

# Challenges and Prospects of e-Governance: Indian Perspective

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## ABSTRACT

Within the current state of affairs, info technology has more the impetus to the services provided by the govt. This paper focusses the role and potential of knowledge and communication technologies (ICTs) in support of good governance programs in many countries. ICTs will create a major contribution to the accomplishment of good governance goals. The 'e-governance' makes the governance a lot of economical and more practical, and conjointly brings edges to the citizens of the country. we'll be outlining the 3 main contributions of e-governance: first off, rising government processes; second connecting citizens and third building external interactions. The developing countries face 2 key tasks. Primarily, the tactical challenge of e-readiness: making ready six known preconditions for e-governance. Second, the plan of action challenge of finishing project—reality gaps: espousing best follow in e-governance comes so as to dodge failure and to attain success. This paper debates the factors that are liable for good governance, e-government enterprises in several states of country, and conjointly contains some existing challenges for handling E-Government comes in India. This paper conjointly includes this standing of E-Governance in India.

## 1. Introduction

E-government is organizing public management thus on extend efficiency, transparency, accessibility and responsiveness to voters through the intensive and strategic use of data and communication technologies at intervals the inner management of the overall public sector (intra and inter-governmental relations) additionally as in its daily relations with voters and users of public services. E-governance is Associate in Nursing ICT-enabled tool to attain sensible governance. We have a tendency to might imagine of it as integrated governance—since it integrates folks, processes, information, and technology within the service of achieving the aim of fine governance. Indian government has been victimization IT for over forty years. So, what is new regarding e-governance? What is new is that we have a tendency to are moving on from IT to ICTs and from IT to IS.

## 2. Govt.-people Connections

The recent pattern used data technology (IT) for automating the interior workings of presidency by process knowledge. The new system utilizes data and communication technologies (ICTs) to support and remodel the external workings of governance by process and human activity knowledge. E-Governance encompasses all ICTs, however the key development is laptop networks – from intranets to the net – making a platform for brand spanking new digital connections:

- Connections within the government – allowing 'consensus-based decisions'.
- Connections between government and NGOs/citizens – supporting democracy.
- Connections between government and business/citizens – strengthening service delivery.
- Connections within and between NGOs – platform for

joint action.

- Connections within and between communities – paving way for social and economic enrichment.

As a result, the focus shifts from simply automating the govt. to connect it with the larger community in the form of e-citizens, e-services and e-society.

## 3. Wholistic trends

Generally, data Technology has been the main resource in majority of the reforms. The new trends commit to bring data systems (IS) to the guts of reform. In apply this implies 2 things:

- A pivotal role for ICTs: as governance becomes recognized as – ever more information-intensive, ICTs have become an essential part of more and more governance initiatives. ICTs are also recognized as a key lever to change.
- An all-encompassing role for ICTs: e-governance means using ICTs as means to the end of good governance. ICTs are no longer seen as an end in themselves and they work only as part of a wider systemic 'package'.

## 4. E-Governance and Development.

The public service delivery system within the developing nations 'costs an excessive amount of, delivers insufficient, and isn't sufficiently responsive or responsible. Sensible governance reforms aim to revamp this delivery system. E-Governance offers new solutions, serving to improve government processes, connect voters, and build interactions with and inside civil society. E-governance has the ability of ICTs, which give 3 basic amendment potentials permanently governance for development.

- Automation: It means replacing the human-executed

processes which involve accepting, storing, processing, outputting or transmitting information.

- **Informatization:** It means supporting human executed information processes. Like, supporting current processes of decision making, communication, and decision implementation.
- **Transformation:** It creates new ICT-executed information processes or supporting new human executed information processes.

