

Impact of ICT on E-governance and its Service Delivery for Rural Development

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Abstract - Information and Communication Technology (ICT) offered an opportunity to traditional government that it revolutionized itself into a newly and improved government called E-governance that provides a improved and better services to different departments of our country. It can digitally connect all the departments and the people of country to reach the services online. ICT is useful in different departments- in agriculture, in higher education for digital literacy, in infrastructure development, in healthcare, in rural development, in women & child development, in research and development and for economic expansion and poverty mitigation etc. ICT has played a direct role in different sector. It can carry lots of benefits to the community. India is a developing country but the greater part of Indian population lived in rural area and faced lots of problems like illiteracy, lake of services, lake of awareness etc. ICTs in rural development world for make sure greatest impact and complete consumption of resources. ICT revolutionized our country to the digital era and the economy also move towards the cashless economy. By the use of ICT, Government of India had launched the massive Digital India program.

Keywords:--- Challenges for E-government, E-Governance, ICT, Services of ICT.

I. INTRODUCTION

ICT plays an imperative role on E-Governance. It is an activator for bring in various governmental modifications. It totally changed the working pattern of government. ICT has turn into an essential part of our everyday life. It has delighted as an electronic method to storage, retrieval and processing on different kinds of data. It has the prospective to make more efficient procedures, program discipline between employees, and get transparency and liability and decrease of costs, reducing corruption. By using ICT all the government projects are available to everyone from everywhere. ICT is a combination of hardware (equipments, tools), software (operating system, applications software, etc.), and communications facilities (local area networks, wide area and backbone networks, communication protocols, etc. E-Governance provides services between Government-to-Business (G2B), Government-to-citizens (G2C), Government-to-Government (G2G) in addition to backside organization developments and communications between the entire government frame works.

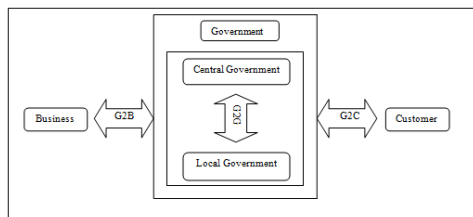


Fig: E-Governance Services

II. SERVICE DELIVERY OF ICT FOR RURAL DEVELOPMENT

ICT turn into very imperative for the development of rural area. It can serve their services to various departments of E-governance are listed below-

A. ICT for Agriculture

In India, Agriculture is the backbone of rural economy and also is at the heart of the social development of India. But most of the farmers are unaware regarding newest information in this field. ICT can be work out to aware the poor farmers by maintain informing about market rates, weather forecasts, use of pesticides, crop insurance, seed quality, enhanced tools and farming methods etc. all the way through the use of internet or mobiles. In dissemination of information in the happening of any emergency, computers, mobile phones and wireless technologies can also play an essential role. ICT tools should be utilized for increasing the growth of agricultural sector which will in turn increase the economic growth of the country. For acceptance of new inclinations and technologies through society involvement with local agents, E-learning sessions can be teaches to farmers. These ICT-based methods will overall boost their capability of contributing their share of agricultural produce at National Level. Now a day's numerous work has been done in this sector, the Government will still have to initiated advanced and effective ICT based policies to the farmers of rural area to enhance the position of farmers and reduce the gap between farmers, officers, mandi's and government.

B. ICT for Healthcare

In India rural healthcare department needs lots of improvements for providing better services and good treatments to patients. Comprehend the mounting significance of healthcare; the government has increased healthcare endowment kept for the National Rural Health Mission program. With the appearance of various new large and small hospitals and healthcare units in rural areas, IT hardware like storage, services, security, and networking tools and software like digitization, and hospital information systems will receive an improvement from rural healthcare expenditure. At the past time there is an sharp shortage of trained doctors and well-prepared hospitals but now a day's government has the focus on these problems. For this government launch the plenty of scheme for the rural population and healthcare departments.

C. ICT for Higher Education

Education is exploited newer technologies and transforming the learning experience. In rural area, the shortage of satisfactory infrastructure & skilled teachers merged among little attendance of students persists to be a most important disquiet. In this situation, ICT tools like E-Learning (audio and video conferencing), teleconferencing, TV etc can be mostly used. Internet can be used as a great source of knowledge for students of any age. Similarly if purchase of books/study-material is unaffordable the Wikipedia can be used as learning tools by students and teachers to update them. Concept of distance learning and Open Universities can effort extremely fine in areas with sparingly populated educational institutes & absence of good teachers. Issues be relating to Adult Literacy, Female Literacy, lack of infrastructure and improved quality of Higher Education can also be overcome by the effective use of ICTs. For improving the education level government also runs no. of schemes like providing scholarships and free primary education for students in government schools.

D. ICT for Rural Development

Rural development is a general word. It basically focuses on action for the development of rural economic system. Rural development implies both the better social transformation as well as economic enhancement of people. With the intention of provide the rural people with improved outlooks for economic development, enhanced contribution of people in the rural development programmes, transference of planning, better enforcement of land improvements and better access to credit are required. This section provides complete information on

initiatives taken by the government for linked the urban-rural divide by promoting the living level of people in rural areas. Also provide Information about programs, schemes, employment opportunities, Panchayati Raj organization, drinking water, cleanliness, road construction, development authorities, electrification of villages and food supply etc. is provided.

E. ICT for Women & Child Development

The Ministry of Women and Child Development is a subdivision of the Government of India, is the responsible for creation and supervision of the rules and regulations and laws concerning to women and child development in India. This part provides absolute information on initiatives taken by the government like begin advanced and effective ICT based policies for upgrading the standard of living of women's and child. Under this department government is mainly focusing on the child's and girl's development. They launched lots of schemes for girls development like Ladli Laxmi Yojana, Sukanya Samriddhi Yojana etc.

**III. CHALLENGES FOR ICT BASED SERVICES
AND E-GOVERNANCE**

1. Lack of Technical Illiteracy is the major problem for rural area.
2. Lake of Resources like internet, electricity, infrastructure, and various supplementary resources are slow down the reliability of services.
3. Lake of citizen's awareness about the ICT projects.
4. Challenge of language in rural influence.
5. People of rural area are resistance to change itself.
6. Lack of trained persons.
7. Shortage of equipments like printer, projector, scanner etc decelerates the service delivery of government project.
8. Lake of trust of the user in government system.
9. Level of difficulty for understanding the project.
10. Shortage of fund for policy implementation.
11. Lack of Participations of Society, Public and Private Sectors on government project implementation.
12. Lack of widespread security standards and protocols can limit the development of projects that contain sensitive information

CONCLUSION

ICT participate a key responsibility in e-governance, and consequently it turn into essential that it reaches rural masses. This will lead to good governance which in turn will lead to better administration, better interaction, less corruption and more transparency in the government [6].

E-governance, which is a paradigm shift over the traditional approaches in Public Administration, means rendering of government services and information to the public using electronic means. This new paradigm has brought about a revolution in the quality of service delivered to the citizens. It has ushered in transparency in the governing process; saving of time due to provision of services through single window; simplification of procedures; better office and record management; reduction in corruption; and improved attitude, behavior and job handling capacity of the dealing personnel [5]. This paper discussed about the services provided by E-Governance and ICT to various departments. Government should think of what type of rural development is needed because renovation of village directs to urbanization and village atmosphere disappears.

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