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## GOVERNMENT'S INITIATIVES IN E-GOVERNMENT SERVICES

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### ABSTRACT

*E-Governance is a web based service for local, state and national governments. This web-based service uses the internet to provide online services to your citizens. The government offers many online services like bills, taxes, and citizens use comfort and timely services according to their needs. Maharashtra State is trying to revive its public administration and is trying to make it more active, efficient, transparent and especially more service-efficient. In 2006, Electronic E-Governance Plan (NeGP) was prepared by the Department of Electronics and Information Technology (DTE) and the Department of Administrative Reforms and Public Complaints (DARPG). The Ministry of Commerce and Industry has provided nodal ministry. Implementation of e-Government Mission Mode Projects E-Procurement MMP's approach is to create a national initiative to improve procurement improvements through the use of electronic government purchases, to make 'more transparent and efficient public procurement in all sectors'.*

**KEYWORDS:** *Department of Administrative Reforms and Public Complaints (DARPG) , Electronic E-Governance Plan (NeGP) , Department of Electronics and Information Technology (DTE).*

### INTRODUCTION

The 21st Century is a world of information technology. It changes the revolution in the whole world's work. The latest impact of technology on government sectors has been seen where government offices and services are governed by information technology. Following the adoption of new technology in the government sector, a new phenomenon called e-governance occurs. The e-Governance refers to services provided to information technology through citizen, business and local government. The growth and popularity of e-governance has been proved. E-governance makes government work more efficient, responsive and transparent.

Many developed countries have accepted e-Governance and India is one of them. E-Governance is a web based service for local, state and national governments. This web-based service uses the internet to provide online services to your citizens. The government offers many online services like bills, taxes, and citizens use comfort and timely services according to their needs. The Indian government recognized the importance of technology in 1970 and established electronics division. In 1977, India initiated the first step towards e-governance by establishing National Informatics Center (NIC). India created NICNET (National Satellite based Computer Network) in 1987 to computerize all district offices in the country. E-governance also provides many services to citizens and government.Maharashtra State is trying to revive its public administration and is trying to make it more active, efficient, transparent and especially more service-efficient. In this context, fair use of ICT plays an important role in contributing to public sector objectives and social and economic growth environment. E-governance can significantly support the government for the



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transformation of a less expensive, more expensive government. This facilitates communication and can be coordinated by the government at various levels, in organizations and at the departmental level. Further, facilitating the e-governance process, reducing costs, improving research capabilities, and improving documentation and improving the speed and efficiency of the operation through record-reduction. Maharashtra has recognized IT Technology (IT) as an effective tool for catalyst economic efficiency, efficient governance and human resource development. That is why they have made significant investments in it and have successfully integrated into the development process and thereby benefit their community. The state has also influenced the industrial, education, services and government sectors and their impact on various applications is feeling late. Since the era of digital economy evolves, the concept of e-governance has been considered important.

## NATIONAL E-GOVERNANCE PLAN:
      In 2006, the National e-Governance Plan (NeGP) was prepared by the Department of Electronics and Information Technology (DTE) and the Department of Administrative Reforms and Public Complaints (DARPG). The purpose of NeGP is to provide government services to the citizens and businesses. - "In view of the basic needs of the general public, make general public services accessible to all the public by ensuring general transparency, transparency and credibility of such services."

### Central Government Initiatives as Mission Mode Projects (MMP):
1. **E-office:** Under the Information and Communications Technology, the need for modernization of central government offices is recognized. The purpose of e-office is to workflow and rule-based file routing, retrieve quick access and retrieve files, and increase the use of digital signatures, forms and report elements for office orders, authentication.
2. **Immigration, Visa and Foreigner's Registration & Tracking:** India remains as a noteworthy visitor goal, and furthermore remains as a noteworthy business and administration focus. Migration Check Post is the nation's in front of the pack that makes open and prevalent views about the nation, along these lines requiring the best in class framework to rapidly and easy to use administrations.
3. **UID:** Special recognizable proof venture is considered as an activity that will give character to each inhabitant in the nation and will be utilized fundamentally as a reason for viable conveyance of welfare administrations. It will likewise fill in as an instrument for compelling observing of different government projects and plans.
4. **Pensions:** pension MMP for the most part helps in fathoming grievances identified with benefits/retirement related data, administrations and frameworks accessible to destitute beneficiaries on the web, through the mix of intelligent and non-intuitive elements and the contrast between beneficiaries. What's more, government.
5. **Banking:** Banking MMP is amazingly, one more advance to enhance working effectiveness and to lessen postponements and endeavors to deal with and handle the exchange. MMP, which is being implemented by the banking industry, is to organize various e-service initiatives run by individual banks. The Banking Department is implementing a comprehensive framework and guidance, by the respective banks.
6. **Posts:** Modernization of Postal Services and Computerized Registration Center (CRC) has been established by post office through computerization using central service-based system and networking of all post offices.

