E GOVERNANCE: CHALLENGES AND SOLUTIONS IN INDIA

Abstract:-

As a proud citizen, everyone wants access to governmental service in more convenient and quality manner. But, poor experience, long queue, bad quality, delay and misinformation are typical characteristics, when we are talking of government service. This paper discusses the challenges, framework and recommendations for implementing e governance in a proper manner.

Keywords:

E Governance , Challenges and Solutions , communication technology .

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INTRODUCTION

As a proud citizen, everyone wants access to governmental service in more convenient and quality manner. But, poor experience, long queue, bad quality, delay and misinformation are typical charaterstics, when we are talking of government service. Governance is the duty of the government to provide better government services and facilitates of high quality, which should be easily accessible and inexpensive. But traditional system and framework of rigid nature has converted governance into poor governance. It has made people to lose faith into governance. Now, we need a solution to come out of state of poor governance. Technical Innovation has provided innovative solutions. E Governance means application of information and communication technology to provide delivery of service to the people efficiently and transparently. The emergence of Information and Communication Technology has provided means for quicker and enhanced communication, retrieval of data and utilization of information to its users. The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, 2006. In the year 2011, 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31Mission Mode Projects (MMPs). In order to provide government service to the general public electronically, Government of India approve E governance project in 2014, which is known as digital India project. This project augmented with the earlier national E governance project. The features of this project includes broadband highways, everywhere mobile connectivity, Public Internet Access Programme, e-Governance. Digital India envisages connecting 2.5 lakh villages by broadband and phones, reduce import of telecom imports to zero, wi-fi in 2.5 lakh schools, all universities, public wi-fi hotspots for citizens and creating 1.7 crore direct and 8.5 crore indirect jobs (Economic Times). The outlay of the project is over 1 lakh crores
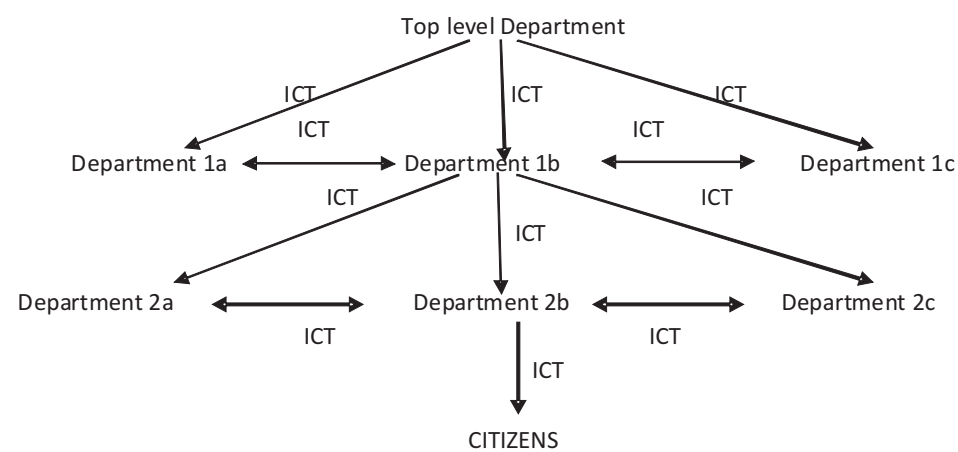
Challenges

The following are the challenges for proper implementation of e governance:

1.Low literacy: In countries like India, there is low level of literacy in terms of ability to read or write. Therefore all people with low literacy level will be deprived of accessing service provided through internet
2. Language Dominance: The dominance of English on the internet constrains the access of non-English-speaking population.(Sharma 2012).
3.Low IT Literacy : Low level of technical literacy which is a pre requisite for handling e governance related transaction
4.Reliability : Identity theft, passwords theft, and various other reliability issues are affecting and hindering the application of e governance
5.Regional disparity: there is need to harmonize various diverse plan in to one national plan. But diverse regional languages is one of the barrier faced for effective communication required for e governance
6.Status q Reluctance by the government employees to follow modern way of providing services
7.Lack of financial resources and Infrastructure Huge investment needed to put on the computerized and broad band network

FRAMEWORK OF E GOVERNANCE

Participants of E governance are

1.Government department (top) uses ICT to interact with top, parallel and bottom departments.
2.ICT framework used by departments that interacts ultimately to the citizens.
3. Citizens accessing service by using ICT services.

The framework can be looked as state level, national level and district level department or otherwise according to the specific situation. An Integrated plan targeted at the whole network of above framework must be implemented for example in booking a railway ticket.

RECOMMENDATIONS

1.Providing Internet applications in various Regional languages can provide solutions for not understanding English as language. But there is need to harmonize various diverse plan in to one national plan

2.Smart phone Applications: With the instantaneous use of increasing in the smart phone applications such as Whats app for maintaining social connection in India. This technology can be used for information flowing across various government departments to track work in progress. All the reports can be submitted to centralized network through taking pictures

3.Mobile Governance: In 2014, the number of subscribe to the mobile phone crosses 900 million and is growing exponentially. Therefore, the plan of e governance shall include the plan for governance of mobile phone. As this seems to be the most typical medium of online transaction

4.All the stakeholder of the e governance project must be come under the purview of some centralized department.

5.Many e Governance project succeeds due to encouraging participation by the government officials. Every effort should be put towards encouraging participations by the government officials.

6.Awareness campaign about e governance project must be augmented at all levels   and through all medium. We firmly suggest the use of e governance correspondent for this purpose just like business correspondent.

7.Network updating and network maintenance is also keys to the success of e governance project. It should also take care of security issues.

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