

Role of ICT in Rural Local Self Governance: A Case Study of Sahapur Gram Panchayat in Malda District

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ABSTRACT

Local self government is the basic unit of democratic participation. It provides the basic needs of citizen as well as the society. Panchayats are playing crucial role of democratic, decentralized governance in India. Panchayat provides the opportunities to participate the rural people in governing process. It gives an important stage for ensuring the participation of rural people to analyze their problems and emphasize on the responsible and effective gram Panchayat. In this context, ICT had been playing for the achievement of effective, efficient and transparent governance in rural section. The strategies are taken by the government for strengthening of PRIs and the reformation of administrative structures.

In these circumstances I want to find out the realities of the application of ICT in the rural area. My study area is Sahapur GP in Malda district of West Bengal. Sahapur is a Village in Old Malda Block in Maldah District of West Bengal State, India. It belongs to Jalpaiguri Division. Maldah district has been composed with fifteen Community Development Block. These Fifteen Community Development Blocks are under the Maldah Sadar Sub-Division and Chanchal sub-division. Nine community development Blocks are under the Maldah Sadar sub-division. Six community development Blocks are under the Chanchal sub-division. English Bazaar Municipality and Old Malda Municipality are under the CD block.

The objectives of this paper are to highlight the historical background of Panchayati Raj System and application through ICT in Sahapur of Malda District. In this paper I want to explore the necessity of ICT in Panchayati Raj System utilisation of ICT. The basic principle of my paper is to analyse the theoretical concept of good governance and necessity of ICT. The field study has been conducted in Sahapur Gram Panchayat of Old Malda Block in Malda district, West Bengal.

INTRODUCTION

Local self-government is the system by which citizen of civil society participate in the process of governance. In this connection Panchayati Raj institutions have been playing the very important role for the enhancement of self-governance of villages in India. The rural people cultivate the cooperative common interests through the Panchayat system. These Panchayats are the local self-government of the village in India. In the year of 1992, the three tiers Panchayati Raj institution was established by the 73rd constitutional amendment, Gram panchayat at the village level, Panchayat Samiti at the block level and Zilla Parishad at the district level. This was the historical benchmark for the grassroots level democracy and political rights of people. The main objective of Panchayati Raj institution is to ensure rural people's participation in the decision-making process of governance. The population of rural areas represents two-thirds of the total population in India. Maximum numbers of people in rural areas are underdeveloped. Rural India has remained poor while the rest of the country has moved ahead. So their participation in governing process is very much essential for nation's development as well as good governance. In the era of

globalization, the ultimate goal of every society is to establish the good governance which promotes the sustainable development. Good governance ensures government effectiveness, people's participation, Transparency, accountability etc. In this context, Information and Communication Technologies (ICT) are necessary to ensure the effectiveness, efficiency and transparency of government in rural areas. The Local Self Government for public service acquires the new paradigm through the ICT.

The government of India took several schemes for rural development in India. Such schemes have been operated by e-application. Use of ICT in PRIs allows the citizens to participation decision-making process of government in their respective areas in a new way and interacts with the government in local level as well as central level. It also gives an important stage to the rustic people to analyze their problems and emphasis on the responsible and effective gram Panchayat. In this paper, I am going to analyze the theoretical concept of good governance and necessity of ICT and the realities of the application of ICT in the rural area with a case study in the light of Good Governance.

OBJECTIVE OF STUDY

The main objectives of this paper is

- To highlight the historical background of Panchayati Raj System in India.
- To understand the concept of good governance and ICT.
- To explore the necessity of ICT in Panchayati Raj System.
- To find out the realities of the application of ICT in the rural area with a case study.

METHODOLOGY

It has been analytical and descriptive. The historical and analytical method is used for the analyses of different aspects of good governance. The historical method seeks to focus and analyze the political significance in this society. On the other hand internet source is the valuable source to trace the problems. This paper is mainly based on information collected from various books, journals, and newspaper and internet sources. This paper is mainly based on primary and secondary data.

