EduTap

SUMMARY SHEET

Role of e-governance in addressing issues of corruption and Inefficiency in Government Sector

EduTap

EduTap Hall of Fame

RBI Grade B 2020 - 21

198 Selections Out of 257


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Mr. Krishan Kumar


Mr. Shivam


Mr. Karan Sharma

Miss. Shivani Bhosle

Mr. Prasad

Important Points

1. This Summary Sheet shall only be used for Quick Revision after you have read the Complete Notes
2. For Building Concepts along with examples/concept checks you should rely only on Complete Notes
3. It would be useful to go through this Summary sheet just before the exam or before any Mock Test
4. Questions in the exam are concept based and reading only summary sheets shall not be sufficient to answer all the questions

1 Introduction

In India, the main thrust for e-Governance was provided by the launching of **NICNET** in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (**DISNIC**) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. In the ensuing years, with ongoing computerization, tele-connectivity and internet connectivity established many e-Governance initiatives, both at the Union and State levels

Governments across the world have discovered that Information and Communication Technology can make the provision of services to the citizen more efficient and transparent, can save costs and lead to a higher level of efficiency.

E-Governance is in essence, the application of Information and communications Technology to Government functioning in order to create 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) governance.

1.1 DEFINITION

The 'e' in E – Governance stands for 'electronic'. Thus, E-Governance or electronic governance implies the application of Information and Communications Technology (ICT) to Government functioning.

According to World Bank: "E-governance refers to the use by Government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of Government."
According to 2nd ARC: "e-Governance comprises decisional processes and the use of ICT for wider participation of citizens in public affairs."

The purpose of implementing E – Governance is to improve governance processes and outcomes with a view to improving the delivery of public services to Citizen. The resulting

impacts are reduced costs, lesser corruption, increased transparency, revenue growth and convenience for the citizenry.

2 MODELS OF E - GOVERNANCE

E-Governance services can be shared between citizens, businessman, government and employees.

▪ There are four types of interaction in E – Governance viz., Government to citizens (G2C), Government to Government (G2G), Government to businessmen (G2B) and Government to employees (G2E).

GOVERNMENT TO GOVERNMENT (G2G)

- This model refers to the services which are shared between the Governments.
- ICT is used not only to restructure the Government processes involved in the functioning of Government entities but also to increase the flow of information and services within and between different entities.
- Interaction can be:
    - Horizontal i.e., between different Government agencies as well as between different functional areas within an organization,
    - Vertical i.e., between national, regional, and local Government agencies as well as between different levels within an organization.
- The primary objective is to increase efficiency, performance, and output.
- Most of the finance and budget work are also done through e-governance.

GOVERNMENT TO BUSINESSMEN (G2B)

- E -Governance tools are used to aid the business groups to seamlessly interact with the Government.
- The objective is to cut the red tape, save time, reduce operational costs and to create a more transparent business environment.
- The G2B initiatives can be transactional, such as in licensing, permits and revenue collection.
- Through this model, bond between private sector and Government strengthens.

GOVERNMENT TO EMPLOYEES (G2E)

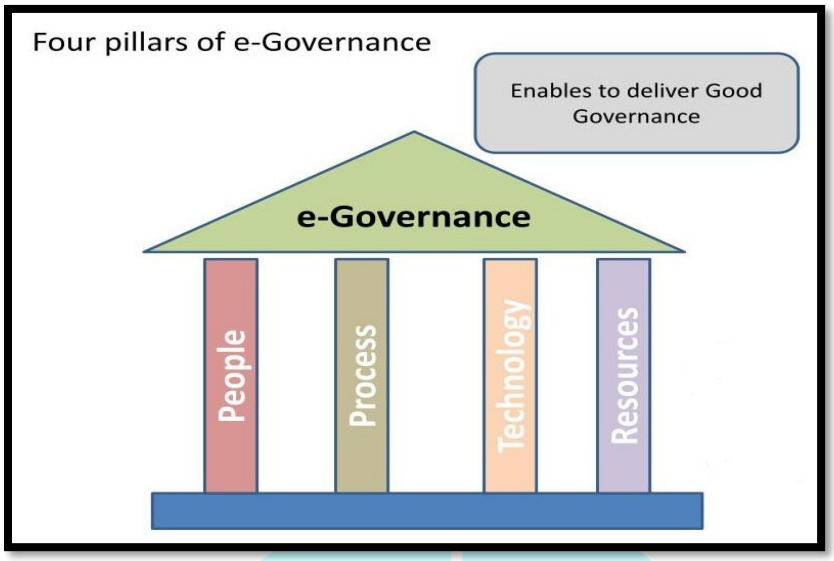
- The Government has to interact with its employees on a regular basis.
- This interaction is a two-way process between the organization and the employee.
- This model increases the transparency between Government and its employees and thus strengthens their relationship.
- It also helps in increasing the satisfaction levels of employees.

GOVERNMENT TO CITIZEN (G2C)

This model of e-governance refers to the Government services which are shared by the citizen.

- This model strengthens the bond between Government and the citizen.
- ICT build interface between the Government and citizens which enables the citizens to benefit from efficient delivery of a large range of public services.
- This expands the availability and accessibility of public services on one hand and improves the quality of services on the other.
- It gives citizen the choice of:
  - When to Interact with the Government.
  - From where to interact (e.g., service center, or from one's home)
  - How to interact.

3 PILLARS OF E – GOVERNANCE



PEOPLE

- As E – Governance projects are rolled out across the country, people within and outside the Government will play an increasingly important role in ensuring the success of these projects.
- The scale of transformation is huge and enormous resources not only in terms of money but also the expertise, skills and commitment of people will be required.

PROCESS

- E Government is not just about the automation of manual records and existing processes, with all their inefficiencies.Rather, it is about transforming Government processes and creating new relationship between the Government and its citizens. Hence, a fresh set of process parameters and related workflow should be created, without creating unmanageable and chaotic changes, to maintain consistency and sustainability of the process.

TECHNOLOGY

- Technology both hardware and software will act as the backbone of E – Governance.

