



E-Governance (FC)

What is E-Governance

- Electronic governance or e-governance can be defined as the usage of Information and Communication Technology (ICT) by the government to provide and facilitate government services, exchange of information, communication transactions and integration of various standalone systems and services.
- E-governance is important to distribute various benefits of economic growth due to digitisation to all the sectors of society.
- E-governance is nothing but mediator between the government and citizen.

Why E-Governance

- e-Governance is transforming citizen services by providing access to information, integrating various systems and services between government and citizens,
- It ensures citizen participation at all levels of governance.
- It leads to automated services so that all works of public welfare is available to all citizens.
- It revolutionizes the functions of the government and ensures transparency.
- E-government can help improve efficiency in government and improve online access to information and service quality

What is E-Government

- e-Government” is the use of information and communication technologies (ICT) to enhance work efficiency and improve service delivery in order to meet the needs of the public in a responsive and transparent manner
- E-government and its capacity could be available to all people regardless of their place or social level.
- In other words , more efficiency, enhanced services to better serve citizens, better accessibility of public services, more transparency and accountability of government are the expected advantages of e-government.
- The four types of e-government services are Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Employee (G2E), and Government-to-Government (G2G).

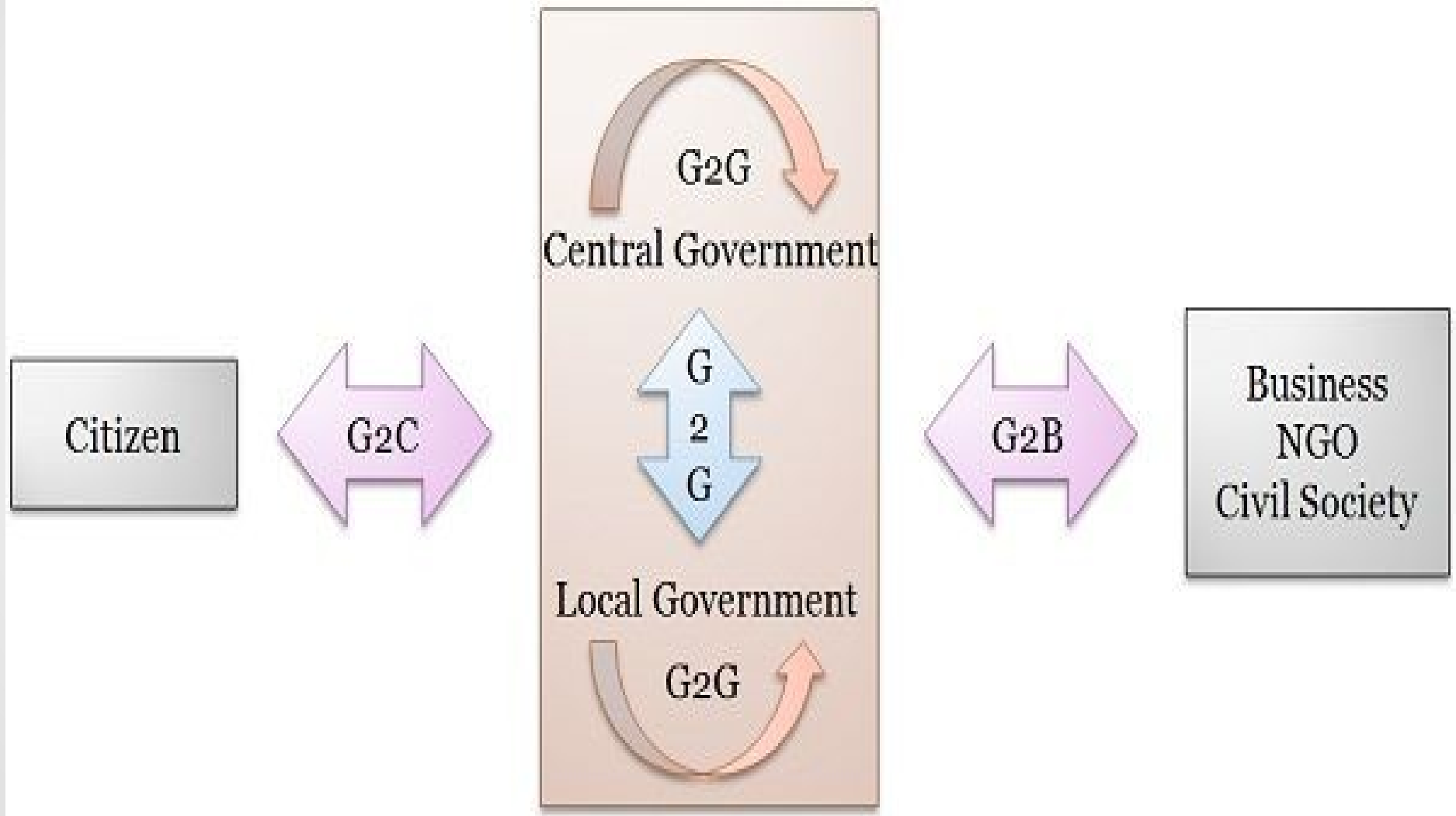
Comparison Chart

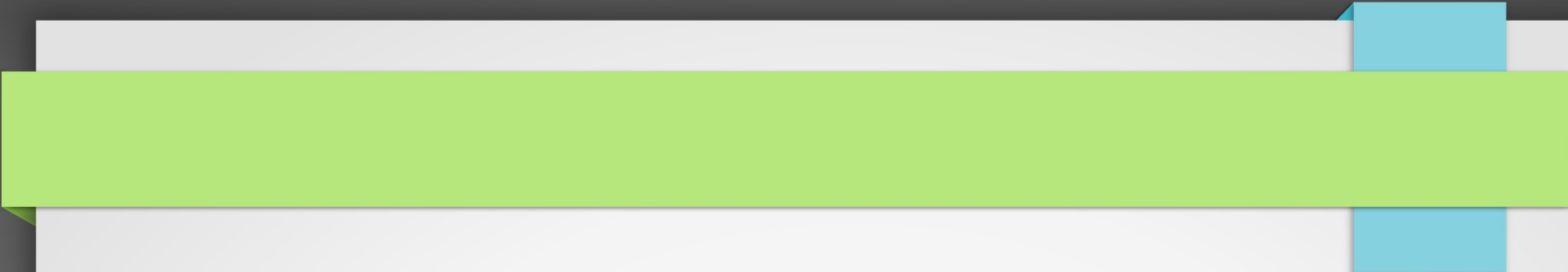
BASIS FOR COMPARISON	E-GOVERNMENT	E-GOVERNANCE
Meaning	The application of ICT, with the aim of supporting government operations, aware citizens and deliver services is called as e-Government.	e-Governance refers to the use of ICT in enhancing the range and quality of information and services delivered to the public, in an effective manner.
What it it?	System	Functionality
Communication Protocol	One way communication protocol	Two way communication protocol

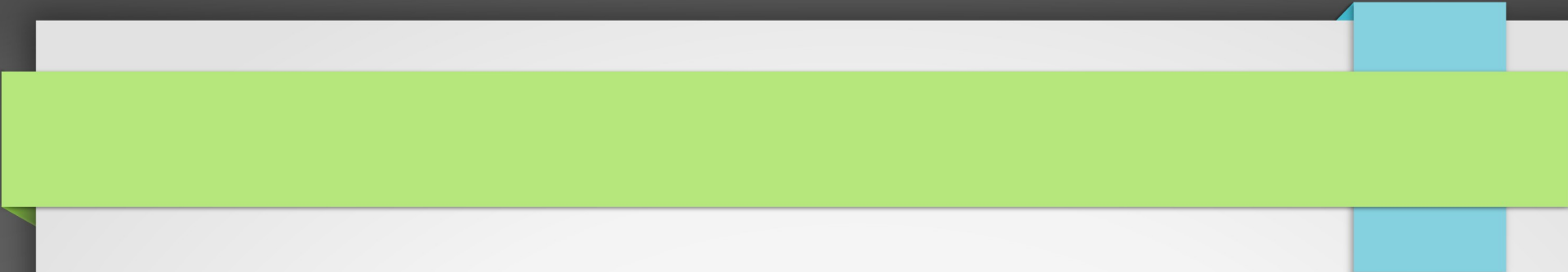
Major Differences between e-governance and E-government

