



## e-Governance

- e-Governance can be defined as the application of information and communication technology (ICT) for providing government services, exchange of information, transactions, integration of previously existing services and information portals.
- The “e” in e-Governance stands for ‘electronic’.

The **Council of Europe** referred to e-Governance as:

- The use of electronic technologies in three areas of public action:
  - relations between the public authorities and civil society
  - the functioning of the public authorities at all stages of the democratic process (electronic democracy)
  - the provision of public services (electronic public services)

## Reasons for Opting e-Governance

- Governance per se has become very complex
- Increase in citizens’ expectations from the government

## Different Connotations of e-Governance

- **e-Administration:** The use of ICTs to modernize the state; the creation of data repositories for Management Information System (MIS) and computerization of records (land, health etc).
- **e-Services:** The emphasis here is to bring the state closer to the citizens.
  - For Examples: Provision of online services.
  - e-administration and e-services together constitute what is largely termed as e-government.
- **e-Governance:** The use of IT to improve the ability of the government to address the needs of society.
  - It includes the publishing of policy and program-related information to transact with citizens.
  - It extends beyond the provision of online services and covers the use of IT for strategic planning and reaching the development goals of the government.
- **e-Democracy:** The use of IT to facilitate the ability of all sections of society to participate in the governance of the state.
  - Emphasis is on bringing transparency, accountability, and participation of people.
  - It includes online disclosures of policies, online grievance redressal, e-referendums etc.

## Origin

- e-Governance originated in India during the 1970s with a focus on in-house government applications in the areas of defence, economic monitoring, planning and deployment of ICT to manage data intensive functions related to elections, census, tax administration etc.

## Initial Steps Taken

- The establishment of the **Department of Electronics in 1970** was the first major step towards e-governance in India as it brought 'information' and its communication to focus.
- **National Informatics Centre (NIC) established in 1977**, launched the **District Information System** program to computerize all district offices in the country
- The main thrust for e-governance was provided by the launching of **NICNET in 1987** - the national satellite-based computer network.

## Objectives

- Better service delivery to citizens.
- Ushering in transparency and accountability.
- Empowering people through information.
- Improve efficiency within Government i.e between centre-state or inter-states.
- Improve interface with business and industry.

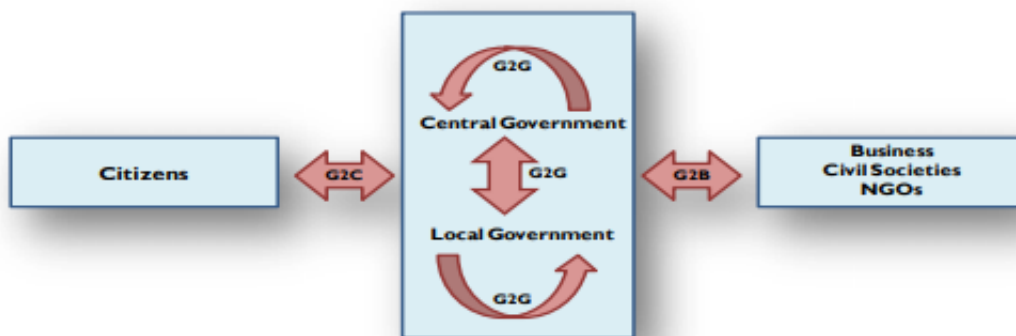
## Pillars of e-Governance

- People
- Process
- Technology
- Resources

## Types of Interaction in e-Governance

- G2G i.e. Government to Government
- G2C i.e. Government to Citizen
- G2B i.e. Government to Business
- G2E i.e. Government to Employees

//



## Initiatives Taken for e-Governance in India

| S.No. | Program   | Details   |
|-------|---|---|
| 1.    | <b>Bhoomi Project (Karnataka): Online Delivery of Land Records</b>              | Bhoomi is a self-sustainable e-Governance project for the computerized delivery of 20 million rural land records to 6.7 million farmers of Karnataka.   |
| 2.    | <b>KHAJANE (Karnataka): End-to-end automation of Government Treasury System</b> | <ul style="list-style-type: none"> <li>▪ 'Government-to-Government (G2G) e-Governance initiative of the Karnataka State Government.</li> <li>▪ It has been implemented mainly to eliminate systemic deficiencies in the manual treasury system and for the efficient management of state finances.</li> </ul> |

