



E – GOVERNANCE (SWE1012)

Digital Assignment 1

Detailed Literature Review on E-Governance Applications

SUBMITTED BY:

NAME: SWATHI.S

REGISTER NUMBER: 22MIS0060

1. Introduction to E-Governance

E-Governance refers to the use of modern Information and Communication Technology (ICT) to improve the delivery of government services, information exchange, transactions, and the overall interaction between government and citizens. It aims to make government processes more efficient, transparent, and citizen-friendly.

E-Governance encompasses a wide range of applications like online portals for service delivery, mobile apps, cloud-based databases, and digital authentication. These initiatives are essential for streamlining administrative processes and ensuring accountability.

Key Benefits of E-Governance:

- Improved transparency and accountability
- Faster delivery of services
- Reduced corruption and inefficiencies
- Enhanced citizen participation
- Convenience and accessibility to citizens

2. Categories of E-Governance Applications

E-Governance applications are broadly classified into four categories based on the target audience:

Category	Explanation
G2C (Government to Citizen)	Services directly to citizens (e.g., tax filing, certificates).
G2B (Government to Business)	Services for businesses (e.g., licenses, tenders).
G2G (Government to Government)	Inter-government data sharing (e.g., police-crime records).
G2E (Government to Employee)	Services for government employees (e.g., payroll, pensions).

3. Applications of E-Governance in Government Sectors

3.1 Health Sector

- Online vaccination management (CoWIN)
- e-Hospital portal for hospital records
- Telemedicine platforms
- Health ID cards (Ayushman Bharat Digital Mission)

3.2 Local Body Administration

- Property tax assessment and payment (online portals)
- Online grievance redressal system
- Building plan approvals
- Birth and death registration

3.3 Education

- Online admission portals
- Scholarship distribution (National Scholarship Portal)
- DigiLocker for certificates and marksheets
- e-Pathshala and SWAYAM for e-learning

3.4 Agriculture

- eNAM for online trading of farm produce
- Soil health card system
- Crop insurance application (PMFBY portal)
- Kisan Call Centers for advisory

3.5 Land Records

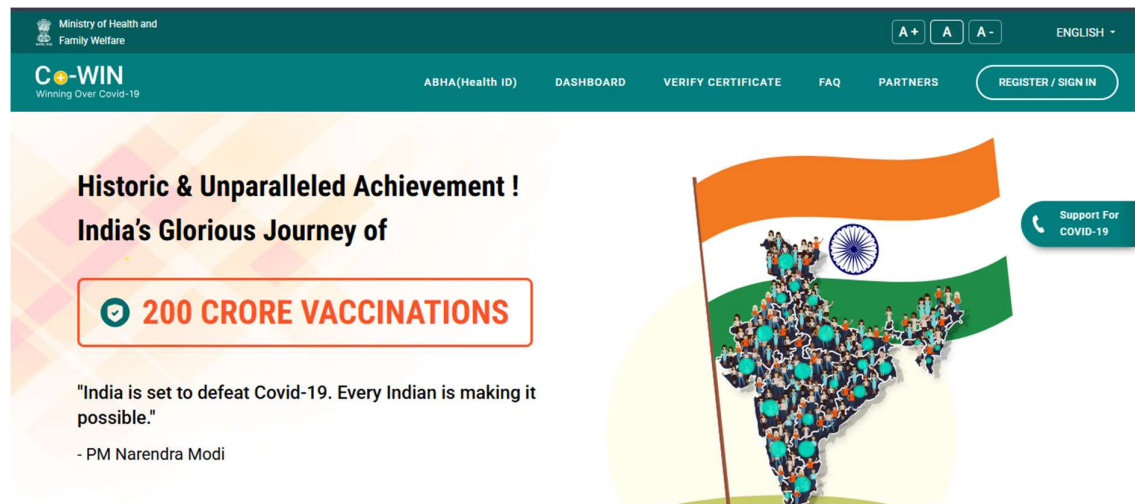
- Bhoomi (Karnataka), Bhulekh (UP) for digital land records
- Online mutation of land records
- Online registration and stamp duty payments

4. Five Popular E-Governance Applications

4.1 CoWIN (Health Sector)

The CoWIN platform was instrumental during COVID-19 for:

- Online vaccine registration
- Slot booking and appointment scheduling
- Vaccination certification



4.2 eNAM (Agriculture Sector)

- National Agriculture Market integrating 1000+ APMC mandis
- Transparent price discovery for farmers
- Online payment settlements

The screenshot shows the eNAM National Agriculture Market website. The header includes the Government of India logo, the text "Small Farmers' Agribusiness Consortium", and the "NAM Helpline: 800-300-8090". The main banner features a farmer in a field and the text "CONNECTING FARMER AND TRADER". Below the banner, there is a section for "National Agriculture Market-Dashboard" with a table titled "Commodity Trading Details for Last Day".