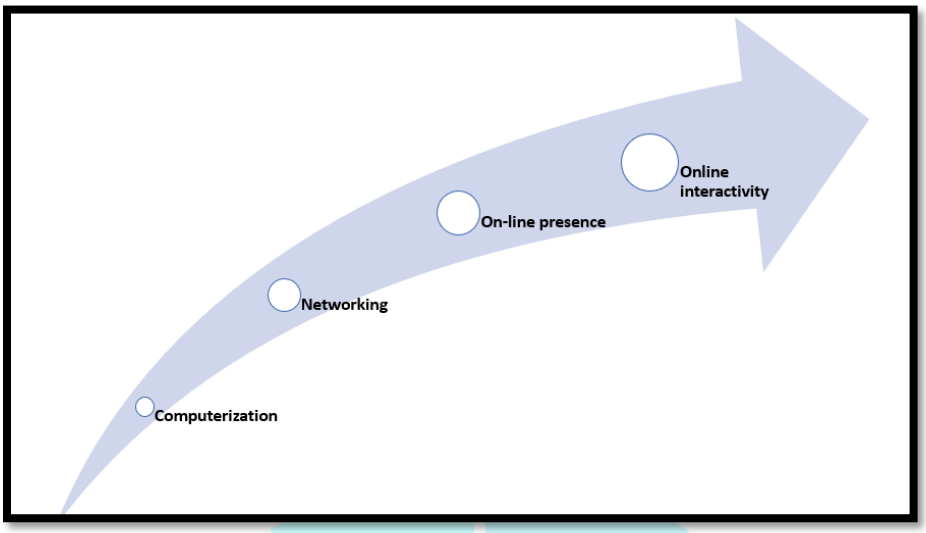
RESOURCES

- New technologies demand new types of implementation models.

- Adopting conventional procurement methods would not take us far on the path of E – Governance.
- It is estimated that India needs $8 billion of investment in e – governance sector over a 3 – 5 years period – excluding the cost of communication and access infrastructure. Thus, E – Governance is much more than a technologies initiative but is made of a complex set of relationships between the stakeholder's commitment, structured development processes and adequate infrastructural resources.

4 STAGES OF E–GOVERNANCE IN INDIA

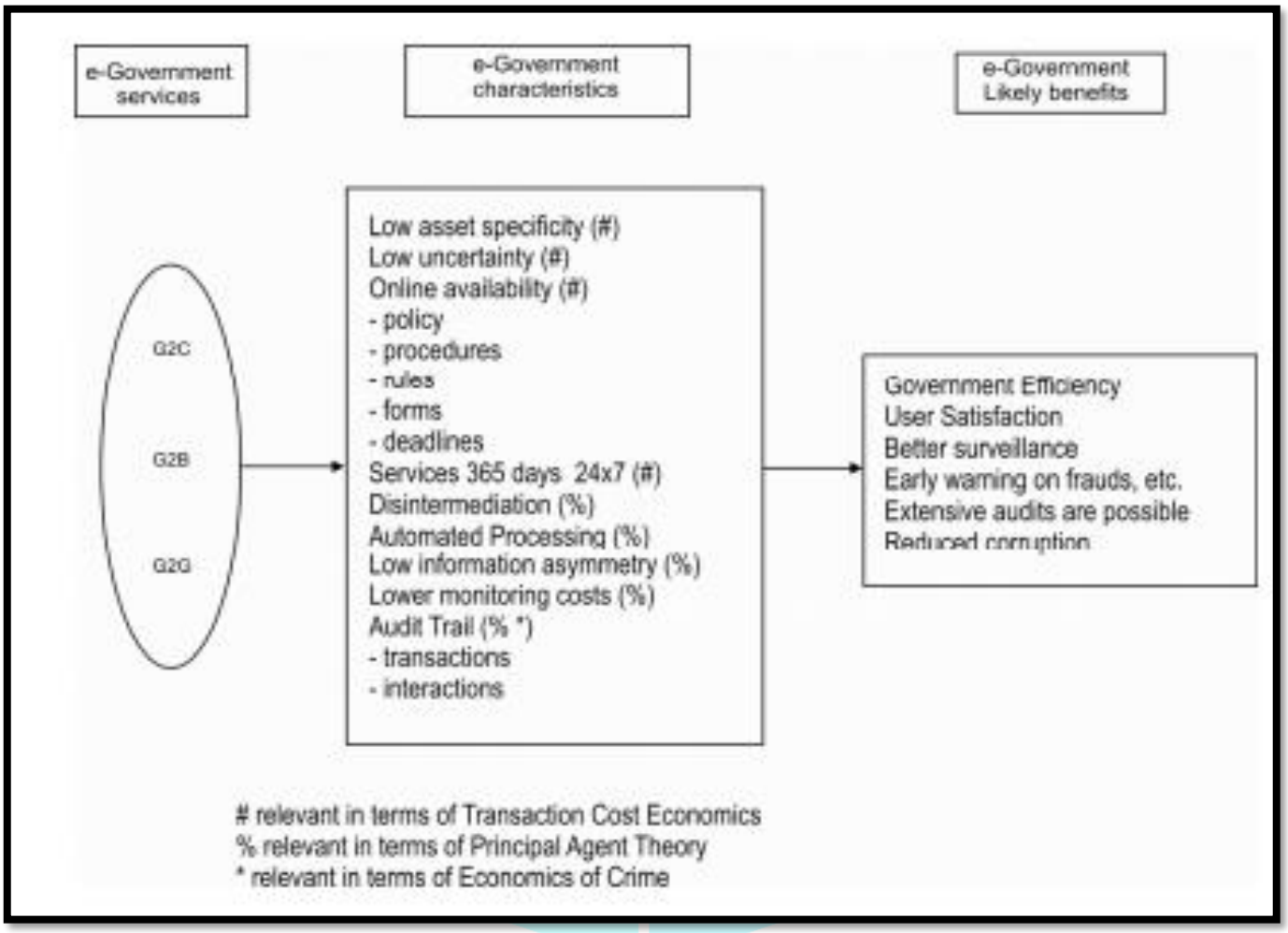
- In developing nations, such technologies and systems became available with observable time lag as compared to developed nations.
- The inception of E-Governance proceeded through four stages in India:



1. **Computerization**: In the first stage, with the availability of personal computers, majority of Government offices are well equipped with computers.
2. **Networking**: In this stage, some units of a few government organizations are connected through a hub leading to sharing of information and flow of data between different Government entities.
3. **On-line presence**: In the third stage, with increasing internet connectivity, a need was felt for maintaining a presence on the web.
    - This resulted in maintenance of websites by Government departments and other entities.
4. **Online interactivity**: A natural significance of on-line presence was opening up of communication channels between Government entities and the citizens, civil society organizations etc.
    - The main objective of this stage was to lessen the scope of personal interface with government entities by providing downloadable Forms, Instructions, Acts, Rules etc.

