

# E-Governance – A Performance Catalyst Approach

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**Abstract-** The major pillar in today's world is Information Technology. Almost every private organization or government is bound to use these e-facilities. Otherwise they consider themselves separate and alone from the world because of the massive usage of internet. These organizations are using Information and Communication Technology especially internet to provide the information required to the citizens, businesses or companies. E-Services are a part of e-commerce and are nowadays in full bloom. Emerging developments and dynamic changes are prompting governments of all states to become competitive, dynamic and transparent. All the government organizations are taking initiatives to get them involved in these e-services. The motto for citizens is "No more standing in Queues for application and verifications, get services at your doorsteps" and "Citizens would rather be online than in line" Although the governments are facing many challenges to reach such a vast population.

**Keywords-** E-services, E-Governance, ICT

## I. INTRODUCTION

The late 80's saw the beginning of e-Governance era in India. In 1987 NICNET was launched. The "National Satellite Based Computer Networks" was main back bone for e-Governance of that time. After that "District Information System of the National Informatics Centre" (DISNIC) programme was launched. The main motive of this program was computerization of all offices of the district in the country. For the purpose of achieving this free hardware and software was offered to the state governments. This programme was widely spread to all district headquarters by 1990. With the growth of computerization and internet connectivity in the country, government today has established a large number of e-governance initiatives in the country.

The year 2006 saw the introduction of NeGP (National e-Governance Plan). It was emphasized so that all government services should be easily made accessible to the common man in his area in order to achieve reliability, transparency and most important efficiency. To complete this target Government of India started "Digital India" programme, The vision and mission of Indian Government is to transform India into a society that is digitally empowered. [1]

'Internet in India 2017' which is a report issued by the Internet and Mobile Association of India (IAMAI) and Kantar IMRB, the number of internet users in India is expected to reach 500 million by June 2018.

A report published on December 17, 2016 in Financial Express, If we talk about E-Governance transactions in India, the year 2016 witnessed a 33 % increase to cross 1000 crore.[2].

The letter "e" in e-Governance stands for 'electronic'. This letter signifies the use of ICT (Information and communication technology) for carrying out the task and achieving the results of governance

## II. OBJECTIVE OF THE STUDY

To find the present scenario of e-Governance services and to examine and analyze e-governance steps taken by government India.

A web based survey is used to conduct this research. Secondary data is used in this paper.

Types of Government Interactions in e-Governance. [6]

- G2G: Government to Government
- G2C: Government to Citizen
- G2B: Government to Business
- G2E: Government to Employee

A.G2C (Government to citizen)

This category includes major quantity of government services. With the help of G2C the citizens have instant access to information of government anywhere and anytime.

These include land records computerization, computerization of Bhoomi records, Gyandoot, Lokvani project in UP, e-Seva in Andhra Pradesh, e-Mitra which is a project launched in Rajasthan, CET which is common entrance test, NIRBHAYA APP, mKISAN, MADAD APP, KHOYA PAYA APP, UDAAN, SWAYAM, SUGAMAYA PUSTAKALAYA, STARTUP INDIA PORTAL AND MOBILE APP, MOTHER & CHILD TRACKING SYSTEM, mKAVACH, mCESSATION, HIMMAT APP, FERTILIZER MONITORING SYSTEM (FMS), FARMER PORTAL, eVISA, eSAMPARK, EPFO WEB PORTAL & MOBILE APP, ePATHSHALA, eGREETINGS, DIGITAL AIIMS, BHIM (Bharat Interface for Money)

Swachh Bharat app: Ministry of Urban Development launched this app in October 2, 2014. It is a grievance redressal cell.

B.G2B (Government to Business):

It includes various apps including e- Procurement in Andhra Pradesh and Gujarat and MCA -21, GOODS AND SERVICE TAX NETWORK (GSTN), eNAM, Ebiz,

C.G2G (Government to Government):

It includes Khajane project in Karnataka, Smartgov in Andhra Pradesh, SHALA SIDDHI, SHAALA DARPAN, SARANSH, PUBLIC FINANCIAL MANGEMENT SYSTEM, PROJECT MONITORING WEBSITE FOR ECOURTS, NIKSHAY, ePRISON, eOFFICE, eDISTRICT, ECT EVM TRACKING,

## E-PANCHAYAT, CRIME AND CRIMINAL TRACKING NETWORK &amp; SYSTEMS (CCTNS)

There are different e-governance apps and portals launched by the Government of India. "UMANG" is a part of some of the key apps launched by our Indian Government. It is a landmark

and one of the key initiatives which has been taken by the government under the digital India program. The major role of this app is that it integrates around 200 applications. These apps will provide around 1200 services associated with various government departments of the Centre, state and local bodies.

