E-governance: Pro-people mission of new India@2022

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Abstract
E-governance is easy, effective and economical government. E-governance provides online platform through which the direct connection of citizens and government is possible. This is an essential part of good governance. The government has announced a slew of new initiatives: Digital India; Make in India; Start-up India; and innovative applications of Aadhaar such as JAM (Jan-Dhan Yojana-Aadhaar-Mobile trinity) and Digital Lockers. Successful and accelerated implementation of these programmes helps the government to lead toward digital governance. It helps the government to march in the domains of people friendly governance as transparency, open access of sources all this help government to address the various complaints of citizens in more efficient way. This paper tries to analyze the various steps taken by government to promote the concept of E-Governance. Government to Government, Government to Business, Government to Citizen and Government to Employee are the types of Government interaction in E-Governance which are discussed in this paper.

Keywords: E-governance, ICT, digital India, good governance

Introduction
The "e" in e-Governance means 'electronic'. Hence, e-Governance is essentially related with carrying out the functions and achieving the outcome of governance through the use of ICT (Information and Communications Technology). The Second Administrative Reforms Commission has asked the Centre to prepare a clear road map with a set of milestones to transform the citizen-government interaction at all levels to the e-governance mode by 2020. The basic purpose of having e-governance is to achieve better delivery to citizens, ushering in transparency and accountability, empowering people through information, improved efficiency within governments and improved interface with business and industry.

1. Information Technology +Governance = E-Governance
It can be said that the role of ICT in the public sector has evolved from informatisation to providing smart government. Today, no governance reform programme can be designed without e-governance at its core. For example, in recent times there has been a huge push to ease of doing business. A closer look would reveal that the best practices suggested by the Department of Industrial Policy and Promotion (DIPP) rest on e-governance and ICT. Government departments have also shifted focus from buying software or hardware to procuring services and solutions.

2. Defining "governance"
The term 'governance' was first used by the World Bank in a 1989 report on African economies. The World Bank initially defined it simply as "the exercise of political power to manage a nation's affairs". Over the years, the World Bank expanded its 'governance' model to include elements of a liberal democracy, such as a legal framework for enforcement of contracts, accountability, etc. At the same time, it brokered a marriage between governance and development.
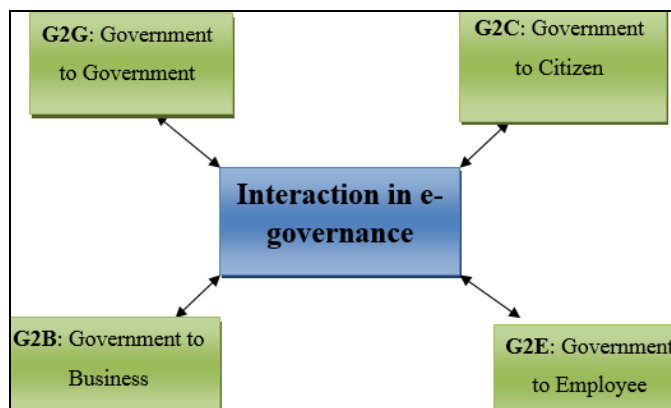

Fig 1

3. Government to Citizen (G2c)
Participate in policymaking
MyGov (free on Google Play, Mygov.in), an online portal of the Union government where different departments seek suggestions and advice. Over the last year, the site saw discussion on ideas such as simultaneous elections and open data use license and invited suggestions on a draft policy note on value capture finance. It also allows taking part in logo-making and designing competitions.

Direct cash transfers
Direct benefit transfers to bank account of beneficiaries. PAHAL is the first major programme in India that provides subsidies through DBT. With nearly 150 million registered beneficiaries, it is probably the world's largest DBT

programme ever. Yet, it accounts for only about 3.5% of the total annual flow of government subsidies. The goal of the government in subsidy reform is not doing away with subsidies, but targeting them effectively so that they flow only to the intended beneficiaries.

Aadhar enabled payment system
NPCI runs the Aadhaar Enabled Payment System (AEPS), of which the much touted Bharat Interface for Money (BHIM) application is a part

MYGov citizen portal
MyGov is an innovative platform to build a partnership between Citizens and Government with the help of technology for growth and development of India.