Commodity	Commodity Arrivals (Quanta)	Commodity Tradeable (Quanta)	Commodity Tradeable (Lact)	Last Traded Price (Quanta)
WHEAT	4100.400	174.077	10995.220	1875.000
POTATO	30504.200	52.262	10222.180	400.000
COTTON	20949.070	773.859	18168.470	4000.000
SOYABEANS	23803.100	521.103	18024.280	2800.000
RAJCOH-BABARHAT1121	23070.000	555.718	10562.550	3441.000
SOYA-YELLOW	22400.000	84.388	2760.950	3070.000
WAXE	17208.000	49.295	4100.000	1208.000

The screenshot shows the eNAM National Agriculture Market website dashboard. It includes sections for "Commodity Arrival Graph", "Commodity Price Graph", "Live Mandi", and "Registered Users". There is also a "QUICK LINKS" section with links to "About NAM", "Key Stakeholders", "Implementation Progress", "Logistic Details", "Guidelines", "Approved Commodities", "Commodity Quality Parameters", and "State Unified License". A "COMMODITY" section displays images of various agricultural products like pulses, oilseeds, and fruits. The right sidebar features "EVENT Glimpses" and "IN FOCUS" sections.

4.3 DigiLocker (Document Storage)

- Issuance and verification of documents like Aadhaar, driving licenses, and educational certificates
- Secure cloud-based document locker
- Integration with CBSE, AICTE, and state boards

Government of India Skip to main content | A+ A A- | English

DigiLocker
Document Wallet to Empower Citizens

Securely Access

Your documents anytime, anywhere

Explore DigiLocker | Become a Partner | Sign in | Sign Up


New in DigiLocker

- Madhya Pradesh Poorv Kahetra Vidyut Vitaran Company Limited**
Electricity Bill
Available Now
- Academic Bank of Credits**
Students can create APAAR (Aapka ID) to accumulate academic credits
Join Now
- Access UMANG in DigiLocker**
Your one-stop destination for all Government services
Access UMANG
- Indian Overseas Bank**
Housing Loan Interest Statement
Available Now

<https://www.digilocker.gov.in/web/login>

4.4 Bhoomi (Land Records, Karnataka)

- Digitization of land records
- Online Record of Rights, Tenancy, and Crops (RTC)
- Safe and tamper-proof land transactions

 **Bhoomi Online | Land Records | View** Help

Records of Rights, Tenancy & Crops(RTC) Form 16 | Mutation Register | Mutation Status

ಕನ್ನಡ **English**

<https://rtc.karnataka.gov.in/> You can get the original digitally signed RTC and MR at rtc.karnataka.gov.in

Select Survey Number

District <input type="text" value="Select District"/>	Taluk <input type="text" value="Select Taluk"/>	Hobli <input type="text" value="Select Hobli"/>	Village <input type="text" value="Select Village"/>	Survey Number <input type="text" value="Survey Number"/>	<input type="button" value="Go"/>
Surnoc <input type="text" value="Select Surnoc"/>	Hissa No <input type="text" value="Select Hissa"/>	Period <input type="text" value="Select Period"/>	<input type="button" value="Fetch details"/>		

4.5 Passport Seva (G2C Service)

- Online application for passports
- Appointment scheduling
- Document upload and tracking



5. Comparative Analysis of Applications

Application	Sector	Key Benefit	Impact
CoWIN	Health	Mass vaccination management	Faster, efficient vaccine delivery
eNAM	Agriculture	Transparent market access	Higher farmer profits
DigiLocker	Education/General	Secure digital document storage	Paperless governance
Bhoomi	Land Records	Transparent land ownership	Reduced disputes and corruption
Passport Seva	Citizen Services	Easy online passport processing	Reduced waiting times, user convenience

6. Technologies Used in E-Governance

Technology	Usage in E-Governance
Cloud Computing	Hosting citizen-centric portals
Aadhaar Authentication	Unique citizen verification
Blockchain	Secure, tamper-proof records
AI/Chatbots	Automated responses (e.g., UMANG)
Cybersecurity	Data protection and privacy measures

7. Challenges in E-Governance Implementation

- **Digital literacy gaps:** Many citizens are not comfortable using online services
- **Connectivity issues:** Poor internet penetration in rural areas
- **Data privacy and security:** Risks of data breaches
- **Interoperability issues:** Lack of integration between various government platforms
- **Resistance to change:** Bureaucratic hurdles and mindset shift required

8. Recommendations for Improving E-Governance

- **Mobile-first approach:** Ensure all services are accessible via mobile apps
- **AI and ML for analytics:** Predict citizen needs and personalize services
- **Public-Private Partnerships (PPP):** Leverage private sector technology expertise
- **Robust cybersecurity framework:** Prevent data breaches
- **Regular updates based on citizen feedback:** User-centric design

9. Conclusion

E-Governance is a transformative approach in modern governance. It reduces corruption, increases efficiency, and empowers citizens. Popular applications like **CoWIN**, **eNAM**, **DigiLocker**, **Bhoomi**, and **Passport Seva** showcase India's progress in digital governance. With technological advancements and a citizen-first approach, E-Governance can revolutionize how services are delivered in India, making the government truly digital, transparent, and inclusive.

10. References

1. Ministry of Electronics and IT (MeitY): <https://www.meity.gov.in/>
2. CoWIN Portal: <https://www.cowin.gov.in/>
3. National Agriculture Market (eNAM): <https://www.enam.gov.in/>
4. DigiLocker: <https://www.digilocker.gov.in/>
5. Bhoomi Portal: <https://landrecords.karnataka.gov.in/>
6. Passport Seva: <https://www.passportindia.gov.in/>