|    |                                |  |
|----|--------------------------------|--|
| 3. | <b>e-Seva (Andhra Pradesh)</b> | <ul style="list-style-type: none"> <li>▪ Designed to provide 'Government to Citizen' and 'e-Business to Citizen' services.</li> <li>▪ All the services are delivered online to consumers /citizens by connecting them to the respective government departments and providing online information at the point of service delivery. <ul style="list-style-type: none"> <li>◦ The project has become very popular among the citizens especially for the payment of utility bills.</li> </ul> </li> </ul>  |
| 4. | <b>e-Courts</b>                | <ul style="list-style-type: none"> <li>▪ Launched by the Department of Justice, Ministry of Law and Justice.</li> <li>▪ The Mission Mode Project (MMP) aims at utilizing technology for improved provisioning of judicial services to citizens.</li> </ul>   |
| 5. | <b>e-District</b>              | <ul style="list-style-type: none"> <li>▪ Launched by the Department of Information Technology.</li> <li>▪ The MMP aims at delivery of high volume, citizen-centric services at the District level such as the issue of birth/death certificate, income and caste certificates, old age and widow pension, etc.</li> </ul>  |
| 6. | <b>MCA21</b>                   | <ul style="list-style-type: none"> <li>▪ Launched by the Ministry of Corporate Affairs.</li> <li>▪ The project aims to provide electronic services to the Companies registered under the Companies Act. <ul style="list-style-type: none"> <li>◦ Various online facilities offered includes allocation and change of name, incorporation, online payment of registration charges, change in address of registered office, viewing of public records and other related services.</li> </ul> </li> </ul> |
| 7. | <b>e-Office</b>                | <ul style="list-style-type: none"> <li>▪ Launched by the Department of Administrative Reforms &amp; Public Grievances.</li> <li>▪ The MMP aims at significantly improving the operational efficiency of the Government by transitioning to a "Less Paper Office".</li> </ul>   |

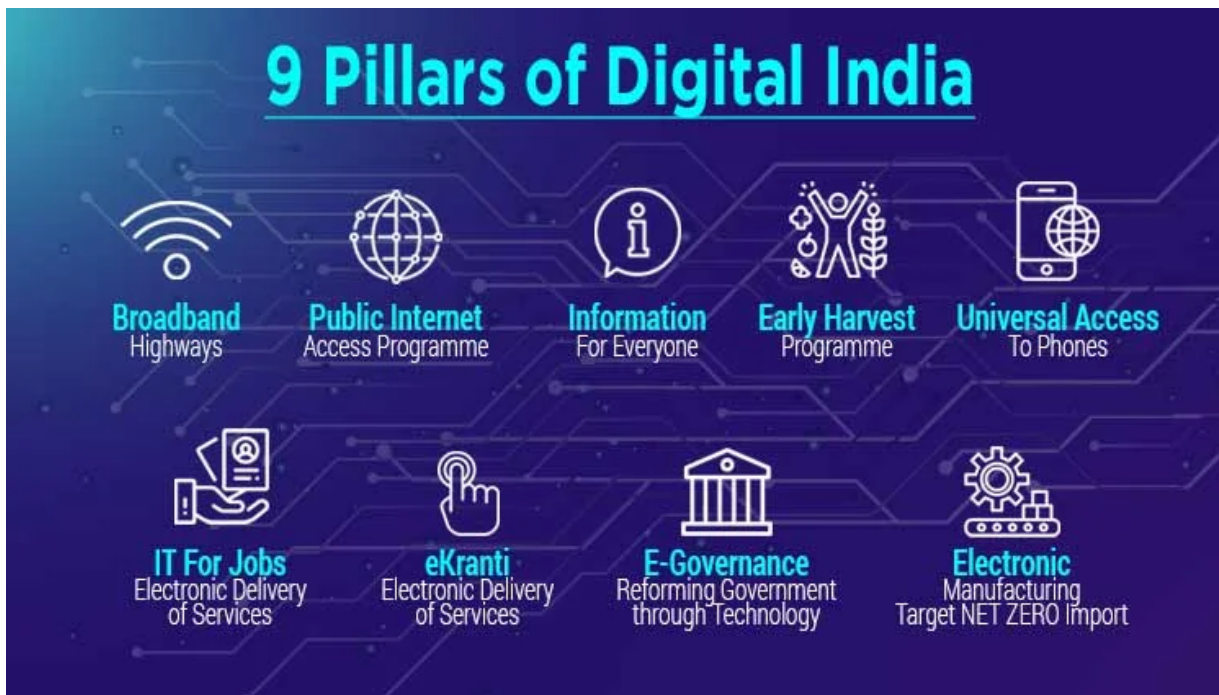
## Digital India Initiatives

- It is an umbrella program to prepare India for a knowledge-based transformation.
- It weaves together a large number of ideas and thoughts into a single comprehensive vision so that each of them is seen as part of a larger goal.
- It has been launched by the **Ministry of Electronics and Information Technology (Meity)**.

