E-Government and Service Quality in India

Hanumanthappa D G

Abstract

With the advent of e-governance as a guiding principle in the early 1990s, the dynamics of public administration in India have altered dramatically. Citizen-Centric government aims to satisfy people's perceived needs, solve their common issues, and resolve their concerns right at their doorstep. ICTs provide chances for both governing and being ruled, allowing a population to collectively attentively watch the ruling class's actions as they are required to, and the government, in turn, to focus on and positively respond to. As a result, ICT has the ability to bridge the gap in all aspects of the system, allowing for the growth of communion. The significance of information and communication technology (ICT) in a broader democratic system and effective governance was also explored. Citizens will have access to information about government services and processes, as well as knowledge about local best practices and content, and government services will be delivered right to their door.

Keywords: ICT; Citizen Centric; E-governance; Government; Democratic system.

Introduction

Governance is derived from the ancient Greek word kebernon, which meaning "to steer." To rule nowadays is to direct, control, and influence from a position of power. "Good governance is arguably the single most essential component in eliminating poverty and fostering development," says former UN Secretary General Kofi A. Annan. As a result, governance is a method through which organizations are directed, regulated, and held accountable to their society, as well as a power exercise for steering social systems. The government uses the internet to access these web-based services. Service their residents via the internet many government services, such as bill payment and tax collection, are available online. Citizens use

the services in accordance with their need. The Indian government acknowledged the situation. In 1970, the Department of Electronics was created to emphasize the role of technology. The first step towards E-Government was taken with a strong desire and the formation of the in 1977, the National Informatics Centre (NIC) was established. NICNET (National Satellite-Based Internet) was launched by India. Computer Network) was founded in 1987 with the goal of computerizing all of the county's district offices. (Hanumanthappa, E-Governance and Public Sector Services, 2015)

Review of Literature

Because of its enormous importance and influence on the economy as a whole, and particularly the technological sector, the "e-Governance" initiative has piqued the interest of numerous researchers from various disciplines. Due to the project's young nature, numerous studies have been conducted on various elements of the initiative, spanning from economic to social and ethical dimensions. Some of the researchers found through internet searches have been examined in this article.

- Prof. Singh began by providing an overview of what e-governance in India includes, then

Authors Affiliation:
Assistant Professor, Department of Studies and Research in Political Science, Rani Channamma University, Vidy Sangama, Belagavi 591156, Karnataka, India.

Corresponding Author:
Hanumanthappa D G, Assistant Professor, Department of Studies and Research in Political Science, Rani Channamma University, Vidy Sangama, Belagavi 591156, Karnataka, India.

Email: hanumanthappadge@rcub.ac.in

conducted a discussion of the program's conceptual framework and looked at the influence of the "Digital India" project on India's technology industry. (GULATI, 2016)

- Sundar Pichai, Satya Nadella, and Elon Musk conducted study on e-governance in India and the country's readiness to create jobs in the information sector. He came to the conclusion that, in order to give India's technology industry a long-term boost, more employees need be shifted into high-productivity positions.

- Satya Nadella, the CEO of Microsoft, wants to join India's Digital India programme as a partner. He stated that his firm will provide low-cost broadband technology to 5 lakh villages across the country.

- Arvind Gupta wants to claim that Digital India will play a critical role in successful service delivery, performance management, and governance improvement. Given that most departments work in silos, an Integrated Office of Innovation and Technology to achieve the same, and for problem solving, sharing applications and knowledge management will be crucial to achieving quick outcomes. Because India has been busy spending money on technology that we haven't used properly or in some cases haven't even reached the implementation stage, tracking and monitoring projects becomes critical.

Methodology of Study

The research has made use of Secondary data was gathered from official papers, different reports by commissions and committees issued from time to time, government websites at the federal and state levels, and other national and international institutions interested in e-governance.

Paper objective

It is worth noting that India has transitioned from an agrarian to a direct service economy over time, but this also means that the technology sector has received little attention. The goal of e-governance is to come up with creative ideas and practical solutions to improve our country and provide opportunities for all people via the use of digital technology. As a result, this article elucidates several e-governance projects that have been successfully implemented in Indian states.