### STATE MISSION MODE PROJECTS:
1. **E-Governance in Municipalities:** It is a one of a kind activity of the Government of India, under the umbrella of the whole National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (JNRMM), which means to enhance operational proficiency under the urban nearby body (ULB).

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2. ***Crime and Criminal Tracking Network & Systems:***The motivation behind criminal and criminal following system and frameworks (CCTNS) MMP is to expand adequacy and viable police framework at all levels and particularly to actualize a complete and coordinated framework for country working by receiving the standards of e-administration at the police headquarters level. System based framework for its advancement empowered refined following framework.

3. ***Public Distribution System (PDS):***PDS includes major functional areas like computerization, operational area such as supply chain management, food storage and usage reports, storage and movement, grievance redressed and transparency portal, digitization of beneficiary database, fair price shop automation etc.

4. ***Health:***In the Mother and Child Tracking System (MCTS) program, the Ministry of Health and Family Welfare has taken ICT for program management and the Ministry has planned to use ICT more widely for hospital information systems, Drugs and Vaccine Supply chain management. Through this MMP, ICT tools are provided to Asha and ANM workers for National Rural Health Mission (NRHM) program management etc.

5. ***E-panchayat:***Panchayati Raj Institute (PRI) is adhered because of inadequate physical and monetary assets, specialized abilities and to a great degree restricted computerization issues. As a result, PRIs have not been completely fulfilled as a preferred distribution channel for state and central and civil services schemes. Although NRC has made some computer efforts for PRI in recent years, but the e-Governance revolution has filled the country, it does not touch the PR significantly. The Panchayati Raj Government of India has decided to computerize the PRI on a mission mode basis.

6. ***E-District:***E-District is one of the mission modes extends alongside DIT under the National E-Governance Plan (NeGP), the GOI is the nodal service. This project is meant to support the basic administrative unit ie District Administration with backend computerization, which will enable electronic distribution of high-volume citizen centric government services which will provide state-wide area networks (SWAN), the best benefits and utilization of three infrastructure bases of State data. Centers (SDCs) and Common Service Centers (CSCs) to serve citizens at their doorsteps.

7. ***National Land Records Modernization Programme (NLRMP):***Land Records Computerization (CLR) has been begun in 1988-89 with the point of putting in the manual framework for support and refreshing of land records. This arrangement was given to Tehsil for the conveyance of proprietor's rights records in the year 1997-9. The focal point of the whole task is to arouse the current land records framework and to change the province of Art Information Technology (IT).

**Integrated Mission Mode Projects:**
1. ***E-procurement:***Nodal Ministry has been selected for the Ministry of Commerce and Industry for the execution of the e-Government Mission Mode Project. E-Procurement MMP's methodology is 'Making an electronic activity for the execution of procurement changes, making open acquirement in all territories is more straightforward and effective', using electronic government buys.

**2.** ***E-Courts:***The concept of e-Courts Mission Mode Project was developed using the Indian technology to change the way in the form of technological change. This project was developed based on the report submitted by the e-committee under the Supreme Court on National Policy on Implementation of Communication Communication in Indian Judicial System. There is a clear intention to increase the qualitative and credentials in order to redesign the process of making justice delivery system accessible, cost-effective, transparent and responsive and to increase judicial productivity.

3. ***E-Biz:***The idea of e-Biz Mission Mode Project, executed by the Indian Policy and Promotion, Ministry of Commerce and Industry, Government of India, was exhibited in this idea. It is a fantasy of changing the business condition, giving compelling, helpful, straightforward and coordinated electronic administrations all through the business, to the entire business, industry and organizations.

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4. ***Common Services Centers:***CSC will provide high quality and cost effective video, voice and data content and services in the context of e-Governance, Education, Health, Telemedicine, Entertainment and other private services. One feature of CSC is that they will offer application structures, testaments and utility installments like web-empowered e-administration benefits in rustic territories, for example, power, phone and water bills.

5. ***Direct Cash transfer:***Using UIDAI-based support and certification help to deliver government installments such as NREGA, social security pension, disabled old age pension etc. of central or state government agencies.

**CONCLUSIONS:**

E-Governance is a web based service for local, state and national governments. This web-based service uses the internet to provide online services to your citizens. The government offers many online services like bills, taxes, and citizens use comfort and timely services according to their needs. Maharashtra State is trying to revive its public administration and is trying to make it more active, efficient, transparent and especially more service-efficient. In 2006, Electronic E-Governance Plan was set up by the Department of Electronics and Information Technology and the Department of Administrative Reforms and Public Complaints.The Ministry of Commerce and Industry has provided nodal ministry. Implementation of e-Government Mission Mode Projects E-Procurement MMP's approach is to create a national initiative to improve procurement improvements through the use of electronic government purchases, to make 'more transparent and efficient public procurement in all sectors'.

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