EVOLUTION OF RURAL LOCAL SELF GOVERNANCE IN INDIA

The notion of local self Government is not the contemporary concept in India. It is as old as like civilization. It is no doubt that the modern Panchayati Raj system came from the ancient Indian social and political practices. Panchayat literally means a 'council of five'. In the Vedic period, the village was the basic unit of the administration. This village administration was supervised by "Headman" who was called 'Gramini' or 'Grampa' and other village elders. The village head was appointed by that particular community and headman was accountable to them. These village communities were a self-sufficient and self Independent body, which was closely associated to the democracy. In the period of Mauryan Emperors, the system of village administration had some changes. Due to the tendency of centralized administration, village administration lost their autonomy. The village administration in this period (236 B.C -236 B.C) was divided according to their population and it consisted of 100 to 500 families. It closely associated with the agriculture and every village demarcated by rivers, forest, lakes, ponds etc. The village officials were composed by The Headman (Adhyaksha), The Accountant (Samkhayaka), The Village Officials of different grades (Sthanikas), The Village Courtiers (Jamgha Karlka), Veterinary Doctor (Anikastha), Village medical Officer (Chlkitsaka). During the period of Gupta emperors, the village council gained more importance and treated as a regular body in some parts of India.

In the period of the sultanate, all legislative, executive, judicial and administrative powers were vested in sultans. Here the Panchayat system looked after education, sanitation etc. and acted as a judicial body to settle down disputes (Chakraborty: 2008). In Mughal Period, villagers lost their all power and importance because of highly centralized bureaucracy and military force. The Mughal emperor was the repository of all powers. There was no direct relation between the villagers and the state. Due to their new land policy, all lands were integrated on central revenue system (Das, 2012). Hugh Tinker has said;

"The Mughals had interfered very little with the ancient customs of village government. They incorporated the village into administration as a unit for revenue and police purposes only. The state Dealt through the headman or muqaddam who was held responsible for the maintenance of law and Order and the restitution of theft within the area of his authority. The Judicial powers of the Village Council, the panchayat, were considerably curtailed, under the Mughals, otherwise, the local affairs Remained unregulated from above and the village officers and sen/ants were answerable primarily to The panchayat."

During the period of Britishers, the great push was given through the resolution to the local self-government introduced by Lord Ripon in 1882. In this resolution, he highlighted administrative efficiency and political education was the crucial for the local self-government. The next landmark was the formation of Royal Commission in 1907 and it submitted its report in 1909. The Royal Commission very much emphasized on decentralization and authorization of the gram panchayats to manage their local problems. Another landmark executed in 1919 by Montague-Chelmsford reforms act. Under this act local self-government as a provincial transferred subject under the domain of Indian ministers in the provinces. After that, the number of states passed a resolution to functioning the Panchayat like Bengal Village Self- Governance Rules in 1919, Madras, Bombay and United Provinces Gram Panchayat Rules in 1920, Bihar Odissa Village Administration Rules and Assam Village self Governance Rules in 1926, Punjab Village Panchayat Rules 1935. With the hand of Britishers, the Modern sense of local self-government had emerged. But till then the local self-government was undemocratic. Britishers collected tax from Panchayats basically Chowkidari tax for maintaining of its watchmen. These Panchayats were composed by persons who were nominated by the District Collector or any subordinate officer chosen by him.

India started a new period grassroots development in the history of local self-government of India since independence. The importance of local self-government was growing. The modern sense of Indian local self-government was developed with the contribution of the national leader like Mahatma Gandhi, Jawaharlal Nehru, Netaji Subhash Chandra Bose and Jay Prakash Narayan which was deeply influenced by the western thought of local self-government. Gandhiji's 'Gram-Swaraj' based on local self-government and concept of 'Ramrajya' gave the autonomy of villagers.

After independent, India's major concern was that the socio, economic and political development of the rural areas. The first step was taken by the central government through Community Development Programme (CDP) on 2nd October 1952 for rural reconstruction. The central government launched another programme called National Extension Service (NES) in 1953. The CDP and NES both were failed to fulfill their goal. The participation and involvement of the people were very much decline. Later the government of India had set up many committees for the establishment of Panchayati Raj system like Balwant Rai Mehta Committee (1957), Ashok Mehta Committee (1977), G.V.K Rao Committee (1985) and L.M Singhvi Committee (1986). Finally, After 45 years of India becoming independence, the 73rd constitutional amendment was passed by the parliament in December 1992. Through this amendment part IX titled "The Panchayats" (Article 243 to 243O) and XI schedule (29 functions of panchayats included in this schedule) added to the constitution. The main objective of this amendment was to enable rural people's participation in

the grassroots level. Gram Sabha (article 243A) consider as a basic unit of the direct democracy at the gram panchayat. Through the Gram Sabha peoples can directly engage in the governing process

After a discussion about historical background of local self-government, it is can be concluded that the concept of local self-government is not new and the impact of Panchayati Raj system in India is very much crucial for making democracy successful. Panchayati Raj institution provides political education to the rural people. Rural people can politicize their problem through Panchayati Raj institution for a quick solution of their problems. Presently the government of India giving deep attention to the development of Panchayati Raj institutions for the upliftment of rural people.

