E-GOVERNANCE: CHALLENGES AND PROSPECTS IN INDIA

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Abstract

In the present world, Governments and public sector organizations are facing to reform their public administration organizations and deliver more efficient and cost effective services, as well as better knowledge and information to their stakeholders. This paper highlights the role and potential of information and communication technologies (ICTs) in supporting the ―good governance programs in developing countries. ICTs can make a significant contribution to the achievement of good governance goals. This 'e-governance' makes the governance more efficient and more effective, and also brings benefits to the citizens of the country. The developing countries face three major challenges. First the environmental and social challenges to identified eight factors for e-governance. Second, the economic challenge of identified factors adopting best practice in e-governance projects in order to avoid failure and to achieve success. Third the technical challenges in adopting e-governance to achieve success easily. This paper discusses the factors which are responsible for good governance, e-government initiatives in different states of India, and also includes some current challenges for managing E-Government projects in India. This paper also includes the current status of E-Governance in India (Eleventh Five Year Plan Achievements) and future prospects of E-Governance in India i.e. the vision and objectives of the Twelfth Five Year Plan (2012-17), its major recommendations and its targets.

Keywords: E-Governance, NeGP, ICTs.

Introduction

The actual term governance comes from an ancient Greek word, 'kebernon' which means to steer. In current usage, to govern means to steer, to control and to influence from a position of authority. In other words, e-Governance involves ICTs, especially the internet, to improve the delivery of government's services to citizens, businesses and government agencies. We may think of

it as integrated governance – since it integrates people, processes, information and technology in the service of achieving the aim of good governance. An effective and efficient governance i.e. Good governance has a major characteristics i.e. Participation, Transparency, Effectiveness and efficiency, Responsiveness, and Accountability.

E-Governance: Major Challenges in India

The use of internet not only delivers the services faster but also brings more transparency between the government and the citizens. But in developing countries like India, where literacy level is very low and most of the people are living below poverty line, it is very much difficult for the government to provide its services to such citizens via means of internet. These challenges are given below:

Environmental and Social Challenges

- Poor Literacy
- Poor IT Literacy
- Population
- Lack of awareness in people
- Resistance to changes
- Separations of Economy
- Poor integrated services
- Easy services not accessible

Economic Challenges

- High costs
- Maintenance of electronic devices
- Poverty
- Limited financial resources

Technical Challenges

- Scope of applications
- Geographical problems
- Scale of applications
- Privacy and security

- Local language

- Lack of technical literacy

E-Government Project Management: Issues and Challenges in India

E-Government is recognized internationally as an enabler toward achieving good governance, reducing cost of operations for the government, and increasing the ability of citizens and businesses to access public services in an effective and cost efficient manner. The successful implementation of e-Government project is a challenging task.

Current challenges for managing E-Government Projects in India

- Lack of effective project management tools and methods.

- E-Government projects do not follow any standardized project management implementation frameworks.

- Resources are over loaded with work due to inadequate staffing.

- No control of central IT agencies during project execution.

- No monitoring of Cost and Schedule at project checkpoints.

Suggestion to the above Challenges

- Government needs to have their own project management tools.

- Proper baseline study should be performed for proper monitoring of the project.

- Automated and outcome-based dashboard should be used.

- All the stakeholders must be made aware of the project deliverables, timelines etc.

Current Status of E-Governance in India (Eleventh Five Year Plan Achievements)

National E-Governance Plan (NeGP)

Government formulated National E-Governance Plan (NeGP), across the country with following vision: Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.

E-Governance initiatives in India under NeGP

Significant progress has been made in the implementation of the core and support components under NeGP.

Future Prospects of E-Governance in India

- To deliver all Government services in electronic mode so as to make the Government process efficient and easily accessible.

- To break information silos and create shareable resources for all Government entities.

- To deliver both informational and transactional government services over mobiles.

- To create innovation in mobile governance.

- To promote ethical use of technology and data.

- To promote a safe and secure E-Governance cyber world.

- To achieve the target of welfare schemes of the Central and State Governments.

- To reduce improper information availability, accessibility and ability to utilize the information.

- To make available as much data as possible in the public domain for productive use by the citizens.

- To create mechanisms and encourage citizen engagement.

- To promote ecosystem and create innovation in ICT for Governance.

Major Recommendations for the Twelfth Five Year Plan

Information Communication Technology offers an efficient and speedier solution to deliver public services in a transparent and reliable manner to every citizen through ICT needs to be leveraged in every aspect of governance. The focus of the XII Plan will be on leveraging to catapult India in the top quartile of HDI ranking through quantum improvements in the delivery of Public Services. This will also bring in process efficiency, accountability and transparency.

Conclusion

E-Governance enhances the relationships between G2G, G2C, G2B, C2G and B2G using ICT. Thus, E-Governance not only provides information about various activities of a Government but also involves citizens to participate in government's decision making process. In this paper we have made an attempt to summarize key areas which should be focused upon when a country wishes to position itself to be seriously moving towards E-Governance in a comprehensive way. This is a change, a transition that cannot be stopped since it is part of a global movement. Cooperation from government officials and staff will contribute to a smoother transition. To meet the vision the challenges in the implementation of e-government should be overcome. Then, the environment needs to be developed for the effective implementation of government in India. Therefore we can

say that e-Governance is the key to the Good Governance for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

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