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**Title**

**INDIA'S E-GOVERNANCE: PRESENT SCENARIO AND  
FUTURE PLANNING**

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**Abstract:**

The rise of e-government has been one of the most striking developments of the web. As the Internet supported digital communities evolve, and assuming that they do indeed grow to incorporate individuals around the country (and globe), they present the national governments with a number of challenges and opportunities. Governments in democratic states are primarily a representative mechanism whereby the selected few debate and enact the legislation for and on behalf of the nation state's citizens. This paper presents the actual scenarios of each state of India and also elaborates the actual planning strategies for future so that it will be beneficial for each and every state of India.

**Keywords:** E-governance, Challenges, Issues, Survey, Business, Economy

**Introduction:**

There are several aspects to this that might prove of importance in his context of **e-governance**. Firstly, those elected representatives need access to information and communication resources. It is necessary for them to inform and listen to their constituents; it is necessary for them to communicate with one another; and at the most basis, it is necessary for them to discover and represent the wishes of those who have elected them as their representatives. While we elect individuals, we appreciate and understand that they must then balance three sometimes opposing forces : their own conscience; the philosophy of their party ; and the interest of their constituency itself.

At the simplest level, the implementation of e-governance can then support this information and communication requirement. E-mail between politicians and between politicians and departments can be easily established. Since many state govts. Are providing Lap tops to their Ministers, they can publish their home pages on Internet, to act as constituency interaction center. This then touches on the next aspect, that of communicating with the constituents. In addition to the standard channels and mechanisms, the politicians can receive the email messages from those wishing to express their views. There are similarly endless ways to utilize

Information and communication technologies (only limited by the imagination of the implementing agency) to provide efficient and transparent solutions to citizens. [2][5]

Through this, it will attempt to provide an insight regarding:

- A definition of e-Governance to build a business case for its adoption
- A brief discussion on evolution of e-governance technologies
- Present Scenario of e-governance efforts in India
- Strategies/action plan for designing e-government projects for addressing immediate objectives with a vision for future in mind

### **What exactly an e-Governance is?**

E-governance is the application of information & communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational & transactional exchanges with in government, between govt. & govt. agencies of National, State, Municipal & Local levels, citizen & businesses, and to empower citizens through access & use of information.[1][8]

### **Evolution of e-governance Evolution: Road Map**

Global shifts towards increased deployment of IT by governments emerged in the nineties, with the advent of the World Wide Web. The technology as well as e-governance initiatives have come a long way since then. With the increase in Internet and mobile connections, the citizens are learning to exploit their new mode of access in wide ranging ways. While the emphasis has been primarily on automation and computerization, state governments have also endeavored to use ICT tools into connectivity, networking, setting up systems for processing information and delivering services. At a micro level, this has ranged from IT automation in individual departments, electronic file handling and workflow systems, access to entitlements, public grievance systems, service delivery for high volume routine transactions such as payment of bills, tax dues to meeting poverty alleviation goals through the promotion of entrepreneurial models and provision of market information. They have started expecting more



and more information and services online from governments and corporate organizations to further their civic, professional and personal lives, thus creating abundant evidence that the new “e-citizenship” is taking hold.[4]

State/Union Territory	Policies and Initiatives	State/Union Territory	Policies and Initiatives	State/Union Territory	Policies and Initiatives
<b>Haryana</b>	Nai Disha	<b>Maharashtra</b>	SETU, Online Complaint Management System—Mumbai	<b>Delhi</b>	Automatic Vehicle Tracking System, Electronic Clearance System, Management Information System for Education etc
<b>Gujarat</b>	Mahiti Shakti, Form book online, G R book census tender	<b>Himachal Pradesh</b>	Lok Mitra	<b>Madhya Pradesh</b>	Gyandoot, Gram Sampark, Smart Card Agricultural Marketing
<b>Manipur, Meghalaya,</b>	Meghalaya website under schemes related to	<b>Tamil Nadu</b>	Rasi Maiyams—Kanchipuram; Application forms related to public utility, tender notices and display	<b>Mizoram &amp; Nagaland</b>	social welfare, food civil supplies consumer affairs, housing transport etc.
<b>Rajasthan</b>	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI	<b>Karnataka</b>	Bhoomi, Khajane, Kaveri	<b>Goa</b>	Dharani Project
<b>Bihar</b>	Sales Tax Administration Management Information	<b>Chhattisgarh</b>	Chhattisgarh Infotech Promotion Society, Treasury e-linking	<b>Kerala</b>	e-Srinkhala, RDNet, (FRIENDS)
<b>Andhra Pradesh</b>	e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online—One-stop-shop on the Internet, Saukaryam, Online Transaction	<b>Arunachal Pradesh,</b>	Community Information Center. Forms available on		