GOOD GOVERNANCE

The concept of governance has been very popular in the field of social sciences during the last few decades. In 1989 World Bank study "Sub-Saharan Africa-from Crisis to Sustainable Growth", in this time governance refer to need for institutional reform and a better and more efficient public sector. In 1992 World Bank publication "Governance and Development" defines governance as *"the manner in which power is exercised in the management of a country's economic and social resources for development"*. Governance refers to all aspect of the way government fulfill its job for societal development. In other word, governance is a process by which all governmental, as well as non-governmental organization, involved in decision-making process including family.

Governance as the normative sense has given the concept of 'Good Governance'. Good governance enables the government to provide equal opportunities and fair delivery of goods and services to the people who are most marginal in the society. Good governance refers to steering the people of a country in the best direction possible. Good governance is that governance where people steeping together and moving forward together with those who are in control of the political destiny. In other words, Good governance ensures proper utilization of all the policy of the government which enables people to more inclusive in the governing process. According to UNDP, *"Good Governance is, among other things, participatory, transparent and accountable. It is also effective and equitable. And it promotes the rule of law. Good governance ensures that political, social, and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision making over the allocation of development resources"*. According to World Bank good governance has eight indicators like participation, consensus Oriented, accountability, transparency, Responsiveness, effectiveness and efficiency, equity and inclusiveness and follows the rule of law.

ICT AND GOOD GOVERNANCE

ICT stands for Information and Communication Technologies. It refers to several set of technological tools that can help to provide right information and quality services to the right people by minimal cost, time and efforts. ICT has dramatic changed the way of the modern society. ICT helps to reducing costs of several operations taken by private and governmental sectors by increasing operational efficiency and staff productivity. By using of ICT in every aspect of governance, governance has transformed into a new paradigm that is called E-Governance. It also promotes revolutionary

changes in local government or public service. E-Governance is not just about government website and email or e-payment. *It will change how citizens relate to government as much as it changes how citizen relate to each other.* (Neetu Katyal).Application of ICT in all aspect of the governance has delivered various forms of e-services like G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government), G2E (Government to Employee). Government sectors provide information related to their accomplishments, achievements, programs, and plans through websites to the citizens. Citizens also can send feedback or query on any plans, programs from their home using the ICT tools which affect them. Through the online process people can easily upload and download forms, filing taxes, doing financial transaction through the e-banking services, getting job through different online job portals etc.

ICT has been promoting sustainable development, creating employment opportunities as well as increasing the betterment of public services and encouragement for innovation. It has also been improving the effectiveness of citizen's quality of life. Almost every country has been adopting ICT as a tool for improving the process of governance. Hence ICT accelerate the governing process to make it good. Every institution of the government is more efficient to deliver all services to the citizen by using ICT. Through the application of ICT people can more participate in the decision-making process that means people can interconnect with the government at minimal cost, time and effort. The governing process has been more transparent and accountable for using ICT. So in this 21st century, ICT as a governing tool take a major role in all aspect of development as well as good governance.

NECESSITY OF ICT IN RURAL LOCAL SELF GOVERNANCE IN INDIA

It is very important to use of ICT in local self-governance. Good governance cannot be possible if the local self-governance has failed to deliver the public service. India has a huge population where two-third of this population is belonging to rural areas. Till now most of the panchayat areas are suffering from lack of basic amenities like roads, health care, primary education, water supply, electricity supply etc. In this situation, it is very difficult to think about the use of ICT in governmental sectors. In this era of liberalization, privatization, and globalization (LPG), every citizen has to be very informative for their daily livelihood. ICT provides all basic information as per our requirements at minimal cost, time and efforts. Social media like facebook, twitter, WhatsApp etc. empower people to politicize their problem at all level. So it is very important to think that application of ICT in all aspect of governance is very crucial for development as well as good governance. ICT also plays to achieve effective, efficient and transparent governance in rural sectors/areas. Now use of ICT in all aspect of governance enables sustainable economic and social development. People in rural areas in India need to be more empowered. *"ICT enables the PRIs to proliferate their participation in governance and decision making processes by establishing communication between government and citizen"* (K. Puneet ,et al, 2013). It also increases transparency, accountability, impartiality in the system.

