

TRANSFORMATION OF GOVERNANCE THROUGH EGOVERNANCE IN INDIA

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Ever wondered what if the spark generated by striking flint stones had not triggered a series of cascading thoughts in the minds of the early man? What if the rolling ability of the wheel had failed to charge his grey cells? If wheel and fire were not put to the application, the utility of these tools would have remained inert and evolution story might have taken a different turn altogether. In the application of tools, borne out of human craft and intelligence, lies the key for the continuous process of growth and progress.

Inventions can justify their utility for mankind by unfolding the ease with which they mingle into human lives to simplify lifestyles. With information & communication technology displaying a wide foray of opportunities and their integration in different aspects of governance is the path to welcome the future of India.

The reach and richness of governance is a major determinant of quality of life enjoyed by the citizens. Over the years, the domain of governance has expanded manifold. The Central and State Governments with private sector participation have been striving to satisfy all needs of the citizens.

The need for evolving into a stratosphere of efficient, economic, and effective governance stems from an increasingly demanding and aware civil society of our country. The vociferous demands for good governance can no longer be muted. It is the quality of services, along with their unmistakable delivery, which has grabbed the attention of the civil society. <https://www.ncertbooks.guru>

The governance carries immense trust and expectations of the masses and must imbibe all 'goodness' for its' longevity. The path for the dawn of good governance has been simplified by tools presented by advancements in Information and

Communication Technology. The adaptation of these tools in different domains of governance has the potential to unleash an era of e-governance. With varying degrees of progress, nations across the globe have progressed on absorbing the tools of ICT to make their governance economic, efficient, and effective. Simplification of processes and ease of storage, transmission, and retrieval of information lie at the heart of the transformative process of governance using ICT.

WHAT IS e-GOVERNANCE?

E-Governance, or electronic governance, refers to the use of digital technologies and Information and Communication Technologies (ICT) in government operations and processes. It involves digitizing and automating various government activities, such as service delivery, communication, decision-making, and citizen engagement.

E-Governance aims to improve the efficiency, transparency, accessibility, and accountability of government services and interactions with citizens. It involves using online platforms, digital systems, and databases to streamline government processes, enhance public service delivery, and facilitate citizen participation. E-Governance initiatives can include online portals, digital identity systems, electronic voting, e-taxation, online document submission, and various other digital solutions for government operations.

A new paradigm shift has been developed in the field of governance through the application of ICT in the processes of governing called Electronic-Governance or E-Governance.

E-governance raises the transparency, accountability, efficiency, effectiveness, and inclusiveness in the governing process in terms of reliable access to the information within government, between government, national, state, municipal, and local level governments, citizens, and businesses and empowers business through access and use of information (**Dwivedi and Bharti: 2005**).

The main focus of E-Governance or Electronic Governance is to provide transparent, equitable, and accountable service delivery to the citizens. The aim of e-governance facilitates and improves the quality of governance and ensures people's participation in the governing process through electronic means like e-mail, websites, SMS connectivity, and others.

E-governance is not just about government websites or e-mails or financial transactions. "It will change how citizens relate to government as much as it changes how citizens relate to each other" (**Katyal: 2002**). It also refers to the utilization of IT in the country's democratic processes itself such as the election.

E-governance is about the use of ICT for steering the citizens and promoting public service. It includes a pragmatic application and usage of ICT for delivering efficient and cost-effective services and information and knowledge to the citizens being governed, thereby realizing the vast potential of the government to serve the citizens (**Prabhu: 2015**). It made correlations between state and society, government and people, people to people, governance, and society.

ICT + GOVERNANCE = E-GOVERNANCE

EVOLUTION OF e-GOVERNANCE IN INDIA

E-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency.

The Department of Electronics, established in 1970 and focused on 'information' and communication, was one of India's first significant steps toward self-government. The National Informatics Centre (NIC) was created in 1977. As part of an information system endeavor, all district offices nationwide were planned to be automated. The creation of NICNET, the first national computer network, in 1987 catalyzed e-governance.

