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# **E- GOVERNANCE: A GUIDE TO EFFECTIVE GOVERNANCE**

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## **ABSTRACT**

Governance is the process by which society steers itself. In this process, the interactions among the State, Private Enterprise and Civil Society are being increasingly conditioned and modified through the influence of Information and communication technologies (ICTs), constituting the phenomenon of e- Governance<sup>1</sup>. In other words, Electronic Governance or E- Governance is the use of Information and communication technologies by government agencies to transform relations with citizens, business and other arms of the government. The technology and the methods used in E- Governance provide a roadmap for efficient delivery of services at the doorstep. In today's time the development of any country depends on the uses of E- Governance and also their penetration. A country's development can be judged by the scope of E- Governance in that country. In this paper, the scope and extent of the E- Governance has been discussed with special reference to India. We have also provided a list of E- Governance projects in India along with the major challenges faced by India in this regard and some suggestions have been suggested for the effective implementation and growth of e- Governance.

## **INTRODUCTION**

Application of Information and Communications Technology to the process of government functioning in order to create "SMART " governance is the phenomenon of E- Governance. "SMART" is an acronym for 'Simple, Moral, Accountable, Responsive and Transparent'<sup>2</sup>. But the question arose, what does all these words mean in the context of E- Governance? Let's discuss the elaborated meaning of SMART governance.

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<sup>1</sup> Commonwealth Network of Information Technology For Development Foundation (Malta), Country Profiles of E- Governance, UNESCO (Mar, 5, 2024, 05:10 AM), <https://unesdoc.unesco.org/ark:/48223/pf0000127601>.

<sup>2</sup> Planning Commission, Report of the Working Group on Convergence and E- Governance for the Tenth Five Year Plan, Paragraph 83, (2001).

**SIMPLE-** It can be described as the use of ICTs for the simplification of rules, regulations and processes of government. It helps in providing a user friendly government like online submission, online service delivery etc.

**MORAL-** It means introduction of an entirely new system of ethical values in the political and administrative machinery in order to eliminate immoral practices like bribing and red tapism.

**ACCOUNTABLE-** It stands for making the government accountable by providing all data and information of the government available online for consideration of every citizen, NGO and the media.

**RESPONSIVE-** It means streamlining the processes to speed up service delivery and make the system more responsive.

**TRANSPARENT-** It connotes online availability of information and reduced red tapism. It means that the process of governance should be transparent leaving no possibility for the government to conceal any information from the citizen.

The use of Information and Communications Technology (ICTs) by the government agencies make these objectives of e- Governance achievable. And this is the reason why the concept of E-Governance appears to be so alluring and desirable.

ICT provides different kinds of prospects for the governments and citizens. As far as governments are concerned, it has enabled computerization and internet connectivity in association with process re- engineering to ensure faster and better processing of information leading to speedier and qualitatively better decision making, greater reach and accountability, better utilization of resources and overall good governance. In the case of citizens, it holds the promise of enhanced access to information and government agencies, efficient service delivery and transparency in dealings and interactions with the government.

Government today is expected to be transparent in its dealings, accountable for its activities and faster in its responses.

E- Governance aims to make the interaction between government and citizens (G2C),

government and business enterprises (G2B), and inter- agency relationship (G2G) more friendly, convenient , transparent and inexpensive.

## NEED FOR E-GOVERNANCE

The welfare of the citizens is the primary goal of the governance. There are two aspects of governance, one relates to safeguarding the legal rights of all citizens and the other is concerned with ensuring equitable access to public services and the benefits of economic growth to all. The “e” in e- governance denotes ‘electronic’. Thus, e- governance is associated with carrying out the functions and achieving the results of governance through the utilization of Information and Communications Technology (ICT). Majorly there are two reasons why the countries around the globe are opting for e- governance:

- A. In the last few decades, the governance has become more complex and varied and on the other hand expectations of the citizens from the government have increased manifold.
- B. ICT has various advantages such as efficient storing and retrieval of data, instantaneous transmission of information, processing information and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and judiciously which in turn increases transparency and accountability.

