

# **CHALLENGES FACED BY E-GOVERNANCE IN INDIA**

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Abstract-Electronic governance or E-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems. In developing countries like India, literacy level is low and most of the people are living below poverty line and people are not even aware about the benefits of E-Governance. Through E-Governance, government services will be made available to citizens in an efficient, convenient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In E-Governance there are no distinct boundaries. This research paper highlights the main challenges regarding implementation of E-Governance in India and also the plans of the twelfth five year plan in the field of E-governance.

Keywords: ICT, E-Governance,

## **I. INTRODUCTION**

There is a rapid change and revolution in the world. The rise of E-Governance has been one of the most striking developments towards IT of the World Wide Web. E-Governance especially the internet, to improve the delivery of government services to citizens, businesses and government agencies. It is not limited only to the public sector but also includes the management and administration of policies and procedures in private sector. In developing countries like for eg India, there is low literacy level, and most of the people are living below poverty line, and hence it is very much difficult for the government to provide its services to such citizens via means of internet. E-Governance was started in India by AKSHAYA in Kerala. This project involves setting up around 5000 multipurpose community technology centres called Akshaya e- Kendra's across Kerala. E-Governance is not only popular in India but also worldwide. Some authors say that E-Government constitutes only a subset (though a major one) of E-Governance. According to these authors, E-Governance is a broader concept and includes the use of ICT by government and civil society to promote greater participation of citizens in the governance of political institutions, e.g., use of the Internet by politicians and political parties to elicit views from their constituencies in an efficient manner, or the publicizing of views by civil society. [4] Our view is simple: e-government's focus is on constituencies and stake holders outside the organization, whether it is the government or public sector at the city, country, state, national, or international levels whereas E-Governance focuses on the administration and management within an organization, whether it is public or private.

## **II. E-GOVERNANCE MODELS**

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E-GOVERNANCE services can be shared between citizens, businessman, government and employees. These four models of E-Governance are as[2]:-

- A. Government to citizens (G2C)
- B. Government to government (G2G)
- C. Government to businessman (G2B)
- D. Government to employees (G2E)

A. *Government to citizens (G2C):-*

This model of E-Governance refers to the government services which are used by citizens. Here, citizens visit the link and select type of services that they want to use. This model strengthens the bond between government and its citizen. Type of services which are provided by this model includes:-

- Payment of online bills such as electricity, water, telephone etc.
- Online filling of complaints.
- Availability of any kind of online information.
- Online registration of applications.
- Copies of land-record.

B. *Government to government (G2G):-*

This model refers to the services which are shared between the governments. Here information is shared between various government agencies, department and organizations. These types of services or information are as:-

- Sharing of information between police departments.
- Finance and budget work.
- Exchange of government documents.

C. *Government to businessmen (G2B):-*

Through this model, bond between private sector and government increases. They share information through this model like:-

- Collection of taxes.
- Payment of all kind of bills and penalty.
- Rejection and approval of documents.

D. *Government to employees (G2E):-*

This model increases the transparency between government and its employee. Here, employee can keep a track about the functioning and working of government and vice versa. It is the relation between government and employees and how employees maintain communication with government and how their company's information that can be shared by this model:-

- All kind of data submission from various government offices.
- Employee can file all kinds of complaints and dissatisfaction.
- All kind of information for employees can be shared.
- Employees can check their payment and working record.

### III. BENEFITS OF E-GOVERNANCE

A.. *[1]Fast, Convenient and Cost Effective Service Delivery:*

With the advent of e-Service delivery, the government can provide information and services at reduced costs, in reduced time and with greater convenience. For eg , farmers had to wait for a month to obtain Record of Rights. By the computerisation of land records in Karnataka, farmers can obtain a copy of their Records of Rights, Tenancy and Crops (RTC) within few minutes.

B. *Transparency, Accountability and Reduced Corruption:*

Circulation of information through ICT increases transparency, ensures accountability and prevents corruption. An increased use of web based services creates awareness among the citizens about their rights.. This helps to reduce the corruption and prevents citizens from being fooled regarding services.

*C. Increased Participation by People:*

By providing easy access to government services, citizens develop faith in the government and they come forward to share their views and to provide feedback. Increased accessibility to information has empowers the citizens to participate fully in the governance of country.

#### **IV. REASONS FOR FAILURE**

E-governance is a potential tool to reduce widespread corruption in India. However, people indulge in corruption by misappropriating the funds available for e-governance. Unfortunately, most of the funds available for e-governance have been either misused or not utilised at all. Even though few E-governance initiatives of India have been successful ,E-governance in India has failed to materialise and make the lives of Indians better. We need administrative reforms, transparency and accountability to make e-governance a success in India. Sadly, E-governance itself has become a source of corruption in India.

In this paper we have described basically three main types of challenges:

*Technical Challenges:*

- Interoperability
- Privacy
- Security

*.Organizational Challenges:*

- Lack of Integrated Services
- Lack of Key Persons
- Language problem

*Economical Challenges:*

- Cost
- Maintainability
- Reusability
- Portability

Other challenges are:

*A. Project definition:*

People often fail to develop a model which is failure-proof and objectives and goals wont be described clearly.

*B. Scope:*

Inadequate planning and poor scope of project.

*C. Cost:*

People wont be able to make the cost estimations and sometimes they might run out of budget and project will be in trouble

*D. Time:*

Unplanned tasks and lack of prioritization can lead into jumbled project.