## 5. Failure of ICT Initiatives in Developing Countries

Although the developing nations are perpetually making an attempt to develop innovative modes of operability, wherever they utilize IT for the software system development, it's a famed incontrovertible fact that majority of such initiatives area unit a failure. the fundamental factors which will be one in every of the explanations of failure may be over budget, less user interactive variable, delay in delivering the merchandise. the foremost cited reason for failure in achieving economic advantages from ICT comes in developing countries is that the money logic of ICT-based automation is usually supported Western price/benefit calculations during which the value of recent technology is over balanced by the good thing about labor cost savings. In developing countries, though, we can|we will|we are a unit able to make sure that such calculations don't apply since technology prices are generally two-three times larger and labor prices up to 10 times under in industrialised countries.

The failure of Associate in Nursing data systems project during a developing country government is, however, a true and sensible drawback not solely thanks to the opportunity value of the investment, notably the outlay of scarce resources of capital and skilful labor, however additionally as a result of, wherever the IFIs area unit advocating Associate in Nursing data systems project as a part of a public sector reform programme, failure or partial failure features a negative impact on the image of the govt. implementing the initiative.

A flourishing system of e-government focuses on technical potency in terms of inputs (protocols adopted), processes (connection speed) or internal outputs (web sites, access points). very little stress is placed on verity areas of public value: the external outputs of e-government (such as public access to government information), plus the broader outcomes of e-government on society. A sure-fire info systems project is construed jointly that's delivered on time, to budget and totally meeting user needs.

## 6. E-Governance: Major Challenges

Poor individuals and poor infrastructure area unit major challenges in countries like Asian country. It poses a significant challenge in reaping the complete advantages of service provision beneath e-governance. the varied barriers are often enumerated as follows:

### i. Poverty:

Accessing web could be a expensive affair for the poor United Nations agency struggle for his or her sustenance in developing countries like Asian country. needed infrastructure within the variety of putting in the

mandatory phonelines required for web or email access is equally unaffordable in most poor countries.

### ii. Technical illiteracy:

There is general lack of technical literacy as well as literacy in countries like India.

### iii. Language Dominance:

The dominance of English on the net constrains the access of non-English speaking population. within the case of Republic of India, ninety-five of the population doesn't speak English. thanks to such overwhelming dominance of English over these communication channels, computers and also the web are quite useless in Indian villages.

### iv. Unawareness:

There is general lack of awareness regarding benefits of E-Governance as well as the process involved in implementing successful G-C, G-G and G-B projects.

### v. Inequality:

Inequality in gaining access to public sector services between numerous sections of voters, particularly between urban and rural communities, between the educated and illiterate, and between the made and poor.

### vi. Infrastructure:

Lack of necessary infrastructure like electricity, internet, technology and ways of communications will affect the speed which delays the implementation.

### vii. Impediments for the Re-Engineering process:

Implementation of E-Governance projects requires lots of restructuring in administrative processes, redefining of administrative procedures and formats which finds the resistance in almost all the departments at all the levels.

## 7. Reasons of Success or Failure of E-Government Projects in India

The seven dimensions of potential design-reality gaps to be explored on an e-government project are summarized by the ITPOSMO acronym and are outlined as:

- I. **Information:** the formal information held by the digital system and the informal information used by the people involved with the system.
- II. **Technology:** mainly focuses on the digital IT but can also cover other information-handling technologies such as paper or analogue telephones.
- III. **Processes:** the activities undertaken by the relevant stakeholders for whom the e-government system operates both information related processes and broader business processes.
- IV. **Objectives and values:** often the most important dimension since the objective's component covers issues of self-interest and organizational politics, and can even be seen to incorporate formal organizational strategies; the values component covers culture: what stakeholders feel are the right and wrong ways to do things.
- V. **Management systems and structures:** the overall management systems required to organize operation

and use of the e-government system, plus the way in which stakeholder agencies/groups are structured, both formally and informally.

**VI. Other resources:** the time and money required to implement and operate the e-government system.

It is a standard information that majority of eGovernment comes have didn't yield the potential advantages that are otherwise potential with readying of ICT publicly sector. There are enough surveys administrated on e-Government comes that tend to conclude that a lot of e-Government comes fail to realize the supposed objectives/benefits. Failure rate is high amongst developing countries.