Table1: shows state wise policies and initiatives in india

The concept of e-governance has its origins in India during the seventies with a focus on development of in-house government applications in the areas of defense, economic monitoring, planning and the deployment of IT to manage data intensive functions related to elections, census, tax administration etc. The efforts of the National Informatics Center (NIC) to connect all the district headquarters during the eighties was a very significant development.

From the early nineties, IT technologies were supplemented by ICT technologies to extend its use for wider sectoral applications with policy emphasis on reaching out to rural areas and taking in greater inputs from NGOs and private sector as well.

For governments, the more overt motivation to shift from manual processes to IT-enabled processes may be increased efficiency in administration and service delivery, but this shift can be conceived as a worthwhile investment with potential for returns. Following are some of the recent e-governance projects implemented by various state governments. [9][10]

### **India's e-governance: Challenges and Issues**

Since 1996, It was fortunate enough to work closely with a variety of govt. and commercial concerns, investigating the continuing trends in the field of e-governance area . I can say, from my experience that although lots of efforts have been made in the creation of infrastructure and internal information handling by govt. bodies as well as public services, the diffusion of technologies in moving towards e-governance have been rather slow. This may primarily be attributed to the following reasons:[3]

- Underutilization of existing ICT infrastructure
- Lack of IT Literacy and awareness of e-governance
- Resistance to re-engineering of departmental processes
- Government Departments' Attitude
- Lack of Infrastructure for sustaining e-governance projects
- Lack of coordination between Govt. Department and Solution developers

### **Agenda of e- governance: Present Scenario and Planning for Future**

Govt. leaders in India are starting to realize that e-governance is the key to drive today's economy with an increased participation from citizens. Providing services online is no longer going to remain optional for local and central government as demand for providing services @ internet speed has been coming from the citizens.

E-governance is about more than streamlining processes and improving services. It's about transforming Governments and renovating the way citizens participate in democracy. So how does a government agency cut through the clutter and build a strategy to facilitate the transition to successful online or "e" service delivery.

The real challenges are how to develop and sustain successful e-governance projects and deliver state of the art e-services to citizens. Unfortunately it's not as easy as adding "e" in front of your service delivery mechanism. Some of the requirements for implementing successful e-governance across the nation are:[2]

- Governance vertical and horizontal applications across the state and central governments.
- Enough bandwidth to service a population of one billion.
- A secure delivery framework by means of virtual private network
- Connectivity framework for making the services reach rural areas
- Exchange of secure information with non-repudiation, across the state and central government departments seamlessly.

For success of an e-governance project and superior service delivery, it is imperative that the government agency focuses on whole citizen experience. Focusing on the citizen is essential for long term success. The govt. agency needs to integrate information from all points of citizen interaction. The overall architecture for e-Governance needs to ensure that the architecture components are extensible and scalable to adapt to the changing environments. The e-Governance applications that are emerging as islands of successes have to be interoperable. Following are some of the suggestions for the successful transformation from "A" to "e"[6][8]

- Create Literacy and commitment to e-governance at high level
- Conduct Usability Surveys for assessment of existing e-governance projects
- Starting with implementation of pilot projects and replicating the successful ones
- Follow the Best Practices in e-governance
- Build National resource Database of e-governance projects



- Have clearly defined Interoperability policy
- Manage and Update content on govt. websites efficiently and regularly

### **Conclusion**

In this paper it is evaluated that evident and objectives of achieving e-governance and transforming India goes far beyond mere computerization of stand alone back office operations. It will require skilled navigation to ensure a smooth transition from old processes and manual operations to new automated services without hampering the existing services. This can be achieved by initially moving ahead in smaller informed The proposed changes are likely to be met with a lot of inertia which can not be overcome by lower and middle level officials with half hearted attempts to diffuse the technology. The change in the mindset to develop and accept the distributed and flat structured e-governance system is required at the top level system to beat the inertia. This paper also evaluated that how we can improve the performances of states through these proposed agendas of e-governance.

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