- E-governance is a part of e-Government. e-Governance never comes alone.
- E-Governance is dealing with all regulations and policies to control the services provided by the e-Government. However, the E-Government is an electronic government, which should be regulated by the E-Governance.
- e-Government is a system whereas e-Governance is a functionality.
- E-Government means the application of ICT in government operations, as a tool to make better government. e-Governance, on the other hand, implies the use of ICT in transforming and supporting functions and structures of the system.
- E-Government is a one-way protocol but e-Governance is a two-way protocol(government to citizen and vice versa)

e-Governance Models



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- **G2G (Government to Government):** The exchange of information between government agencies or departments, i.e. within the confines of government is called as G2G interaction.
 - **G2C (Government to Citizen):** As the name suggests, it is the interaction between government and the citizens of the country. It involves establishing an interface, to enable the general public to access information and services, whenever and wherever they want. They can also give their feedback with respect to policies and rules.

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- **G2B (Government to Business):** The dissemination of information between government and the business, is G2B interaction. It focuses on reducing red-tapism, establishing transparency and accountability in the business environment.
 - **G2E (Government to Employees):** The interaction between government and employees to increase employee morale and satisfaction, is made easier and faster with the help of information and communication technology.

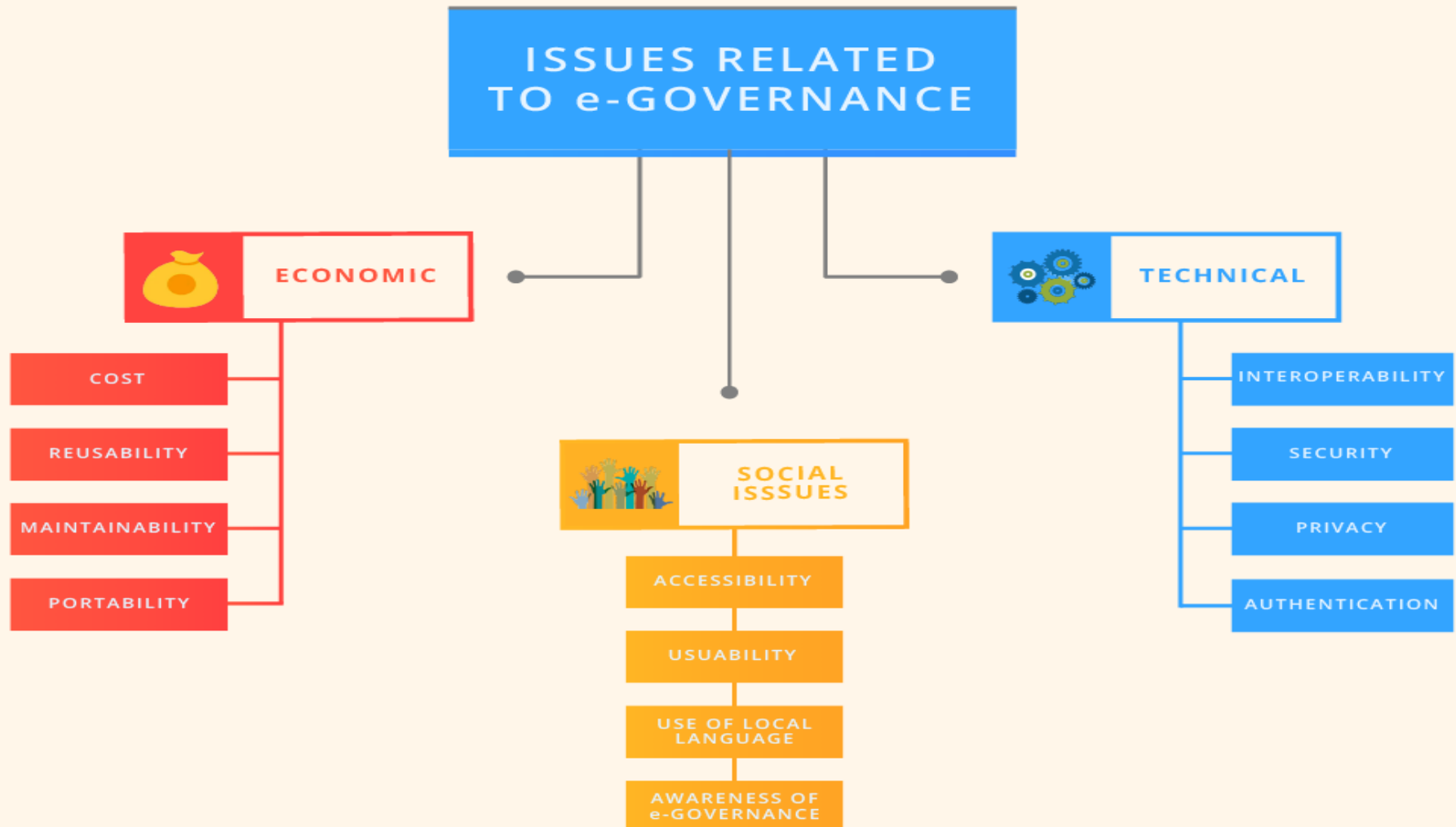
Objective of E-Governance

- To support and simplify governance for government, citizens, and businesses.
- To make government administration more transparent and accountable.
- To reduce corruption in the government.
- To ensure speedy administration of services and information.
- To reduce the cost of governance.
- To increase government and citizen interaction.

Benifits of E-Governance

- Speed: Technology makes communication speedier.
- Reduced corruption
- High transparency
- Increased convenience : E-Government brings public services to citizens on their schedule and their venue.
- Growth in GDP
- Reduction in overall cost.
- Expanded reach of government

Challenges to E-Governance



▪ Infrastructure

- Lack of basic infrastructural facilities like electricity, internet, etc.
 - Initiatives like **BharatNet** and **Saubhagya** are steps taken in this regard.

▪ Cost

- e-Governance measures are costly affairs and require huge public expenditure.
- In developing countries like India, the cost of projects is one of the major impediments in the implementation of e-Governance initiatives.

▪ Privacy and Security

- Recent spark in data leak cases has threatened the peoples' faith in e-governance. Therefore, the implementation of e-governance projects must have security standards and protocols for safeguarding the interest of all classes of masses.

