



E-Governance: Digitalization of Indian Democratic System

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Abstract

Governments the world over are undergoing a paradigm shift towards the digital services from the traditional procedures and control structures. This new approach is a goal towards the more result oriented structure and user-friendly. Government of India aims to make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. This feat can be achieved through cooperative, collaborative and integrated efforts by the Centre government, State government and the local government. The legacy systems are to be integrated through technologies across all diverse geographical locations throughout the country. In this paper we intend to look into the various innovative e-governance aspects and try to analyze them for their implementation success towards linking for a better strategy of acceptance by the citizens. We take an insight into some of the e-governance projects for meanings, definitions, and clarifications by going through the different secondary data and survey reports. Before concluding some implications of the study have been presented.

Keywords: e-governance, ICT, Service delivery, e-readiness

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Introduction

Government of India duly recognized the value of computers and established the national Informatics Center (NIC) in 1977. The early eighties did not saw much advancements in the field of information technology as the use of computers was confined to a few organization. The common man was nowhere near the technology touch. The early nineties saw a few government offices



using the applications of the computers to track papers and files with a few opting for the generation of reports or payroll systems etc.

However, the main thrust for e-Governance was provided by the launching of NICNET in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. In the ensuing years, with ongoing computerization, tele-connectivity and internet connectivity, came a large number of e-Governance initiatives, both at the Union and State levels. A National Task Force on Information Technology and Software Development was constituted in May 1998. While recognizing Information Technology as a frontier area of knowledge per se, it focused on utilizing it as an enabling tool for assimilating and processing all other spheres of knowledge. It recommended the electronic governance aka e-Governance.

E-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of Information and Communications Technology (ICT). While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance. However, this would require the government to change itself – its processes, its outlook, laws, rules and regulations and also its way of interacting with the citizens. It would also require capacity building within the government and creation of general awareness about e-Governance among the citizens.

ICT provides efficient storing and retrieval of data, instantaneous transmission of information, processing information and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and judiciously, increasing transparency and enforcing accountability. It also helps in increasing the reach of government – both geographically and demographically.

Phases in e-governance

There are four phases of e-governance which can serve as a reference for the governments to position where a project fits in the overall evolution of an e-governance. These phases are:

- (a) Computerization: With the availability of personal computers, a large number of Government offices got equipped with computers. The use of computers began with word processing, quickly followed by data processing.
- (b) Networking: Some units of a few government organizations got connected through a hub leading to sharing of information and flow of data between different government entities.
- (c) On-line presence: With increasing internet connectivity, a need was felt for maintaining a presence on the web. This resulted in maintenance of websites by government departments and other entities. Generally, these web-pages/web-sites contained information about the organizational structure, contact details, reports and publications, objectives and vision statements of the respective government entities.
- d) On-line interactivity: A natural consequence of on-line presence was opening up of communication channels between government entities and the citizens, civil society organizations etc. The main aim at this stage was to minimize the scope of personal interface with government entities by providing downloadable Forms, Instructions, Acts, Rules etc. Table I summarizes the types of models in e-governance and its characteristics.

Review of Literature

E-governance is a concept that deals with the relationships and networks within the government in dissemination of its procedures, services and applications of ICT (Sheridan and Riley, 2006). It is the co-operative administrative relation encompassing standard procedures. E-governance means using ICTs as servants to the master of good governance, enabled route to achieving good governance (Kalsi and Vaidya, 2009). In its most ideal sense, e-governance is a practical concept meant to achieve all aspects of citizen-oriented governance; bringing the citizenry closer to the government and decision making process. Commitment to e-governance tends to transform how public servants work, relate to each other, do business, and engage citizens and others. E-government is a process that requires a sustained commitment of political will, resources and engagement among the government, private and public sectors (Singh et al., 2010). E-Governance is not just about government web sites and e-mails. Neither is it just about service delivery over the Internet or digital access to government information or electronic payments. E-governance aims at changing how citizens relate to governments as well as how citizens relate to each other (Preeti Mahajan, 2009; Agangiba&Agangiba, 2013).