ICT IN RURAL LOCAL SELF GOVERNANCE IN INDIA

May 18 in 2006 Indian government accepted the policy of National e-Governance Plan (NeGP). It included the 27 Mission Mode Projects with 8 components. In 2011, 4 more

projects; Health, Education, Public Distribution System (PDS), and Posts have been established in the list of 27 Mission Mode Projects (MMPs) which made the 31 Mission Mode Projects (MMPs). These MMPs are classified at three levels, central level MMPs, state-level MMPs, and integrated MMPs. Presently Government of India has been approved as an

essential pillar of digital India called E-Kranti. In these initiatives there are 44 MMPs (Table no 1). Out of these 13 MMPs are under central MMPs, 17 MMPs are under state MMPs and 14 MMPs are under Integrated MMPs.

Table no 1
List of new MMPs under e-kranti

Sr.	Central MMPs (#new MMP)	State MMPs(#new MMP)	Integrated MMPs (#new MMP)
1	Income Tax	Land Records	EDI (E-Commerce)
2	Passport	Road Transport	e-Biz
3	MCA21	Property Registration	Common Services Centres
4	Insurance	Agriculture	India Portal
4	National Citizen Database	Treasuries	E-Courts
6	Central Excise	Municipalities	E-Procurement
7	Pensions	Gram Panchayats	National Service Delivery Gateway
8	Banking	Commercial Taxes	Financial Inclusion
9	e-Office	Police (UTs initially)	National Geographical Information System
10	Posts	Employment Exchanges	Social Benefits
11	Visa & Immigration	School Education	Roads and Highways Information System (RAHI)
12	e-Sansad	Health	e-Bhasha
13	Common IT Roadmap for Para Military Forces	PDS	National Mission on Education Through ICT (NMEICT)
14		e-Vidhaan	Urban Governance
15		Agriculture	
16		Rural Development	
17		Women and Child Development	

Source: <http://www.digitalindia.gov.in>

E-PANCHAYAT

E-panchayat was included in the state level MMPs which enabled digital Panchayat system for development of transparency and efficiency of governance in rural areas. It could improve the social and economic status of the villages and remove the corruption from the society. E-Panchayat Mission Mode Project has been undertaken by the Ministry of Panchayati Raj with the vision to strengthening Panchayati Raj system in all aspect. E-Panchayat is a functional and effective digital platform which connects all the Gram Panchayat across the country through the internet. E-Panchayat MMP has been conceptualization into 12 core applications. These are...

1. *Local Government Directory (LGD)*: All the information about the organizational structure of local government and its revenue entities are available online through these LGD applications.
2. *Area Profiler*: Under the Area Profiler applications, all the details of socio-economic, Tourist places, public infrastructure and amenities,

neighboring local bodies, family register and demography for each village Panchayat, has been recorded and maintained.

- 3.
4. *Plan Plus*: It facilitates citizen to participate in the decentralized planning process. Through the plan plus applications citizen submit their suggestion when corresponding plan unit call for the suggestion.
5. *PRIAsoft*: Panchayati Raj Institutions Accounting Software (PRIAsoft) strengthening transparent and accountable accounting system in the all the three tiers of the Panchayat.
6. *ActionSoft*: It is the application by which various work or scheme are monitored.
7. *National Asset Directory (NAD)*: NAD facilitates to stock all the assets which have been maintained by rural local bodies and urban local bodies for

effective utilization of the assets in the rural local bodies in the country.

8. *Service plus*: Service Plus is an e-service delivery platform in which citizen can track their submitted application in online mode.
9. *Social Audit & Meeting Management (SAMM)*: It facilitates to manage social audit and meetings of Gram Sabha for making PRIs transparent and accountable.
10. *Training management*: Training Management portals enable PRIs more efficient by providing training or skills according their demands.
11. *National Panchayat Portal (NPP)*: the main objective of the NPP is to establish strong e-governance in PRIs. It is necessary to provide the dynamic WebPages for sharing the information to citizen in the society.
12. *Geographic Information System (GIS)*: it provides geographical information in PRIs like land record.
13. *Audit Online*: audit online application facilities financial audit in PRIs. It records all details of the audit of PRIs to share in the public domain.

