

## E-Governance: The Concept and Challenges

---

Dr. Om Prakash Sharma\*

### Introduction

E-governance or electronic governance is an online system of government for delivering various services between government to people/ business/government. It is an integration of information and communication technology (ICT) with government services to make effective, transparent and accountable governance. E-governance system is changing the way people access government services. It helps in to improve interactions with citizen, to decrease corruption, to increase transparency and revenue growth, citizen empowerment through access to information related to government policies or program.

### Concept

The national e-governance plan (NeGP) has been founded by the department of electronics and information technology and department of administrative reforms and public grievances in 2006 as recommendations of the second administrative reforms commission. NeGP aims to make government services available online to ensure that people would have access to various services and to improve the quality of governance. NeGP implementation involves maintenance and setting up of ICT infrastructures like state wide area networks (SWANs), state data centers (SDCs), common services centers (CSCs) and electronic service delivery gateways.

---

\* Assistant Professor, Department of Business Administration, Government Shakambhar P.G. College, Sambhar Lake, Jaipur, Rajasthan, India.

~ The chapter is based on the paper presented in "National Conference on Emerging Trends and Scope in Digital Banking, Cashless Economy & Innovations in Commerce and Modern Management & International Seminar on Global Economy: Opportunities and Challenges" Organized by Inspira Research Association (IRA), Jaipur & Shri Bhawani Niketan Girls P.G. College, Jaipur, Rajasthan, India. 29-30 September, 2018.

E-governance reduces many layers of undesired interference while delivering services. It delivers services to citizens in an effective, organized and economical manner. There are a lot of services delivered through e-governance like e-commercial services, tax payment, e-market information, scholarships portals, e-educational services, transportation services, e-tickets, e-grievance, police portal, banking, election portal, public distribution system, Aadhaar enabled payment system, direct cash transfer, various pension schemes *etc.* Today, most of government services deliver through Aadhaar card. Aadhaar card is issued by the Unique Identification Authority of India on behalf of the Government of India.

The other form of e-governance is mobile governance or m-governance an important platform for services delivery to citizen over mobile devices using SMS (Short Message Service), IVRS (interactive voice response system), USSD (unstructured supplementary service data), CBS (cell broadcasting services), LBS (location based services), Mobile Payment Service or various mobile applications. The services; mainly in agriculture, utilities and health; of m-governance are very cheap and easy to access especially in the rural areas of India.

Governance has public dealing areas in which e-governance system is highly required like ration cards, public distribution system, land records, transportation policies, fertilizers, seeds, FIR registrations, lost and found details, electricity and water bills, various certificates and information related to employment, hospitals and railways *etc.* There are many policies or programme under Indian government where delivering of services is occur through e-governance like pension yojna, scholarship programme *etc.* In India, every state has launched different policies or projects of e-governance to provide services to its huge population. Government of Rajasthan has taken many initiatives to information technology enable delivery of services pertaining to various departments. There are many e-governance services of government of Rajasthan like reform direct benefit delivery mechanism- bhamashah yojana, bhamashah health insurance scheme, video conference facility at district collectorate and block level offices, direct communication through SMS or voice message or structure queries eSanchar and iFact, Raj Wi-Fi, all the departmental applications would use single user manager- single sign on (SSO), Raj eOffice, recognition of the beneficiary through aadhaar biometric using Point of Sale (PoS) devices in ePDS (public distribution system), Integrated network solution in gram panchayat Rajnet, Emitra service delivery platform provide services through web portal, mobile app and 35,000+ kiosks to the citizens, integrated grievance redressal mechanism Sampark portal, Raj eVault, Raj eSign, GPS linked inspection, Rajasthan Payment Platform, Digikit, RajDharaa, integrated automation platform RajKaj, Real time monitoring of Government vehicles, offices and officers - Rajasthan accountability assurance system, online video portal Raj Bioscope, Chief Minister Information System (CMIS), Integrated Financial Management System and eGRAS, education portal for eLearning

solution, Rajasthan Skills and Livelihoods Development Corporation Application. Every state of India is delivering their services through internet and information technology like Rajasthan.

There are many benefits of e-governance. E-Government can be a powerful tool for urban and rural in developing countries. It increases interest of citizens. E-governance helps in to build trust between government and people, play an important role in reforms and reduction in delay, red tape and corruption. It is also very cost effective as it reduces paper cost, helps in to safe and clean environment and duplication of work. E-governance helps in better access to information and excellence services for inhabitants. It helps simplify processes of governance and makes access to government information easier.

### **Challenges**

The main focus of government is towards e-governance projects but still e-governance projects are not fully successful. The participation of people is very important in proper implementation of e-governance in India. The population of India effect e-governance implementation like generating huge unique identity of every individual, maintaining the databases and records also updating it time to time. A large number of the people in India are poor, required infrastructure for e-governance like telephone or internet lines, smart phone *etc.* is too costly for the poor. In the context of India, there is still gap between users and nonusers due to poor infrastructure in rural areas. There are mainly 22 languages in multicultural India which creates language barriers to use various applications for e-governance. There is an absence of continuous electricity, which is a major challenge to e-governance implementation.

Access to Internet is not easy in rural areas, small towns especially present in remote areas. Much of the people are not literate and they do not have much knowledge about internet technology. There is also lack of internet access and fast communication in remote areas. Many developing countries do not have proper infrastructure necessary to implementation of e-governance. Policymakers need to develop specific and reasonably attainable goals to implement a successful e-governance program and should recognize available resources to achieve those goals. People are not aware about the e-governance services and not able to access the internet to gain on-line government services. Citizens can't recognize e-governance application, software or mobile applications. There is also non-availability of user friendly interfaces. India has limited financial resources so government may not be in position to buy latest new servers every year. Maintenance of electronic devices is a big challenge for long living systems in a rapidly changing technical environment.

The cyber crime in India is becoming a big challenge so that security of online transaction is a big issue. Internet and public database security has become a major

problem which requires resolved as soon as it is encountered. Database leakages can affect our privacy and it can misuse by hackers. There is a major problem to deliver government services due to lack of transaction security. Information provided by citizens during access of services should be protecting otherwise, any person or institution may misuse the valuable information.

### **Conclusion**

E-Governance is an excellent initiative by the government to ensure that various government services are easily delivers to people. Illiteracy, local language, data leakage *etc.* are main challenges which are responsible for the unsuccessful implementation of e-governance in India. However, government should spend more efforts to make e-governance transparent, convenient and accountable and to make techno friendly literate people so they may take full advantage of these activities and the e-governance projects can be implemented successfully in the future.

### **References**

- ✧ <http://meity.gov.in/e-governance>
- ✧ <https://www.india.gov.in/e-governance-portal>
- ✧ <http://doitc.rajasthan.gov.in>
- ✧ <https://nisg.org/files/documents/A05140001.pdf>
- ✧ [www.news18.com](http://www.news18.com)