Thus, information technology has added impetus to the services provided by the government. The E- Governance makes the government more efficient and more effective and also brings benefits to the citizens of the country<sup>3</sup>.

Therefore, the countries around the world are opting for e- governance to achieve following results:

1. Better service delivery to citizens.
2. Ushering in transparency and accountability.
3. Empowering people through information.
4. Improved efficiency within Governments.
5. Improve interface with business and industry etc<sup>4</sup>.

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<sup>3</sup> S. K. Pradhan and P. Kumar, “E- Governance in India: A Case Study of Haryana”, South Asia Politics, 34-37 (2010).

<sup>4</sup> Second Administrative Commission, Eleventh Report, Promoting e- Governance Smart Way Forward.

## DEFINITIONS FOR E- GOVERNANCE

There is no standard or general definition for the term e- governance despite its widespread use in recent years. However, different organizations and governments have defined the term as per their own aims and objectives as follows:

### A. WORLD BANK<sup>5</sup>:

“E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.”

Thus, the focus here is on use of information and technologies in improving citizen-government interactions, cost cutting and generation of revenue and transparency.

### B. UNESCO<sup>6</sup> :

“Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations. E- Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.”

This meaning encompasses the use of the electronic medium in the exercise of authority in the management of a country's affairs along with articulation of citizens' interests leading to greater transparency and efficiency.

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<sup>5</sup> The World Bank, e- Government, World Bank (Mar, 7, 2024, 06:00 PM), <https://www.worldbank.org/en/topic/digitaldevelopment/brief/e-government>.

<sup>6</sup> UNESCO, Internet Governance Glossary, UNESCO (Mar, 7, 2024, 06:30 PM), <https://en.unesco.org/glossaries/igg>.

### C. COUNCIL OF EUROPE<sup>7</sup>:

“E- Governance is the use of electronic technologies in three areas of public action:

1. relations between the public authorities and civil society
2. functioning of the public authorities at all stages of the democratic process (electronic democracy)
3. the provision of public services (electronic public services).”

Here, the focus is on making use of electronic technologies with a view to encourage better interaction between government and citizens, promote democracy and provide public services.

E- Governance is not simply about technological or physical application for public affairs but about the ways political and social powers are organized, how the citizens interact with the government or influence the legislative or public sector processes<sup>8</sup>.

## PILLARS OF E- GOVERNANCE

There are four pillars of E- Governance<sup>9</sup>:

1. **CONNECTIVITY:** Connectivity is required to connect the people to the services of the government. There should be a strong connectivity for effective e- governance.
2. **KNOWLEDGE:** Here knowledge refers to IT knowledge. Government should employ skillful engineers who can handle e- governance in an efficient way. These engineers also handle all kinds of fault that may occur during the working of e- governance.
3. **DATA CONTENT:** To share any kind of knowledge or information over the internet, there should be its database. This database should have the data content which is related to government services.
4. **CAPITAL:** Capital can be on public or private partnership. It refers to money used by the government to provide their services or to that sector of the economy based on its operation.

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<sup>7</sup> Council of Europe, E- Governance, Council of Europe (Mar, 10, 2024, 04:00 PM), <https://www.coe.int/t/dgap/democracy/Activities/GGIS/E-governance/>.

<sup>8</sup> Pan Suk Kim, Development of Democratic E- Governance in Cyberspace & Shaping E- Governance for Quality of Life, 15 (2004).

<sup>9</sup> Nikita Yadav and V.B. Singh, E- Governance: Past, Present and Future in India, 53 IJCA. 36, 37-38 (2012).

## MODELS OF E- GOVERNANCE

Majorly, there are four type of interactions in e-governance that is described below:

1. Government to Government (G2G) initiatives
2. Government to Citizens (G2C) initiatives
3. Government to Business (G2B) initiatives
4. Government to Employee (G2E) initiatives

The Second Administrative Reforms Commission has explained the above four types of interactions in e- governance in its report titled “**Promoting e- Governance: The SMART Way Forward**” (2008) in the following manner<sup>10</sup>:

1. G2G (Government to Government)- In this scenario, 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.
2. 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, from where to interact with the government and how to interact with the government. The primary purpose is to make the government citizen-friendly.
3. 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.