Governments are more and more harassed to "showcase" roaring comes! The failure of an enormous majority of e-Government comes in developing countries as well as in Republic of India raises necessary and heavy questions about the justifiability of the large investments in monetary and human resources being created in these projects.

### 8. E-Government Management: Issues and Challenges

E-Government is recognized internationally as associate degree enabler toward achieving sensible governance, reducing value of operations for the govt, and increasing the flexibility of voters and businesses to access public services in an efficient and cost-effective manner. The fortunate implementation of e-Government project could be a difficult task.

#### Current challenges

- a. Lack of effective project management tools and methods.
- b. Absence of proper planning, various ad hoc tasks are taken up by the project team due to which the focus on critical activities is lost.
- c. The knowledge of project management concepts is very low in Government officials forming part of the e-Government Project team.
- d. E-Government projects do not follow any standardized project management implementation frameworks.
- e. Resources are over loaded with work due to inadequate staffing. Sometimes tasks not assigned to the team appropriately.
- f. No control of central IT agencies during project execution. The decision-making process is generally left to individual line ministries and departments since funding comes from them.
- g. No provisioning of Project Management dashboard for collaborative project monitoring by all stakeholders in large e-Government projects.
- h. Inadequate tracking of how the project is being implemented, tasks causing delays.
- i. No monitoring of Cost and Schedule at project checkpoints.
- j. During the project initiation, the baseline data is not captured which is useful for bench marking of activities.

### 9. Suggestion to the above Challenges

- a. Government needs to have their own project management tools.
- b. Project tracking tool should be integrated to the tasks/ activities of the project and these should be monitored instead of status reports with only long text paragraphs being generated for monitoring the project status.
- c. Complete transparency/ work breaks down/ what are the issues blocking the project progress should be provided in the PM tools. Projects should be tracked through milestone-based approach and evaluation done at various critical checkpoints.
- d. Cost, schedule, quality milestones checkpoints should get included as part of the project deliverables.
- e. Proper baseline study should be performed for proper monitoring of the project.
- f. Automated, outcome-based dashboards should be used.
- g. All the stakeholders must be made aware of the project deliverables, timelines etc.

### 10. E-Governance projects at various states

There have been continuous efforts from government in India to provide citizen services in a better manner utilizing e-governance. Some of the successful initiatives undertaken in various states of India are:

1. **Andhra Pradesh:** e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online—One-stopshop on the Internet, Saukaryam, Online Transaction processing
2. **Bihar:** Sales Tax Administration Management Information
3. **Chhattisgarh:** Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
4. **Delhi:** Automatic Vehicle Tracking System, Computerization of website of RCS office, Electronic Clearance System, Management Information System for Education etc
5. **Goa:** Dharani Project
6. **Gujarat:** Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice.
7. **Haryana:** Nai Disha
8. **Himachal Pradesh:** Lok Mitra
9. **Karnataka:** Bhoomi, Khajane, Kaveri
10. **Kerala:** e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
11. **Madhya Pradesh:** Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP State Agricultural Marketing Board (Mandi Board) etc
12. **Maharashtra:** SETU, Online Complaint Management System—Mumbai
13. **Rajasthan:** Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
14. **Tamil Nadu:** Rasi Maiyams—Kanchipuram; Application forms related to public utility, tender notices and display.

### 11. Current Status of E-Governance in India

#### A. National E-Governance Plan (NeGP)

Government formulated National E-Governance Plan (NeGP), across the country with following vision: —Make all Government services accessible to the common man in his

locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man.

### **B. E-Governance initiatives in India under NeGP**

Significant progress has been made in the implementation of the core and support components under NeGP. Major achievements are highlighted below:

#### **C. State Wide Area Networks (SWANs)**

The Government has approved the Scheme for establishing State Wide Area Networks (SWANs) across the country. Under this Scheme, technical and financial assistance are being provided to the States/UTs for establishing SWANs to connect all State/UT Headquarters up to the Block level via District/sub Divisional Headquarters. As of 31st July 2011, the SWANs in 27 States have been operational. It is expected that all State SWANs would be operational by March 2012. To monitor the performance of SWANs, the Department has mandated positioning Third Party Auditor (TPA) agencies by the States/UTs.