*E. Communication:*

Less communication between the stakeholders and people handling the project.

*F. Quality:*

Quality of the project will be at stake if it is handled by the person who has lack of skills. Testing should be done appropriately else it will not meet expectations.

*G. Human Resource:*

Poor management of expectations, roles and responsibilities and insufficient resource will lead to failure.

These seven dimensions design-reality gaps are summarized by the ITPOSMO acronym are::

*A. Information:* The formal information held by the digital system and the informal information used by the people who are involved with that system.

*B. Technology:* Main focus is on the digital IT but also covers other information-handling technologies.

*C. Processes:* The activities undertaken by the stakeholders for whom the E- government system operates information- related processes and broader business processes.

*D. Objectives and values:* It is the most important dimension because the objectives component covers issues of self-interest and organizational politics, and also incorporates formal organizational strategies; the values component covers culture i.e. what stakeholders feel are the right and wrong ways to get things done

*E. Staffing and skills:* Includes the number of staff involved with the e-government system, and the competencies and skills of those staff.

*F. Management systems and structures:* The overall management systems required to organize operation and use of the E-government system and the way the stakeholder agencies/groups are structured, both formally and informally.

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

## V. DIFFERENT SECTORS BENEFITED BY E-GOVERNANCE

*A. E- Governance projects in urban areas*

*Transportation:-* Services provided by E-Governance in this area are issuing Time Table of buses, Provision of booking facility for Interstate transport, Transportation Improvement Program, Regional Transport plans, Congestion Management Process, Transportation Demand Management .

Projects in this field are:

CFST:-Citizen Friendly Services of Transport Department by Andhra Pradesh

*Online payment of bills and taxes:* Services provided by E-Governance in this area's:- Online Transaction, Payment of Bill, Payment of taxes, Payment of house EMIs

Projects in this field are:

FRIENDS: - This project is started by Kerala Government for its citizens to make online payment of electricity and water bills, revenue taxes, license fees, motor vehicle taxes, university fees, etc

*B. Areas of E-Governance in rural areas*

In rural areas E-Governance has its very powerful impact. Here, from agriculture to local information everything is done through E-Governance.

*Agriculture:-* Following are the projects used in Agriculture.

Projects in this field are:

a. Gyandoot: In the State of Madhya Pradesh it is an Intranet-based Government to citizen servicedelivery initiative.

b. BELE:- It is a web-based application for capturing and monitoring the major activities and services.

*Local information:* - For information such as prices of seeds, fertilizers, loan rates etc.

Projects in this field are:

a. E-JanSampark:-Project started in Chandigarh to provide Services & Information to the common man in his locality to meet his basic need.

b. Prajavani: - It is a Web based On-line Monitoring of Public Grievances started in AndhraPradesh.

*Land record management:*-Millions of land records can be maintained in a very short time span.

Projects in this field are:

Bhoomi:-It is the first E-Governance land records management system project which is successfully implemented.

*B. E-Governance in Health*

Service provided by these projects are Availability of medicines ,Special health campsetc.

Projects in this field are:

Online Vaccination Appointment for International Traveller.

*C. E-Governance in Education*

Providing basic education and computer education to children.

Projects in this field are:

CASCET:-This project is started by the Karnataka government for Education Department .

## **VI. SOME SOLUTIONS TO OVERCOME THE CHALLENGES**

A) Governments should possess 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) There should be complete transparency,

D) Information regarding the issues blocking the progress should be provided in the project management tools and should be evaluated at various critical checkpoints.

E) Cost, schedule and quality should be checked at every point.

F) Base knowledge of projects should be perfect.

G) Automated, outcome-based dashboards should be used.

H) All the stakeholders must be made aware of the project process.

## **VII. TARGETS OF THE TWELFTH FIVE YEAR PLAN (2012-17) WITH RESPECT TO E-GOVERNANCE**

A) [3] A National Institute for E-Governance (NIG) would be set up as an autonomous State of the Art National Institute and provide training to at least 50 employees from Central Government per year on Project Management Certification.

B) An E-Governance Innovation and R&D Fund will be created to give adequate impetus to innovation in E-Governance and M-Governance

C) Electronic Delivery of Services (EDS) Bill will be implemented. Assistance will be given to every Central Government Department in delivering at least one Service in electronic mode and every State

Government in delivering at least three services in electronic mode apart from the services which are already identified in the MMPs under NeGP.

D) Shared Services Platforms for e-Payment, GIS, call centre, etc. will be created.

E) An app store will be created to promote development of large scale E-Governance and M-Governance applications

F) M-Governance platforms and frameworks will be created to enable delivery of public services through mobile devices

G) At least one person per family in 50% of the families will be targeted to provide basic IT training in the XII Plan period.

H) Cyber Security will be a major focus during the Twelfth Five Year Plan Period.

I) Existing SWAN, SDC, NSDG/SSDG, India Portal, CSCS schemes will be rolled out and maintained in all States/UTs. These schemes would be further augmented and technologically upgraded.

J) The E-District MMP will be implemented in all districts.

K) Training on Basic IT skills will be introduced systematically for the existing and all new entrants into Government service.

## VII. CONCLUSION

There are various challenges for the implementation of E-Governance in India. These challenges are like low literacy, lack of awareness etc. To meet the vision we must overcome the challenges that arise during implementation. But in spite of all challenges India has number of award winning E-Governance projects. Therefore we can say that E-Governance is the key to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

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