Model	Information	Communication (Online)	Service-Delivery
G2C	Information regarding taxes, business license, registers, laws, political programs, administrative responsibilities etc.	<ul style="list-style-type: none"> • administrative processes and products • communication with authorities etc. 	posting of results, electronic voting, providing solution online, participation online, etc.
G2B	firm or citizen's request for information on taxes, laws, business programs, business policy, administrative responsibilities, etc.	Communication regarding administrative processes and communication with the authorities	electronic transactions of accounting, e-auditing, e-procurement, e-shopping, etc.
G2G	Exchange of information among different authorities and different hierarchical levels, regarding administrative acts and laws, policy making, data, projects or programs, background information to decisions, etc.	Information is exchanged among different authorities and different hierarchical levels; discussion fora; communication in negotiation and decision making; interaction regarding administrative acts and laws, projects or programs, etc.	Inter-organizational workflow and exchange of data, exchanging policy and solution online, information and knowledge management, etc.
N2G	Exchange of information regarding administrative acts, administrative policy, data, registers, laws, political	Information is exchanged among different organizations	Intra-organizational workflow, and exchange of policy

	programs, background information to decisions etc.	and agencies; discussion fora; communication in negotiation and decision making; interaction regarding administrative acts	and solution, data, information and knowledge management, etc.
G2E	Exchange of information regarding works and performance, personnel policy, data, and notice for career management and development of government employees, etc.	Information is exchanged among different department or persons; discussion fora; communication in negotiation and decision making; interaction regarding works and performance, etc.	Interpersonal workflow, and exchange of personnel policy and solution, data, information and knowledge management, participation online, etc.

Table I: Characteristics of e-governance models

Source: E-Government in Digital Era: Concept, Practice, and Development (Fang,2002).

It brings forth new concepts of citizenship, both in terms of needs and responsibilities (Keskinen&Tuomo, 2006). E-Governance not only provides information about various activities of a Government but also involves citizens to participate in government’s decision making process (Malik et al., 2014). Irani et al. (2006) formulated a four-phase e-governance model comprising delivery of online information with internal efficiency of some complex administrative services. However, the implementation of ICT rests on the local government, and in practice, the lowest tier of any governance system lacks the

proper incentives, adequate resources, satisfactory management, and mainly any standardized framework (Zwahr & Finger, 2004; Das & Chandrashekhar, 2006; Gessi, Ramnarine, & Wilkins, 2007; Malhotra Chariar, Das, & Ilavarasan, 2007;). The governments, in large, are in quest of finding novel ideas for public service delivery system to be more efficient and effective. The expectations from the digital governance may vary in terms of nature, culture, practice, habits, and habitations among communities, regions, states, and nations. An obvious expectation is reduction in the service-delivery costs, stipulation of public services time frame and anticipation of a better planning across locational boundary. Political and social motivations can be the reasons for the change as well (Bovaird, 2003; Das & Chandrashekhar, 2006; Rahman, 2009). The delegation of work for these local governments as a means to lower service-delivery costs, improve service quality, increase accountability, improve equity, or enhance participation in government system is considered as a good option (Fox & Gurley, 2006).

The concept of e-government was introduced to the local governments to make them more independent, provide more autonomy, offer them more power to act within, and formalize their institutional framework by upholding all the benefits of local government through elected representatives (Kim, 2002; Rainford, 2006). In the recent times much significance has been laid to the interaction of the citizens to the government, hence the local governments are in much influence to provide better results in terms of efficiency and effective information and services (Shackleton, Fisher, & Dawson, 2004). The good effects of e-governance can be applied in any organized body where people have to be managed through, information sharing and communication using the internet as a medium (Agangiba & Agangiba, 2013).

Roumeen, Islam (2003) showed that there is a strong relationship between good information flow and good governance. The authors explored: i) The role of existence and free flow of information in good governance and ii) how often economic data is made accessible in countries around the world. Both indicators showed a positive relationship between better information and better quality of governance.

The study by Saxena (2005) and Finger and Pécoud (2003) showed that e-Governance is positively related to improved government-citizen relationships and corruption reduction. The authors suggest that e-governance initiatives can make important contributions to improving public services improving overall relationships between governments and the citizenry. The authors however

state that, even though e-Governance initiatives cannot cure all the structural factors that breed corruption in states and societies, its strategic implementation can help improve the critical variable in combating corruption—government-citizen relationships.

The role of board portals; online software-service solutions in the successful running and governance of business bodies is significant as it allows board members to store and retrieve information as well as connect with each other in real time (Ted Hart et al., 2011).