DIGITAL INDIA

In recent time Indian government has initiated a landmark project called digital India. It has been considered as an umbrella project which containing various projects to deliver better service to the citizens. The main vision of this project is to connect the entire Gram Panchayats of the country through internet connectivity. The main focus of digital India is to provide the government services in electrical form. To achieve this goal of Digital India, the government has been more emphasized on nine pillars of growth areas. Each of these areas has separate goal under the multiple ministries and departments. These are mentioned below-

1. *Broadband Highways*: In this project, 250,000 gram Panchayat has been covering under the National Optical Fibre Network (NOFN). The nodal department of this project is Department of Telecommunications (DoT).
2. *Universal Access to Mobile Connectivity*: This project has been focusing on the network penetration and reducing digital divide across the country. There are 55,619 villages in India where no connectivity of mobile coverage. Through this initiative, all the uncovered villages would have network coverage of mobile.
3. *Public Internet Access Programme*: Common Service Centres (CSCs) and Post Offices as multi service centers are under the Public Internet

Programme project. All the gram panchayat would have CSCs which focuses on sustainable and multi-functional end-points for greater service delivery and business services of the government.

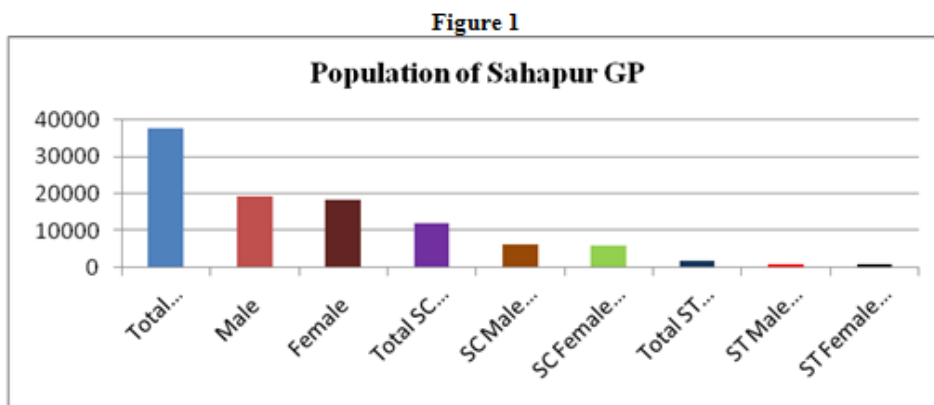
4. *E-Governance*: Reforming Government through Technology: All government services have been reform through the ICT for making the government process more efficient and effective.
5. *E-Kranti - Electronic Delivery of Services*: E-kranti is one of the most important pillars of the digital India initiative. The main objective of this initiative is to 'transforming e-Governance for transforming governance'.
6. *Information for All*: open data platform would be established for the open and easy access of information for citizen. It enhance citizen's right to information for making administration more transparency and accountable.
7. *Electronics Manufacturing*: Electronics manufacturing has been promoting manufacturing of electronics in the country. This goal would be taken through several fronts like Taxation, incentives, Set top boxes etc.
8. *IT for Jobs*: Main objectives of this pillar are to provide proper training to the youth of villages and towns in the field of IT which makes huge employment opportunities in this knowledge base economic world.
9. *Early Harvest Programmes*: Early Harvest Programme is that type of initiative of the digital India platform which is to be utilized in short timeline. It includes several programmes like IT platform for message, biometric attendance, wifi in all universities, public wifi hotspot etc.

CASE OF SAHAPUR GP

The field study has been conducted in Sahapur Gram Panchayat of Old Malda Block in Malda district, West Bengal. Sahapur is a Village in Old Malda Block in Maldah District of West Bengal State, India. It belongs to Jalpaiguri Division. Maldah district has been composed of fifteen Community Development Block. These Fifteen Community Development Blocks are under the Maldah Sadar Sub-Division and Chanchal sub-division. Nine community development Blocks are under the Maldah Sadar sub-division. Six community development Blocks are under the Chanchal sub-division. English Bazaar Municipality and Old Malda Municipality are under the CD block. The Sahapur GP consisting with 23 gram sansad. Out of this 12 are women. As per census report in 2011, the total population of this area is 37744 and 8013 household (Table no.2).

