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IMPLEMENTATION OF E-GOVERNANCE IN RURAL AREAS OF JAMMU AND KASHMIR

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ABSTRACT: -

*I*n Jammu and Kashmir, where 72.62% Population lives in rural areas. It becomes essential that e-governance is available there. E-governance plays key role to reach the rural people. This will lead to good governance which in turn will lead to better administration, better interaction, less corruption;

more transparency in the government. E-Governance stands for electronic governance and enables people's participation in governance through Internet and mail. The main objective of e-governance is the application to provide government services through at the door steps of the citizens. E-Governance brings

easiest and fastest way of communicating information. Consequently, Government of India has launched the initiatives of e-governance; providing all services electronically as much as possible. Meanwhile, Government of India launched several projects in support of e-governance, like E-Citizenship-Education-E-Help, E-Democracy, Smart Government, E-Health and Digital India, etc.

KEYWORDS: *E-Governance , better administration, better interaction, less corruption.*

INTRODUCTION :

There are number of projects implemented under e-Governance to provide services to the citizens. These projects are implemented by the Government at district, tehsil and sub-tehsil levels which are far away from the access of rural citizens to get services, money is wasted and a lot of time by these citizens. Even most of the occasions the rural people are misguided by the agents as they do not know how to get the services and the actual charges of services. The rural people are not aware about running projects and schemes, that is why, they are not able to access the services on time. The present study emphasis on the factors for the implementation of e-Governance in rural areas of Jammu and Kashmir. These factors mainly include lack of awareness in citizens. It also highlights the e-Governance initiatives taken in the state of Jammu and Kashmir and the participation of rural as well as urban people to access the services provided through these initiatives. The research paper also describes the obstacles faced by rural citizens to get an access of e-Governance services and thus the need of implementation of e-Governance in rural areas of Jammu and Kashmir.

A number of obstacles are being faced by the e-government of Jammu and Kashmir for the implementation of e-governance.

THE OBJECTIVES Of THE STUDY ARE:

• To find the obstacles in implementation of e-governance in rural areas of Jammu and Kashmir.
• To aware the concerned authorities about these obstacles so that proper measures can be taken to eliminate these obstacles.
• To increase the participation of rural people along with urban people in e-governance so that these projects can be implemented successfully.

RESEARCH METHODOLOGY

The Study adopted both survey and documentary method to elicit the information about the information regarding the e-governance implementation in rural areas of Jammu and Kashmir. The Study is based on Primary and secondary data. For data collection following methods are used.
I. Both Survey and documentary methods are used to collect the response of citizens from various government authorities who are using e-governance services to know whether they are satisfied with these services are not. For surveys, a questionnaire used to collect the response from target respondent both English and Kashmir language.
II.Right to information act is the main source to collect data from various government departments such as Community center, Khidmat centers and SUWIDHA center which are responsible for providing e-governance services.
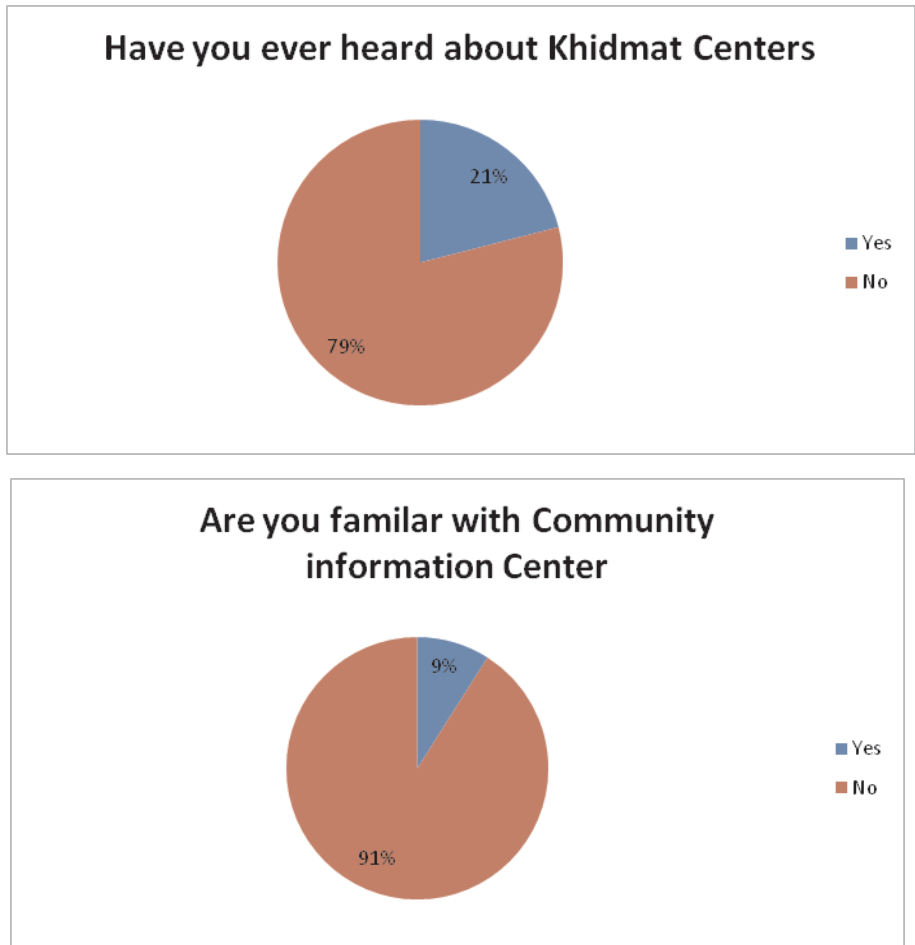
DATA ANALYSIS AND INTERPRETATION (USING PIE CHARTS)