The internet revolution coupled with rapid advances in communication have proved to be a powerful tool for citizen centric governance in India.

5 Characteristics of E-Governance Program and Benefits



1. It results in low Asset specificity. Low Asset specificity means it can be used from anywhere like from home, office etc. because services are online
2. It reduces uncertainty as Information is available online on quick basis
3. It results in online availability of services 365 days. For example, you can apply for passport even on Sunday using the online mode
4. It results in Disintermediation i.e. removal of agents, touts etc.
5. It results in low information asymmetry as information is available to everyone at the same time
6. It results in better Audit trail. Audit trail means there is proper record of what happened when? For example, if file is stuck somewhere for approval, it would be clearly visible on the online portal

Benefits

1. The efficiency of government increases as work is tracked and employees are made accountable

2. People become satisfied as their work is done quickly and without corruption
3. Better surveillance as performance of government employees would be tracked online
4. Reduced Corruption

6 POTENTIAL and Benefits OF E-GOVERNANCE

1. **Ensuring fast, Convenient and Cost-Effective Service Delivery**
    a. With the advent of e-Service delivery, the government can provide information and services at lesser costs, in reduced time and with greater convenience.
2. **Transparency, Accountability and Reduced Corruption**: Dissemination of information through ICT increases transparency, ensures accountability, and prevents corruption.
    a. An increased use of computers and web-based services improves the awareness levels of citizens about their rights and powers.
    b. It helps to reduce the discretionary powers of Government officials and curtail corruption.
3. **Expanded Reach of Governance**: Expansion of telephone network, rapid strides in mobile telephony, spread of internet and strengthening of other communications infrastructure would facilitate delivery of number of public services.
4. **Empowering people through information**: Increased accessibility to information has empowered the citizens and has enhanced their participation.
5. **Improve interface with Business and Industry**: Industrial development in India has been hampered in the past with complex procedures and bureaucratic delays.
    a. E-governance aims to expedite the various processes important for industrial development.
6. **Simplification of Structures and Processes**: Application of ICT to governance combined with detailed business process reengineering would lead to
    - Simplification of complicated processes
    - Weeding out of redundant processes
    - Simplification in structures
    - Changes in statues and regulations
7. **Improved relations** between the public authorities and civil society.

7 How E-Governance helps in tackling Corruption and Inefficiency

Corruption is a major problem In India. E-governance helps in tackling corruption due to below points

1. E-government introduces transparency in all its decisions, actions, performance, rules and all kind of data.
2. Build accountability for access the information through internet.
3. Entry point for simplification of rules & reengineering processes.
4. Makes decision traceable.
5. Provide documentation to citizens for follow up

8 Initiatives in E-Governance

Many Initiatives have been taken by government since 2008. But there is no point in discussing old initiatives as question would be asked only from recent initiatives

8.1 Digital India Program

About the Scheme

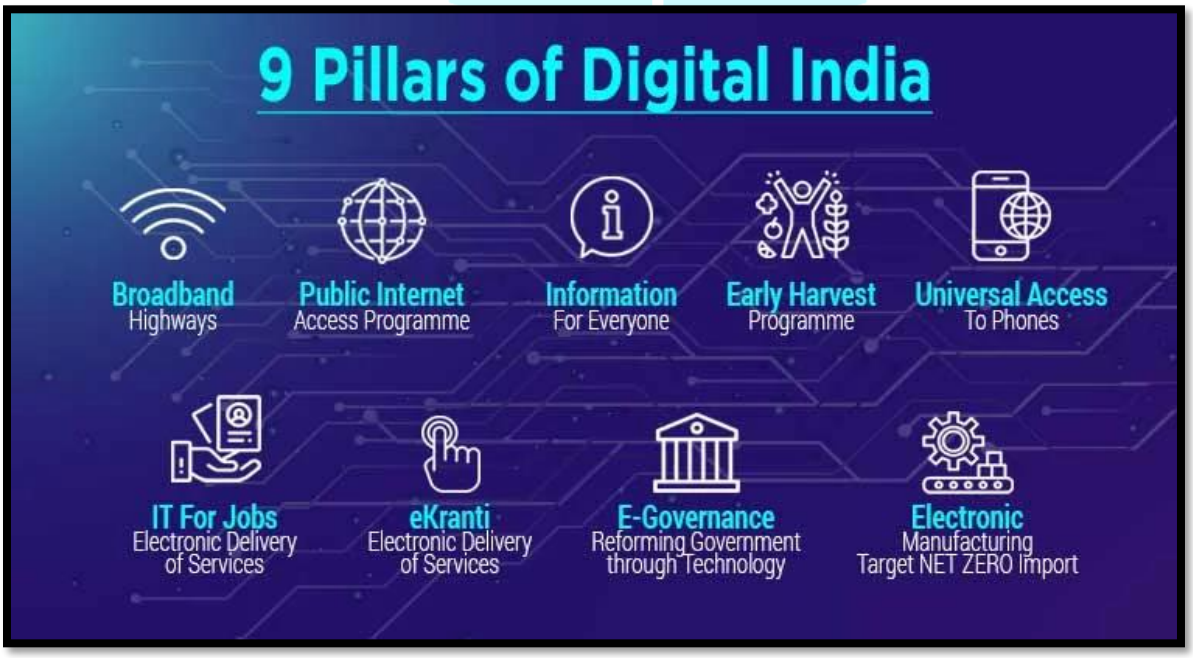
Digital India is a campaign launched by the Government of India to ensure that Government services are made available to citizens electronically by improved online infrastructure and by increasing Internet connectivity or by making the country digitally empowered in the field of technology

It was launched on 2 July 2015 by Prime Minister Narendra Modi. The initiative includes plans to connect rural areas with high-speed internet networks. Digital India consists of three core components. They are:

- **Development of secure and stable Digital Infrastructure**
- **Delivering government services digitally**
- **Digital Empowerment of Citizens**

Nine Pillars of Digital India

The Government of India hopes to achieve growth on multiple fronts with the Digital India Programme. Specifically, the government aims to target **nine** 'Pillars of the Digital India' that they identify as being:



8.1.1 Services Under Digital India Program

Some of the facilities which will be provided through this initiative are Digital Locker, e-education, e-health, e-sign and national scholarship portal. As the part of Digital India, Indian government planned to launch Botnet cleaning centers