Focus India

Governments and public sector organizations around the world are facing to reform their public administration organizations and deliver more efficient and cost effective services, as well as better information and knowledge to their stakeholders. E-governance is the effective use of Information & Communication Technology (ICT) to improve the system of governance that is in place, and thus provide better services to the Citizens. E-Governance is considered as a high priority agenda in India, as it is considered to be the only means of taking IT to the “Common Public”. Developments in e-Governance provide opportunities to harness the power of Information and Communication Technology (ICT) to make the business of governance inexpensive, qualitatively responsive, and truly encompassing. In this paper we discuss about the basic problems and acceptability of e-Governance in India (Dwivedi& Bharti, 2010). India is likely to soon emerge as a leader in E-Governance. In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance projects. Effective promotion schemes by the Indian government will also be a boosting factor to provide quality services to their citizens which means there is huge potential for the development of e-governance in various sectors. According to Skoch consultancy New Delhi, 81% citizens report reduction in corruption, 95% find cost of e-governance affordable and 78% favours fast of delivery of services. Therefore we can say that e-Governance is the key to the —Good Governancel for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens. (Malik&Verma,2014). There is general lack of technical literacy as well as literacy in countries like India, the correlation between education level and use of electronic means or Internet and other ICT means are quite significant (Keskinen&Kuosa, Tuomo, 2006). There are a large number of obstacles in implementation of e-Governance in India. These can be



categorized under the following titles: Environmental and Social Challenges, Economical Challenges and Technical Challenges (Mittal & Kaur, 2013). Gradually, the positive influences of e-governance are being identified and enacted by governments all over the world with the aim of providing the best for their citizens. Advanced and developed countries like United States of America, Canada, United Kingdom and the Netherlands among others have taken the lead in e-governance and are doing really great in terms of public service delivery (United Nations Global E-government survey 2012).

Objectives of the Study

The study aims to fulfill some objectives which are as follows:

- Awareness towards E-Governance among citizen of India
- Summarization of the key projects undertaken for the interaction of the citizen and government.
- Highlighting recommendations and implications of the e-governance projects for better efficiency and convenience of the citizens.

Research Methodology

The study reviews the existing literature, survey reports, online reports available, government websites and other secondary data to summarize the various e-governance initiatives taken by the central government, state government or by the local government. The exploration into this secondary data has initiated us to formulate a recommendation framework for efficient citizen government interaction model presented in the last section of the paper.

E-Governance in India

The Government approved the National eGovernance Plan (NeGP), comprising of 27 Mission Mode Projects (10 Central MMPs, 10 State MMPs and 7 Integrated MMPs spanning multiple Ministries/ Departments) and 8 components, on May 18, 2006 (Table II). A mission mode project (MMP) is an individual project within the National e-Governance Plan (NeGP) that focuses on one aspect of electronic governance, such as banking, land records or commercial taxes etc. Within NeGP, "mission mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels. NeGP

comprises 31 mission mode projects (MMPs), which are further classified as state, central or integrated projects. Each state government can also define five MMPs specific to its individual needs.

Table II: Mission Mode Projects approved under NeGP.

State MMPs	Central MMPs	Integrated MMPs
e-District	Passport	India Portal
Agriculture	MCA-21	CSC
Commercial Taxes	UID 4	e-Procurement
CCTNS-Police	Insurance	e-Biz 5
Land Record	Banking	e-Courts 6
Road Transport	Income Tax	. EDI for e-Trade
Treasuries	Pensions	NSDG
Panchayat Raj	e-office	
Employment Exchange	Central Excise & Custom	
Municipal Corporation	Immigration, Visa & Foreign Registration & Trade	
Education	Posts	
Health		
PDS		

Source: <http://www.punjab.gov.in/documents/10191/53620/e-Governance+in+Punjab/491e00e3-ddc6-4b1f-9579-e3af3bd20ce7>

Apart from these MMPs, NeGP has also approved two common and support infrastructure projects i.e. State Wide Area Network (SWAN) & State Data Center (SDC) that can allow information to be shared electronically between different agencies of the government and with citizens. These both projects are considered as the converged backbone network for data, voice and video throughout a state and the State Data Centers (SDC's) which can provide common secure IT infrastructure to host state-level e-government applications and data.

Table III: Summarization of some key e-governance projects run by the states in India.