File an RTI
The Right to Information Act is one of the most important tools one can use to cross-check or raise questions about government tenders, processes, fund allocations and more. The government has made the process simpler by launching a website (Rtionline. gov.in) for filing RTI requests to Central ministries and departments. State departments, local municipal bodies and 'gram panchayats', however, will still need RTI requests to be sent by post.

Get your streets cleaned
Is there a garbage dump near your residence or office that is never cleaned? Take a photograph and post it. While the official app, Swachh Bharat Abhiyaan (free on Google Play), is sometimes tiresome to use, there are options like the Swachhata-MoUD (Union ministry of urban development) app (free on Google Play). Created by the Bengaluru-based non-profit Janaagraha, in association with the ministry, it allows you to post a civic-related issue which is then forwarded to the city corporation concerned. Similar apps have been launched by city corporations, such as Swachh Map for Gurugram, Rajkot, Siliguri and Bhopal; Smart City Vadodara and My GHMC for Hyderabad.

Report a bribe
Among states, only Kerala has apps that allow you to report corruption. Both Arising Kerala and Whistle Now are public-private initiatives of the state's vigilance and anti-corruption department. Report an incident of bribery, and it will be investigated. Non-Keralites can log onto I Paid a Bribe a nationwide forum that allows you to report anonymously if a government official or department sought a bribe, how much you paid, for what work, and when. One can also applaud the work of honest officials. The website, a crowd sourced collection of stories, sends your report to senior officials of the department concerned, the state vigilance officer, and newspapers. They also publish annual and quarterly reports on corruption data.

E-Hospital
The online registration system, e-Hospital, has empowered patients in rural India. They can seek appointments in AIIMS and other big hospitals from their villages without having to wait for days in Delhi or other big cities. More than 170 government hospitals have been brought on the digital platform.

Mark the public loos
Given the fact that a significant demographic of our population is quite trigger-happy when it comes to its "answering the call of nature" behavior, with public walls, trees and walkways all becoming instant makeshift relieving stations, marking available toilets on a ready-to-access database would be social service. The Union ministry of urban development's Swachh Bharat Toilet Locator (free on Google Play) shows you the toilets near you, using your phone's GPS location. As a user, one can add public toilets that you happen to see to the database, include their pictures, and mention how clean they are. From now on, ask people who aren't ashamed to pee in a public place to keep this app handy on their smart phones—you can even educate people on the street.

4. Government to Employee (g2e)
The key concern of G2E services is empowerment of the employee and follow-on answerability. e-Samarth which mainly seeks to tackle this core problem is an Internet based GPF solution for Central Industrial Security Force employees and a variety of other stake holders. The mission is targeted at General Provident Fund Subscribers, Drawing and Disbursal Officers and Pay and Accounts Offices of the CISF. e-Samarth follows a very clear approach in providing a comprehensive resource of GPF-related information through a website open to all account holders and accounting units. This powerful e-governance initiative focuses on increasing value in the management of General Provident Fund accounts and enhancing subscriber relationships with its minimum agenda of e-governance.

5. Government to business (g2b)
G2B (Government to Business) is a phrase that refers to the interaction among organizations of public administration and enterprises. G2B makes company dealings transparent.

Goods and Services Tax (GST) and GSTN
The Goods and Services Tax (GST) is one of the biggest financial reforms after Independence. It is a completely digital tax administered through the GST network that is capable of handling 60,000 simultaneous users per second. The network is expected to process 3.5 billion transactions every month.

E- NAM
Soil health cards and e-NAM (e National Agricultural Mandi) are programmes to empower farmers. More than eight crore soil health cards have been issued, helping farmers save crores on their inputs. The e-NAM brings together disparate mandis into a single marketplace. More than 450 mandis and 48 lakh farmers use e-NAM today and 585 mandis across the country are expected to be integrated on the portal by the end of this year.

Make in India
He government will focus on building physical infrastructure as well as creating a digital network to make India a global hub for manufacturing of goods. A website,

www.makeinindia.com, has been created for companies to seek policy clarifications within 72 hours.

