

# Challenges to E-Governance in India

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## Abstract:

E-governance is one of the most important topics to understand the government machinery and its basic functions. Electronic management refers to the efficiency of management. Basically, this is a step towards smart governance. Simple, ethical, responsive, creates accountability and empowers people by informing them, reducing service costs and providing people with better quality service in less time. In 1977, the National Informatics Center (NIC) was the first government initiative. Challenges of e-Governance in India serving about one billion people. Currently, India has been ranked 105th in the global e-governance readiness ranking, indicating significant room for improvement. This article discusses the importance of e-governance, different ways of communication, benefits and challenges of e-governance.

**Key words:** E-governance, Responsive, Accountability

## Introduction:

E-Governance is essentially about performing management tasks and achieving results using what was now known as ICT. e-in e-governance means electronic. Thus, e-governance, or e-governance, means the application of information and communication. Technology for Government Operations. Electronic management refers to performance management.

Basically, this step towards smart governance is Simple, Ethical, Responsive, Creative, Responsive and empowering people by informing them, reducing service cost and providing better service to people in less time. Service excellence has been maintained in the private sector for a long time, and in many countries the public sector is increasing, as in recent years the adoption of online services for administrative services has become an equal goal.

Measuring the quality of e-governance is discussed here, focusing on India, where approximately one billion people live and where a high level of e-governance can be expected to have a positive impact on many people.

India has an inspiring view of where e-governance is going because of the gap between service delivery and reality. Challenges of e-Governance in India serving about one billion people. Currently, India has been ranked 105th in the global e-governance readiness ranking, indicating significant room for improvement. According to the article, the three Indian states leading in providing e-governance are Andhra Pradesh, Karnataka and Tamil Nadu. Although the states of Kerala, Gujarat, Maharashtra, Madhya Pradesh, West Bengal and Rajasthan are not far away. These ten Indian states are home to more than half of India's total population. Automated workflow has increased tremendously in the notoriously bureaucratic Indian government. For example, the recent automatic evaluation of tenders helped to reduce the subjectivity of the bath in decision-making, and corrupt practices were reduced, and generally involved in reducing costs by increasing efficiency.

Although nearly half of the country is on track, rapid progress is delayed by operational, financial, staffing, planning and implementation problems. The overemphasis on software and service development has been identified as the main causes of these problems.

## **E-Governance**

According to the World Bank, e-government refers to the use of information technologies (such as broadband, Internet, and mobile computing) by government agencies that have the ability to transform relationships with citizens, businesses, and other government agencies...

E-governance is essentially more towards SMART governance, which means: simple, moral, responsible, responsive and transparent governance. Simple meaning to policies and management processes through the use of ITC and user-friendly governance. - corrupt agencies, police, courts, etc...

Reporting makes it possible to develop and implement the design and operation of an effective management information system, measurement, mechanisms, and thus ensure the accountability of public officials. Responsive process streaming consumes service delivery and makes the system more responsive and transparent, bringing to the public only the information related to the government document so far, making the processor and operations transparent, which in turn would bring honesty and rule of law to the responses administrative authorities.

## **Evolution of e-Governance:**

Among these developing countries, India was an early adopter of e-government. In 1977, the National Informatics Centre (NIC) was the first government initiative. During the decade of the 80s, efforts were made to consolidate all district headquarters. Many government officials began using computers in the late 1980s. But it was not until 1987 that the National Satellite-based

Computer Network was launched and as a result the e-governance agenda in India gained momentum. In addition, in the early 90s, ICT increased technologies and it also expanded to rural areas. During this period, the participation of non-governmental organizations and the private sector also increased significantly.

### **Types of Interaction in e-Governance:**

There are the following four types of interactions in e-governance.

1. **G2G**– (Government to Government) This model aims at sharing the information between Governments like sharing of information between the police departments of various States, Government document exchange, and so on.
2. **G2C**– (Government to Citizen) This model aims at sharing the information between the Government and the citizens like online filing of complaints, payment of online bills of electricity, water, and so on.
3. **G2B**– (Government to Business) This model aims at sharing information between Government and private sectors like sharing of rules and data, collection of taxes, approval of patents of companies, etc.
4. **G2E**– (Government to Employees) This model aims at sharing the information between the Government and employees like employees can fill out all types of forms online.