▪ Digital Divide

- Huge gap between users and non-users of e-govt. services.
- The digital divide takes form in rich-poor, male-female, urban-rural etc segments of the population.
 - The gap needs to be narrowed down, then only the benefits of e-governance would be utilized equally.

E-Governance Framework

- A framework can be conceptual or strategic.
- A theoretical/conceptual framework of e-governance consists of concepts, together with their definitions, and existing theory/theories that are used for representing a particular case-study of e-governance. It serves as an analytical tool with several parameters to make conceptual distinctions and organize ideas related to various aspects of e-governance initiative.
- On the other hand, a Strategic Framework of e-Governance to create a favorable ecosystem for transformation of government related activities by the application of ICT/e-business methods across the public sector for an effective service delivery.

E-Governance Evaluation Framework

- The Indian Government has been undertaking a large number of e governance initiatives under National E-Governance Plan (NEGP).
- With funds totalling half a billion dollars through a special World Bank/UNDP loan, several dozens of projects are currently under implementation.
- There is even a separate e-governance wing within the Department of Information Technology of the Government of India with exclusive focus on e-governance-related activities.

Types of Interaction in E-Governance

- G2C (Government to Citizens) G2B (Government to Business) G2E (Government to employees) G2G (Government to Government) that represent different dimensions of digital interactions and services within the broader scope of e-governance.



Types of Interaction in E-Governance

- **G2G (Government to Government)** – In this case, Information and Communications Technology is used not only to restructure the governmental processes involved in the functioning of government entities but also to increase the flow of information and services within and between different entities.
- This kind of interaction is only within the sphere of government and can be both horizontal i.e. between different government agencies as well as between different functional areas within an organisation, or vertical i.e. between national, provincial and local government agencies as well as between different levels within an organisation. The primary objective is to increase efficiency, performance and output.

Types of Interaction in E-Governance

- **G2C (Government to Citizens)** – In this case, an interface is created 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 the one hand and improves the quality of services on the other. It gives citizens the choice of when to interact with the government (e.g. 24 hours a day, 7 days a week), from where to interact with the government (e.g. service centre, unattended kiosk or from one's home/workplace) and how to interact with the government (e.g. through internet, fax, telephone, email, face-to-face, etc). The primary purpose is to make government, citizen-friendly.

