

E-Governance in India: Issues and Challenges

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Abstract: India is a developing country. Yet, it needs to fill the socio-economic objectives with effective governance of the Govt. In the era of ICT, all most all nations in the world adopted ICT in their administration, providing essential goods and services to its masses on time. In the context of Indian economy, every sector is being impacted by e-governance. Consequently, Govt. of India has launched the initiatives of e-governance; providing all services electronically as much as possible. When it dates back with regard to e-governance, it usually started from seventy decades on wards. Since then, we have had different initiatives in terms of e-governance. Meanwhile, Govt. of India launched several projects in support of e-governance, like e-seva, smart govt, digital India, e-kranthi and etc. Each of these projects seems to be benefitting the citizens to a greater extent. In spite of this process, yet, there are some challenges regarding implementation of e-governance. In other words, these challenges seem to be hurdles to success of e-governance. Namely, socio-economic, cultural, technical constraints, privacy, security concerns and etc. Even though, there are many challenges and constraints, Govt. has lot of faith on overcoming of impediments and paving the way for success of e-governance. This paper describes about evolution, initiatives, issues-challenges and future prospects of e-governance in India.

Keywords: e-G evolution, e-G projects, e-G challenges- issues and e-G future prospects.

I. Introduction

E-governance is becoming a buzzword. Across the world, we have been hearing about e-governance.as socio-economic issues' expanding day to day, every government has started to extend its administration from high level to low level for mitigating of the various kinds of problems of socio-economic, science and technology, etc. with immense use of electronic devices (ICT). In fact, mostly in the world, both developed and developing economies extensively using all types of electronic devices to make government administration faster, transparent and accountable.

In the context of India, being the one of the largest countries democratically, demographically and geographically; as stated, it still has gap of using govt. services to its large population. In addition to it, there are still problems related to socio-economic prevailing in the country like unemployment, poverty, education, health, banking and business, etc. As a result, govt. of India has been launching the various initiatives in order to overcome these problems with minimum govt. and maximum governance by enormous use of electronic devices.

In support of it, every states, in the country, has launched different initiatives (projects of e-governance) in order to timely provide services to its huge population. In spite of this effective process, as said the issues above, retarding the success of e-governance to some extent. The present paper is going to discuss about evolution, initiatives, issues-challenges, and future prospects of e-governance in India.

Concept of E-Governance

Governance refers to that structures and processes that are designed to ensure accountability, transparency, responsiveness, rule of law, stability, equity and inclusiveness, empowerment, and broad-based participation. Especially, e-governance is defined as “the application of ICT to transform the efficiency, effectiveness, transparency and accountability of exchange f information and transaction between government, between government agencies, between government and citizens, between government and business. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner.

II. Review of Literature

1. Nikitha Yadav, V.B.Singh, (2012): This paper sheds light on what type of technology adopted by govt. for e-governance and also pointed out that, e-governance made govt. working more transparent, effective to citizens of India. Very importantly, it concludes that by introducing technologies such as, open source and cloud computing for e-governance.
2. Shrinivas Meghashyam Athalye, (2013): This paper stresses on some issues and challenges of e-governance and also suggests some remedies for e-governance failures in India.

3. V.S. Benival and Kapil Sikka, (2013): This article highlights about future prospects and challenges in India. Besides, what initiatives taken by govt. discussed as well. It concludes that, India still lagging behind in properly utilizing ICT for delivering govt. services.
4. Poonam, Priyanka and P. Verma, (2014): This paper throws light on initiatives of e-governance in various states of India, and it includes challenges, failures of e-governance projects, solutions for good governance, etc. And also discussed the targets set out for e-governance under twelve five year plan.
5. Intekhab Khan, Nadeem Khan and Nazia, (2015): This paper discusses the reforms of e-governance regarding issues, challenges and strategies of e-governance in India.
6. Suneel Kumar, (2016): This article pointed out that position of India in the world in using ICT against developed countries. And focused on issues and challenges of e-governance in India.