According to the e-Readiness Reports of DIT (Department of information Technology) of India, Delhi, Tamil Nadu, Andhra Pradesh, Chandigarh and Jammu and Kashmir are started as the leaders in the use of ICTS. DOIT (Department of Information Technology) in Jammu and Kashmir and state governments has taken number of initiatives to implement e-Governance. These initiatives include Community Center, SUWIDHA, Online Employment Exchange, Fard Kendras, Khidmat centre Sukhmani Societies-District etc. Recently; Jammu and Kashmir has claimed its achievements in implementing e-Governance by Implementing 80 SUWIDHA.200 Saanjh Kendras and 300 Community centers and e-Panchayat for internal Computerization of Panchayats.

The projects about which Jammu and Kashmir Government has claimed are implemented either at District, tehsil, Sub- tehsil level. If we talk about the distribution of population of Jammu and Kashmir, then only 27.38% population resides in urban areas and 72.62 of population resides in rural areas which are far away from District or tehsils Jammu and Kashmir is claiming its achievement to implement e-governance projects successful but how it is possible for these projects to be successful if these are not access of 72.62% of the population.

Besides all this, the result of the survey show that 79% of the people had never heard about e-governance, Although Community centers and Khidmat centers are implemented up-to sub-tehsil level, yet only 35% of the people have ever visited.

Have you ever visited SUVIDHA

- Yes: 35%
- No: 65%

Have you ever heard about Khidmat Centers

21%

79%

■ Yes
■ No

Are you familar with Community information Center

9%

91%

■ Yes
■ No

These centers for some purpose, Not only this, some projects like Khidmat centers, Community centers etc are unknown to the majority of the citizens of the citizens. According to the results of the survey, the following are the main reasons due to them e-Governance is not implemented at rural level.