### **Various e-Governance Projects:**

1. **Smart Gov:** It makes use of e-file instead of paper files. It is implemented in the Andhra Pradesh Secretariat. It is concerned with streamlining operations, knowledge management, and workflow automation.
2. **Khajane Project:** It is a project undertaken by the Government of Karnataka. The project resulted in the computerization of the entire treasury data of the Government of the State. Some of the noticeable results are that the number of drawing officers was brought down to around 21,000 from 40,000, nearly 2,000 staff members were trained to handle the software, about 200 posts in the department of treasury have been abolished, and so on.
3. **Digital India Programme:** This programme was started by the Department of Electronics and Information Technology. The program aimed at empowering the country by making it digitally developed. The program was implemented in different phases till 2018. The impact of the agenda is that over all 12,000 rural post offices have been linked electronically.

4. **e-Kranti Scheme:** It aimed at the expansion of the internet, mobile phones, and computers to rural areas. The scheme includes the starting up of IT-based jobs in rural areas and also the linking of the internet to the remote villages of the country. There are 44 Mission Mode Projects under the e-Kranti program.

5. **e-Governance in municipalities:** It is an initiative done under the umbrella of the overall National e-Governance Plan and the Jawaharlal Nehru National Urban Renewal Mission. The program is aimed at increasing the operational working of the Urban Local Bodies. According to NeGP, Government has decided on four infrastructural pillars for the implementation of e-governance- State Wide Area Network, State Data Centre, Common Service Centre, and Service Delivery Gateway.

6. **Public Distribution System:** In PDS, there was the computerization of storage and movement of food grains, fair price shop automation, redressal of grievances, etc.

7. **e-Panchayats:** The computerization of panchayat is done on a mission mode basis because the e-governance revolution has not touched the Panchayati Raj Institutions significantly. To improve the quality of governance in Panchayati Raj Institutions including 6094 Block Panchayats and 633 Zilla Panchayats, the Ministry of Panchayati Raj, Government of India has initiated the e-governance scheme known as e-panchayats.

8. **Digi-Locker:** It is an initiative introduced by the Government of India under the umbrella of Digital India. Important documents such as Aadhaar cards, mark sheets, and certificates can be digitally stored in Digi-locker. Aadhaar number is essentially required for using Digi-Locker. In 2016, there were 20.13 lakh users of the Digi Locker. The main purpose behind the initiative is to go paperless and the security of documents that can be accessed easily from any place and at any time.

### **Challenges in e-Governance:**

- **Trust:** People should trust the Government and they should be comfortable and confident of the tool and technology that they are using. But due to fraudulent transactions and other factors, the trust of the people is compromised which becomes one of the factors responsible for the limited use of e-governance.
- **Digital divide:** It refers to the division between the people who have access to digital technology and the others who don't have access to it. Economic poverty is one of the main causes of the digital divide. People are unable to afford computers.
- **Lack of Awareness:** Due to the use of digital technology also contributes to the limited use of e-governance techniques. People are not aware of the scope of e-governance and depend on intermediaries for its use.

- **Cost:** In a developing country like India, cost plays a major role in regulating the use of e-governance.
- **Privacy and Security:** People are apprehensive about the security and privacy of their personal data. Government should ensure that no compromise should be done at that end.
- **Accessibility:** Due to inadequate infrastructure facilities in rural areas and language barriers people are unable to access e-governance.
- **Low Computer Literacy:** More than 90% of India's population is digitally illiterate. In addition, the illiterate population comprises 25% to 30% which is one of the biggest challenges.
- **Resistance to Change:** Due to the introduction of Information Technology, a lot of changes have taken place but still, there are various officials, citizens, and politicians who are resistant to change and have different opinions regarding e-Governance.

### **Some of the Advantages of e-Governance:**

- Faster communication through the use of phones and the internet, as it decreases the time taken for communication.
- Paper-based communications require heavy expenditure. It needs a lot of stationary, printers, labour, etc. The cost has been reduced with the use of the internet and phones. Moreover, time and environment are also safe due to their use.
- In earlier times, people faced issues due to physical constraints in reaching out to Government officials. Sometimes because of the ignorance of the officials and at other times due to long queues. But now it has become easy. e-Government is convenient as it provides services according to the schedule and venue of the people.
- e-governance has increased the access of information to the people.

It also results in improved customer service. GDC (Government Data Centre's) are the prominent component of ICT infrastructure for supporting e-governance initiatives.

### **Conclusion:**

With the adoption of e-governance, the Indian government can provide services to the people and meet their expectations to a great extent. E-Governance is gaining popularity in India with time but there are still barriers and gaps in e-Governance such as illiteracy, security, implementation costs etc. which hinder the achievement of good governance objectives in India. However, India can achieve many initiatives in this regard like Digital India, e-Kranti etc. However, the government should introduce additional measures to ensure transparency, citizen-friendliness and cost-effectiveness in the implementation of e-government initiatives.

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