E-governance initiatives in India took a broader dimension in the mid 1990s for wider sectoral applications with emphasis on citizen-centric services. The major ICT initiatives of the Government included, inter alia, some major projects, such as railway computerization, land record computerization etc., which focused mainly on the development of information systems. Later on, many states started ambitious individual e-governance projects aimed at providing electronic services to citizens.

There was a setting up of a National Task Force on Information Technology and Software Development in 1998. The creation of the Ministry of Information Technology happened at the Centre in 1999. The National Institute for Smart Government (NISG) was set-up at Hyderabad in the year 2002. A National Policy on Open Standards for e-Governance was notified in November 2010. The National Policy on Information Technology (NPIT) was approved in 2012.

The National e-Governance Plan (NeGP) is a major initiative of the Government of India, the first time under which a concerted effort is made to take Information Technology to the masses in areas of concern to the common man. It aims to make most services available online, ensuring that all citizens would have access to them, thereby improving the quality of basic governance on an unprecedented scale.

NeGP has a three tier architecture. The Common Service Centres (CSCs) are the front-end delivery points for a range of citizen services. The common man feels empowered when he is able to get a service in a transparent manner, at a

convenient location and at an affordable cost. These centers also provide employment to the entrepreneurs running them, besides being useful in rolling out all kinds of governmental schemes such as those for financial inclusion, enumeration of data, insurance and IT education.

The second tier is of the common and support infrastructure that can allow information to be shared electronically between different agencies of the government and with citizens. Included in it, are the State Wide Area Networks (SWANs), which form the converged backbone network for data, voice and video throughout a state / UT and the State Data Centers (SDCs) which can provide common secure IT infrastructure to host state-level e-government applications and data.

The third tier comprises the 44 **Mission Mode Projects (MMPs)** which have been transforming high priority citizen services from their current manual delivery into e-delivery. Each MMP is owned and spearheaded by the relevant ministry/agency of the national government or by a State Government, and is called 'Mission Mode' because it has a definite timetable, service levels, project implementation team and process re-engineering plans. There are 15 central MMPs, 17 state MMPs and 12 integrated MMPs. Ministry of Electronics and Information Technology (MeitY) acts as the facilitator and catalyst for the implementation of NeGP and provides technical assistance to various Ministries / Departments and State Governments.

Central MMPs	State MMPs	Integrated MMPs
1. Banking	1. Agriculture 2.0	1. CSC
2. Central Excise & Customs	2. Commercial Taxes	2. e-Biz
3. Income Tax	3. e-District	3. e-Courts
4. Insurance	4. Employment Exchange	4. e-Procurement
5. MCA21	5. Land Records (NLRMP)	5. EDI For eTrade
6. Passport	6. Municipalities	6. National e-governance Service Delivery Gateway
7. Immigration, Visa and Foreigners Registration & Tracking	7. e-Panchayat	7. India Portal
8. Pension	8. Police (CCTNS)	8. Financial Inclusion
9. e-Office	9. Transport	9. Roads and Highways Information System
10. Posts	10. Treasuries Computerization	10. Social benefit
11. UID	11. PDS	11. National GIS
12. Central Armed Para Military Forces	12. Education	12. Urban Governance
13. e-Sansad	13. Health	
14. e-Bhasha	14. e-Vidhaan	
15. NMEICT - National Mission on Education through ICT	15. Agriculture 2.0	
	16. Rural Development	
	17. Women and Child development	

ELECTRONIC DELIVERY OF SERVICES - E-KRANTI

E-Kranti is a vital part of the Digital India campaign, focusing on e-Governance, mobile governance, and good governance in India. To meet the country's urgent requirements, the government has approved the approach and key elements of e-Kranti. The e-

Kranti framework encompasses various mission-mode projects involving multiple government departments, aiming to provide electronic services efficiently.

NATIONAL CONFERENCE ON E-GOVERNANCE

The National Conference on e-Governance is a significant event in the field of digital governance. It brings together government officials, experts, and stakeholders to discuss and share insights on e-Governance initiatives. The conference focuses on exploring strategies, best practices, and emerging trends in e-Governance. It serves as a platform for knowledge exchange, capacity building, and networking among participants. The conference facilitates the collaboration and coordination of efforts to enhance the efficiency and effectiveness of e-Governance in the country. Various sessions, panel discussions, and presentations are organized to cover a wide range of topics related to e-Governance.

