

E GOVERNANCE DIFFICULTIES IN INDIA

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Abstract

The use of information and communication technology (ICT) for communication transactions, information exchange, and service delivery by the government is known as electronic governance, or e-governance. Examining the obstacles to e-governance for India is the primary goal of the article. This study employed a secondary technique to collect data and is descriptive in nature. The previous ten years have seen a rise in the use of the internet and other telecommunications services in India, which offers the country's residents some optimism in the long-term battle against issues like unemployment, poverty, corruption, and regional inequality. The primary obstacles to e-governance include changes in the social and environmental spheres, the digital divide, issues with trust and confidence, time constraints, and expenses.

Key Words: *Electronic governance, Challenges, Transactions, Trust etc.*

Introduction:

Electronic governance, also known as e-governance, is the use of information and communication technology (ICT) to provide government services, exchange data, conduct communication transactions, integrate different stand-alone systems and services between the public and private sectors, government to government (G2G), and back office interactions and processes within the government framework¹. Government-to-citizen (client), government-to-employee, government-to-government, and government-to-business are the four main types that are typically offered.

While protecting each citizen's legal rights is a part of governance, ensuring that everyone has fair access to public services and benefits from economic progress is also a crucial component. As part of good governance, it also guarantees that the government will respond to concerns quickly, be accountable for its actions, and be transparent in all of its transactions.

But to do this, the government would have to alter everything about it, including its procedures, philosophy, legal framework, set of rules and regulations, and methods of communicating with the populace. Additionally, the government would need to increase its capability and raise public knowledge of e-Government.

In India, the national satellite-based computer network, or NICNET, was established in 1987 and served as the primary impetus for e-Governance. Subsequently, the State Governments were provided with free hardware and software for the District Information System of the National Informatics Centre (DISNIC) initiative, which aimed to computerise every district office nationwide. By 1990, NICNET had been extended to every district headquarters through the State capitals. Teleconnectivity and internet connectivity led to the establishment of numerous e-Government initiatives in the following years, both at the federal and state levels, as computerization continued.

Review of literature:

Mir & Shafiq (2022) explained the problems and obstacles that India's —e-governancel faces, such as weak legal and regulatory frameworks, low digital literacy among citizens, and bureaucratic resistance. It also looks at how —e-governancel might develop in India in the future, talking about how cutting edge innovations like big data analytics, blockchain, and artificial intelligence could change the way the government operates and provides services.

Marathe & Chandra (2020) had attempted to provide an explanation for why we used used electronic governance systems. Researchers conducted ethnographic fieldwork at the CM Helpline, a state-wide e-governance effort in central India, they found that bureaucrats, even the tech-savvy ones, who were completely in favour of the initiative and its shift from paper to electronic records.

Mittal & Kaur (2013) Conducted a study on the topic named “ E- Governance- Challenges for India”. The purpose of this study, which was based on secondary data, was to identify the present and upcoming difficulties facing Indian e-governance. They discovered that issues facing India included social and environmental issues, low IT sector literacy, a lack of awareness and understanding, and less user-friendly software, among other things.

Tiwari & Yadav (2014) conducted a study on the topic “ E governance in India: opportunities and challenges” with the objective to find out the opportunities available in India and future challenges for the e governance in India. The secondary mode of data gathering used in this investigation. They discovered that e-governance was profitable since it reduced corruption, increased transaction openness in government, required less time, and allowed for single-window operations. However, all of this is theoretical; in practice, it hasn't happened in India.

Malik et. al (2014) conducted a study on the topic named “Challenges and Future Prospects for E-Governance in India”. This study used secondary method of data collection. They discovered that while e-governance was a brilliant concept in terms of openness, increased confidence, and decreased corruption in India, implementing it was difficult because of inadequate infrastructure and limited practical applicability.

Objective of the paper:

The main of the paper is

- To study the Challenges in the way of e-governance in respect of India

Research Methodology:

This study is descriptive in nature and used secondary method of data collection. For the secondary data collection journals, magazine, newspaper, internet etc is used.

Challenges in the way of E-Governance:

There are large numbers of potential barriers in the implementation of e-Governance. Some hindrance in the path of implementation, like security, unequal access to the computer technology by the citizen, high initial cost for setting up the e government solutions and resistance to change. Challenges identified as trust, resistance to change, digital divide, cost and privacy and security concerns.

Trust

Trust can be defined along two dimensions: as an assessment of a current situation, or as an innate personality trait or predisposition. The implementation of public administration functions via e-government requires the presence of two levels of trust.

Resistance to change

The innovation diffusion theory states that over time an innovation will diffuse through a population, and the rate of adoption will vary between those who adopt early, referred to as early adopters and to those who adopt the innovation much later, referred to as —laggards.

Digital Divide

The digital divide refers to the separation that exists between individuals, communities, and businesses that have access to information technology and those that do not have such access. Social, economic, infrastructural and ethno-linguistic indicators provide explanations for the presence of the digital divide.

Cost

Cost is one of the most important prohibiting factor that comes in the path of e-governance implementation particularly in the developing countries like India where most of the people living below the poverty line. Elected officers and politician don't seem to be interested in implementing e-governance

Privacy and Security

There will be three basic levels of access exists for e-government stakeholders: no access to a Web service; limited access to a Web-service or full-access to a Web service, however when personal sensitive data exists the formation of the security access policy is a much more complex process with legal consideration.

Conclusion:

We have seen how the concept of e-governance and m-governance has evolved in Indian scenario and how much it is required for transparency and accountability on the part of government and at the same time it is also a toll to increase the participation of people in policy making by empowering them with the right information at right time. The penetration of internet, telecommunication services in India has increased in the last decade and this gives a ray of hope to the citizens of India to fight with the long persisting problems of poverty, corruption, regional disparity and unemployment. But at the same time, due to slow pace of project completion, red-tape and resistance from the side of government employees and citizens too has not given the desired result.

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