1. **Digital Locker** facility will help citizens to digitally store their important documents like PAN card, passport, mark sheets and degree certificates. Digital Locker will provide secure access to Government issued documents.
2. **Attendance.gov.in** is a website, launched by PM Narendra Modi on 1 July 2015 to keep a record of the attendance of Government employees on a real-time basis.
3. **MyGov.in** is a platform to share inputs and ideas on matters of policy and governance. It is a platform for citizen engagement in governance, through a "Discuss", "Do" and "Disseminate" approach
4. **Swachh Bharat Mission (SBM)** Mobile app is being used by people and Government organizations for achieving the goals of Swachh Bharat Mission
5. **E-Sign** framework allows citizens to digitally sign a document online using Aadhaar authentication.
6. **E-Hospital** application provides important services such as online registration, payment of fees and appointment, online diagnostic reports, enquiring availability of blood online etc.
7. **National Scholarship Portal** is a one-step solution for end-to-end scholarship process right from submission of student application, verification, sanction and disbursal to end beneficiaries for all the scholarships provided by the Government of India
8. **E-Sampark** is a mechanism used by the Government of India to contact citizens electronically and is a part of the Digital India campaign. The name is derived from the Hindi word sampark meaning contact. The key features are Sending informational and public service messages via e-mails, SMSs and outbound dialing.

8.1.2 Pradhan Mantri Garmin Digital Saksharta Abhiyan

Pradhan Mantri Garmin Digital Saksharta Abhiyan	
Key Features	• The PMGDISHA being initiated under Digital India Programme would cover 6 crore households in rural areas to make them digitally literate • This would empower the citizens by providing them access to information, knowledge and skills for operating computers / digital access devices. • PMGDISHA is expected to be one of the largest digital literacy programmes in the world.
Ministry Implementing the Scheme	**Ministry of Electronics and IT** in active collaboration with States/UTs through their designated State Implementing Agencies, District e-Governance Society (DeGS), etc.

8.2 National E-Governance Plan

The National e-Governance Plan (NeGP) was launched in 2006 but now has been subsumed under Digital India Program.

The National e-Governance Plan (NeGP) is an initiative of the Government of India **to make all government services available to the citizens of India via electronic media**. NeGP was formulated by the Department of Electronics and Information Technology (**DeitY**) and Department of Administrative Reforms and Public Grievances (**DARPG**). The Government approved the National e-Governance Plan, consisting of 27 "Mission Mode Projects" (MMPs) and Ten components, on 18 May 2006. We will discuss about Mission Mode Projects later in this document

8.2.1 E-Government Infrastructure

Government has taken many steps to provide Infrastructure for E-Governance

1. **Aadhaar Digital Biometric Identity Infrastructure**: Aadhaar, being a unique digital ID – provides a powerful platform for authenticating a resident anytime and anywhere. The purpose of Authentication is to enable residents to prove their identity and for service providers to confirm that the residents are ‘who they say they are' in order to supply services and give access to benefits.
2. **Digital Locker**: DigiLocker ties into Digital India’s visions areas of providing citizens a shareable private space on a public cloud and making all documents / certificates available on this cloud
3. **Open Data**: The Union Government through Ministry of Science and Technology has formulated the National Data Sharing and Accessibility Policy (NDSAP), while Ministry of Electronics & Information Technology (MeitY) is the nodal Ministry to implement the policy.

In pursuance of the NDSAP, Open Government Data (OGD) Platform India has been set up to provide open access by proactive release of the data available with various ministries/ departments/ organizations of Government of India.

4. **GeM** – Government E-Market Place: Government created one stop Government e-Marketplace (GeM) to facilitate online procurement of common use Goods & Services required by various Government Departments / Organizations / PSUs.
5. **GI cloud (Megh Raj):** MeghRaj, technically called GI Cloud is a new project launched by the Government of India to harness the benefits of Cloud Computing.
6. **Common Services Centers**: The Government of India is implementing CSCs scheme to develop and provide support to the use of information technology in rural areas of the country. The CSCs are Information and Communication Technology (ICT) enabled kiosks with broadband connectivity to provide various Governments, private and social services at the doorstep of the citizen.
7. **SWAN** – State Wide Area Network: The Government had approved the Scheme for establishing State Wide Area Networks (SWANs) across the country, in March 2005. Under this Scheme, technical and financial assistance are being provided to the States/UTs for establishing SWANs to connect all State/UT Headquarters up to the Block level via District/ sub-Divisional Headquarters, in a vertical hierarchical structure with a minimum bandwidth capacity of 2 Mbps per link
8. **E-Taal**: Ministry of Electronics and Information Technology (MeitY) along with National Informatics Centre (NIC), the nodal information technology arm of Government of India, have developed **Electronic Transaction Aggregation & Analysis Layer (E-Taal)** portal). It provides an aggregated view of transactions performed through e-Governance applications.
9. **Service Delivery Gateway**:

a. The National e-Governance Plan (NeGP) of the Govt. of India aims to make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. The **National e-Governance Service Delivery Gateway (NSDG),** a MMP under the NeGP, can simplify this task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data across.

b. Similarly, there needs to be integration among departments under state, center and local government. The **State e-Governance Service Delivery Gateway (SSDG) will help such an integration**

c. The MSDG (**Mobile e-governance Service Delivery Gateway)** delivers Government services over mobile devices using mobile applications installed on the user's mobile handsets.

10. **State Data Center**:

a. State Data Centre (SDC) has been identified as one of the important elements of the core infrastructure for supporting e-Governance initiatives of National e-Governance Plan (NeGP).
b. Under NeGP, it is proposed to create State Data Centers for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services.
c. These services can be rendered by the States through common delivery platform seamlessly supported by core Connectivity Infrastructure such as State-Wide Area Network (SWAN) and Common Service Centre (CSC) connectivity extended up to village level.
d. State Data Centre would provide many functionalities and some of the key functionalities are Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc.
e. SDCs would also provide better operation & management control and minimize overall cost of Data Management, IT Resource Management, Deployment and other costs.