Types of Interaction in E-Governance

- **G2B (Government to Business)** – Here, e-Governance tools are used to aid the business community – providers of goods and services – to seamlessly interact with the government. The objective is to cut red tape, save time, reduce operational costs and to create a more transparent business environment when dealing with the government.
- The G2B initiatives can be transactional, such as in licensing, permits, procurement and revenue collection. They can also be promotional and facilitative, such as in trade, tourism and investment. These measures help to provide a congenial environment to businesses to enable them to perform more efficiently.

Types of Interaction in E-Governance

- **G2E (Government to Employees)** – Government is by far the biggest employer and like any organisation, it has to interact with its employees on a regular basis.
- This interaction is a two-way process between the organisation and the employee. Use of ICT tools helps in making these interactions fast and efficient on the one hand and increase satisfaction levels of employees on the other.

History of e governance in India

- In 2006, the National e-Governance Plan (NeGP) was formulated by the Department of Electronics and Information Technology and Department of Administrative Reforms and Public Grievances that aims at making all government services accessible to the common man, ensure efficiency, transparency and reliability
- E-Governance was started in India by AHSHEYA in Kerala. This project involves setting up around 5000 multipurpose community technology centers called Akshaya e- Kendra's across Kerala.

Akshaya- 'Reforming Kerala through Digitization'

Information and communication technologies (ICT) have flooded the broader field of good governance for development through faster, inexpensive, and more systematic approach. Citizen empowerment is one of the key components of good Governance. Individuals and their democratic governance systems as a whole stand up for achieving benefit from better access to information and services. This will provide a transformative platform for the public sphere and increases their reachability to the Government.

As the population continues to grow in developing countries like India, more and more people will get isolated to the group of digital 'have-nots' unless Governments work together to dramatically expand access to information and knowledge. In order for e-government to be more inclusive, it must reach out to all segments of the population with e-services that meet the needs of the digitally disadvantaged by bridging the digital divide.

Kerala is the first State in India to take initiative for the mass transformation of ICT by the implementation of district-wide e-literacy project 'AKSHAYA' in 2002, with an intention of 'Empowering Kerala'. The venture paved the way for the migration of Kerala to the first e-literate state.

Akshaya, an ambitious endeavor of the State of Kerala was inaugurated by Dr. APJ Abdul Kalam, on November 18, 2002. The Government's focus on digitization of the State has entailed a revolution in the design and operation of public services through the reinvention of service delivery channels. Emergence of digital organizations to create services led to better opportunities to meet citizens' needs directing to increased social inclusion.

Akshaya Centers have been emerged as a finest network of effective Common Service Centers (CSC) envisioned to deliver a multitude of G2C, G2B as well as B2C services to the public under a single roof. Presently, around 2,650 Akshaya e-centers spread across Kerala with at least 2 centers in each Panchayats. By bringing ICT to all segments of people Akshaya acts as a vehicle for improved quality of life, accessibility to information, transparency in governance and overall socio-economic growth.