Table no. 2 Population of the Sahapur GP

GP Name	Total	Male	Female	Total SC	SC Male	SC Female	Total ST	ST Male	ST Female	Total Household
Sahapur	37744	19376	18368	12132	6275	5857	1734	850	884	8013



The Panchayat office of the Sahapur GP has been functioning. The office has computers with internet connection. The governing body has positivity towards the application of e-Panchayat. But poor e-literacy rate among the members and administrative staff of the Panchayat is the major limitation for the implementation of such digitizes platforms. The computer skills of the Panchayat Staffs have to be improved. Total number of employee in this Panchayat office is 11 out of which 5 are not user-friendly to use computer. So lack of the sufficient employee with well trained in computer knowledge is one of the major factors to deliver services to citizen through such applications.

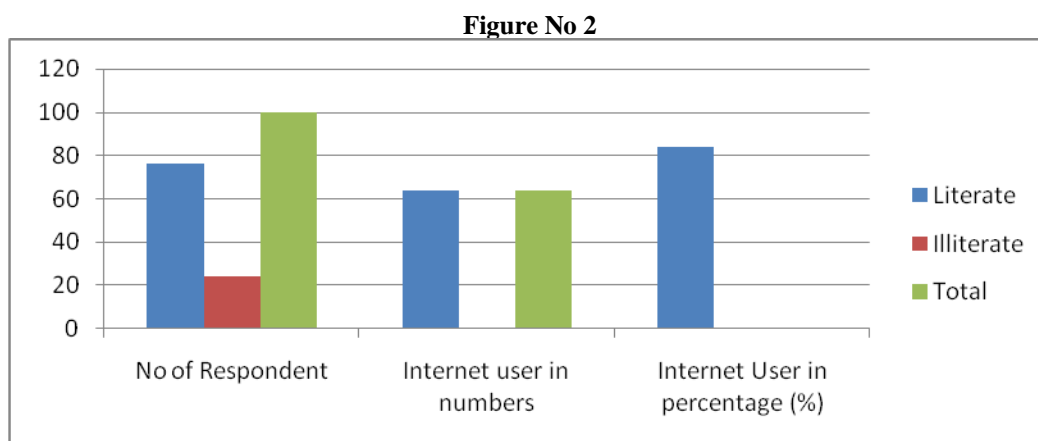
Internet Penetration in Sahapur GP

The total number of respondents in this study is hundred. From my field survey I found that maximum numbers of the responded are belonging to well socio-economic background, enjoying several e-services of the government. To understand the attitudes of the people of the Sahapur Gram Panchayat towards the application of ICT in all aspect of the governance, I have been used six parameters which determine the internet usage of the respondent.

I have tried to find out the percentage of internet users in terms of education in Sahapur GP. I have found that there are 84.21 % internets users of total respondent who are liberate. There are no internet usage of person who are illiterate.(Table no 3, Figure no 2).

Table No 3 Internet usage in terms of Education

Education	No of Respondent	Internet user in numbers	Internet User in percentage (%)
Literate	76	64	84.21
Illiterate	24	0	0
Total	100	64	



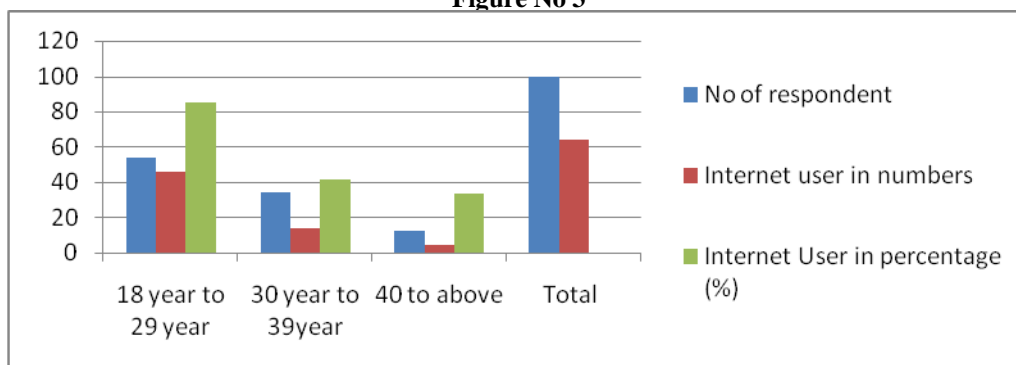
On the other hand internet use has also been determined by the age. The younger respondent have higher rate of internet usage. There are 85.19 percent people who belong to 18-29

years of age group and 41.18 percent, belong to 30 to 39 years age group and only 33.33 percent are belong to 40 to above age group (Table no 4, Figure No 3).