## Vision Areas

- Digital infrastructure as Utility to Every Citizen
- Governance and services on demand
- Digital empowerment of citizens

# 9 Pillars of Digital India



## Various Initiatives Under Digital India Initiatives

- **MyGov**: It aims to establish a link between Government and Citizens towards meeting the goal of good governance.
  - It encourages citizens as well as people abroad to participate in various activities i.e. 'Do', 'Discuss', 'Poll', 'Talk', 'Blog', etc.
- **DigiLocker**: It serves as a platform to enable citizens to securely store and share their documents with service providers who can directly access them electronically.
- **e-Hospital-Online Registration Framework (ORF)**: It is an initiative to facilitate the patients to take online OPD appointments with government hospitals. This framework also covers patient care, laboratory services and medical record management.
- **National Scholarships Portal (NSP)**: It provides a centralized platform for application and disbursement of scholarship to students under any scholarship scheme.
- **DARPAN**: It is an online tool that can be used to monitor and analyze the implementation of critical and high priority projects of the State.
  - It facilitates presentation of real time data on Key Performance Indicators (KPIs) of selected schemes/projects to the senior functionaries of the State Government as well as district administration.
- **PRAGATI (Pro-Active Governance And Timely Implementation)**: It has been aimed at starting a culture of Pro-Active Governance and Timely Implementation.
  - It is also a robust system for bringing e-transparency and e-accountability with real-time presence and exchange among the key stakeholders.
  - It was launched in 2015.
- **Common Services Centres 2.0 (CSC 2.0)**: It is being implemented to develop and provide support to the use of information technology in rural areas of the country.
  - The CSCs are Information and Communication Technology (ICT) enabled kiosks with broadband connectivity to provide various Governments, private and social services at the doorstep of the citizen.
- **Mobile Seva**: It provides government services to the people through mobile phones and tablets.
- **Jeevan Pramaan**: It is an Aadhaar based Biometric Authentication System for Pensioners.
  - The system provides authenticity to Digital Life Certificate without the necessity of the pensioner being present in person before his/ her Pension Dispensing Authority (PDA).

- **National Centre of Geo-informatics (NCoG):** Under this project, Geographic Information System (GIS) platform for sharing, collaboration, location based analytics and decision support system for Departments has been developed.
- **National e-Governance Plan (NeGP):** It takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision and a shared cause.
  - It comprises of **31 Mission Mode Projects**, approved in **2006**, but later it was integrated into Digital India Program.

## e-Kranti: National e-Governance Plan 2.0

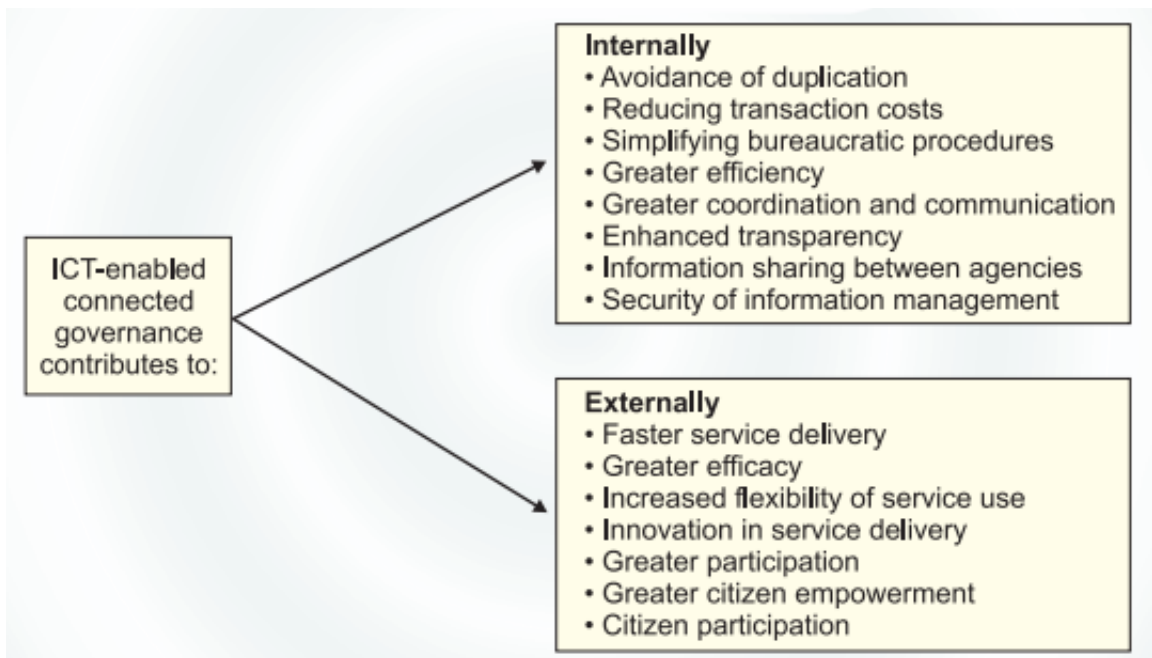
- It is an essential pillar of the Digital India initiative.
- It was approved in 2015 with the vision of “**Transforming e-Governance for Transforming Governance**”.
- There are 44 Mission Mode Projects under e-Kranti, which are at various stages of implementation.