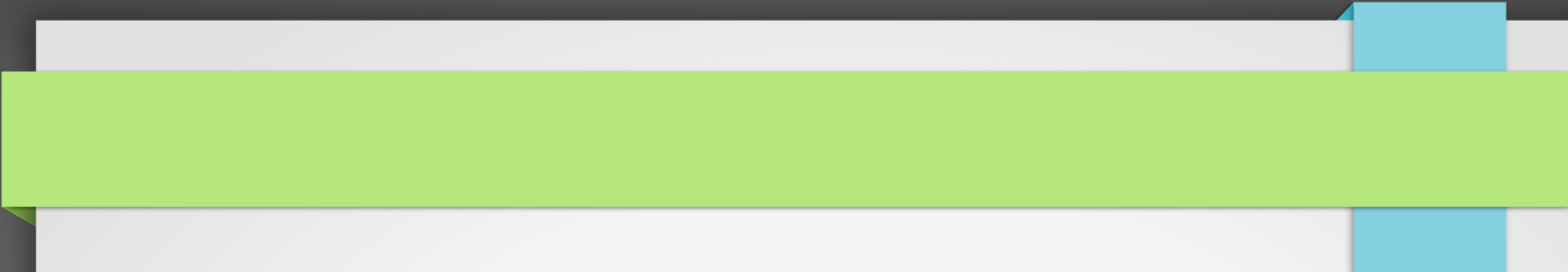
Our Services

- 1.Aadhaar enrolment
- 2.e-District services
- 3.Utility bill payment
- 4.Ration card applications
- 5.Motor vehicle license payments
- 6.Rashtriya Swasthya Bima Yojana / Comprehensive Health
- 7.Insurance Agency of Kerala enrolments
- 8.Labour welfare boards Aadhaar seeding
- 9.Farmer's data entry
- 10.SC/ST pre-metric scholarship applications
- 11.Commercial tax e-filing
- 12.Food Business Operator (FBO) registration
- 13.Pharmacist registrations
- 14.Kerala Academy for Skills Excellence (KASE) registration
- 15.Haj registration
- 16.University Fee Payment

VISION & MISSION



DOWN THE YEARS

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- The future of e-governance is very bright if emerging technologies are implemented efficiently to the focused sectors for the growth of the nation.
 - There is a increased efficiency in the functioning of the government services because of digitalisation of services like ration cards, income certificates, building licences, Passport/VISA, Pensions, Road Transport, Property Registration, Railway services, land records, and income tax payments etc. and the use of biometrics which has made life convenient, efficient and transparent for citizen.

Pioneering e-Governance initiatives in India

- Bhoomi Project (Karnataka) - <https://www.youtube.com/watch?v=AckDGdwzqFU>
- e Seva (Andhra Pradesh) - <https://www.youtube.com/watch?v=alkwJYSUt6I&t=851s>
- Khajane (Karnataka)
- Jan Dhan Yojana - <https://www.youtube.com/watch?v=YCX2zqMfx1U&t=136s>
- Digital India - <https://www.youtube.com/watch?v=xg25U8pubSQ&t=102s>
- Jeevan Pramaan - <https://www.youtube.com/watch?v=SgfjPTA--y8>

Khajane – Karnataka's Online Treasury System

- With the online treasury system, Khajane, the complete treasury system maintained by the government has become better and easier to manage.
- With Khajane, the 216 treasury offices are connected to a single central office server at the Secretariat office in the state using VSAT (very small aperture terminal). Khajane application provides updates and receipts to the server. An integrated Treasury automation has come up and helps in achieving complete transparency and control over the transactions. The word “Khajane” was derived from Sanskrit, which means treasure.
- The Government of Karnataka wanted a system that works in an integrated fashion to eliminate any kind of redundancies and data discrepancies to generate a solid system for making the accounting decisions at ease. With the system functioning effectively, helps the government get the complete account of the transactions and enables a disciplined approach.

Khajane – Karnataka's Online Treasury System

- The approximate turnaround time for the processes also becomes less. Moreover, the work is done efficiently and is cost saving too. Data duplications and any kind of corrupt data is not saved into the system, hence there are clean records maintained.
- In a way, the system helps to create a strong accounting record for the government. Pensioner's payment is tracked and monitored in the treasury. Khajane monitors all such transactions and keeps a safe custody of all these articles.
- **Functions of Khajane**
- Khajane is a software designed and developed by the CMS, a company belonging to TATA. The treasury department deals with managing accounts and on the remittances submitted to the government. They also consider the payments made on behalf of the Karnataka Government. The application deals with payments, receipts, stamps, pensions, deposits etc.

Important Features of Khajane

- Payments
- Receipts
- Deposits
- Stamps and strong room
- Pensions
- Social security Pensions
- Housekeeping
- Returns
- House Maintenance
- Accounts

The Future – Khajane II

- With the successful implementation of Khajane, the Government of Karnataka has enhanced the software to take up the completed management of the financial system. The major advantages of having complete integrated Software to do all the financial management activities is helping the effective and transparent functioning of the public finances.