Statement of the Problem

The existing literature describes about e-governance related to strategies, new technologies, implementation mechanism, issues and challenges and future prospects, etc. In fact, those literatures didn't focus on evolution, recent initiatives, etc. Therefore, this paper focuses on evolution and recent initiatives of e-governance.

Objectives

1. To study the evolution of e-governance in India
2. To focus on recent initiatives of e-governance
3. To analyze the issues and challenges of e-governance
4. To shed light on future prospects of e-governance

III. Methodology

This paper is a descriptive only. Data collected for this study from secondary sources. The main aim of this paper is to discuss about e-governance in India with its objectives.

Evolution of E Governance

Evolution of e governance in India could be traced back to 1970. Before it, initially, e-governance emerged in the field of defense, economic monitoring, planning and the deployment of IT for elections, census, tax administration, etc. meanwhile, govt. of India established the department of electronics, followed by NIC in 1977.in fact, it had made great efforts to link all the district head quarts in the decade of eighties. Through, the late 1980s a significant number of govt. officials used computers, but their applications were restricted to word processing .only in 1987, with launch of the national satellite based computer network (NICNET), the e-governance agenda in India gained momentum. Furthermore, since beginning of 90s, it technologies were enhanced by ICT to expand its use for wider sartorial applications with policy emphasis on reaching out to rural areas and taking in greater participations from NGOs and private sectors.

Among developing countries, India has been an early adopter of e-governance. After 1970s , there has been several initiatives with projects regarding -governance ,namely, Gyandoot ,e-seva, N-logue, union ministry of it ,smart govt, national e-governance plan, e-kranthi ,digital locker and digital india ,etc.

Recent Initiatives of E-Governance in India

Govt. of India has had many initiatives, since 1970 onwards. Initiatives imply that a new process, every initiatives launched by government for the sake of e-governance. As population grown up, it had to deal with providing essential services and goods to masses. As a result, every successive government launched initiatives for good democratic governance. If we go back to 70th decade about e-governance, there was the first initiative; it was NIC, 1977, thereafter, there were other initiatives like NICNET, 1987, IT ministry in 1999, e-gove. Plan in 2006; e-kranthi and latest one digital India. Following, each of these initiatives can be summarized.

Table -1: Initiatives of e-Governance

Sl. No	Initiatives	Services
1.	G2C Model	This model of e-governance is to share info between government and citizens. - Payment of online bills such as electricity, water, telephone bills. - Online registration of applications - Copies of land records - Online filing of complaints - Availability of any kind of information
2.	G2G Model	This is model of -governance is to share info between the intra governments - Sharing of info between police dept of various states - Government document exchange(preparation, approval, distribution, and storage) - Most of the finance and budget work done by e-governance

3.	G2B Model	This model helps to share info between government and private sector - Collection of taxes - Rejection and approval of patent of companies - Payment of all kind of bills and penalty - Sharing of all kind of info, rules and data
4.	G2E Model	This model links the information between government and employees -Employees can register all kind of working forms through online -All kind of data submission(employee record& attendance)from various govt. offices -All kind of rule-regulation and information for employees can be shared by this -Employee can file all kinds of complaints and dissatisfaction by this model.

As can be observed from the above table, among these major initiatives, there are key projects launched; all of these projects led to initiatives for the good e-governance. These projects launched by both center and state governments as mission mode projects. Those tabled below as they launched in turn.