23rd NATIONAL CONFERENCE ON E-GOVERNANCE

The 2020 National e-Governance Conference centered around the 'India 2020: Digital Transformation.' It included discussions on six sub-themes:

- ✓ Digital Platforms and Digital Economy
- ✓ Enhancing Service Delivery
- ✓ Building Digital Trust - Transparency, Security, and Privacy
- ✓ Digital Payments and Fintech
- ✓ National e-Governance Service Delivery Assessment (NeSDA) and Digital Service Standards (DSS)
- ✓ Skilling and Capacity Building

SIGNIFICANCE OF E-GOVERNANCE IN DIGITAL AGE

- ✓ The government has encouraged digitization through projects like 'Digital India,' 'Make in India,' and 'Skill India' to

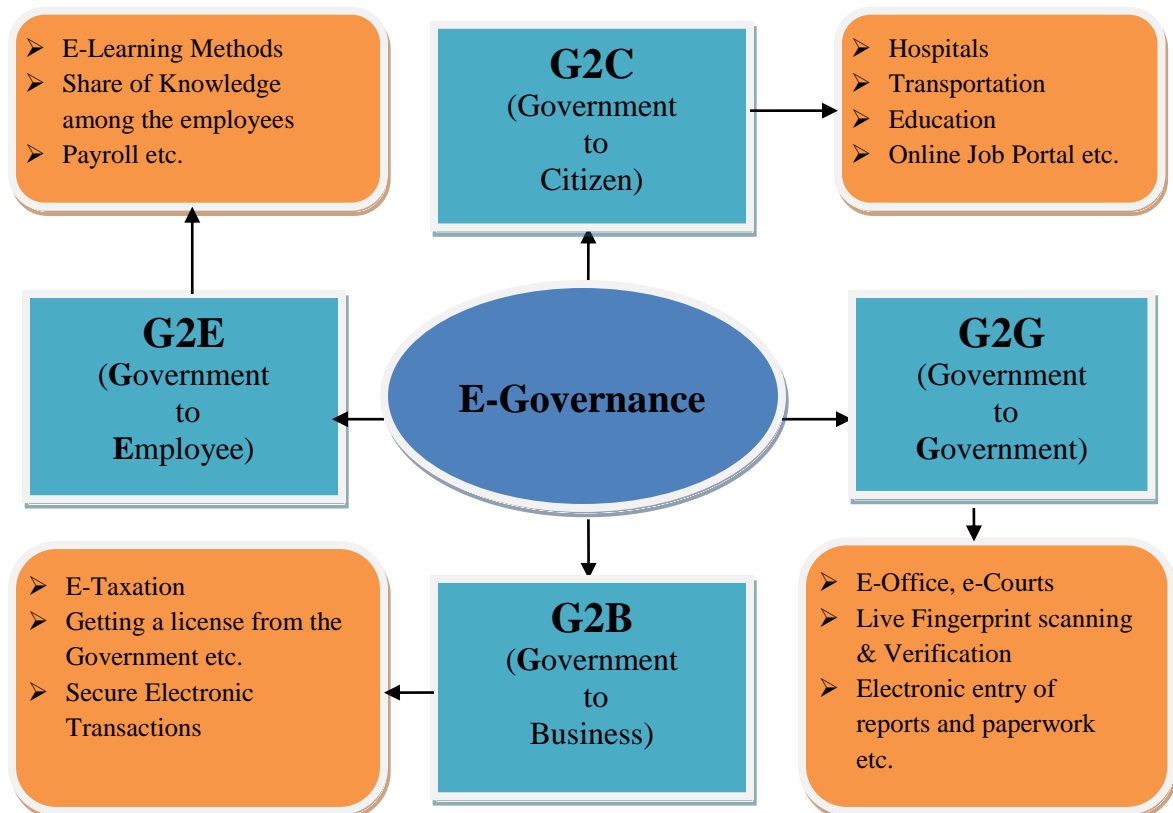
promote economic inclusion and social transformation.

