because, IT ministry has been continuously developing new soft ware's in order to fill the current needs of citizens. Consequently, govt. launched new projects for example, digital India.

4. Portability: The primary requisite for portable applications is independence of components from hardware and software platforms in order to help in possible reuse by administrations

Social Issues

1. Accessibility: In the era of technology, mostly number of people using internet via computers and mobile phones. In the context of India, there is still gap arising between users and nonusers; it is because of language barrier, inadequate infrastructure in rural areas, etc.
2. Usability: Users of e-governance may be literate or illiterate. Any technology or software to be used as user friendly to greater extent, only then, citizens could use it as smoothly as possible. Use of local languages: India's population is second next to china, over 65 % only literate citizens are there; rest of population cannot understand the English language. Therefore, govt. should make it more comfort by translating this language into their regional languages for the sake of benefit of e-services.
3. Awareness about e-governance: Still in India the majority of people has not been aware of it, On account of illiteracy, non-accessibility of internet in rural areas, lack of will using internet services, etc. Therefore, educated citizens, concerned institution and dept. should come forward to get rural people benefited by e-services

Future prospects of e-governance

1. All kind of government services should be deliver electronic mode. It will make government efficient, transparent, and easy accessible to citizens to get benefited by various services provided by e-governance.
2. The villages are the part of the real time governance supply chain, so the villages should be connected through which, both transactional and informational govt. services provided and providing innovation in mobile governance.
3. Government makes efforts to insert advanced technology for executing the ongoing projects to large extent.
4. To develop an eco-system that increases innovation in e-governance for government and for application that creates the welfare for the citizens.
5. To develop ethical use of e-governance services through which the information of government, private institutions securing and safe e-government, cyber world.

With regard to e-governance, few targets has been outlined by 12th five year plan, they are,

1. The Autonomous national institute for e-governance would be established
2. Out of one person per family in 50% of the families will be targeted to provide basic e-governance training in the twelve plan period.
3. Through e-governance electronic deliveries of services bill will be implemented.
4. To give more impetus to innovation in e-governance and

mobile governance. an e-governance innovation fund and R&D fund will be created

5. E-governance training skills will be introduced systematically for the existing and all new entries into government services.
6. The government should take more focus on cyber security during the twelve five year plan.

Conclusion

E-governance has made rapid progress in India. During from a decade e-governance has had great role in each sphere of the economy. India economy has been fastest growing one on account of good governance. Still the government of India is struggling to provide services to its citizens before initiatives of e-governance.

When government started implementing various initiatives for e-governance; it has become one of the emerging economies due to its potentiality of e-governance. Till now, govt. has implemented various initiatives with different projects (Digital India, e-kranthi, etc.).

However, it still has some hurdles regarding e-governance, such as: digital divide between urban and rural, poverty, illiteracy, security and cost of implementation, etc. Each of these issues and challenges are posing serious concern to government. Meanwhile, previous and current govt. launched multiple initiatives by overcoming the above issues and challenges. Under twelve five year plan, some of the future prospects outlined and partly achieved by every government. However, govt. should spend more on this initiative to make it transparent, convenient, and safer and citizen friendly in order to enhance people confidence in to good democratic e-governance.

References

1. Nikithayadav Singh VB. e-Governance: past, present and future in India, international journal of computer applications (0975-8887), 2012; 53(7).
2. <http://vikaspedia.in/e-governance/national-e-governance-plan/concept-of-e-governance>
3. www.thehansindia.com
4. Malik Poonam, Dhillan Priyanka, Verma Poonam. Challenges and future prospects for E-governance in India, International Journal of Science, Engineering and Technology Research, 2014; 3(7).
5. www.deity.gov.in
6. <https://en.wikipedia.org/wiki/E-governance>
7. <http://indiaegovernance.blogspot.in/2008/03/e-governance-what-does-it-mean.html>
8. <http://www.unesco.org/new/en/education/themes/strengthening-education-systems/quality-framework/technical-notes/concept-of-governance/>
9. Meghashyam Athalye Shrinivas. e-Governance: issues and challenges, epitome: an online interdisciplinary, multidisciplinary journal, 2013; 2(2).
10. Beniwal VS, Sikka Kapil. e-Governance in India: prospects and challenges, International Journal of Computer & Communication Technology, issn: 0975-7449, 2013; 4(3).
11. Khan Intekhab, Khan Nadeem, Nazia. e-governance reforms in India: issues, challenges and strategies-an

- overview, *International Journal of Computer Science*, 2015; 12(12):2.
12. Annual Report. e-Governance Policy Initiatives under Digital India, Dept. of Electronics and Information Technology, Ministry of Communication and Information Technology, Govt. of India, 2015.
 13. Kumar Suneel. e-governance in India, *Imperial Journal of Interdisciplinary Research*. 2016; 2(2):2454-1362.