## I. E-GOVERNANCE IMPLEMENTATION APPS: A STUDY

Some of the key apps and portals are given below:-

TABLE 1 - AGRICULTURE AND FARMERS RELATED APPS

S.No	Apps and online platforms	Function	Website
1.	SOIL HEALTH CARD	It aims use of chemical fertilizers judiciously in conjunction with organic manures. Bio fertilizers should also be combined properly for improving soil health.	<a href="http://soilhealth.dac.gov.in/">http://soilhealth.dac.gov.in/</a>
2.	PUSA KRISHI	This app is designed to guide the farmers for finding easy solutions for problems that are related to their farm fields. Weather related information is also provided so that they proper measures can be taken to save crops and on time.	<a href="http://agricoop.nic.in/recentinitiatives/mobile-apps-kisan-suvidha-and-pusa-krisi-launched">http://agricoop.nic.in/recentinitiatives/mobile-apps-kisan-suvidha-and-pusa-krisi-launched</a>
3.	mKISAN	It helps to disseminate specific, timely, specific, need based knowledge. Queries and concerns of farmers related to their crops are addressed.	<a href="http://mkisan.gov.in/">http://mkisan.gov.in/</a>
4.	KISAN SUVIDHA	It is an app developed for helping farmers to get information like dealers, weather, fertilizers, pesticides, seeds, agriculture machinery, plant protection, market price, etc.	<a href="http://www.kisaansuvidha.com/">http://www.kisaansuvidha.com/</a>
5.	FERTILIZER MONITORING SYSTEM (FMS)	This software examines movement of various fertilizers at various stages in their value chain and gives the information on fertilizer companies dealing with these fertilizers.	<a href="http://www.urvarak.co.in/">http://www.urvarak.co.in/</a>
6.	FARMER PORTAL	It is an endeavor to provide information to farmers related to animal husbandry, agriculture, fisheries, etc.	<a href="http://farmer.gov.in">http://farmer.gov.in</a>
7.	CROP INSURANCE MOBILE APP	This app is used to calculate the insurance premium for the crops that are notified based on area, coverage amount, loan amount in case of farmer who has borrowed loan.	<a href="http://mkisan.gov.in/downloadmobileapps.aspx">http://mkisan.gov.in/downloadmobileapps.aspx</a>
8.	AGRIMARKET APP	This app has been developed to help farmers to know the prices of their crops.	<a href="http://mkisan.gov.in/downloadmobileapps.aspx">http://mkisan.gov.in/downloadmobileapps.aspx</a>

TABLE 2- EDUCATION SECTOR, STUDENTS AND YOUTH RELATED APPS

S.No	App	Function	Website
1.	UDAAN	It is a great and special initiative to meet the needs of the educated unemployed youth in J & K. Its main focus is on youth of the state, who are three year diploma holder engineer, graduate and post graduates	<a href="http://nsdcudaan.com/">http://nsdcudaan.com/</a>
2.	SWAYAM	This app informs about the courses and are taught in classrooms from 9th class till post-graduation. It can be accessed from anywhere by anyone and at any time.	<a href="https://swayam.gov.in">https://swayam.gov.in</a>
3.	NATIONAL SCHOLARSHIP PORTAL(NSP)	It aims at providing a mission oriented, simplified, transparent and accountable system for faster and effective disposal of Scholarship applications.	<a href="http://scholarships.gov.in">http://scholarships.gov.in</a>
4.	NATIONAL CAREER SERVICE PORTAL	This portal facilitates registration of job seekers, job providers, skill providers, career counselors, etc.	<a href="https://www.ncs.gov.in/">https://www.ncs.gov.in/</a>
5.	ePATHSHALA	It has been developed by NCERT to showcase and disseminate all educational e-resources including textbooks, video, audio through websites and mobile apps. It is helpful to parents, students, teachers and educators.	<a href="http://epathshala.nic.in/">http://epathshala.nic.in/</a>
6.	SHALA SIDDHI	It is the National programme based on School Standards and Evaluation (NPSSSE), known as Shaala Siddhi for evaluation of schools leading to school improvement.	<a href="http://shaalasiddhi.nuepa.org/">http://shaalasiddhi.nuepa.org/</a>
7.	SHAALA DARPAN	It is an e-governance platform provided for all Kendriya Vidyalas in the country to improve the efficiency of school administration by quality learning.	<a href="https://darpan.kvs.gov.in/shaaladarpan/">https://darpan.kvs.gov.in/shaaladarpan/</a>