Sr • N o	Project Name	Project Description	Launch year	Type
1	CARD– Computer Aided Administration of Registration Department	<ul style="list-style-type: none"> • Online registration of property • sale/purchase deeds • issue of non-encumbrance certificate • issue of copies of previously registered deeds 	1998	G2C
2	eProcurement	<ul style="list-style-type: none"> • Online tendering for goods and services by government departments and agencies in Andhra Pradesh. • More than 32,000 tenders were processed through the eProcurement platform in 2008–09, with an average of three bids received per tender. 	2003	G2B
3	eSeva	<ul style="list-style-type: none"> • One-stop service centers delivering 135 services from central, state, and local governments, as well as public utilities. • Used monthly by 3.1 million citizens at 275 locations across 190 towns. 	2003	G2C
1	Ahmedabad Municipal Corporation (AMC) Civic Centers	<ul style="list-style-type: none"> • 16 civic centers of AMC primarily deliver three services: • annual collection of property tax • issue of birth and death certificates • issue of shop licenses. 	2002	G2C
2	Computerized Inter-State Check Posts	<ul style="list-style-type: none"> • 10 computerized check posts use electronic weigh bridges to levy fines for overloading and over-dimensioning of commercial vehicles passing through them 	2000	G2B

		<ul style="list-style-type: none"> • Inspect vehicles to check for damaged headlights and non-standard license plates, and verify essential documents. 		
3	Bhoomi	Online issue of a record of right, tenancy, and crop corticated (RTC) for availing crop loans from banks	2001	G2C
1	.KAVERI— Karnataka Valuation and E- Registration	<ul style="list-style-type: none"> • online registration of property sale/purchase deeds • issue of non-encumbrance certificates • issue of copies of registered deeds 	2003	G2C
2	Khajane	<ul style="list-style-type: none"> • Networking and computerization of all treasuries across Karnataka. • Treasuries make payments such as salaries to staff, payments to contractors, and social welfare and retirement pensions to civil pensioners • Accept receipts on behalf of the state government, maintain accounts of these transactions,. 	2002	G2G
1	PAWAN (Punjab State Wide Area Network)	(PAWAN) is a converged fiber network for data, voice and video communications throughout the State of Punjab	2013	G2C
2	e-District	<ul style="list-style-type: none"> • envisages integrated and seamless delivery of citizen services • automation of workflow • backend computerization • data digitization across participating departments. • The primary front end channels are SUWIDHA Centres and Gram SUWIDHA Kendras 	2014	G2C
3	State Data Centre (SDC)	<ul style="list-style-type: none"> • The project was approved by Govt. of Punjab with total outlay of Rs. 5014 lacs for five years. • Central Data Repository of the State 	2014/15	G2C

		<ul style="list-style-type: none"> • Intranet Portal • Secure Data Storage • Online Delivery • Disaster Recovery of Services • Remote Management & Citizen Information/Services Portal & Service Integration etc. 		
4	State Portal and State Service Delivery Gateway (SSDG)	<ul style="list-style-type: none"> • Electronic submittance of applications through a common gateway and collection of the certificate/ service from the same location. • The State Portal (SP) along with State Service Delivery Gateway (SSDG) is being developed and implemented so that citizens are provided with outlets where they can access the services under a single interface mechanism in the form of the Portal 	2013	G2C
5	SUWIDHA (Single User Window Disposal Help Line for Applicants)	Providing citizens single point receipt and delivery of various services related to various departments. The government fee for the respective services is accepted at the counter and services are delivered in a pre-defined time period. Presently 115 SUWIDHA Centers are operational to provide more than 35 Public services at District/ Sub Division level.	2005	G2C
6	Web SUWIDHA	Anywhere access of the application and centralized monitoring of citizen service delivery		G2C
7	e-Vidya, Electricity Bill Collection UID (Aadhaar) Enrolment, PAN Card, BSNL Bill related services,	Service centre Agencies (SCAs) in 4 Districts of Punjab (Patiala, Gurdaspur, Jalandhar, and Hoshiarpur) have provided Computer training through Gram SuwidhaKendras to more than 6000 Women under e-Vidya		G2C



	Computer education, insurance etc.			
8	PRISM (Property Registration Information System Module)	This project facilitates the process of registration of land at a high speed and efficiency at the Sub Registrar Offices across the state.		G2C

Source: Authors' compilation of data from different government websites.