- ✓ As a result, India is getting ready for a new era of increased digitalization.
- ✓ E-governance is essential for disseminating the many benefits of economic growth of digitalization to all segments of society.
- ✓ Government activities could be turbocharged through technology and citizen-centricity to achieve a safer, more efficient, and sustainable society.
- ✓ Given India's complexity, a holistic strategy is essential for good governance. In the age of digitization, letting go of old tactics and embracing new technologies in governance will result in a faster, smarter, and more proactive government serving its citizens.
- ✓ Governments must use modern governance methods to address modern risks such as cyber fraud and fake news as the world moves toward a new era of digitization.
- ✓ Ease of Doing Business: Doing business as simple as possible is crucial for the country's economic success.
- ✓ E-governance can assist with rapid project approval and project and rule tracking.
- ✓ Ease of services: E-governance involves digitization of property records, single-window grievance administration, and vital service maintenance, as well as making tax payments and government dues easier and delivering services via the Internet.
- ✓ It resulted in a more productive work atmosphere and better services for Indian citizens.
- ✓ Real-Time Governance: The government may immediately respond to public concerns and monitor infrastructure projects, incidents, and meteorological and climatic phenomena across the state using digital services.

- ✓ **Cost-cutting:** The purchase of stationery accounts for the majority of government spending.
 - ✓ **Paper-based communication demands a significant amount of stationary, printers, computers, and other equipment, all of which are expensive to maintain.**
 - ✓ **The government saves money by using the Internet and telephones to lower the cost of communication.**
 - ✓ **Governance is more transparent when information and communication technology (ICT) is used.**
 - ✓ **The vast bulk of government data is available on the Internet. Citizens have unrestricted access to information at all times.**
 - ✓ **E-governance has decreased corruption by keeping track of different government processes online.**
 - ✓ **Accountability:** As the government's decision-making process becomes more transparent, it becomes more accountable. The phrase "accountability" concerns the government's obligation to its citizens.
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- ✓ **Government to Citizens (G2C):** This involves interactions between the government and citizens, providing them with efficient delivery of public services. It enhances accessibility, availability, and quality of government services to be citizen-friendly.
 - ✓ **Government to Business (G2B):** G2B interactions enable businesses to interact with the government using e-governance tools. The objective is to reduce bureaucracy, to save time, and to lower operational costs. It promotes transparency in business-government dealings and facilitates services like licensing, procurement, permits, and revenue collection.
 - ✓ **Government to Government (G2G):** G2G interactions facilitate seamless communication between government entities. It can be between departments within the government or between different levels of government (e.g., union and state governments or between state governments). The primary focus is on improving efficiency, performance, and overall output.
 - ✓ **Government to Employees (G2E):** G2E interactions occur between the government and its employees. ICT tools ensure fast and efficient communication, increasing employee satisfaction levels.

INTERACTIONS ASSOCIATED WITH E-GOVERNANCE

There are four types of interactions in e-governance:



BENEFITS OF E-GOVERNANCE

- ✓ **Easy Access:** One can access government services and information online anytime and anywhere.
- ✓ **Saves Time and Money:** Doing things online saves time and reduces the need for paperwork, so it's faster and cheaper.
- ✓ **Makes Things Faster:** Online systems automate processes, so you get services quicker and without unnecessary delays.
- ✓ **Helps You Understand:** It makes understanding what the government is doing easier by giving you access to information and policies.
- ✓ **Makes Services Better:** Online systems help the government provide services that are accurate, fast, and of good quality.
- ✓ **Reduces Bad Things:** It helps decrease corruption and ensures the government is accountable for its actions.

- ✓ **Boosts the Economy:** Making things easier for businesses encourages them to invest and helps the economy grow.
- ✓ **Good for the Environment:** Using online services means less paper and less pollution from travel.
- ✓ **Helps Make Smart Decisions:** e-Governance gives the government important information to make better decisions for everyone.