8.2.2 India's Payment Infrastructure

The Mode of payment has been undergoing a drastic change with lot of people now transacting either online or via mobile. Government has taken some major steps towards facilitating payments through mobile

- **Unified platforms and applications** have been developed to promote and facilitate digital financial transactions by every stratum of citizens.
- **Bharat Interface for Money (BHIM)** app has enabled the masses to make digital financial transactions simpler, easier and quicker. Aadhaar number linked with mobile number makes the application a unique one

More details on Indian Payment Infrastructure is covered in other chapters of the course

8.2.3 Some other Initiatives by Govt. of India to bring in efficiency in Administration

1. **Unified Mobile Application for New Age Governance (UMANG)** application launched by the government provide a vast unified platform to citizens to access more than 200 e-Governance services from the Centre, States and even from local bodies and other private agencies on their mobile phone. UMANG 3 services have been made available to the citizens in multiple channels like mobile app, web, IVR and SMS which can be accessed

through smart phones, features phones, computers, and tablets. UMANG also utilizes Aadhaar based authentication mechanism.

To increase the scope of UMANG, The Ministry of Electronics and Information Technology, in coordination with the Ministry of External Affairs, has launched an international version of the government's UMANG app. The international version of UMANG app called 'UMANG International' was launched to mark three years of UMANG

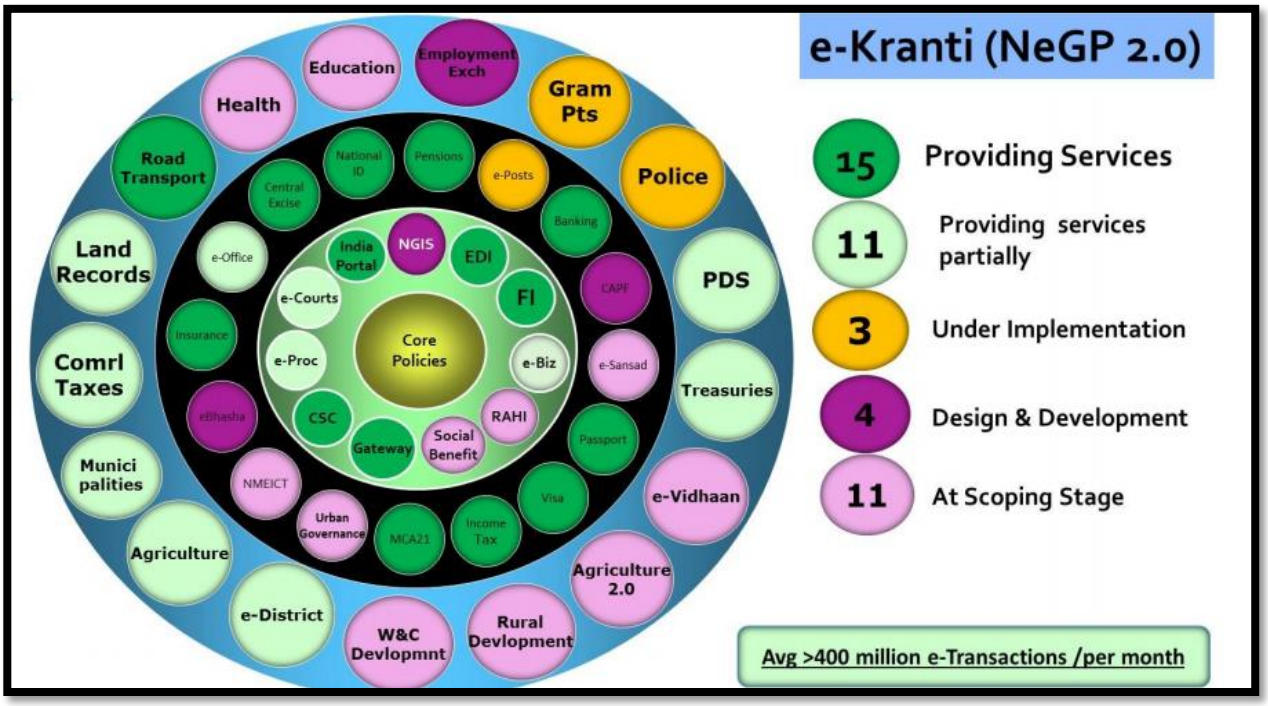
2. **Direct Cash Transfer**: To facilitate disbursements of Government entitlements like NREGA, Social Security pension, Handicapped Old Age Pension etc. of any Central or State Government bodies, using Aadhaar and authentication thereof as supported by UIDAI.

3. **Aadhaar Enabled Payment system (AEPS)**: AEPS is a bank led model which allows online interoperable financial inclusion transaction through the Business correspondent of any bank using the Aadhaar authentication. This has helped in financial inclusion. The four Aadhaar enabled basic types of banking transactions are as follows: -
    - Balance Enquiry
    - Cash Withdrawal
    - Cash Deposit
    - Aadhaar to Aadhaar Funds Transfer

8.2.4 E-Kranti

E-Kranti is an essential pillar of the Digital India initiative. Considering the critical need of e-Governance, mobile Governance and Good Governance in the country, the approach and key components of e-Kranti have been approved by the Union Cabinet on 25.03.2015 with the vision of "**Transforming e-Governance for Transforming Governance**".

There are **44 Mission Mode Projects** under e-Kranti, which are at various stages of implementation.



Key Principles of E-Kranti

1. **Transformation and not Translation** - All project proposals in e-Kranti must involve substantial transformation in the quality, quantity and manner of delivery of services and significant enhancement in productivity and competitiveness.
2. **Integrated Services and not Individual Services** - A common middleware and integration of the back-end processes and processing systems is required to facilitate integrated service delivery to citizens.
3. **ICT Infrastructure on Demand** – Government departments should be provided with ICT infrastructure, such as connectivity, cloud and mobile platform on demand
4. **Cloud by Default** – The flexibility, agility and cost effectiveness offered by cloud technologies would be fully leveraged while designing and hosting applications. Government Cloud shall be the default cloud for Government Departments. All sensitive information of Government Departments shall be stored in a Government Cloud only
5. **Mobile First** - All applications are designed/ redesigned to enable delivery of services through mobile.
6. **Mandating Standards and Protocols** – Use of e-Governance standards and protocols as notified by DeitY be mandated in all e-governance projects.
7. **Language Localization** - It is imperative that all information and services in e-Governance projects are available in Indian languages as well.

8. **Security and Electronic Data Preservation** - All online applications and e-services to adhere to prescribed security measures including cyber security. The National Cyber Security Policy 2013 notified by DeitY must be followed

8.2.5 Mission Mode Projects

NeGP 2.0 comprises 44 Mission Mode Projects (MMPs), which are further classified as state, central or integrated projects.