E-auction
The Government e Auctioning System enables the auctioneers to download the Auction Schedule free of cost and then participate in the auction online through this portal.

Mobile First
(M-Governance) For decades, citizens had to travel great distances (in remote locations) to reach the nearest CSC (Common Services Centre) or government office. Mobile penetration in India has been deep and this is where the oft-repeated trinity of Jan Dhan, Aadhaar and Mobile (famously known as JAM) together with Digital Locker can be leveraged to deliver maximum benefits. Semantic-based service delivery is seen as the future, by which citizens are able to access government services without direct assistance from the government. Affordable smart phones, low cost of mobile internet, availability of digital content, are all enablers. It can radically change the delivery of eGov services from what was seen in the past, with a much higher degree of transparency, accountability and audit trail.

6. Government to Government (G2g)
Government to government (G2G) is the electronic division of information among government agencies, departments or organizations. The objective of G2G is to maintain e-government initiatives by improving contact, information access and data division.

Digital India
Digital India is one of the biggest government programmes in the world to bring about sustainable and inclusive societal transformation using digital technologies. The process of making India into a trillion-dollar digital economy has begun and Digital India is making this dream a reality. Digital India will surely create a new India. Digital India" campaign would include enhancing e-governance facilities that would pave the way for good governance
The Narendra Modi government's Rs1.13 trillion Digital India programme aims to digitize governance on a massive scale. Three of its "9 pillars" explicitly focus on citizen-government interaction: integration of services and platforms, making it easier for people to carry out tasks like accessing school certificates or making changes in Aadhaar information; electronic delivery of services, whether it's for farmers or healthcare; and giving people digital access to government information. One major change this year has been that we have provided the facility of rectifying details in the birth certificates at our zonal offices. Earlier, people had to travel to the headquarters to have any errors corrected.

E-governance in municipalities
The Commissionerate of Municipal Administration has chosen a systems integrator: Bahwan Cyber Tek, a global provider of software products and solutions. PwC has been made the project management consultant. The Comptroller and Auditor-General, in its report for the year ended March 31, 2013, pulled up five municipal corporations for the tardy progress in computerisation during 2005-2013. A project envisages web-based applications and interface with geographical information system (GIS). Different modules are being developed for a host of functions of the local bodies such as property tax, water supply, building permission, solid waste management and grievance redress. Other modules, for schools management and hospital management systems, will also be formed.

Demonetization and Digital Payments
India had a very high cash to GDP ratio. Unaccounted cash was one of the main reasons for corruption, black economy, funding of terrorism and Naxalism, electoral malpractices and market distortions. On November 8, 2016 the prime minister delivered a big blow to the black economy by announcing the demonetization of high value currency notes. The move also gave a huge boost to digital payments. Such payments bring *transparency and accountability* in the economy. Prices have fallen and tax collections have risen. India's unique innovations in the field of digital payments such as BHIM, UPI (Unified Payments Interface), USSD (Unstructured Supplementary Service Data) and Aadhaar Pay have offered affordable digital payment solutions to people. Steep growth has been registered in digital transactions in the last six months. UPI/BHIM transactions have increased to 3.31 lakh transactions per day from near zero. Digital wallet transactions have doubled, and debit card payments (Rupay) have increased four-fold. Hundreds of villages and townships across the country have become completely digital payment enabled in a very short span of time. The government is targeting 2,500 crore digital payment transactions this year. According to a Boston Consultancy Group, India is poised to become a 500 billion dollar digital payments market by 2020.

E-Court
It intends to make functioning of court staff and the litigants easier. The main aim is to ensure that litigants are not harassed when they come to courts. For example, in order to get information like the next date the litigant doesn't need to come to the courts and he can easily get it at the comfort of his home through the e-courts project.