Table No 4 Internet usage in terms of Age

Age	No of respondent	Internet user in numbers	Internet User in percentage (%)
18 year to 29 year	54	46	85.19
30 year to 39year	34	14	41.18
40 to above	12	4	33.33
Total	100	64	

Figure No 3



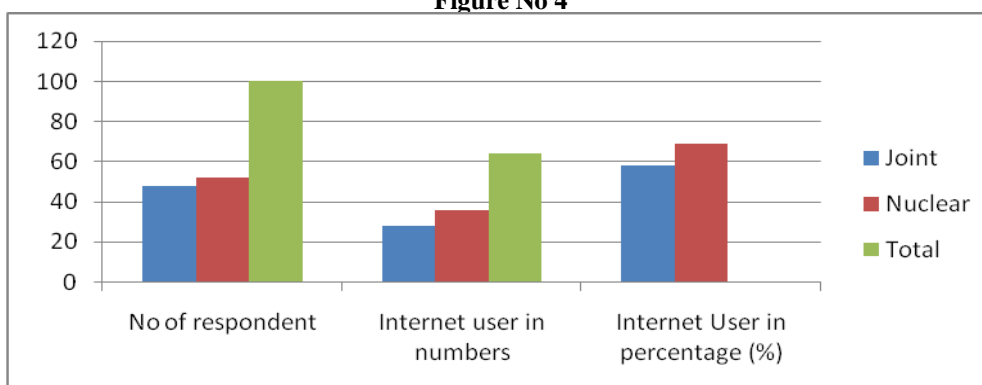
Usage of internet has been also determined by nature of family. 58.33 percent of total respondent who can use internet are belong to joint family and 69.23 percent internet users

belong to nuclear family. So we can say that the higher rate of internet usage also depend on the nature of family (Table no 5, Figure no 4).

Table No 5 Internet usage in terms of Family

Family	No of respondent	Internet user in numbers	Internet User in percentage (%)
Joint	48	28	58.33
Nuclear	52	36	69.23
Total	100	64	

Figure No 4



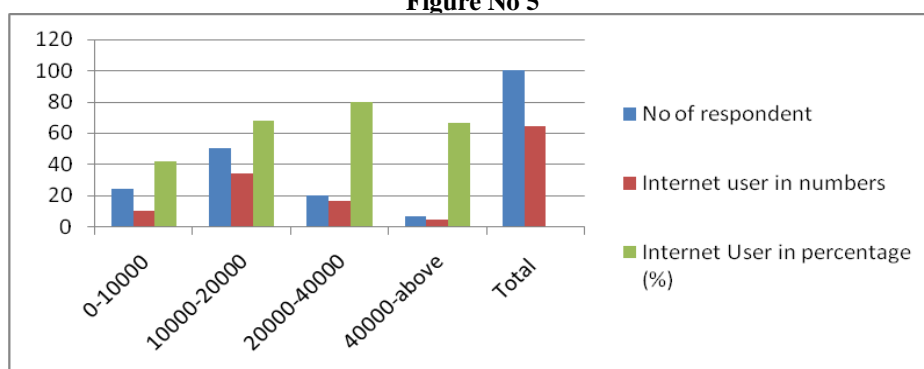
From my field survey I have found that economy is the one of the main determinants for increasing the rate of internet usage of people. Low income background family has low

percentage of internet usage and higher income have increased the internet usage of respondent (Table No 6, Figure no 5).

Table No 6 Internet usages in terms of monthly family Income

Income in Rupee	No of respondent	Internet user in numbers	Internet User in percentage (%)
0-10000	24	10	41.66
10000-20000	50	34	68
20000-40000	20	16	80
40000-above	6	4	66.66
Total	100	64	