8.2.5.1 MMP (Mission Mode Projects) By Central Government

1. **E-office:** The Government of India has recognized the need to modernize the Central Government offices through the introduction of Information and Communications Technology.
2. **Immigration, Visa and Foreigner's Registration & Tracking (IVFRT):** India has emerged as a key tourist destination, besides being a major business and service hub. Immigration Check Post is the first point of contact that generates public and popular perception about the country, thus necessitating a state-of-the-art system for prompt and user-friendly services.
3. **Pensions:** The pensions MMP is primarily aimed at making the pension/ retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a combination of interactive and non-interactive components, and thus, help bridge the gap between the pensioners and the government
4. **UID:** The unique identification project was conceived as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. It would also act as a tool for effective monitoring of various programs and schemes of the government.
5. **Banking**: The Banking MMP is yet another step towards improving operational efficiency and reducing the delays and efforts involved in handling and settling transactions. The MMP which is being implemented by the banking industry aims at streamlining various e-services initiatives undertaken by individual banks. Implementation is being done by the banks concerned, with the banking Department providing a broad framework and guidance
6. **Posts:** Modernization of Postal Services has been undertaken by the Department of Posts through computerization and networking of all post offices using a central server-based system, and setting up of computerized registration centers (CRCs)

8.2.5.2 MMP (Mission Mode Projects) By State Government

1. **e-Governance in Municipalities**: aimed at improving operational efficiencies within Urban Local Bodies (ULBs).
2. **Crime and Criminal Tracking Network & Systems**: Crime and Criminal Tracking Network & Systems (CCTNS) MMP aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels
3. **Public Distribution System**: Computerization of the PDS is envisaged as an end-to-end project covering key functional areas such as supply chain management including allocation and utilization reporting, storage and movement of food grains, grievance redressal and transparency portal, digitization of beneficiary database, Fair Price Shop automation, etc.
4. **Health**: Ministry of Health & Family Welfare Ministry envisages a more comprehensive use of ICT including for Hospital Information Systems, supply chain management for drugs and vaccines, providing ICT tools to ASHA and ANM workers, programme management of National Rural Health Mission (NRHM), etc through this MMP.
5. **E-Panchayat**: The Ministry of Panchayati Raj, Government of India has therefore decided to take up the computerization of PRIs on a mission mode basis.
6. **E-District**: E-District is one of the Mission Mode Projects under National e Governance Plan (NeGP) with the DIT, GoI being the nodal ministry. This project aims at providing support to the basic administrative unit i.e. District Administration by undertaking backend computerization to enable electronic delivery of high volume citizen centric government services
7. **National Land Records Modernization Programme (NLRMP):** A Project for Computerization of Land Records (CLR) was launched in 1988-89 with the intention to remove the inherent flaws in the manual system of maintenance and updation of Land Records.

8.2.5.3 Integrated MMP (Mission Mode Projects)

1. **E-procurement**: The vision of the e-Procurement MMP is "To create a national initiative to implement procurement reforms, through the use of electronic Government procurement, so as to make public procurement in all sectors more transparent and efficient".
2. **E-Courts**: The e-Court Mission Mode Project (MMP) was conceptualized with a vision to transform the Indian judiciary by making use of technology. A clear objective is to re-engineer processes and enhance judicial productivity both qualitatively and quantitatively

to make the justice delivery system affordable, accessible, cost effective, transparent and accountable.

3. **E-Biz:** Its vision is "To transform the business environment in the country by providing efficient, convenient, transparent and integrated electronic services to investors, industries and business throughout the business life cycle".
4. **Common Services Centers**: The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance, education, health, telemedicine, entertainment as well as other private services. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bill

M-governance

M-Governance is the use of mobile or wireless to improve Governance service and information "anytime, anywhere". Mobile applications also rely on good back-office ICT infrastructure and work processes.

M-Governance is not a new concept. The private sector has been greatly leveraging these of mobile phones for delivery of value-added services for the following which however are mostly SMS based: Banking, Media, Airlines, Telecom, Entertainment, News, Sports, Astrology, and Movie Tickets Etc.

Government initiatives for m-governance

Mobile Seva

- It aims to provide government services to the people through mobile phones and tablets. It has been developed as the core infrastructure for enabling the availability of public services through mobile devices.

9 Challenges in E-Governance

ECONOMIC CHALLENGES

1. **Lack of Financial resources:** In developing countries like India, cost is one of the most important obstacles in the path of implementation of E-Governance projects.

SECURITY CHALLENGES

There are several security drawbacks of an E-Governance mechanisms:

1. **Spoofing**: In this practice, the attacker attempts to gain the access of the E-Governance system by using facilitation identity either by stealth or by using false IP address.
2. **Tampering of E – Governance System**: As soon as the system is compromised and privileges are raised, the classified information of the E – Governance mechanism becomes very much susceptible to illegal adjustments.
3. **Disclosure of E-Governance Information**: In case of the compromised E-Governance system, the undesirable information disclosure can take place very easily.
4. **Denial of Service**: In this technique, attacker can perform Denial of Service (DoS) attack by flooding the E-Governance server with service request consuming all its resources so as to crash down the mechanism.
5. **Cyber Crimes**: Advancement of Science and Technology increase the rate of cybercrime.

TECHNICAL CHALLENGES

1. **Interoperability:** It is the ability of systems and organizations of different qualities to work together.
2. **Multimodal Interaction**: It provides the user with multiple modes of interfacing with a system.
3. **Privacy and Security**: A critical obstacle in implementing e-Governance is the privacy and security of an individual's personal data that he/she provides to obtain Government services.
4. **Connectivity to backward areas**: A very large part of India is far away from the basic necessities of life.
5. **Local language**: The e-governance applications must be written in local language of the people so that they may be able to use and take advantage of these applications.
6. **Lack of human resources**: India is working hard towards creating better technicians' day by day. But still, there is lack of matured technicians in the country to look after e-governance projects.

