E-GOVERNANCE: A STUDY ON INITIATIVES TAKEN IN UNIVERSITIES OF HARYANA

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ABSTRACT

21st Century is an era of information and communication technology. Presently, the information technology, play a vital role to connecting the people of different place within the seconds. Now it has become an integral part of our lives. The information technology has paved the way to expedite the matter with high level of technology. Although we talk about the new interpretation of electronic term in e-governance, e-governance tells us about their technical application. E-governance can be implemented not only on small scale but also at the large level at any organization, office, institution. If we talk about e-Governance for the education sector, e-Governance has been implemented in India in the higher education sector in the last few years. In the present study, the introduction of e-governance in the universities tells its simplicity, with the establishment of all the administrative work without any inconvenience. Governing structure for universities varies from one country to another and is highly prestigious in the whole world. E-governance projects have been conceptualized in the changes made along with the changes in time of time with the Haryana State Universities. On the basis of findings, it is concluded that the information technology has been proved conducive to operate the universities in an efficient ways.

Key Words: - e-governance, era of 21st century, speed and accuracy, managing in efficient ways.

Introduction:

At present, the information technology has played a vital role to operate the varied system with efficiency, effectiveness, transparency and accountability of the information and transactional negotiations between the governments of e-Governance government. But the government is empowering the citizens through the use and use of information, information, and agencies of citizens and businesses at national, state, municipal and local level. It is the use of ICT by various artists of the society so that they can improve their reach and build their abilities E-governance in India was started in the '70s with a campaign to improve efficiency in the areas of economic monitoring, planning and ICT. Since then, it has more to enable rapid distribution of information and services, in every aspect of the environment, i.e., to reach rural areas, to promote transparency and accountability. E-governance is not about software and hardware, but it is in relation to people and processes.[1]

E-Governance in India:

Government of India has initiated e-governance in the government within 18th May, 2006. The Central Government has enacted National e-Governance Plan (NeGP) with 27 Mission Mode Projects (MMP) and 8 components to promote e-governance, which granted your approval. Apart from above mentioned areas, there are three other areas such as education, health and public distribution system. Besides, National e-Governance Plan prepared by Department of Information Technology (DIT), Administrative Reforms and Department of Public Grievances (DAR and PG) (NeGP) formulated the plan, which is known as the National e-Governance Plan, which has a main perspective

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"To understand the basic needs of the common man, through general service delivery outlets, make all government services accessible to the common man in their area, to ensure the efficiency, transparency and reliability of such services at an affordable cost."[2]
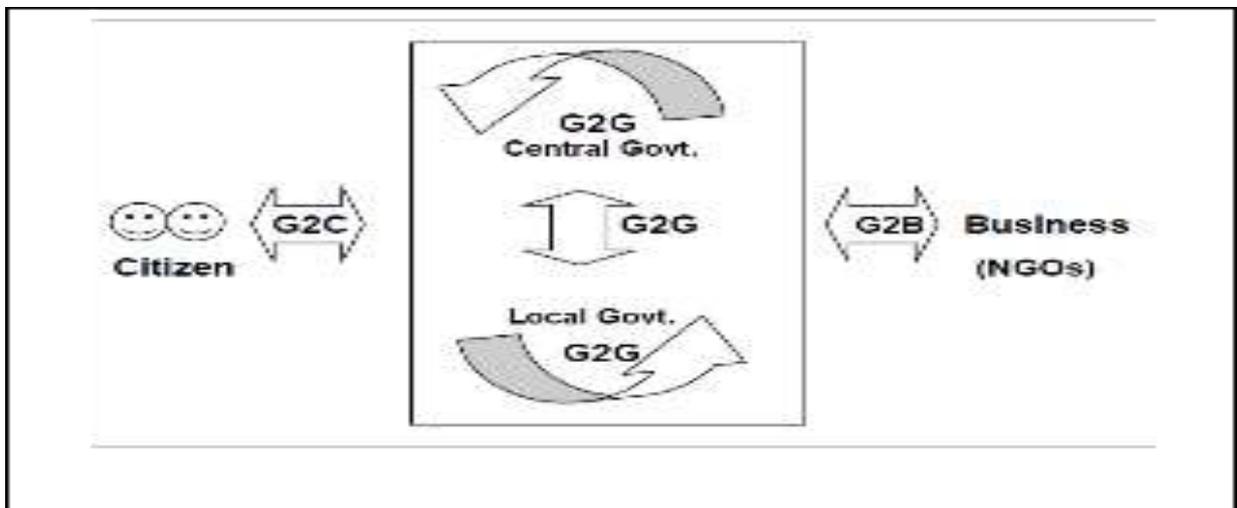
E-Governance Model:

Among the concepts of e-governance are the three main target groups, which are as follows: - Government, citizens and businesses. Briefs such as B2B (Business to Business) and B2C (Business to Consumer) are used in e-commerce concepts, so that the main groups can be described as soon as possible.

- G2G : Government to Government
- G2C: Government to Citizens
- G2B : Government to Business
- G2E : Government to Employees[3]

Different models of e-Governance (G2C, G2B and G2G) are shown in Figure 1.

Figure 1. Inter-relationship in the e-governance

Source:-https://www.google.com/search?q=E-Governance+models

Stages of E-Governance:

Gartner has predicted the four steps of e-Governance, which is as follows:

- Information
- Interaction
- Transaction
- Transformation

Information Stage: Information in this first phase means that all services are available on the website and providing relevant information to G2C and G2B and in this phase ICT usage has been included to increase access to government information. This is important for individuals and businesses. An efficient use of Internet and communication technologies makes it possible to broadcast government information to global viewers in a fast and convenient way.[4]

Interaction Stage: In the second phase of e-governance, direct interaction between the government and the public (G2C and G2B) is excited by various applications. And people in it can ask their questions through e-mail, as well as search engines we can make use, and download form and documents. In fact, simple applications can be used online 24 hours per day.[5]

Transaction Stage: The complexity of technology is increasing in this third phase of e-Governance, but the customer (G2C and G2B) is also more valuable. The full transaction

can be done without going to the office. Examples of all online services are as follows: Income tax filing, property taxes have been filed, extension of license / renewal, visa and passport and online voting. In this phase, internal (G2G) processes have to be redesigned to provide good service. For this, the government needs new laws to enable non-paper transactions.[6]

Transformation Stage: Under this stage, when all transactional attendance is integrated between the citizens and the government, the public can get G2C and G2B services at one (virtual) counter. And there is a final point goal of contact for all services. In this phase, cost savings, efficiency and customer satisfaction reach the highest possible level.[7]

Major Obstacles in Implementing E-Governance in India:
When faced with the following obstacles in implementing e-governance in India: -

- Clarity of Objectives;
- Insufficiency of money;
- Lack of talented workforce;
- Data backlog;
- Change management;
- Lack of coordination between different departments;
- Technically better internet reduction;
- Strict legal framework;
- The challenge of maintenance.

E-Governance in Higher Education:
ICT has played a major role in reducing operational inefficiency and improvement in many areas of governance. An integrated "Higher Education Service System" is a concept that can empower the governing body to administer the progress of education plan throughout the country and better manage various types of workers. Today ICT is being increasingly used by high education institutions across the world. ICTs are emerging as part of the open and distance methods of higher education distribution along with campus delivery. ICT is being used for the development of curriculum in higher education and distribution of content and sharing of materials; Creating, distributing and academic research of communication, presentations and lectures between learners, educators and the outside world; Administrative assistance, student enrolment etc.[8]

E-Governance in University:
The concept of implementing e-governance in universities is related to the privacy of controlling the power of various centres and various departments. Which is an important part of diversity? This kind of practice is based on the depiction of an adequate system that performs various levels of institutional and relational power. They are also integrated into an electronic administration (e-governance), which is the other various internal information systems (IIS) are structured in. The warehouses used in the system also include information extracted from the user's profile. The complete operation of these new digital-controlled platforms reflects the establishment of e-business models of institutions of institutional, organizational and relational networks.