The most promising aspect of e-government is its ability to bring citizens closer to the government. Through the applications of e-governance the governments are easily accessible by the citizens. India has seen the e-governance seeping into the grass roots level. IT enables the delivery of government services as it caters to a large base of people across different segments and geographical locations. The effective use of IT services in government administration can greatly enhance existing efficiencies, drive down communication costs, and increase transparency in the functioning of various departments. It also gives citizens easy access to tangible benefits, be it through simple applications such as online form filling, bill sourcing and payments, or complex applications like distance education and tele-medicine. Improved access to information and services has provided economic and social development opportunities, facilitated participation and communication in policy and decision-making processes and empowerment of the weakest groups. This has led to fostering a sense of ownership and building of social capital, which in turn, constitute a basis for local revitalization. For instance health care is a sector in India where e-gov in particular and IT in general can bring about magnificent and much awaited changes. e-Gov can play a larger role in addressing key issues that have been of concern of the health industry for many decades such as

- Simplification of administrative processes
- Strengthening population-based public health systems

Table: IV: Performance Measures and Indicators for ICT Projects for Users and Service Providers

Stakeholder	Performance measure	Key indicator
Users	Costs of accessing services	<ul style="list-style-type: none"> • Number of trips required to complete the service • Travel costs, based on distance to service delivery site • Waiting times at service delivery site • Payments of bribes to receive satisfactory services
	Quality of service and governance	User perceptions of service quality, transparency, and accountability (five-point scale)
Implementing agencies	Transaction volume and revenue	<ul style="list-style-type: none"> • Growth in transaction volumes • Growth in revenues
	Operating cost	Supervisor perceptions of cost impact

Source:

http://siteresources.worldbank.org/EXTIC4D/Resources/IC4D_eGovExperiencesIndia_67_82.pdf

To ensure Interoperability among e-governance applications, Government of India has setup an institutional mechanism for formulation of Standards through collaborative efforts of stakeholders from DIT, NIC, STQC, other Government Departments, Industry, Academia and Public. Various Working groups and Expert committees have been created for this purpose. NIC is playing a key role in coordination and steering the standards formulation process and also technical participation in preparation of Approach papers, standards formulation, drafts review process and POC. Policy on Open Standards, Metadata and Data standard for Person Identification & Land Region Codification, Biometric Data Standards for Fingerprint and Face Images, Interoperability Guidelines for Digital Signature Certificates, Guidelines for usage of Digital Signature, Indian



Languages Encoding and Font standards, Quality Assurance Framework, Conformity Assessment Requirements document, Information Security Framework and Guidelines have been already published on the portal (<http://egovstandards.gov.in>). Standards for eForms design, Interoperability Framework for e-Governance in India and Technical Standards in Interoperability areas are in the advanced stage of preparation.

Conclusion and Implications of the Study

It's been said that the only way to discover the limits of the possible is to go beyond them into the impossible. The very character of cyber technology and the Internet age has been defined by those who have gone beyond what is seen, who have tested the limits of the possible and in doing so have enriched our society and transformed our way of life. Our computers have connected us as a nation, as a people and as a global community in ways unimaginable.

And it is this type of connectivity that also defines our vision of nation's development.

However, the function is always more important than the format. When governance is good, e-Governance can increase its effectiveness manifold. And if governance itself is poor; it does not help. It rather magnifies how poor that governance is. As academicians and researchers, our sole objectives would not have been to make money. We would have tried our best to change Governance first and then implement e-Governance. Otherwise we would not have hesitated to withdraw from the projects even, without caring much for our consultation fees. For global and local private bodies; it has become a gold mine as they know it too well that e-Governance without basic good governance would fail. And that means more and more assignments, and unending projects which will be paid by all Indians for many more years.

As of now, e-governance projects are being run only in certain departments. This approach will gradually be extended to all departments eventually, leveraging the power of IT to streamline administrative functions and increase transparency. The government benefits from reduced duplication of work. In addition, the processes of data collection, analysis and audit are simplified, and become less tedious. E-governance holds advantages for the business community too, playing the role of a catalyst and a channel for e-business, a fact evidenced by developments in the US and Singapore. But perhaps the single-largest benefit of e-governance is its potential to give India a well be on the way to becoming an information and knowledge society and contrary

to popular perception, its impact will be far-reaching, down to the villages and could bridge traditional divides. E-Governance is the next step - it promises to provide karmic relief from corrupt officials and politicians and gives birth to an entire web-based economy.