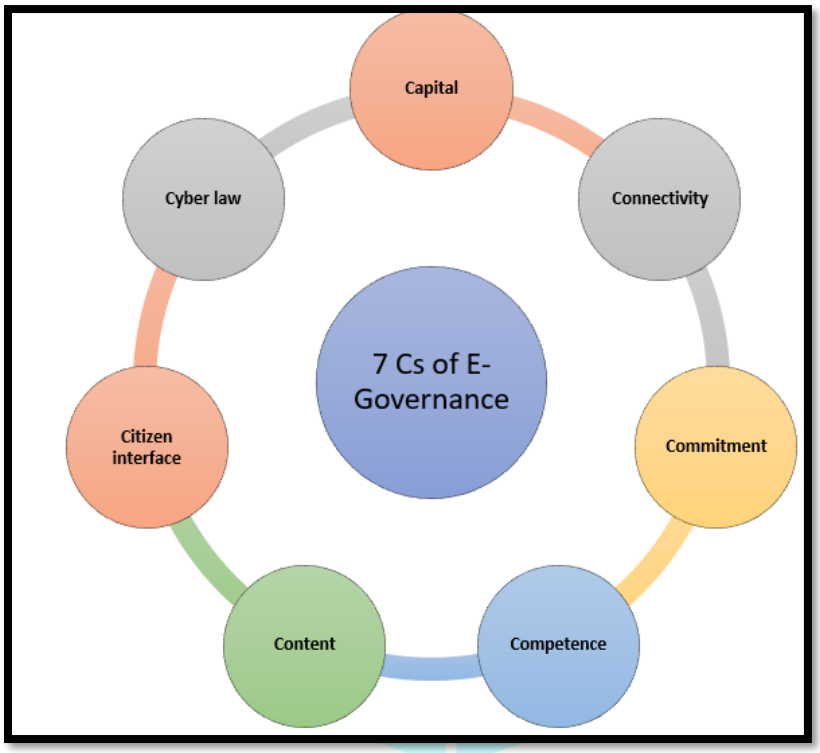
SOCIAL CHALLENGES

1. **Nonlocal Language:** The applications are written in English language which may not be understandable to many of the people.
2. **Low IT Literacy**: Literacy level of India is very low and even among literate, most of the people in India are not aware about the usage of Information Technology.
3. **User friendliness of Government websites**: Users of e-Governance applications are often non-expert users who may not be able to use the applications in a right manner.
4. **Digital divide**: It is the separation that exists between the individuals, communities and businesses that have access to Information Technology and those that do not have such access.

5. **Resistance to Change**: The struggle to change phenomenon can explain much of the hesitation that occurs on the part of the constituents in moving from a paper-based to a web-based system to interact with Government.

10 Implementation Aspects of E- Governance

The 7-C model aptly indicates various implementation aspects of e-governance. The 7-Cs is as under.



1. **Capital:** E-governance services meant for providing faster and effective services to the citizens and profit considerations are not very prominent aspect of these services. Many services which were implemented long ago are yet to break even due to high cost. The operational cost without a subsidy to users makes it tough to generate operational profit.
2. **Connectivity:** Success of e-governance service depends on its reach to the people.
3. **Commitment**: As e-governance is not viewed in terms of accounting profits and shorter payback period and even one of the great motivators, money, is absent, it is at the different hierarchy of the system. It is needed to push, through the project, to its logical end.
4. **Competence**: Competence is required to gather the intelligence at the grass root level.
5. **Content:** In India the lack of customized content is one of the hurdles in implementation of the e- governance services.
6. **Citizen interface**: Interface should be illustrative and easy navigating, so that even native users do not find it tough to avail of the services.

7. **Cyber law**: Services should be backed by cyber laws to make the documents or information legally valid.

11 Strategies of E-Governance

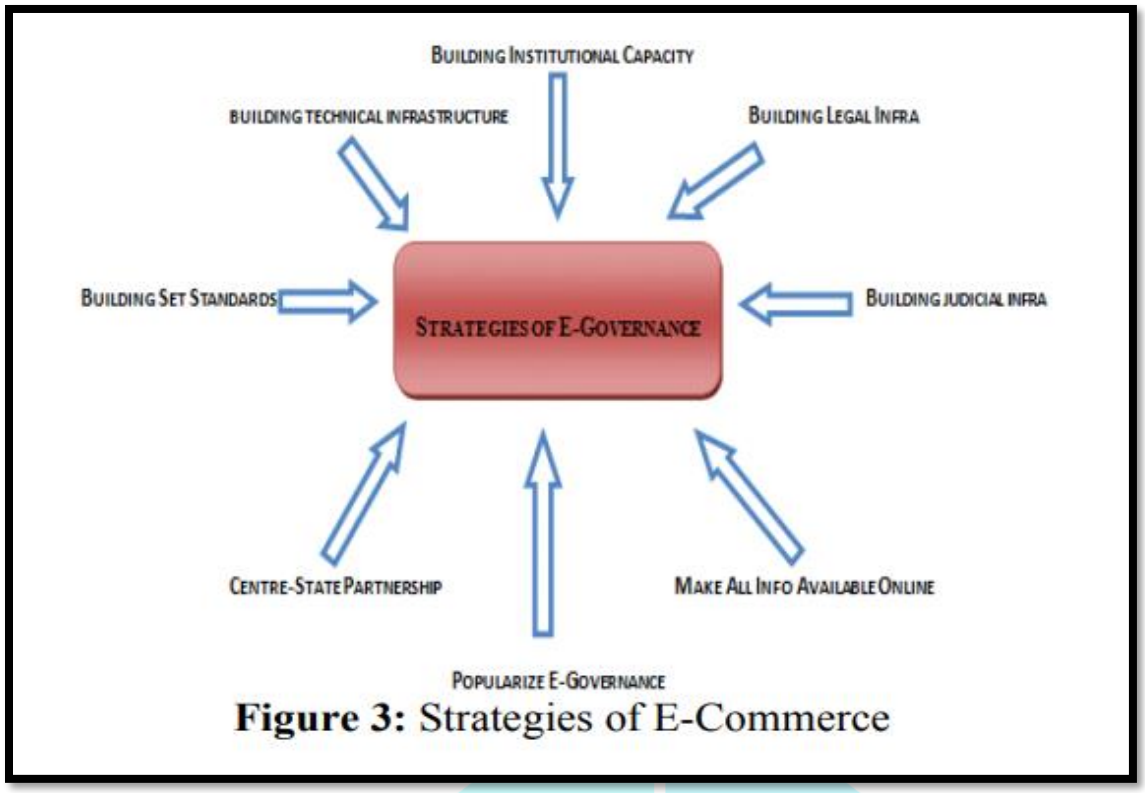


Figure 3: Strategies of E-Commerce

1. **To build technical infrastructure or framework across India:** India lacks a full- fledged ICT framework for implementation of e-governance. It will also include better and faster connectivity options. Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G.
2. **To build institutional capacity:** This will include training of Government employees, appointment of experts. Along with the Government has also to create an Expert database for better utilization of intellectual resources with it.
3. **To build legal infrastructure:** For better implementation of e-governance, the Government will need to frame laws which will fully incorporate the established as well as emerging technology.
4. **To build judicial infrastructure:** Overall technological awareness in current Judges is very low. The judiciary as a whole needs to be trained in new technology, its benefits and drawbacks and the various usages.
5. **To make all information available online:** The Government has to publish all the information online through websites. This can be facilitated through centralized storage of information, localization of content and content management.