INITIATIVES UNDER E-GOVERNANCE

- **National Land Records Program (NLRMP)- Computerization of Land Records:** A project for the computerization of land records (CLR) was started in 1988-89 to remove the flaws in the manual method of keeping and updating land records. In collaboration with NIC. Landowners can get electronic

copies of their ownership, crop, and tenancy information and updated copies of their Records of Rights (RoRs) on demand. The Bhoomi Project makes land records available online.

➤ **SVAMITVA (Survey of Villages and Mapping with Improved Technology in Village Areas)**

– It is a central sector scheme of Govt. of India. It was launched nation-wide by the Hon'ble Prime Minister on National Panchayati Raj Day, 24th April 2021 after successful completion of pilot phase of scheme (2020-2021) in 9 states. The Scheme is a reformative step towards establishment of clear ownership of property in rural inhabited (Abadi) areas, by mapping of land parcels using drone technology and providing Record of Rights to village household owners with issuance of legal ownership cards (Property cards/Title deeds) to the property owners. The Scheme is implemented with the collaborative efforts of the Ministry of Panchayati Raj, State Revenue Department, State Panchayati Raj Department and Survey of India. The scheme covers multifarious aspects viz. facilitating monetization of properties and enabling bank loan reducing property related disputes comprehensive village level planning, would be the stepping-stone towards achieving Gram Swaraj in true sense and making rural India Atmnirbhar. The scheme seeks to achieve the following objectives:

- ✓ Creation of accurate land records for rural planning and reduce property related disputes.
- ✓ To bring financial stability to the citizens in rural India by enabling them to use their property as a financial asset for taking loans and other financial benefits.
- ✓ Determination of property tax, which would accrue to the GPs directly in States where it is

devolved or else, add to the State exchequer.

- ✓ Creation of survey infrastructure and GIS maps that can be leveraged by any department for their use.
- ✓ To support in preparation of better-quality Gram Panchayat Development Plan (GPDP) by making use of GIS maps.

- **ULPIN** - The Unique Land Parcel Identification Number (ULPIN) is 14 digits Alphanumeric unique ID assigned for a land parcel based on Geo-coordinates of vertices of the parcel (Lat. Long.). This is of international standard which complies with Electronic Commerce Code Management Association (ECCMA) standard and Open Geospatial Consortium (OGC) standard. ULPIN will have ownership details of the plot besides its size and longitudinal and latitudinal details.

Being described as the Aadhaar for land, Unique Land Parcel Identification Number is a 14-digits alphanumeric unique ID for each and every land parcel in India. It will provide increased transparency in land records and land transactions, Up-to-date land records, Smoother and hassle-free sharing of land records across various departments, financial institutions, and all other stakeholders and Single window land record services to the citizens.

- **E-Chaupal** – Launched by ITC limited (A private sector project) to address various requirements of farmers, including selling their produce directly to the buyers and ruling out the role of middlemen in the process.
- **Criminals and Crimes Tracking Networks and Systems (CCTNS)**: It aims to create a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels.

- **Public Distribution System:** The PDS is being computerized as an end-to-end project covering key functional areas.
- **Health:** The Ministry of Health and Family Welfare has used ICT to manage the Mother and Child Tracking System (MCTS) program.
- **E-panchayat:** The Panchayati Raj Institutions lack physical and financial resources, technical competency, and extremely restricted computerization (PRIs).
- **E-District:** The Department of Information Technology (DIT), Government of India, is the nodal ministry for e-District, one of the 31 Mission Mode Projects under the National e-Governance Plan (NeGP).
- **E-procurement:** For Mission Mode Projects involving e-Government Procurement (e-GP), the Ministry of Commerce and Industry (Department of Commerce) has been designated as the Nodal Ministry (MMP).
- **E-Courts:** The e-Court Mission Mode Project (MMP) was established to reform the Indian judiciary using technology.
- **Common Services Centers:** The CSCs provide high-quality and cost-effective video, voice, and data content and services in e-governance, education, health, telemedicine, entertainment, and other private services.
As on 28 February 2022, there are 4,63,705 functional CSCs across the country. On average four (4) persons are engaged at each CSC. Accordingly, around 15 lakh people are now directly or indirectly working at the CSCs across the country.
- **Digital India Program:** The Digital India program was envisioned by the Department of Electronics and Information Technology (Department of EIT) (DeitY).