On the basis of our study of the literature review and the survey reports published and available online, we have developed a framework that if implemented would see the e-governance projects being more useful and efficient in disseminating services for the citizens of India. These are categorized into following areas:

a) Seamless connectivity and communication over the network: telecommunications network failures result mainly due to dial-up connectivity. For continuous access WLL and WCT should be offered at all geographical areas. Operational hurdle due to power failures is quite common in Solar panels and UPS are useful for providing power backup in case of power failures.

b) Non-standard processes: Standardizing processes and conducting audits will reduce problems associated with non-standard processes and help integrate information systems across geographical locations or subsystems.

c) Standardization and integration: The success of any e-Governance initiative lies standardization and complete integration between the services. That is easier said than done. India is a country with different languages in different states. This creates language issues. NIC one body responsible for the whole framework, whatever it frames out becomes a standard. However a ready-made standardized framework has to there for NIC to follow.

d) Technical divide: Even though awareness has grown over the last decade. Still, the Urban-Rural divide is quite huge in terms of technical capabilities and accessibility. Internet access is not that readily available in villages and small towns. So the political motivation to spend time and resources on something that will provide benefits to the people of the state is sometimes absent. It takes a back seat. This is accentuated by the lack of education and awareness of the politicians themselves.

e) Infrastructure and Speed: Even in the urban areas, the speeds of Government websites and its user friendliness is suspect. People would like to use the resources available, but it can all go waste if the websites are badly designed (which many are) and do not open up fast enough. NIC's own portal is a rather well done website though. While implementing e-Governance

initiatives Government should prefer high quality IT infrastructure in government offices because poor quality infrastructure causes computer hanging, display problem, operating system crash, virus attack and other variety of problems. All these problems can put high pressure on the officials and can also affect their working.

f) Security and technical changes: Technology is changing at such a fast pace while the government speed is rather slow. Within a matter of month's old ones becomes obsolete and new ones become standards. In such a scenario, we need to be nimble in the government. Add to this the high need for top class security. With so many hackers out there with newer and newer ways to get in, it is important that the government takes full care of the latest advances. There have been many instances of hackers defacing the government websites time and again. This makes using internet and e-governance a big challenge.

g) Process and administrative inertia: At the core of it, e-Governance is not a "technical initiative". It hinges on the re-engineering of process and administrative methods. If one has to enable technology to do things better and faster, then people and processes need to change the ways. That is most often not possible in a government set up. The personnel in government have little or no motivation to change the way they have been doing things. That can fail any well laid out processes and technologies.

h) Mobile and Digital Campaign: Increasing the visibility and the awareness of the e-governance projects and utilization by the citizens, the government needs to enhance the campaign of these e-governance projects on the internet and other mobile applications.

i) Software and Hardware Training to staff

Officials should be given training on Computer Hardware and Software so that they can handle operational problems themselves in the time of emergency and it will also save time and cost. Such software is needed to be used in SUWIDHA Centres which interconnects SUWIDHA Centres to all the departments which provide services to the people. It will give the departments' direct access to the data available at SUWIDHA Centres and the departments don't need to enter the data manually again. It will also help in time saving. Computer hardware and software should be regularly upgraded as per the requirements as it will provide solution to many problems like slow speed, interconnectivity problems etc. Government should also educate Administrators and Ministers so that they can realize the importance of



eGovernance and also try at their level best to spread awareness regarding e-Governance.

j) More Kiosks at Rural Areas

SUWIDHA Centres should be set up in rural areas so that rural people can easily avail e-Governance services. It will also be cost effective for them and they will not have to cover long distances to reach SUWIDHA Centres. Rural people should be given basic computer knowledge so that they may operate computers and may take the benefits of e-Governance services. Computer education should be made compulsory in the schools of rural areas. Government should advertise in rural areas regarding e-Governance services by distributing posters, pamphlets and by sending a team to all the rural areas to spread awareness.

k) Regular Monitoring

A dedicated team of officials is required to continuously supervise and control all the activities of the SUWIDHA Centres. It will help in bringing solution to the problems immediately and in the optimum utilization of resources.



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