E-office
Under this project, The legacy data of all the files has been digitized and the entire file movement is taking place electronically. The file now took 4-5 days to be processed as compared to 30-40 days earlier and it was possible now to locate the point at which the file was held up and avoid delay.
The Open Government Data Platform initiative, similar to the Data.gov initiative of the US government started in 2009, is a welcome start in opening up public data for use by analysts, researchers and practitioners. It is time to formulate a comprehensive Big Data programme across Central and state government ministries/departments with help from industry, academic and research institutions. Big Data can enhance the government's ability to serve its citizens and address major national challenges involving the economy, healthcare, job creation, natural disasters, and terrorism. Big Data can have a big impact only if used on a massive scale—with safeguards—by governments for the delivery of public goods and services.

National E-governance Plan
The National e-Governance Plan (NeGP) has been formulated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG) in 2006. The NeGP aims at improving deliverance of administration services to general public and businesses with the vision of: "build all Government services available to the ordinary man in his area, all the way through ordinary service delivery outlets and guarantee effectiveness, precision & consistency of such services at reasonable expenses to appreciate the fundamental needs of the common man."
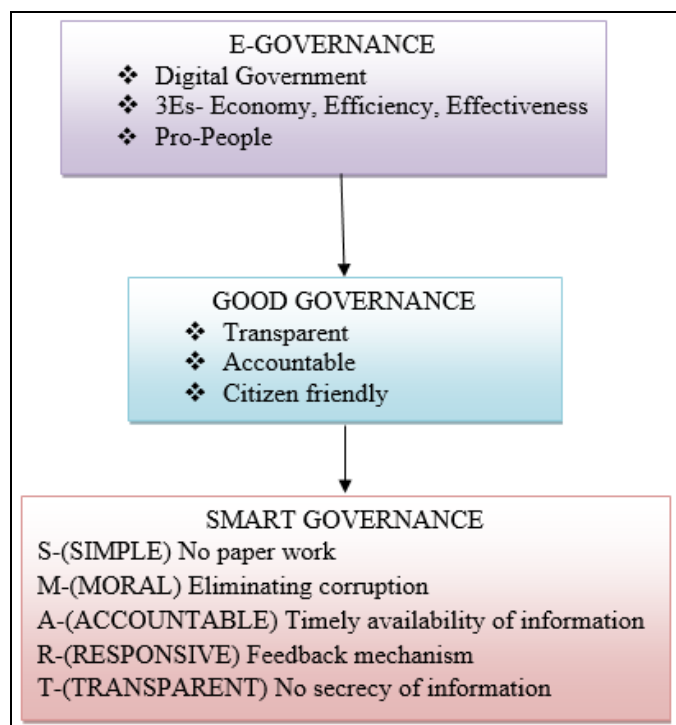

Fig 2

7. Significance
1. Less time requirement: E-Gov requires delivery of services in less time as compared to manual work.
2. More efficient: It ensures timely work with more efficiency.
3. Auto populated: Data once stored can be auto populated, hence no requirement of feeding data again and again. Ex: PFMS used to make salary or other money related matters.
4. Easy monitoring: Work can easily be monitored by the higher officials, hence allows transparency in work culture.
5. Less documentation of hard copies: Data can be stored online, hence very less requirement of paper work.

8. Challenges
Poor Internet Access and Speeds, Lack of Literacy, a Large Number of Languages And Low Awareness are some of the hurdles which need timely solutions. All these problems downgrade the efficiency and effectiveness of e-governance. The recent case is with the Karnataka government where poor internet connectivity hampers the Karnataka e-panchayat dreams. Cyber Security is a big threat to the online government initiatives as it can breach the privacy of individuals through various malwares. The recent ransomware attack is has awaken the experts for more secure softwares. wake

Conclusion
Digital India's Rs.1.3 trillion programmes—which envisages a plethora of e-governance services across sectors like healthcare, education and banking, and promises to introduce transparency in the system, reduce corruption and achieve inclusive growth is a great step of government towards pro-people approach. A lot has been done to make the system easier for citizens, but there are things we still need to do. For instance, there is a limited number of windows at the citizen service bureaus. So, all these requires correction in efficient way. The use of twitter handles like in MHA, Ministry of railway, PMO office and others to take suggestion from public and grievance redressal by government is the best use of social media. Thus, the digital world not only connect people but it take the governance model to people, and people to government. India is standing at the cusp of digital revolution, from where the path of government is very smooth and citizen friendly.

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