

The Intersection of E-Government, Public Policy, and Law

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Abstract

In the present times, information technology (IT) has a tremendous influence on how different Indian Government departments operate. E-Government, as the word says electronic government means the delivery of information and services by local, state or national government electronically i.e. via internet or any other digital means to the citizens. E-Government has become an evolving and important research area now a days. These strategies are generally developed from the experiences of developed countries. This helps the citizens to get all the information in time and the obvious outcome is enhanced productivity, cost savings. The experience in developed countries shows that this is possible if governments are willing to decentralize responsibilities and processes, and if they start to use electronic means. This research paper highlights old and newly introduced e-government policies, laws and the challenges which we will come across to know the probability of getting them successfully implemented.

Keywords- E-government policies & laws, benefits, challenges, implementation.

I. INTRODUCTION

Sustainable socioeconomic development has become a top priority for governments across the globe. The advent of new technology and the mindset across the world to adopt fast changes, the modes of services delivery of govt., its various stakeholders have been converted from traditional gift.. to electronic government. Basically e-government is the interaction between govt. and citizens and to increase the administration effectiveness and efficiency in the internal government operations. It is the application of information technology to the government processes to bring simple, moral, accountable, responsive and transparent governance. In E-Governance, government makes best possible use of internet technology to communicate and provide information to common people and businessman. Today, electricity, water, phone and all kinds of bills can be paid over the internet. All this is what government and citizens are using and doing. All are dependent on internet and when citizens depend on government.

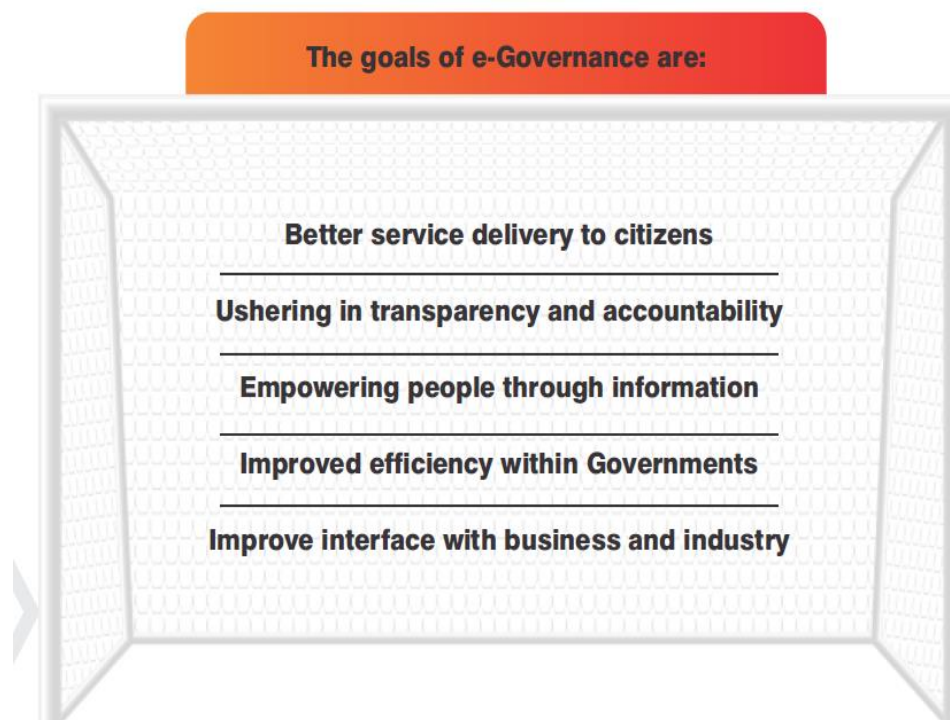


Fig 1. Goals of E-Governance

II. FOUR PILLARS OF E-GOVERNANCE

(a) Connectivity: It is required to connect the people to the services of the government. There should be a strong connectivity for an effective e-governance.

(b) Knowledge: Government should employ skilful engineers for efficient handling of e-governance. The engineers, who can handle all kinds of faults that may occur during the working on e-governance.

(c) Data Content: It is to share any kind of knowledge or information over the internet, there should be its database related to government services.

(d) Capital: It can be on public or private partnership. It refers to money used by the government to supply their services.

III. LITERATURE SURVEY

[1] Acc. to Dr. Pardeep Mittal and Amandeep Kaur "E-Governance - A challenge for India" e-Governance is basically the application of ICT to provide government services to the citizens through the internet. In developing nations like India, where literacy level is really depressed and even most of the people are living under the poverty line, the great unwashed are not even aware

about the benefits of Governance activities and the great unwashed do not use Information and Communication technologies to a much extent, there survives a number of problems to implement e-Governance activities.

[2] Acc. to Dr. Sanjay Kumar Dwivedi, "e-governance in India – problems and acceptability" states that 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 believed to be the solitary 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 earn the job of governance inexpensive, qualitatively responsive, and truly encompassing.

IV. E-GOVERNANCE PROJECTS IN INDIA

1. Computerization of Land Records: It is the one of the earliest initiatives of e-governance in India. This web enabled service would aim at:

- (a) Ensuring efficient, accurate, transparent delivery mechanism and conflict resolution in ownership.
- (b) Providing an electronic record of rights to landowners at nominal rates.
- (c) Low price and easily reproducible data for authentic and durable preservation.
- (d) Value addition and modernization in land administration.

Projects in this area are:- Apna khata-Rajasthan
Bhuiyan-Chattisgarh, Jamabandi-Haryana etc.