## Thrust Areas of e-Kranti

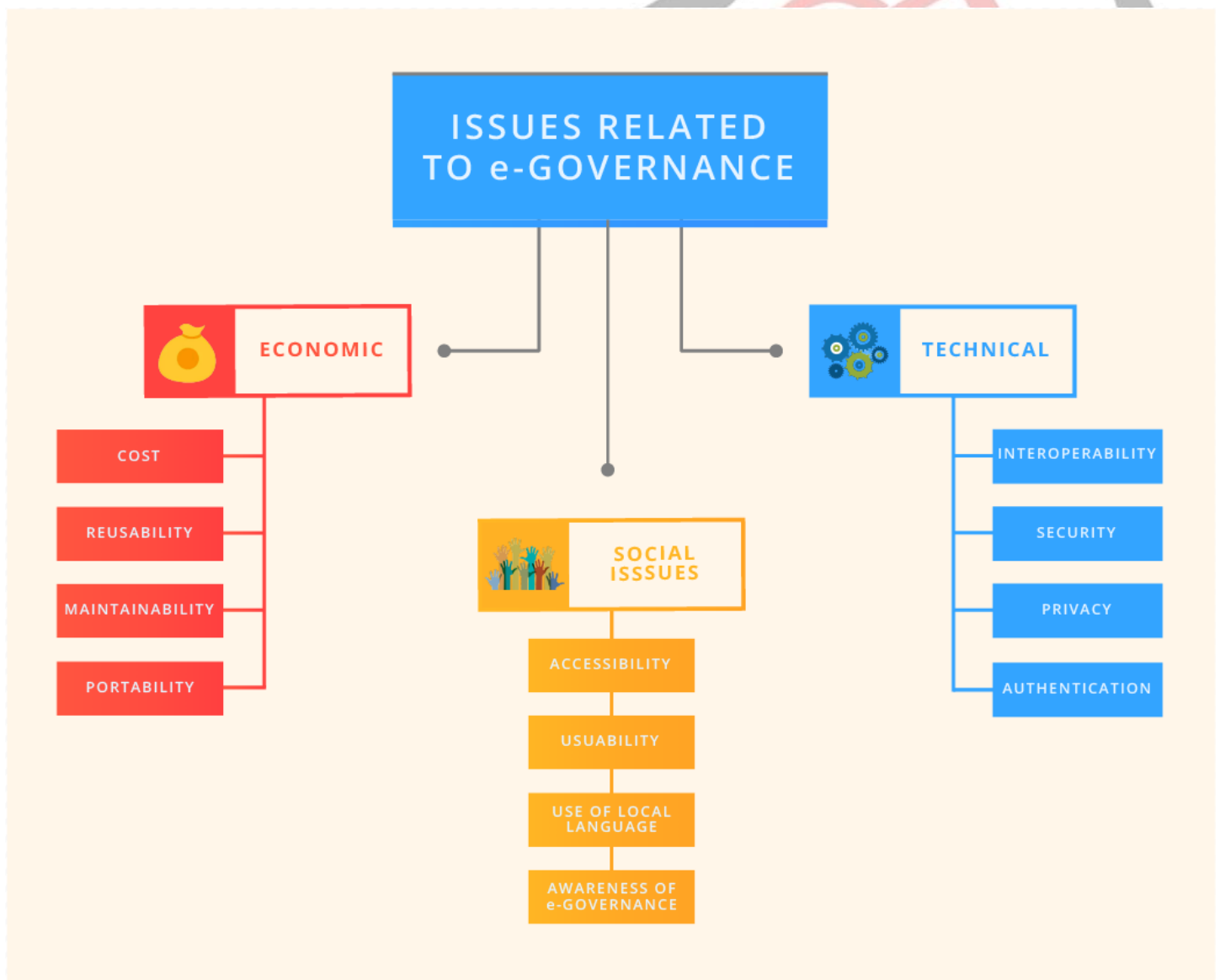
- **e-Education:** All schools will be connected to broadband. Free WiFi will be provided in all secondary and higher secondary schools (coverage would be around 250,000 schools).
  - **PMGDISHA: Pradhan Mantri Gramin Digital Saksharta Abhiyaan** aims to make six crore people in rural India digitally literate.
  - **SWAYAM:** It includes Massive Online Open Courses (MOOCs) for leveraging e-Education. It provides for a platform that facilitates hosting of all the courses, taught in classrooms from Class 9 till post-graduation to be accessed by anyone, anywhere at any time.
- **e-Healthcare:** e-Healthcare would cover online medical consultation, online medical records, online medicine supply, pan-India exchange for patient information, etc.
- **Farmers:** This would facilitate farmers to get real-time price information, online ordering of inputs and online cash, loan, and relief payment with mobile banking.
- **Security:** Mobile-based emergency services and disaster-related services would be provided to citizens on a real-time basis so as to take precautionary measures well in time and minimize loss of lives and properties.
- **Financial Inclusion:** Financial inclusion shall be strengthened using mobile banking, Micro-ATM program, and CSCs/ Post Offices.
- **Justice:** Interoperable Criminal Justice System shall be strengthened by leveraging several related applications, i.e. e-Courts, e-Police, e-Jails, and e-Prosecution.
- **Planning:** National GIS Mission Mode Project would be implemented to facilitate GIS-based decision making for project planning, conceptualization, design, and development.
- **Cyber Security: National Cyber Security Co-ordination Centre** has been set up to ensure a safe and secure cyber-space within the country.