Bhoomi Project – Karnataka

- Bhoomi is a project jointly funded by the Government of India and the Government of Karnataka to digitize the paper land records and create a software mechanism to control changes to the land registry in Karnataka.
- The project was designed to eliminate the long-standing problem of inefficiency and corruption in the maintenance of land records at dispersed and poorly supervised and audited block-level offices known as "taluka" offices in South India and "tehsildar" offices in North India.
- **This project has some interesting features to look at:**
- Software for printing land records at any time (i.e. whenever the records needed to be printed) was created
- Online updation of record certificates for farmers
- Bio-Login metrics system (from Compaq): Authentication of users through fingerprints; to avoid imitation of users and hack of the database system
- Using the software for generation of reports on soil, land-holding size, types of crops grown and many more (to make informed policy decision)

Bhoomi Project – Karnataka

- **Key Benefits for FARMERS:**

- They can get their land records quickly from kiosks; the record acts a proof of land property or lease and the farmers won't face extortion or any kind of harassment
- Easy access to farm credit
- Easy in case of legal matters

- **Key Benefits for ADMINISTRATORS:**

- Ease in maintenance & updation of land records
- Quick and easy access to the documents for analysis
- Ease of monitoring government lands

Bhoomi Project – Karnataka

- **Key Benefits for OUTSIDE AGENCIES:**

- Financial Institutions (to provide farm credit, they can access information on the financial status of each farmer as well as general information about their land e.g. size)
- Information available to Private Sectors.

E Seva – Andhra Pradesh

- MeeSeva (At your service) is a good governance initiative that incorporates the vision of National eGov Plan "Public Services Closer to Home" and facilitates single entry portal for entire range of G2C (Government to Citizens) and G2B (Government to Business) services.
- MeeSeva was launched in 2011 in Chittoor District.
- Previously it is e-Seva, started in 1999 in Hyderabad with 1 service center to the citizens. e-Seva is perhaps the best example and one of the earliest attempts to take the benefits of e-governance to citizens. Pioneered by the then IT secretary in Andhra Pradesh, J.SATYA NARAYANA, currently CEO of the National Institute of Smart Governance, and driven by the then chief minister, Chandrababu Naidu, e-Seva started as the TWINS project to provide multiple citizen-facing services of the government under one umbrella.

E Seva – Andhra Pradesh

- Instead of citizens having to go from one department to another, multiple government services are provided under a single window. Starting with a single centre offering six services with 1,000 transactions a month in 2001, e-Seva has grown to nearly 200 centres offering 160 services, clocking 30 million transactions/month with a value of ₹500 crore a month.
- **Registered users can avail various online services through this E-Seva Portal of Andhra Pradesh Government. You can make online payment of your bills, apply for certificates, licences, book tickets and avail other related services.**
- **Today, MeeSeva offers citizens a bouquet of 329 high volume services from across 36 departments through 7000+ MeeSeva kiosk centers across the states of Andhra Pradesh and Telangana.**

Jan dhan yojana

- Pradhan Mantri Jan Dhan Yojana (PMJDY), one of the biggest financial inclusion initiatives in the world, was announced by Prime Minister, Shri Narendra Modi on 15th August 2014 from the ramparts of the Red Fort.

Benefits of Pradhan Mantri Jan Dhan Yojana



Jan dhan yojana

- While launching the programme on 28th August, the Prime Minister had described the occasion as a festival to celebrate the liberation of the poor from a vicious cycle.
- Shri Narendra Modi had referred to the ancient Sanskrit verse: Sukhasya Moolam Dharma, Dharmasya Moolam Artha, Arthasya Moolam Rajyam – which puts the onus on the state to involve people in economic activity.
- “This Government has accepted this responsibility,” the Prime Minister said & the Government has fulfilled its promise in record time.