Table -2: State Wise Projects of e-Governance

Sl. No	State/Union Territories	e-Projects
1.	Andhra Pradesh	e-seva, card, VOICE, MPHS, FAST, e-cops, Saukaryam
2.	Bihar	E-Khajane, Sales Tax Administration Management Information
3.	Chhattisgarh	Chhattisgarh Info Tech Promotion Society, Treasury Office, e-linking project
4.	Delhi	Automatic Vehicle Tracking System, Electronic Clearance System, Delhi Slum Computer Kiosks.
5.	Goa	Dharani Project
6.	Gujarat	Dairy Information System Kiosk(DISK), Form Book Online, Census Online, Tender Notice
7.	Haryana	Nai Disha, Result through Binocular
8.	Himachal Pradesh	Lok- Mitra, e-pension, Unreserved Ticketing System by Indian Railways
9.	Jharkhand	Vahan, Tender Notice
10.	Karnataka	Bhoomi, Kaveri, Khazane
11.	Kerala	RD Net, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services(FRIENDS)
12.	Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transportation Department, Headstart.
13.	Maharashtra	SETU, Koshvani, Telemedicine Project, Online Complaint Management System Mumbai
14.	Orissa	E-Shishu, Common Service Centers(CSCS) in Panchayats
15.	Punjab	SUWIDHA(Single User Window Disposal Help Line for Applicants),SUBS (Suwidha Backend Services),SSIS (Social Security Information System) WEBPASS (District Passport Application Collection Centre)
16.	Rajasthan	Jan Mitra, Lokmitra, RajNidhi, Aarakshi-Online FIR, Professional e-Delivery of Tax Payers by Income Tax
17.	Tamil Nadu	Application Forms Related to Public Utility, Tender Notice & Display
18.	Uttar Pradesh	Lokvani, e-Suvidha, Bhulekh, Treasury Computerization, PRERNA: Property Evaluation and Registration Application
19.	Uttarakhand	Kisan Soochna Kutirs (KSKs),Village Information Centre(VICS), Computerization of Land Record Department
20.	West Bengal	Vehicle Registration, Land Records, Birth and Death Registration, Computerization of Health Records, Payment of Excise Duty, Sales Tax and Local Tax, Electronic Bill Payment of Water and Electricity
	North eastern state	
21.	Assam	ASHA

Among these projects, government has been confident enough of digital India .In the 21st century, India is being the emerging economy, there is much more to be achieved by overcoming the constraints through all these initiatives.

Issues and Challenges of E-Governance

Issues of e-Governance

Technical Issues

1. Interoperability: It is one of the critical issues of e-governance. Interoperation among ministries and departments is difficult, and it became hurdle for processing and sharing data. In other words, web based data how to be captured and in which format these seem to be major issues of e-governance.
2. Security: Now days, security of online transaction is becoming big issue; insurance, banking, utility bill payments, all these services done by e-governance. In fact, there is still discontent to citizens on availing government services due to lack of security.

3. Privacy: This is another key issues of e-governance.any information provided by citizens should be ensured by govt. otherwise, any person or institution may misuse the valuable information.
4. Authentication: It is very important to know the right user of the services or it may be misused by private competitors. Meanwhile, the digital signature plays major role in providing authenticity. In fact, it is expensive and causes for frequent maintenance.

Economic issues

1. Cost: It is one of the economic issues, implementation of e-governance operations and maintenance of services fetch huge cost to govt.
2. Reusability: Any models developed by government, must be reusability. E-governance is being national plan, what it incorporates any software or modules should be used by other administrations.
3. Maintainability: Maintenance should be given due importance. Because, IT ministry has been continuously developing new soft ware's in order to fill the current needs of citizens. Consequently, govt. launched new projects for example, digital India.
4. Portability: The primary requisite for portable applications is independence of components from hardware and software platforms in order to help in possible reuse by administrations.

Social issues

1. Accessibility: In the era of technology, mostly number of people using internet via computers and mobile phones. In the context of India, there is still gap arising between users and nonusers; it is because of language barrier, inadequate infrastructure in rural areas, etc.
2. Usability: Users of e-governance may be literate or illiterate. Any technology or software to be used as user friendly to greater extent, only then, citizens could use it as smoothly as possible.
3. Use of local languages: India's population is second next to china, over 65 % only literate citizens are there; rest of population cannot understand the English language. Therefore, govt. should make it more comfort by translating this language into their regional languages for the sake of benefit of e-services.
4. Awareness about e-governance: Number of people in the country has not been aware of it, on account of illiteracy, non-accessibility of internet in rural areas, lack of will using internet services, etc. Therefore, educated citizens, concerned institution and dept. should come forward to get rural people benefited by e-services.