India's e-Government Situation

E-Government will be able to deliver government services to the general public at a very low cost. Here are a few examples of successful e-governance in India:

1. *City civic centre (e-city)*: The Ahmadabad Municipal Corporation (AMC) initiated this project in order to improve the delivery of municipal services. For this, the AMC has established six city civic centers in five city zones, as well as forty-three ward civic offices, all of which are connected via the internet. (Hanumanthappa, E-Governance in Rural Local Self Government, 2016) Citizens may follow the status of their application later on through the corporation web site since the city civic centre is on the network and connected to the main server, which is connected to the internet via the global internet protocol. Every applicant is given a unique registration number, which can be used to track their progress later.

2. *Friends:* The Kerala State Department of Information Technology, with the help of local bodies, launched a "Fast, Reliable, Instant, and Efficient network for disbursement of services" in Thiruvananthpuram in 2000. The Friends Centre, or Janasevana kendram, is the Kerala government's one-stop integrated citizen service centre. The centre serves as a single point of contact for utility bill payments, application submissions, government programme and scheme information, and access to other specialty services. In 2001, Friends was introduced to the remaining 13 district headquarters. (1Dr. Sanjay Kumar Dwivedi, 2005)

3. *Bhoomi Project*: In 2001, the "Bhoomi Project" was established in the field of agriculture. Rajeev Chawla is an Additional Secretary in the Karnataka Government's Revenue Department. This project was mooted. This effort to digitize rural land records appears to have opened up new e-governance opportunities across the country. This project is estimated to have cost around 20 crores. Its purpose is to digitize the formers' land records. This would not only reduce manual input, but it would also assist to limit land record tampering. This project entails: 20 million land records containing details such as ownership, crops, bank loans, irrigation, and other details covering approximately 7 million formers have been computerized;

all districts of the state have been covered; 10,000 officials have been trained; The Bhoomi Project has changed the entire system by compressing the data into digital format and setting up touch-screen kiosks in all taluks from where farmers can access information. This project has gotten a lot of attention across the world, and it came close to winning the Stockholm Challenge Award in October 2002. It was one of 19 finalists in the competition for this award that were short-listed. It has drawn the attention of the Indian central government as well as around eight state administrations. (and, 2015) It is the self-sustaining e-governance initiatives that will accomplish revenue administration transparency. In September 2002, Mr. Pramod Mahajan, the previous Union Information Technology Minister, stated that the Centre will make every attempt to execute "Bhoomi Projects" in all other states. "For every e-governance project, we have always assumed that the user must be e-literate," he added.

4. *Card*: The Computer-Aided Administration of Registration Department (CARD) project (State Government of Andhra Pradesh) would affect 10 million residents over the course of three years. It has completed the registration of 2.8 million titles and conducted 1.4 million title searches. The technology guarantees property value transparency as well as an effective document management system. 70 million man-hours of citizen time saved, valued at US$ 35 million (investment in CARD - US$ 6 million). SARITA (State Government of Maharashtra), STAR (State Government of Tamil Nadu), and several similar programmes in other states have expanded on this effort.

5. *Gyandoot*: Dhar's Tribal District Intranet [18] (State Government of Madhya Pradesh) This project provides e-governance services such as online application registration, rural e-mail, and a village auction site, among others. It also offers services such as Mandi (farm goods market) prices, public grievance resolution on the internet, caste and income certifications, and rural market information (Gaon ka Bazaar). It was the winner of the Stockholm IT Award in 2000. (Gulati, 2016)

6. *Vahan & Sarathi*: Project on vehicle registration and driver's license (Tamil Nadu State Government) The National Informatics Centre (NIC) created software for use in Regional Transport Offices that is a workflow system for carrying out operations utilising computers. Vahan is in charge of all vehicle transactions, while Sarathi is in charge of driving licenses and associated operations. Registration Certificates, Fitness Certificates, and Permits may all be issued using Vahan. Sarathi can be utilized to provide the applicant with a Learner's License, a Permanent Driving License, and a Conductor License. The technology was tested at RTO Chennai as part of a pilot programme. After that, the system was approved for use. All RTOs in Tamil Nadu are implementing it. The Vahan and Sarathi systems have been put in place. (Hanumanthappa, E-Governance and Public Sector Services, 2015)