6. **To popularize E-governance** Literacy percentage in India is alarming. The whole world is moving towards e-governance, but India still lacks in the literacy department. The people need to be educated and made literate for e-governance to flourish.
7. **Centre-State Partnership:** Indian setup is quasi-federal. Therefore, Centre State and inter-state cooperation is necessary for successful implementation of e-governance.
8. **To set standards:** Finally, it is important to set various standards to bring e-governance to the quality and performance level of private corporate sector.

12 Reasons for Failure of E-Governance Projects

E-governance projects may fail due to multiple reasons. The reasons usually listed are neither comprehensive nor complete. Some of these reasons are as under.

1. **Planning to fail or failing to plan:** The first step in any project is planning. The success of the project will depend on the skill and expertise with which it is planned and conceptualized. The plans are finalized without clear objectives, unclear roles and responsibilities. There are no parameters for financial controls.
2. **Mission Impossible:** Another cause of project failure is to visualize the impossible. The project consultants hired by various government departments generally promise the moon to the dep. They expect that whatever they suggest will be implemented by the government without realizing the fact that the government has its own limitations.
3. **Bottleneck is at the top of the bottle always:** The various departments in the government of India are mostly headed by individuals who are nearing their retirement. The top officials are lovers of status quo and develop resistance to change.
4. **Focus on 'e' rather than 'governance':** Every seminar, every author, every government officer stresses that e-governance is more about governance than 'e'. However, the implementers in the government have not realized the importance of the same.
5. **Employees as stakeholder universe:** Majority of the projects take government employees as the only stakeholders. The consultation process happens with the senior government employees and rests of the stakeholders are neglected.
6. **Let's build Rome in a day:** Most of the e-governance projects are given unachievable timelines. Most of the time, ministers or leaders make announcements and the deadlines, and then the quality becomes the key challenge in project implementation.
7. **Procedural loops:** The procedural loops are another hindrance in the e-governance project implementation.

13 Suggestions for Success of E-Governance

Following are some suggestions for the successful transformation.

1. **Create literacy and commitment to e-governance at high level**
2. **Conduct usability surveys for assessment of existing e-governance projects**
3. **Starting with implementation of pilot projects and replicating the successful ones**
4. **Follow the best practices in e-governance**
5. **Build nation resource database of e-governance projects**

6. **Clearly defined interoperability policy:** The e-governance architecture needs to ensure that the components are scalable and adaptable to the future requirements.
7. **Manage and update content on government websites efficiently and regularly**

RECOMMENDATIONS OF 2ND ARC

Some of the important recommendations of 2nd Administrative Commission:

1. Building a Congenial Environment is a sine qua-non for successful implementation of e-Governance initiatives.
2. Governmental forms, processes and structures should be redesigned to make them adaptable to e-Governance, backed by procedural, institutional and legal changes.
3. Capacity building efforts must attend to both the organizational capacity building as also the professional and skills up gradation of individuals associated with the implementation of e-Governance projects.
4. Monitoring of e-Governance projects should be done by the implementing organization during implementation.
5. Develop a national e-Governance 'enterprise architecture' framework as has been done in some countries.
6. There is need to develop a critical information Infrastructure assets protection strategy.
7. Surveys and measurements need to be carried out in a mission mode utilizing modern technology to arrive at a correct picture of land holdings, land parcels and rectification of outdated maps.
8. Union and State Governments should take proactive measures for establishing Knowledge Management systems as a pivotal step for administrative reforms in general and e-Governance in particular.

14 UN Report on E-Governance

The United Nations E-Government Survey has **been published biennially by the United Nation Department of Economic and Social Affairs (UN DESA) since 2001**. The release of this 12th edition of the UN E-Government Survey in 2022 occurs at a critical moment, with only 8 years left to achieve the Sustainable Development Goals (SDGs).

The survey results in this edition also point to a remarkable improvement telecommunications infrastructure and human capacity development and an encouraging improvement in service provision, with the global E-Government Development Index (EGDI) average having increased overall.

The Survey tracks progress of e-government development via the United Nations E-Government Development Index (EGDI). **The data for EFGDI was collected from 193 United Nations Member States, complemented by a Member State Questionnaire (MSQ)**

The EGDI, which assesses e-government development at the national level, is a composite index based on the weighted average of three normalized indices**. The composite value of each component index is normalized to fall within** the range of 0 to 1, and the overall EGDI is derived from taking the arithmetic average of following **three component indices**

1. **Telecommunications Infrastructure Index (TII):** The index is based on data provided by the International Telecommunications Union (ITU). It tells us the telecom or internet infrastructure in the country.
2. **Human Capital Index (HCI):** It is based on data provided by the United Nations Educational, Scientific and Cultural Organization (UNESCO). It tells the ability of people to use the online services.
3. **Online Service Index (OSI)**: It is based on data collected from an independent survey questionnaire, conducted by UNDESA, which assesses the national online presence of all 193 United Nations Member States. It tells the availability of online content which can be accessed by the people.

Key Findings

- The global average EGDI value has risen slightly, from 0.5988 in 2020 to in 0.6102 in 2022.
- Overall, Denmark occupies the 1st place in the 2022 edition, with overall EGDI value of 0.9717 and from Asia, the topper is Republic of Korea, with overall EGDI value of 0.9560.
- In 2022 edition, India ranks 105th Nation out of 193 nations in **E-governance with overall EGDI score of 0.5883 and India has been placed under "High EGDI" category**

15 India's Rank in Corruption Index

The **Corruption Perception Index** was released by Berlin-based non-government organization Transparency International (TI).

Key Highlights

1. Total of 180 countries were ranked
2. **According to Corruption Perception Index 2021, India's rank improved by one place to 85 in 2021** from 86th in 2020
3. **In this year's index, countries like Denmark, Finland, New Zealand topped the list with the highest score of 88**
4. Score of 100 means exceptionally clean and score of 0 means highly corrupt

16 Way Forward

Please keep reading the current affairs of FM for small, small happenings in the field of E-Governance. These small, small happenings cannot be covered here and therefore they would be covered either in monthly magazine.