E-Office - The e-Office product aims to support governance by ushering in more effective and transparent inter and intra-government processes. The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices. The Open Architecture on which e-Office has been built, makes it a reusable framework and a standard reusable product amenable to replication across the governments, at the central, state and district levels. The product brings together the independent functions and systems under a single framework.

- ✓ Enhance transparency – files can be tracked and their status is known to all at all times
- ✓ Increase accountability – the responsibility of quality and speed of decision making is easier to monitor.
- ✓ Assure data security and data integrity.
- ✓ Provide a platform for re-inventing and re-engineering the government.
- ✓ Promote innovation by releasing staff energy and time from unproductive procedures.
- ✓ Transform the government work culture and ethics.
- ✓ Promote greater collaboration in the work place and effective knowledge management.

NeVA(National e-Vidhan Application) - NeVA is an eGovernance Project of GOI to transform all the Legislatures into “Digital Houses” or “Paperless e-Assemblies”. It helps in strengthening democracy through meaningful participation of the Legislators and citizens in the law making process. It is a workflow system deployed on NIC Cloud, Meghraj which helps the Chair of the House to conduct the proceedings of the House smoothly, Hon’ble Members to carry out their duties in the House

efficiently and to conduct Legislative Business of the House in a Paperless manner.

Paperless Legislature - Several thousand tons of papers would be saved, which in turn would help in saving lakhs of trees annually promoting cleanliness and achievement of UNDP Sustainable Development Goals(SDG).

NeVA is a device neutral and member centric application created to equip them to handle diverse House Business smartly by putting entire information regarding member contact details, rules of procedure, list of business, notices, bulletins, bills, starred/unstarred questions and answers, papers laid, committee reports etc. in their hand held devices/ tablets and equip all Legislatures/ Departments to handle it efficiently. NeVA will completely eliminate the process of sending out a notice/request for collection of data.

➤ **Digilocker** (*Document Wallet to Empower Citizens*)

DigiLocker is a flagship initiative of Ministry of Electronics & IT (MeitY) under Digital India programme. The DigiLocker aims at 'Digital Empowerment' of citizen by providing access to authentic digital documents to citizen's digital document wallet. DigiLocker is a secure cloud based platform for storage, sharing and verification of documents & certificates. As on 15.09.2023 there are 195.34 Million Users, 6.27 Billion documents issued and 1684 issuers.

➤ **UPI** (*Unified Payments Interface*)

Unified Payments Interface (UPI) is a system that powers multiple bank accounts into a single mobile application (of any participating bank), merging several banking features, seamless fund routing & merchant payments into one hood. It also caters to the "Peer to Peer" collect request which can be scheduled

and paid as per requirement and convenience. With the above context in mind, NPCI conducted a pilot launch with 21 member banks. The pilot launch was on 11th April 2016 by Dr. Raghuram G Rajan, Governor, RBI at Mumbai. Banks have started to upload their UPI enabled Apps on Google Play store from 25th August, 2016 onwards.

➤ **UMANG** : *UMANG (Unified Mobile Application for New-age Governance)*

It is developed by Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD) to drive Mobile Governance in India. UMANG provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies.

- ✓ Total Department = 313 (Central 155 State 158)
- ✓ Total services =1745 (C 898 S 847)
- ✓ Total registration = 5.58 Cr
- ✓ Total transactions = 383.67Cr

➤ **NGDRS** (*National Generic Document Registration System*) : It is based on one nation one application concept.

- ✓ NGDRS provides property registration services to the citizens, registration department and its allies.
- ✓ Services like property valuation, citizen portal, Registration of properties, appointments are provided.
- ✓ Use of e-sign and biometric authentication in registration process.
- ✓ It facilitates integration for e-payments, Land Records, e-Stamping and other related databases

- **Aadhar Card** - Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India. The number serves as a proof of identity and address, anywhere in India.

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