An administration is independent in the use of the model but it should include the underlying people, whose activities are clear, incidental, responsible and especially regular to reduce inequalities in the services provided by public institutions needed.

 Students' performance and performance analysis for examination of online examinations, examination fees management, internal mark uploading, online hall tickets, distribution of question papers, secure question paper delivery, multiple digital evaluation, publication of results and mark sheets and certificates. Tracking. E-Governance Conduct Online Examinations In University The examination papers can be posted online from the
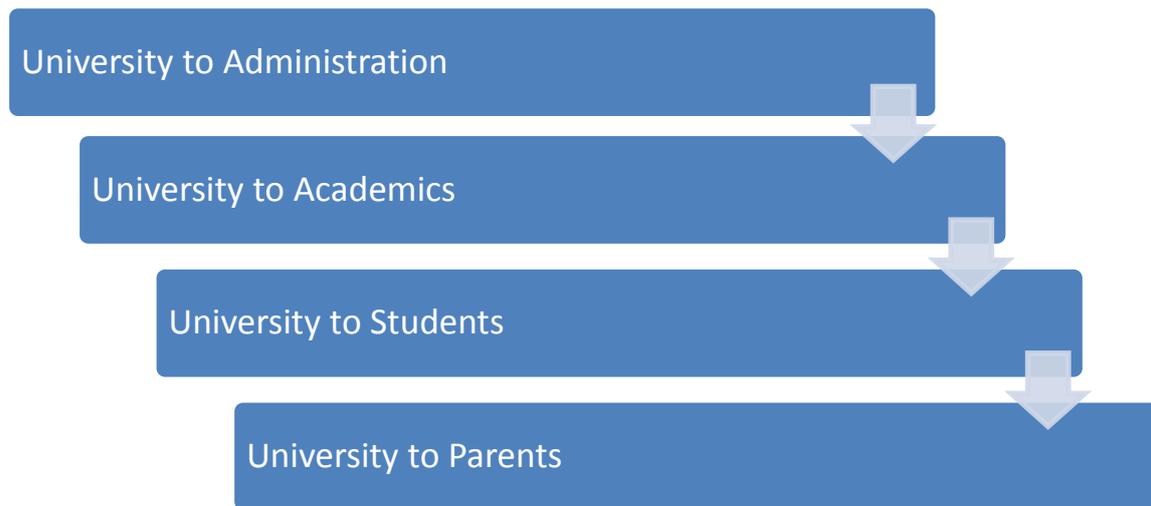
university. With this can also be used for online banking or e-commerce transactions. Through e-governance, the problem of fake degrees and certificates can be easily dealt with and it will also assist academic administrators.[9]

E-Governance Model for Universities:

E-Governance model for universities can be divided into four categories, which is as follows:

- U2 Administration (University to Administration)
- U2 Academics (University to Academics)
- U2S (University to Students)
- U2P (University to Parents)

Figure 2. E-Governance Model for Universities

University to Administration

University to Academics

University to Students

University to Parents

Review of Literature:
A brief resale of research related to the study has been presented which is as follows: -
Subrata K D, Siobhan M. A. (2007)[10], in this study, the authors have focused their research on enhancing the e-Governance model at the university level, not only to ensure transparency but also to adopt it to perform better, but also education and The quality has improved in the broadcasting of the administration.
Suri Genial and Kaur Sarabjit (2013)[11], "A Study on e-Governance Initiative in Punjab University" Punjab University, Chandigarh has been proved effective in many e-governance small projects, taken for the study. This study has examined the perception of students, faculty and employees in connection with e-governance effectiveness at Punjab University. Faculty members recognized ' effective training' as the most effective way to improve the current state of e-governance of the University. It has also been reported in the study that the full implementation of e-Governance in the university will include the construction of technical hardware and software infrastructure. It will also include better and faster connectivity options.
Sakshi Ravinder Singh, Amarsala Ritesh, Garg Sohan and Sakshi Deelar Singh, Karthik Manoj B. (February 2013)[12], " How the e-Governance is helpful in Indian universities in the research paper presented and the benefits and e-governance of e-Governance for Indian education system is an emerging event in India which has been described in this paper. In this paper, many areas of e-Governance have been reported.
Dhamunya Shilpa (2015)[13], "e-Governance in Rajasthan State Universities: Impacts and Impediments" This research presents the realistic observation of higher education in the state of Rajasthan. There are many mandatory problems in Higher education which go back to the princely states, although the restructuring of the state has increased the status of