Figure No 5



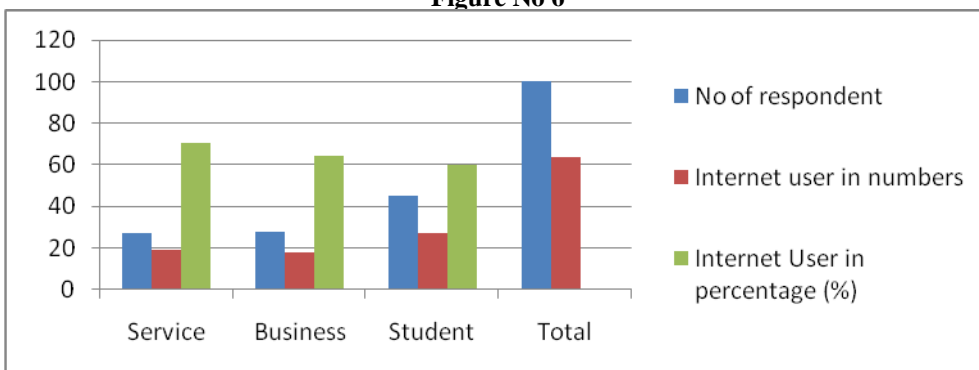
In terms of occupation, the percentage of the internet user in Sahapur GP who involve in service is 70.37 percent, for businessman 64.28 percent and for student 60 percent. In it

clear that the use of ICT is increasing in the students and younger generation (Table No 7, Figure No 6).

Table No 7 Internet usage in terms of Occupation

Occupation	No of respondent	Internet user in numbers	Internet User in percentage (%)
Service	27	19	70.37
Business	28	18	64.28
Student	45	27	60
Total	100	64	

Figure No 6



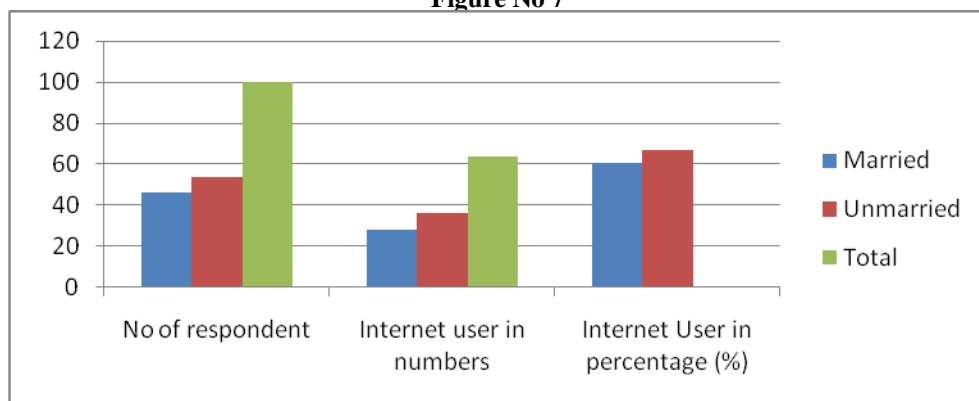
Marital status is the one of the determinants of people's usage of internet. In my field study, there is a 60.87 percent internet user are married and 66.66 percent internet user is

unmarried. So higher rate of internet penetration in this study area belong to unmarried (Table No 8, Figure No 7).

Table No 8 Internet usage in terms of marital status

Marital status	No of respondent	Internet user in numbers	Internet User in percentage (%)
Married	46	28	60.87
Unmarried	54	36	66.66
Total	100	64	

Figure No 7



CONCLUSION

From above discussion on the role of ICT in rural LSG in Sahapur GP, it is clear that the government has been going to establish and institutionalize the e-governance in Local Self Government. Since 2006, this mission has been implemented for the development of efficiency and accountability of local self government. But usage of ICT is found dissatisfactory. In this context the infrastructure and attitudes of functionaries is necessary for its success. E-Governance has developed without infrastructure. On the basis of my study the under mentioned suggestions have been suggested to make e-governance more

efficient and transparent in the village society. It can provide the accountable and good services at local self governance.

- Administrative staffs and governing body of the local self government are the main actors for implementation various e-governance plans in rural local self governance. The members of the governing body have not clear idea about e-governance services. It is very necessary to be trained about ICT to members of the Gram Panchayat.

- Proper infrastructure has to be implemented to create a healthy environment for application of ICT. Open workshop, free training, and demonstration, free trials can be implemented in village areas.
- Free access of internet can be provided for the ordinary people in rural areas.
- Government website should be language friendly to the people. Because language is the main barrier for use computer/mobile application to the less qualified ordinary people.
- Need of well trained officials to every governmental institution to speed up governance process. IT professional personnel should be recruited in rural local self government.
- Local leader should motivate the people of their respective areas to use ICT tools for better services.
- Co-ordination across administrative and policy boundaries is very much essential.
- Sufficient fund should be provided to local governmental bodies to implemented e-governance plans.

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