Challenges of e-governance

1. Trust: It is the emerging challenges of e-governance. Trust can be defined regarding users of new software and trust of the govt. former aspect implies that users of any type of software or technology must be confident, comfortable and trusting of it. Another very important aspect related to trust of govt. Nowadays, citizens using e-governance services, trusting the innovations of e-governance to some extent. Furthermore, there might be some fraudulent activities done by any other entity for the sake of finance, valuable info and even about personal information, etc. Besides, in govt. offices, dept. valuable info sometimes left out or missed; it definitely erodes trust about e-governance among all classes citizens of the economy
2. Digital divide: Even in the era of science and technology, there is still huge gap exists between users and nonusers of e-govt. services. In fact, in India, majority of the masses, who living below poverty line and they deprived of govt. services. In contrast, some portion of people are immensely using the e-services of government .However, this gap needs to be made narrow, then only ,the benefits of e-governance would be utilized equally.
3. Cost: One of the difficult tasks of the govt. is to spend on implementation of e-governance initiatives to which govt. has to bear huge cost. Few other developed countries UK and Singapore spending 1% of GDP and 0.8% of GDP respectively. India spending only 3% of GDP, indeed, govt. should motivate the officials, administrators and common people using services of e-governance subject to conscious use of public finance on these types of projects.
4. Privacy and Security: It is one of the critical challenges of e-governance. Financial services, medical services and personal information are to be protected with security, and then only, there will be number of people trusting of it. Therefore, implementation of e-governance projects must have security standard and protocols for safeguarding the interest of all classes of masses; otherwise, citizens will lose trust and confidentiality of e-governance.
5. Infrastructure: It is essentially required for implementation of e-governance as much as possible in India. Electricity, internet and poor adaptability of technology will retard the progress of e-governance. In the context of developing countries, there should be enough basic facilities in order to give impetus to e-governance.

Future Prospects of E-Governance

1. To deliver all kind of govt. services through electronic mode. It will make government transparent, efficient and easily accessible to citizens to get benefitted of various services by way of e-governance.
2. In order to reach out the citizens from remote control areas, mobile governance to be given priority, through which ,both transactional and informational govt. services provided and providing innovation in mobile governance.
3. Govt. to try so as to infuse advanced technology for executing the ongoing projects to greater extent. It would keep the sustainability of multiple projects.
4. To create an eco-system that promotes innovation in ICT for govt. and for applications that can benefit the citizens.
5. To promote ethical use of e-governance services. In which, keeping the information of govt., private institutions safer and securing e-govt. cyber world.

With regard to e-governance, few targets has been outlined by 12th five year plan, they are,

1. A national institute for e-governance would be established as an autonomous state of the art national institute.
2. At least one person per family in 50% of the families will be targeted to provide basic IT training in the twelve plan period.
3. Electronic deliveries of services bill will be implemented.
4. An e-governance innovation fund and R&D fund will be created to give more impetus to innovation in e-governance and mobile governance.
5. Training on basic IT skills will be introduced systematically for the existing and all new entries into government service.
6. Cyber security will be a major focus area during the twelve five year plan.

IV. Conclusion

E-governance is getting momentous in India. E-governance has had great role in each sphere of the economy over number of years. India economy has been progressive one on account of good governance. Conventionally, govt. used to struggle to provide services to its citizens before initiatives of e-governance.

When government started launching many initiatives for e-governance; it has become one of the emerging economies due to its potentiality of ICT. Till now, govt. has implemented various initiatives with different projects (Digital India, e-kranthi, etc).

However, it still has some hurdles regarding e-governance, such as: digital divide between urban and rural, poverty, illiteracy, security and cost of implementation, etc. Each of these issues and challenges are posing serious concern to government. Mean while, previous and current govt. launched multiple initiatives by overcoming the above issues and challenges. Under twelve five year plan, some of the future prospects outlined and partly achieved by every government. However, govt. should spend more on this initiative to make it transparent, convenient, safer and citizen friendly in order to enhance people confidence in to good democratic e-governance.

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