education but the situation is still disappointing. It is commendable for the government to implement e-Governance that it shows the commitment to bring about fundamental change in education-related scenario. Research results are indicating fair policy changes; to be specific; it would be relevant to attract the imperative. Scientific research is a symbol of the fundamentals that need to be harassed in relation to the cancellation of some myths about policies; to make some new assumptions about educational institutions and reconstruct new paths to achieve the end of this fundamental objective. Until the area is strengthened, social change will be absent. This study is just starting to understand ground realities based on possible emphasis. This special research has given some extent to the long claims given by the government because of the seriousness of implementing e-governance, but the results obtained from the collected data completely tell a different story. .

Sharma Dhirendra, Singh Vikram (March 2014)[14]**,**"Measuring Performance and Efficiency of E-Governance Infrastructure: Case Study of HP University Campus Network" in his research paper, Himmachal Pradesh University (HPU) in the campus of Shimla (Himachal Pradesh), HIMSWAN i.e. The campus is related to the Wide Optical Fiber Network (CWOFN). E-Governance presents a study on the performance and efficiency measurement of spinal cord in the university's infrastructure. E-governance is very important for the connectivity of state and national level with the implementation of e-governance in any university / institute, the purpose of this paper is to use the Jperf software tool with pre-test active and passive components. How to implement efficient and high performance spinal cord? It has been performed in two stages:

I) For different nodes, the efficiency of the different networks has been found and compared to the others, using the efficiency standards given by Coin et al.

II) Finally, with the people given by Segment et al. Segment / component-wise capabilities were measured for the actual network system in the university campus.

Significance of Study:

The study has vital significant for examine the impact of e-governance on the varied functionaries of the university departments. It is very important that the State Universities of Haryana should also meet all the requisite standards with the educational institutions of the modern world. Equipped with all types of modern technology tools, today is very important.

OBJECTIVES OF THE STUDY:

In view of the following objectives of the study, the research has been completed:

1. To find out the existing system of e-Governance in the Universities of Haryana State;
2. Identifying key issues in implementing e-Governance in Universities of Haryana State;
3. To identify gaps in the e-governance system of the universities.

Study Requirement:

This study is expected to help students in the form of students (in the form of citizens) as well as to increase the e-governance system of Haryana State Universities and increase the prevailing gap in the present system.

The Study Area: The Haryana State:

The State of Haryana is one of the land-locked states of north-western India, which is between 3,035 'n to 30035' latitude and 74028 'E and 77036' E longitude. Haryana is one of the 29 states of the Indian Union, whose total area is one of the most progressive states of the Union of India, in which the total geographical area is 44,212 square kilometres. Haryana State was formed on 1 November 1966 by the Punjab State Organization Act. Presently the state is divided into 6 divisions, 5 police range and 3 police commissioners, 22 districts, 72 sub-divisions, 93 *tehsils,* 50 *sub-tehsils,* 140 blocks, 154 city / city and 6841 villages. According to the 2011 census, with a population of 2.54 *crore*, Haryana is

ranked 18th in India in terms of population[15]. If you talk about the higher education sector, at present, there are 44 (1 Central University, 16 State Universities and 21 Private Universities,6 Deemed Universities) Universities in Haryana.[16]

Digital University Project in Haryana State:

Under the Digital University Project, the Government of Haryana has started digital university project in four universities under Chaudhari Devi Lal University, Sirsa, Chaudhary Ranveer Singh University, Jind, and Bhagat Burhan Singh Women University Khanpur Kalan, Sonipat, Kurukshetra University kurukhetra Under this project, automation of entrance, registration and examination system of selected university services has been made online.