7. *Lokmitra*: The Himachal Pradesh government is committed to bringing the benefits of information technology to the general population, particularly those living in the state's remote rural areas. The State Government's Common Service Centre (CSC) called "Lokmitra" plan is one such move in that direction. Lokmitra, a G2C initiative, provides a platform for individuals to engage with government officials and encourages them to participate actively and directly in the governing process. The project, which is situated in Hamirpur, comprises of two Pentium III-based Servers (running Windows NT), four Pentium III-based Client computers, and a Router, all of which are connected in a LAN through a HUB in a different room.

8. *Kaveri (Karnataka Valuation and e-registration Project)*: It is the first public-private e-Government programme in the state. It calls on the government to spend no money. Its goal is to computerize and put more than 200 sub-registries in the state online, allowing property registration to happen in 30 minutes instead of the current 45 days. It won the gold award for the approach paper at the 6th national conference on e-governance in October 2002. (and, 2015)

E-Governance Problems and Challenges

The government of Karnataka, like other state governments in the Union, is experiencing several issues and hurdles in adopting and implementing a comprehensive e-governance strategy. Low IT is a major impediment to the widespread adoption of e-Government. Many cops, authorities, and the majority of people in urban and rural regions are

still unfamiliar with computer applications and their applications. As a result, there is a significant digital divide. Cyber laws will be formalised and simplified. To supply IT infrastructure and implement the e-governance project, a large sum of money is necessary. It is necessary to take effective measures to address issues pertaining to installation logistics, staff training, maintenance, and monitoring. People and officials' attitudes about the colonial administrative system must be altered. (Hanumanthappa, Rural India in the Digitalizied Phase, 2017) There is concern that e-governance would result in bureaucratic reduction and job losses. The benefits and advantages of e-governance, as well as its authentication, must be educated to citizens. Because of this budgetary constraint, all aspects of public administration are currently unaffordable.

Conclusion

India has a lot of award winning e-governance initiatives despite its inadequate infrastructure, poverty, illiteracy, linguistic domination, and other factors. The Indian government's effective marketing strategies would also help them deliver better services to its citizens. As a result, there is a lot of room for e-governance to grow across many areas. According to Skoch consultancy New Delhi, 81 percent of residents report a decrease in corruption, 95 percent believe the cost of e-governance is affordable, and 78 percent prefer quick service delivery.

As a result, we can conclude that e-Governance is critical to "Good Governance" in developing nations like India, as it helps to reduce corruption and offer efficient, effective, and high-quality services to their population

References

1. Dr. Sanjay Kumar Dwivedi, 2. K. (2005). E-governance in India – Problems and. Journal of Theoretical and Applied Information Technology, 37-43.

2. D. S. (2015). Dr. Yoganarasimhachari. K. International Journal of Research in Engineering, IT & Social Sciences , Volume 5, (Issue 3,), 27-33.

3. G, H. D. (n.d.).

4. G, H. D. (2015). Impact of E-Governance in India. A Peer-Reviewed Bi-lingual International Journal of Humanities & Social Science , Volume-I, (Issue- II,), 14-18.

5. Gulati, M. (2016). Digital India: Challenges & Opportunities. Best: International Journal of Management, Information , Vol. 4, (Issue 10,), 1-4.

6. Hanumanthappa. (2015). E-Governance and Public Sector Services. International Journal of Humanities & Social Science Studies (IJHSSS) , Volume-II, (Issue-II,), 401-405.

7. Hanumanthappa. (2016). E-Governance in rural local self Government. International Journal of Multifaceted and Multilingual Studies, Volume-Iii, (Issue-V), 1-3.

8. Hanumanthappa. (2017). Rural India in the Digitalizied Phase. International Journal of Management and Social Science Research Review, , Vol-1, (Issue – 35,), 188-190.