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<sup>10</sup> Second Administrative Commission, Eleventh Report, Promoting e- Governance Smart Way Forward.

They can also be promotional and facilitative, such as in trade, tourism and investment. These measures help to provide a congenial environment to business to enable them to perform more efficiently.

4. G2E (Government to Employee)- The government is the biggest employer and like any other organisation, it has to interact with its employees on a regular basis. Use of ICT tools helps in increasing the satisfaction levels of employees.

## INITIATIVES OF E- GOVERNANCE IN INDIA

Today the area of e- governance is very wide. E- governance is implemented by the government in almost every field. From urban states to rural areas and from politics to teaching, Governance has spread its roots everywhere. Either its public or private sector, common man or businessman all is largely dependent on e- governance. Here we have presented different initiatives of e- governance in India on national as well as state level.

**A. HISTORY OF E- GOVERNANCE-** In the year 1970, Government of India established the Department of Electronics. It was followed by the creation of National Informatics Centre (NIC) in 1977 and it was the first major step towards e- governance in India as it brought information and its communication in focus. It was the launch of NICNET- the national satellite - based computer network in 1987 that provided the main thrust to India's e- governance program. This was followed by the launch of the District Information System of the National Informatics Center (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the states governments. Thus, in the year 1990 NICNET was extended via the state capitals to all district headquarters. Finally, in the year 1999 a separate ministry of Information and Technology was created. The Information Technology Act was passed by the Indian Parliament in the year 2000<sup>11</sup>.

**B. INITIATIVES OF E- GOVERNANCE AT STATE LEVEL-** Various innovative steps have been taken by several state governments to promote e- governance and they have drawn up a roadmap for IT implementation and delivery of services to the citizens online. Some of the initiatives are listed below:

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<sup>11</sup> Himanshu Sangrola and Rahul Palaria, E- Governance in India, IJET. 318, 318 (2017).

1. **KHAJANE PROJECT (KARNATAKA)<sup>12</sup>**: It is a comprehensive online treasury computerization project of the Government of Karnataka. The project has resulted in the computerization of the entire treasury related activities of the State Government and the system has the ability to track every activity right from the approval of the State Budget to the point of rendering accounts to the government.
2. **PROJECT AKSHAYA (KERALA)<sup>13</sup>**: The project aims to develop computer literacy to the tune of at least one person per household. Secondly, it aims at a service delivery system and service delivery point providing locally relevant information and services. Through this, the government decided to bridge the digital divide and also establish a framework, which would subsequently become viable and provide a sustainable service delivery mechanism for the ordinary citizens.
3. **BHOOMI PROJECT (KARNATAKA)<sup>14</sup>**: Online delivery of Land Records. Self- sustainable e- Governance project for the computerized delivery of 20 million rural land records to 6.7 million farmers through 177 Government- owned kiosks in the state of Karnataka.
4. **GYANDOOT (MADHYA PRADESH)<sup>15</sup>**: It is an intranet- based Government to Citizen (G2C) service delivery initiative. It was initiated in the Dhar district of Madhya Pradesh in January 2000 with the twin objective of providing relevant information to the rural population and acting as an interface between the district administration and the people.
5. **LOKVANI PROJECT (UTTAR PRADESH)<sup>16</sup>**: Lokvani is a public- private partnership project at Sitapur District in Uttar Pradesh which was initiated in November, 2004. Its objective is to provide a single window, self- sustainable e- Governance solution with regard to handling of grievances, land record maintenance and providing a mixture of essential services.

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<sup>12</sup> Karnataka Government, Khajane- Karnatak's Online Treasury System, Karnataka Government (Mar, 15, 2024, 08:20 PM), <https://www.karnataka.com/govt/khajane/>.

<sup>13</sup> Akshaya, Akshaya- Gateway of Opportunities, Kerala Government (Mar, 15, 2024, 08:45 PM), <http://www.akshaya.kerala.gov.in/>.

<sup>14</sup> Bengaluru Urban District, Bhoomi- Comprehensive System of Land Management, Karnataka Government (Mar, 15, 2024, 09:00 PM), <https://bengaluruurban.nic.in/en/bhoomi/>.