## Benefits/ Outcomes of E-Governance

- Enhanced Transparency and Accountability.
- Expanded reach of Governance.
- Improved Public Administration.
- Enables Environment for Promoting Economic development.
- Improved service delivery in the form of better access to information and quality services to citizens.



## Challenges to E-Governance



## ▪ Infrastructure

- Lack of basic infrastructural facilities like electricity, internet, etc.
- Initiatives like **BharatNet** and **Saubhagya** are steps taken in this regard.

## ▪ Cost

- e-Governance measures are costly affairs and require huge public expenditure.
- In developing countries like India, the cost of projects is one of the major impediments in the implementation of e-Governance initiatives.

## ▪ Privacy and Security

- Recent spark in data leak cases has threatened the peoples' faith in e-governance. Therefore, the implementation of e-governance projects must have security standards and protocols for safeguarding the interest of all classes of masses.

## ▪ Digital Divide

- Huge gap between users and non-users of e-govt. services.
- The digital divide takes form in rich-poor, male-female, urban-rural etc segments of the population.
- The gap needs to be narrowed down, then only the benefits of e-governance would be utilized equally.

## Suggestions

- **A hybrid approach** needs to be adopted for enhancing interoperability among e-governance applications which will encompass a centralized approach for document management, knowledge management, file management, grievance management etc.
- The e-governance initiatives in rural areas should be taken by **identifying and analyzing the grassroots realities**.
- The government should also focus on **devising appropriate, feasible, distinct and effective capacity building mechanisms** for various stakeholders viz bureaucrats, rural masses, urban masses, elected representatives, etc.
- Cloud computing is also becoming a big force to enhance the delivery of services related to e-governance. Cloud computing is not only a tool for cost reduction but also helps in enabling new services, improving the education system and creating new jobs/ opportunities.
  - **Meghraj- GI Cloud is a step in the right direction.** The focus of this initiative is to accelerate the delivery of e-services in the country while optimizing ICT spending of the Government.
- e-Governance through regional languages is appreciable for the nations like India where people from several linguistic backgrounds are the participants.

## Conclusion

- e-Governance is getting momentum in India, but public awareness and the digital divide are important issues to be addressed.
- The success of e-Governance measures largely depends on the availability of high-speed internet, and the nation-wide roll-out of 5G technology in the near future will strengthen our resolve.