

# E-Governance in India: Opportunities and Challenges

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**Abstract:** Recognizing the increasing importance of Information and Communication technology (ICT), the Government of India established the department of IT. E-governance is introduced to focus on information and communication. It will help to manage the government structure and to achieve the rapid economic growth and improved quality of life. The different technologies and methods used in e-governance will help to give a better idea for efficient delivery of services. A country's growth can be determined by the efficiency of e-governance. An economy is giving more importance for e-governance because it provides transparency to the government activities, saving of time due to provision of services through single window; reduction in corruption, convenience and empowerment. This research paper focuses on the usefulness of e-governance for the government businesses and citizens of India. Every project will have its own benefits and this research will find the different sectors enjoying the benefits of e-governance and presenting the list of E-Governance projects which is currently being used in India.

**Keywords:** E-Governance; India; Government.

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## I. INTRODUCTION

E-Governance plan is an initiative of the government of India to give all the government services to the citizens through electronic media. It is the use of internet technology for exchanging information. It will improve the accountability, transparency, efficiency of the economy and strengthen the overall strategy of our governance. E-governance facilitates to provide public services directly without the help of intermediaries. Through e-governance, government services and activities can be conveyed to the citizens in a convenient, efficient and transparent manner.

## II. BENEFITS OF E-GOVERNANCE

### 2.1 Fast, Convenient and Cost Effective Service Delivery

The information can be provided to the public with less cost, minimum time and in a convenient manner by using the e-services

### 2.2. Transparency

It will make the governing process more transparent. All the information of the government would be made available on the internet. The citizen can access the information whenever they need.

### 2.3 Accountability

Once the governing process is made transparent the government is automatically made accountable. It is the responsibility of the government to answer to the public.

### 2.4 Increased participation by people

The citizen will be more favorable to know about the government process. This will help them to get clear idea about the activities. So it will help to create a good impact by the people.

## III. DIFFERENT SECTORS BENEFITED BY E-GOVERNANCE

E-Governance is implemented by government in almost every field. From urban states to rural areas and from politics to teaching-Governance has spread its root everywhere. Either its public or private sector, common man or businessman all is largely dependent on e-governance. Here we have presented different areas where e-governances widely used. In the following section, we are describing the projects used in urban and rural areas of India.

### 3.1 E- Governance projects in urban areas

**3.1.1 Transportation:-** Services provided by e-governance in this area are online booking of bus and train services, timetable of public transport services. Eg: state bus services like KSTC, IRTC etc...

**3.1.2 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

**3.1.3 Municipal services:-** Services provided are as:- house tax payments services, issue of certificates like death

and birth certificates, house planning approvals and other Govt: online services.

### **3.2 Areas of E-Governance in rural areas**

E-Governance made a powerful impact in rural areas. The primary sector base country have many helps can gave through the e-governance. Some projects develop through the e-governance was follows:

#### **3.2.1 Agriculture**

**1. Gyandoot:** Gyndoot is a intranet based program developed in the state of Madhya Pradesh. It is one of the G2C (Government to citizen) service delivery initiative.

**2. BELE:-** Bele is a web- based application developed for the monitoring and capturing the major activities and services of the rural areas..

**3. AGMARKNET:** -Agmarknet project was approved by the Department of Marketing & Inspection (DMI), Ministry of Agriculture, and Government of India.

**3.2.2 Local information:** -The local information that related to agriculture prices of seeds, fertilizers, loan rates etc.. Some notable projects are follows:

**1. E-Jan Sam park:-**This project was developed by Chandigrah government for helping the common man for access their basic needs and information.

**2. Prajavani:** -Prajeevani is thye project developed for web based online monitoring of Public Grievances.it is started by the Government of Andhra Pradesh.

**3.2.3 Land record management:-**This e-governance service is helps to maintain and stored large amount of land records in efficiently.

#### **Major Projects In This Area Are**

**1. Bhoomi:-** This project was firstly implemented by government of Karnataka .The land record management system successfully implemented for getting government services for common people.

**2. Comprehensive Modernization of Land Records (CMLR):-** This project is started by the government of Andhra Pradesh. It allows integrating functions of property registration, mutations and updating of field survey maps.

**3. Land Record Computerization:** - The objective of the project is to computerize fresh allotment, land transfer,

regularization of occupied land etc. related actives of the Dept. of Land Management at district level.

### **3.3 E-Governance in Health**

In the health sector the government provides services through ICT for improving the facilities in hospitals for the every citizens of the country. In much easier and faster the major projects are follows:-

## **IV. VARIOUS PROJECTS**

**1.E-Hospitals:-**It is established by the central government on 30th may 2016,This project was inaugurated by central IT Minister Ravishankar Prasad.

**2.Online Hospital OPD appointment:-** This project was introduced by Chandigrah administration for improving health sector more simpler and efficient.

**3. CHISS:-**It is another project was introduced by the central government for getting concession in treatments and medicines in the major hospitals of the country.

#### **3. 4 E-Governance in Education**

The e-governance notable contributions in the education sector for boosting the literacy and providing education facilities for every children. Right to education was one of the fundamental right of every children so government made more projects introduced in this sector.

#### **Various projects are:**

**1. Online educational services:-**The government are started to giveservices through online like online results and admission in +2 and degree levels. These widely using in the country.

**2. National scholarship portal:-**It is meant for the purpose of distribution of scholarships and fees reimbursement.

**3. AISES (All India School Education Survey):-** This project is started by Assam government. It is used for surveying the number of schools indistrict.

## **V. CHALLENGES**

An overall the government was makes a hard effort for implementing E-governance for people facilitating to accessing the public services. The new technology has faced many from people directly as well as indirectly. The direct challenges are related to user related issues such as, non-availability of user interfaces, inadequate power supply in rural areas, low internet networks in rural and most

importantly lack of awareness about E-government initiatives.

On the other hand, indirect challenges relate to technical issues or human resource issues within the government. These issues include lack of integration of systems in government departments, low level of computer knowledge at various levels of bureaucracy.

## **VI. CONCLUSION**

There are many challenges faced for the implementing of e-government in India. These challenges are low literacy, lack of awareness, low availability of internet networks, lack of system integration in government departments, and all other reasons. A vision is required to implement the e-government in India. These challenges are to be converted into the opportunities. Then the environment needs to be developed for the effective implementation of e-government in India. But in spite of all challenges India has proved the ability to implement e-government in large geographical areas. For their excellence of governments the many awards has won by E-Governance projects. Therefore we can say that e-Governance is the key to success, for the governments to providing good or quality and efficient services for all levels of their citizens. This initiative will help to low corruption and Transparency in public services these are leading into build a powerful nation in the world.