2. Transportation: Services provided by e-Governance in this area is:

- [1] Issuance of Time Table of buses.
- [2] Provision of booking facility for inter-state Transport.
- [3] Transportation Improvement Program.
- [4] Regional Transportation Plans.
- [5] Congestion Management Process.
- [6] Transportation Demand Management

Projects in this area are: CFST-Andhra Pradesh, Mahiti Shakti –Gujarat etc.

3. Online payment of bills and taxes: Services provided by e-governance in this area is:

- [1] Online Transaction
- [2] Payment of Bill
- [3] Payment of taxes

[4] Payment of house EMIs

Projects in this area are: - FRIENDS-Kerala-SEVA-Andhra Pradesh, E-Mitra-Rajasthan, SAMPARK–Chandigarh-Suvidha-UP etc.

4. Agriculture: To facilitate the farmers the government has started sticking to projects: Gyandoot – Madhya Pradesh, AGMARKNET: Central Govt., SEEDNET Chhattisgarh, Mustard Procurement Management System –Harayana, AGRISNET-Punjab and so on

5. Digital India Program: The program aspires to transform India into digital empowered society and knowledge economy. It will insure a quiet changeover from old telephone system to voice over Internet protocol and will enable consumers to enjoy voice, data and TV services on existing land lines at affordable price. It identifies following areas of development:

Broadband Highways

- Everywhere mobile connectivity.
- Public internet access programs.
- E-Kranti.
- Information for all.
- Electronics manufacturing.
- IT jobs.ly harvest programs.

Projects in this area are: -Time stamping of digital signature, Gyansetu, PARAM Shavak, Integrated Indian Languages Virtual Keyboard for Android etc.

6. E-Healthcare: It is defined as the use of ICT to support the delivery of healthcare support and services directly to people outside the conventional care centers such as hospitals or residence. Services provided Under it are:

- SMS ALERT about vaccination of his kid.
- Tele consultation.
- Plan ahead by scheduling a doctor's appointment early.
- Cardiology result reporting.

Projects in this area are: SGPGIMS (Sanjay Gandhi Postgraduate Institute of Medical Sciences) telemedicine program– Uttrakhand, CMC Ltd. Andhra Pradesh.

7. Panchayati Raj: The government has formulated a project namely e-panchayat mission mode project for enablement of all panchayats which will make the functioning more efficient and transparent under the e-panchayat MMP. Core common software applications are planned-priasoft,

planplus, local government directory, national Panchayat portal, area profiler and training have already been adopted out.

Characteristics of Application: Social audit process involves auditing of various schemes by social auditor and social audit facilitator and submission of the audit report. SAMM aims to understand measure, verify work under different schemes done by the Panchayat and further to improve social performance of respective Panchayats.

Meeting Management: Management of meeting at Panchayat level to enable transparent and user friendly flow of the organization. Funds are not properly released, for e-Panchayat mission mode project's infrastructure.

V. CHALLENGES FOR E-GOVERNANCE IN INDIA

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. These challenges are explained below:

- [1]. E-Governance applications to be carried out in more than one language so that these may be acceptable to the users of a particular nomenclature.
- [2]. Referable to the low literacy rate in India, peoples are not able to access the e-Governance applications, and hence the projects do not generate much success.
- [3]. Most of the people in India are not aware about the use of Information Technology. Thus, first of all Indian people must be made aware about the use of Information Technology.
- [4]. Government websites must be user friendly so that more and more people can use them easily. If government websites will be designed in an easier format only then these will be more useable for the users who are not expert users of IT.
- [5]. Every service should be accessible by anybody from anywhere and anytime only then the concept of e-governance will be in power.
- [6]. The government causes to draw a balance between securing that a system prevents fraudulent transactions.
- [7]. Masses who are living under poverty line cannot afford a computer and an net connection for themselves to get the benefits of the e-Government and other on-line service, government has to get hold of some actions to resolve this trouble.
- [8]. Lack of communication between different departments of government may be its major campaign. Thus, the data that resides within one department has no or very little meaning to some other section of the government.
- [9]. E-governance applications must be independent of hardware or software programs. So, these applications can be utilized on any platform regardless of the hardware or software, and from one program to the other program.

[10]. Sometimes finances are not properly discharged for the implementation of e-governance plans.

[11]. The user must be sure-footed, comfortable and trusting of the instrument or technology with which they will interact. Trust, along with financial security, are two critical factors determining the acceptance of e-government services.

[12]. The resistor to change phenomenon can explain a great deal of the hesitation that occurs on the theatrical role of constituents in moving from a paper based to a Web-based system for interacting with government.

[13]. Cost is one of the most important prohibiting factors that come in the way of e-governance implementation, especially in the developing countries like India. In 2004, the United Kingdom and Singapore respectively spent 1 percent and 0.8 percent of their gross domestic product (GDP) on e-government. India is spending 3 percent of GD.

[14]. A deficiency of open security standards and protocols can limit the evolution of projects that carry sensitive data such as income, medical history. With the execution of e-government projects, effective steps must be adopted to protect sensitive personal data.

CONCLUSION

In this paper in-depth study has been attained in understanding e-governance projects that are already guaranteed by different provincial governments in India as well as by the federal government. The objective of the study is to focus on these projects and problems come across in its successful implementation. It is found that with the rapid burst of internet technology in the world in the last few years there is need to think where we will be and we want to be in the time to come. With the time grows new technology will come and develop at a speedy rate. The nations that are quicker in taking on the technology have begun harvesting the benefits already. At the same time the government managers should quickly learn to apply technology- fuelled management tools for administrative efficiency and use those for a more value added service to the citizen. Despite the success of the project and the bright future, the e-governance initiative face several hindrances like delay in project implementation, spiralling costs, financial feasibility and financial sustainability along with technical bottlenecks and Integration with Government Departments and states. Lack of training and trust add it to further difficulty

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