#### **D. State Data Centres (SDCs)**

The State Data Center (SDC) is being implemented across the country to provide common IT infrastructure to host Government applications. SDC is one of the three infrastructure pillars structured under NeGP to facilitate web enabled Anytime, Anywhere access. SDC is conceptualized with the objective of providing a common enabling infrastructure to the States / UTs to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. Substantial progress has been made in the SDC project. As of 31st July, 2011, 13 State Data Centres have been declared operational.

#### **E. Common Service Centres (CSCs)**

The CSC Scheme as approved by Government of India in September 2006 for setting up of 100,000+ (one lakh) internet enabled centres in rural areas under the National E-Governance plan (NeGP) is being implemented in a Public Private Partnership (PPP) mode. The Common Services Centres (CSC) are proposed to be the delivery points for Government, Private and Social Sector services to rural citizens of India at their doorstep. The State Governments like Andhra Pradesh, Assam, Bihar, Gujarat, Haryana, Jharkhand, Kerala, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Uttar Pradesh and West Bengal have issued Government Orders / Notifications to the various departmental heads / District Level authorities/ Stakeholders for use of CSC to deliver various G2C Services. The various G2C Services offered are: Agricultural services, RTI Services, NREGA MIS Data Entry service, Postal Products, Land Records, Issuance of Birth and Death Certificates, Utility Services, Electoral Services, Transport Services, Grievances, e-District Services etc.

#### **F. Capacity Building**

The Capacity Building Scheme aims to build adequate capacities in the Government at all levels right from the decision

makers to Panchayat levels in order to successfully roll out the National E-Governance Plan.

#### **G. E-District**

This project aims at providing support to the basic administrative unit i.e. —District Administration by undertaking backend computerization to enable electronic delivery of high-volume citizen centric government services which would optimally leverage and utilize the three infrastructure pillars of SWAN, SDC and CSCs to deliver services to the citizen at his doorstep. Initially certain high-volume citizen centric services are taken up and thereafter new services can be added as the demand for more e-enabled services increase. Under this project, a set of 5 service categories are being implemented in all e-District Projects. These include (1) Issue of Certificates including birth, death, domicile, etc., (2) Social Welfare Schemes – including social welfare pensions (3) Services related to Revenue Court (4) Ration Card related services (5) RTI (Right to Information) services including redressal of grievances.

### **12. Conclusion**

E-Governance enhances the relationships between G2G, G2C, G2B, C2G and B2G victimization ICT. Thus, E-Governance not only provides information regarding varied activities of a Government but collectively involves voters to participate in government's decision-making methodology. Throughout the last few years, many initiatives are taken by fully completely different state governments in India for victimization IT as a tool inside the functioning of state therefore on provide higher services to voters. throughout this paper scientist tried to summarize key areas that got to be targeted upon once a rustic must position itself to be seriously moving towards E-Governance in Associate in Nursing passing comprehensive means that. This will be Associate in Nursing modification, a transition that cannot be stopped since it is a part of a world movement. Cooperation from administration and staff will contribute to an influence tool transition. Given this high level of political commitment and for the foremost half adequate sources of funding, Republic of Indians likely to presently emerge as a pacesetter in E-Governance. Despite poor infrastructure, poverty, illiteracy, language dominance and everybody the alternative reasons India has form of triumph e-governance comes. Effective promotion schemes by the Indian government additionally are a boosting issue to provide quality services to their voters that suggests there is large potential for the event of e-governance in varied sectors. In line with Skoch observe urban center, 81 voters report reduction in corruption, ninety fifth understand worth of e-governance low-cost and lxxviii favours fast of delivery of services. Therefore, we tend to ar ready to say that e-Governance is that the key to the —Good Governance for the developing countries like India to cut back corruption, provides economical and effective or quality services to their citizens.

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