Benefits - Jan dhan yojana

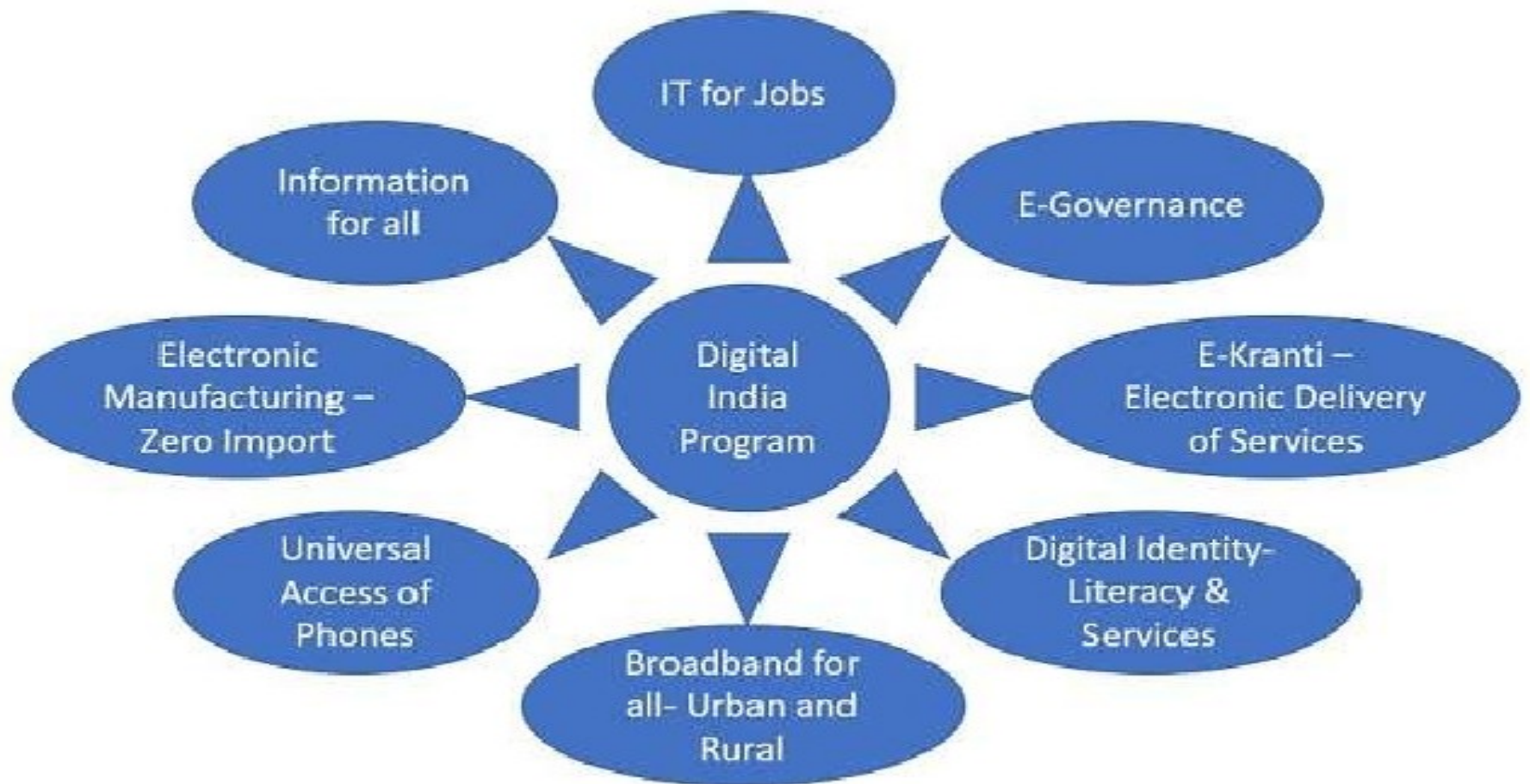
- Interest on deposit
- Accidental insurance cover of Rs.1.00 lac
- No minimum balance required. However, for withdrawal of money from any ATM with Rupay Card, some balance is advised to be kept in account.
- Life insurance cover of Rs.30,000/-
- Easy Transfer of money across India
- Beneficiaries of Government Schemes will get Direct Benefit Transfer in these accounts.

Jan dhan yojana

- Beneficiaries of Government Schemes will get Direct Benefit Transfer in these accounts.
- After satisfactory operation of the account for 6 months, an overdraft facility will be permitted.
- Access to Pension, insurance products
- Accidental Insurance Cover, RuPay Debit Card must be used at least once in 45 days.
- Overdraft facility up to Rs.5000/- is available in only one account per household, preferably lady of the household.

Digital India

- Digital India is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy.



Digital India

- Launched on 1 July 2015, by Indian Prime Minister Narendra Modi with an objective of connecting rural areas with high-speed Internet networks and improving digital literacy.
- The Digital India programme aimed to promote inclusive growth in the areas of electronic services, products, manufacturing and job opportunities. It is centred on three key areas – digital infrastructure as a utility to every citizen, governance and services on demand, and digital empowerment of citizens.