TABLE 3-GIRL CHILD AND WOMEN EMPOWERMENT RELATED APPS

S.No	App	Function	Website
1.	NIRBHAYA APP	It is an android based emergency application, which sends a distress call or emergency message to a group of contacts or a particular contact in case of an emergency situation that a woman is facing or any other general individual	<a href="https://play.google.com/store/spps/details?id=com.smartcloud.nirbhaya&amp;hl=en">https://play.google.com/store/spps/details?id=com.smartcloud.nirbhaya&amp;hl=en</a>
2.	MOTHER & CHILD TRACKING SYSTEM (MCTS)	It aims at insuring full spectrum of health care and immunization services to pregnant women and children up to 5 years of age.	<a href="http://nrhm-mcts.nic.in/home.aspx">http://nrhm-mcts.nic.in/home.aspx</a>
3.	HIMMAT APP	It is an initiative by Delhi police especially for women. It is an android emergency application which can send a distress call or emergency situation faced by women.	<a href="http://54.169.6.175/#">http://54.169.6.175/#</a>
4.	BETI BACHAO BETI PADHAO	It is a campaign which aims to ensure that girls are born, educated and nurtured without discrimination. This app help them to become empowered citizens of this country.	<a href="http://wcd.nic.in/BBBPscheme/main.htm">http://wcd.nic.in/BBBPscheme/main.htm</a>

TABLE 4-HEALTH CARE APPS

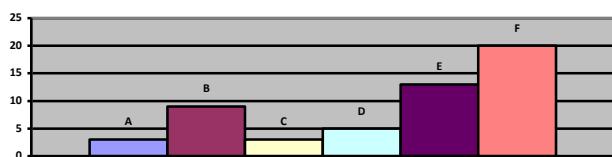
S.No	App	Function	Website
1.	DIGITAL AIIMS	For every patient visiting AIIMS this app issues a unique health identification number.	<a href="http://ehospital.nic.in/ehospital/">http://ehospital.nic.in/ehospital/</a>
2.	eHOSPITAL	It is a Health Information Management System (HMIS) which is also an open source. It covers all major functional areas of a hospital.	<a href="http://ehospital.nin.in/ehospital">http://ehospital.nin.in/ehospital</a>
3.	NIKSHAY	It is a case based and web enabled application designed for National Tuberculosis programme.	<a href="http://nikshay.gov.in/user/Login.aspx">http://nikshay.gov.in/user/Login.aspx</a>

TABLE 5-PAYMENT TRANSACTIONS RELATED APPS

S.No	App	Function	Website
1.	BHIM	BHIM stands for Bharat Interface for Money. This app is designed to make payment transactions quick, simple and easy. It uses Unified Payments Interface (UPI).	<a href="http://www.npci.org.in/">http://www.npci.org.in/</a>

Thus we see that there are variety of e-Governance related applications and these are helpful all the diverse sections and sectors of society including farmers, students, general citizens, girls, women, health care, government sector, businessmen, etc. The need of hour is to increase awareness among the people of our country so that the people can be benefitted by these schemes [4].

The Graph below shows different apps which I have categorized according to use of different communities of people



Out of 63 apps they are categorized as below

A	Employment related
B	Agriculture & Farming
C	Travel & tourism
D	Girl & Women Empowerment
E	Student & Education
F	General apps (used by all citizens)

TABLE 6-TOP E-GOVERNMENT PERFORMING COUNTRIES IN THE WORLD IN YEAR 2016

UNITED NATIONS E-GOVERNMENT SURVEY.[5]

Rank	Country	Region
1.	UK	Europe
2.	Australia	Oceania
3.	Republic of Korea	Asia
4.	Singapore	Asia
5.	Finland	Europe
6.	Sweden	Europe
7.	Netherlands	Europe
8.	New Zealand	Oceania
9.	Denmark	Europe
10.	France	Europe
11.	Japan	Asia
12.	United States of America	North America
13.	Estonia	Europe
14.	Canada	North America
15.	Germany	Europe

### III. SUGGESTIONS

Awareness programs should be conducted in rural as well as Urban areas to make the citizens more aware of these apps

1. These apps should be made more users friendly so that even less literate people can use them because a smart phone is a part of almost all the citizens of India even small shopkeepers, hawkers, rickshaw pullers etc.
2. These apps should be developed in all major languages of the country so that people are not dependent to learn just English or Hindi to be able to use these apps.
3. It should be mandatory for government employees to use these apps.

### IV. CONCLUSION

In this paper I have analyzed the growth of E-governance. I have listed few of the most popular apps used by citizens of India. I have categorized these apps according to the use of students, farmers and communities. I have also proposed some suggestions which according to me can help government to make E-Governance more into form. The growth of IT sector in India over the years followed by the internet penetration has led to the growth of e-business in India. Digital India has emerged as a Catalyst of transformation from traditional governance to e-Governance in India. It will indeed be beneficial to 132 crores population of India. e-Governance has a potential to reduce red tapism, improve transparency, efficiency and accountability thereby giving empowerment to the citizens of the country. More over e-Governance can act as a powerful tool for the achievement of sustainable development in the world as green e-Governance.

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