E-Governance Initiative in Maharishi Dayanand University, Rohtak:

The University has embraced the use of latest technological progress in the administration system and has already accepted it as a runner in taking e-governance initiatives. The admission process was done online in different programs of University Education Department and Distance Education Directorate and introduction of biometric attendance in admission test, to prevent impersonation in related misconduct, especially in entrance examination.

The major e-governance initiatives taken by the University over the last two years include online file tracking system, computerization of examination work and establishment of separate college portal. In order to provide and facilitate the Government of India's Digging Initiative, POS has been set up at the University Cashier's Office and the University has organized digitization awareness programs to make students aware about digital financial transactions.[17]

E-Governance Initiative in Kurukshetra University, Kurukshetra:

Kurukshetra University is establishing National Educational Depository (NAD) through which the degree of students passing out from the University will be available in digital (e-degree) form. For this purpose, data of the last 50 years has been digitized. This will ensure quick verification of their degree. In the future, digitization of university students' registration is being done under digital India program. In this episode, the university has digitized the records of students with the help of Haryana Knowledge Commission and now the examination form is also available as a digitally field. Another major initiative of the University is to open an online platform to pay fees, along with this *Kurukshetra University* is the first university to provide cashless fees in Haryana.

The reconciliation of accounts has also been digitized to improve the efficiency of the financial administration of the University. The university's system of examination has been largely computerized. In addition to computerization and networking of all six branches of examination wing, two high tech computer labs have been set up in the new examination wing to meet the requirements of 7.5 lakh students who appear in different examinations of the University. Also, the functioning of in-house computer facilities and examination wing has also improved significantly and the results of re-evaluation have been digitized. The link has been started to fill the examination form online through the University.[18]

E-Governance Initiative in Chaudhary Charan Singh Haryana Agricultural University:

Chaudhary Charan Singh Haryana Agricultural University Students who are studying in Hissar and newly enrolled students can now deposit online fees. To deposit fees, students will no longer need to go to the fees counter made in the bank or college. Under the Digital India program, all the services of the University are being made online and fees are also a part of it. Advance information about fees to students can also be sent through SMS and e-mail. For this, an agreement with HDFC Bank has been done.[19]

Major constraints in the implementing e-Governance in the State Universities of Haryana:

In the state of Haryana, the main constraints facing the implementation of e-governance are as follows :

- Lacks of good infrastructure its accessibility for development;
- Computer education and lack of e-literacy among the people;
- Lack of transparency in the administrative system ;
- The lack of effective communication system between universities in all stakeholders.
- Lack of responsibility in administration hierarchies;
- Lack of adequate funds for operating varied departments.

Conclusion & Suggestions:

On the basis of study, it has been concluded that the position of e-governance in universities of Haryana state shows the average level. Firstly, the university's top officials, employees and clerical staff should give the knowledge of computer well. Only then e-governance will be possible in universities which need changing times. Similarly, the dream of paperless administration can be realized by e-governance and to be familiar with e-governance tools, officers, employees should be trained through seminars, expansion lectures and workshops. Recently, Haryana State Universities, including *Maharishi Dayanand University, Rohtak, Kurukshetra University, Kurukshetra, Chaudhari Devi Lal University, Sirsa and Chaudhary Ranveer Singh University, Jind, Bhagat Burhan Singh Women University, Khanpur Kalan, Sonepat*, have announced that they will be given the university administration Will adopt the e-Governance model, which is a commendable and worthy step. Hence, it is obvious that the growing role of information technology has been proved conducive to bring the multifaceted e-governance in the varied functional areas of Universities, taken for the study.

- According to the demand of the present time the scope of online services in the universities should be increased.
- Digi-Locker should be provided to students in all the Universities which will be very good initiative for our universities under e-governance system.
- Important steps should be taken to improve the present situation of e-governance in the State of Haryana State.
- Adequate budget should be allocated for universities to promote the e-governance.
- E-governance should be started in the other universities of Haryana too.

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