• Illiteracy (17%)
• Shortage of funds (21%)
• Policies of government (24%)
• Short distance of available SUIVIDHA centers from rural areas (22%)
• Lack of awareness about Khidmat centers (16%)

Reason due to them e-Goverenance is not implemented at rural areas

- Due to illiteracy
- Due to Shortage of funds
- Due to policies of govt.
- Due to short distance of availableSuvidha centers from rural areas
- Lack of Awarness
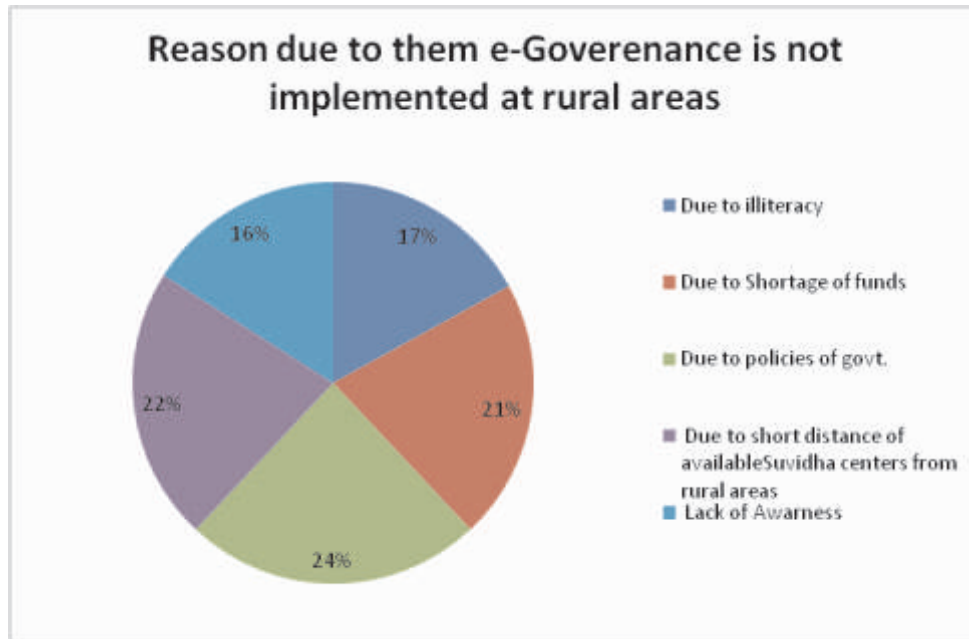
The survey reveals public opinion that what role our state government should play to effectively e-Governance in rural areas:

• Majority of the citizens said that there should be a Community Information center in each city and village as government can afford its cost.

• Majority of the citizens has also suggested that government should held camps awareness of e-governance among rural people

According to the Election Manifesto of 2014-18 of PDP-BJP Alliance(current ruling party) in Jammu and Kashmir has promised to make the whole state with Wi-Fi connectivity but no such steps has taken in this favour.

. According to the information collected through RTIs, most of the Community centers at Tehsil level have only 2 or 3 staff members. A large number of villages fall under tehsils to take service from these centers. Majority of these centers have one staff member. in case of absence of that member no one is there to attend the victors. Al, the amount of salary paid to these employees varies from 5900-7100 only which is very less amount as compared to the working hours of community centers (10.a.m to 5 pm). On hand, Jammu and Kashmir Government is promising to make Jammu and Kashmir and an e-Government state while on the other hand it cannot even more than employee of Community centers, hence, how we can expect from these employees to work with dedication. The Information collected through RTIs reveals that no internet connection is available at Community center and Khidmat centers of tehsil level. If for any query, internet is required, then how that query can be interpreted.

We know that the small towns and even the cities are suffering from the power cuts. But the battery back-up at these centers is maximum of half an hour if the power cut is longer than this period of time, then how it is possible to serve the people without any interruption. All these are the major problems which lead to the poor implementation of e-Governance in the state and also these problems cannot be avoided. Our state government's claim to make Jammu and Kashmir an e-Governance state can only said to be true of these problems will be removed.

CONCLUSION

E-Governance is a key to success for good Governance. Due to the insincere efforts of Jammu and Kashmir Government, e-Governance projects are not 100% successful in their implementation. Although a number of projects are running all over the state, yet the government is not able to serve the citizens with e-governance services. The participation of citizens in accessing these services is very less as they are not aware

about most of the services provided by these projects. Even, some projects are unknown to them. Government must held awareness camps in rural as well as urban areas to create awareness among people so that their participation in accessing these services can be increased for the 100% success of implementation of e-governance. Our state government should also tie-up with NGOs which may take sincere actions in creating awareness among citizens.

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