<sup>15</sup> Rajat Jain and Shishir K Agarwal, Gyandoot, Electronic Governance (Mar, 15, 2024, 09:30 PM), [https://www.cse.iitb.ac.in/~cs671/web07/web06/web05/submissions/websites/e\\_Governance\\_in\\_India/gyandoot.html](https://www.cse.iitb.ac.in/~cs671/web07/web06/web05/submissions/websites/e_Governance_in_India/gyandoot.html).

<sup>16</sup> Department of Administrative Reforms and Public Grievances, Lokvani in Uttar Pradesh, Govt. of India (Mar, 17, 2024, 03:10 PM) <https://darpg.gov.in/webcast/lokvani-uttar-pradesh>.

6. **PROJECT FRIENDS (KERALA)<sup>17</sup>**: FRIENDS (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services) is a Single Window Facility providing citizens the means to pay taxes and other financial dues to the State Government. The services are provided through FRIENDS Janasevana Kendrams located in the district headquarters.
  7. **E- MITRA PROJECT (RAJASTHAN)<sup>18</sup>**: E- Mitra is an integrated project to facilitate the urban and the rural masses with maximum possible services related to different state government departments through Lokmitra- Janmitra Centers/Kiosks.
  8. **E- SEVA PROJECT (ANDHRA PRADESH)**: This project is designed to provide Government to Citizen and e- Business to Citizen services. The highlight of the e- Seva project is that all the services are delivered online to consumers/citizens by connecting them to the respective government departments and providing online information at the point of service delivery.
- C. NATIONAL E- GOVERNANCE PLAN<sup>19</sup>**: Over a period of time, various number initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of an e- Government. At multiple levels efforts have been made to improve the delivery of public services and simplify the process of accessing them.
- The National e- Governance Plan (NeGP) integrated e- Governance initiatives across the country into a collective vision, a shared cause. A massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.
- “Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the

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<sup>17</sup> Department of Electronics & Information Technology, FRIENDS, Kerala Government (Mar, 17, 2024, 03:30 PM) <https://eitd.kerala.gov.in/en/friends/#:~:text=FRIENDS%20is%20an%20ongoing%20project,visit%20each%20centre%20every%20day>.

<sup>18</sup> E Mitra, About E Mitra, Rajasthan Government (Mar, 17, 2024, 04:15 PM) <https://emitra.rajasthan.gov.in/emitra/about>.

<sup>19</sup> Ministry of Electronics & Information Technology, National e- Governance Plan, Government of India (Mar, 17, 2024, 04:30 PM) <https://www.meity.gov.in/divisions/national-e-governance-plan>.

common man”.

This is a plan comprising 27 Mission Mode Projects (MMPs) and 8 components. This was approved on 18th May, 2006 by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG). In the year 2011, 4 projects- Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 MMPs. NeGP consists of 27 Mission Mode Projects (MMPs) encompassing nine central MMPs, eleven state MMPs and seven integrated MMPs. Various policy initiatives and projects have been undertaken to develop core and support infrastructure. The major core infrastructure components are **State Data Centres (SDCs)**, **State Wide Area Networks (S.W.A.N)**, **Common Services Centres (CSCs)** and middleware gateways i.e. **National e- Governance Service Delivery Gateway (NSDG)**, **State e- Governance Service Delivery Gateway (SSDG)**, and **Mobile e- Governance Service Delivery Gateway (MSDG)**.

The Government had approved the Scheme for establishing **State Wide Area Networks (SWANs)** across the country<sup>20</sup>. Technical and financial assistance are being provided to the States/UTs for establishing SWANs to connect all State/UT Headquarters up to the Block level via District/sub- Divisional Headquarters, in a vertical hierarchical structure with a minimum bandwidth capacity of 2 Mbps per link. Each of the State/UT can enhance the bandwidth up to 34 Mbps between SHQ and DHQ and upto 8 Mbps between DHQ and BHQ depending upon the utilization. SWAN is envisaged as the converged backbone network for data, voice and video communications throughout a State/UT.

**Common Services Centers (CSC)** are multiple- services- single- point model for providing facilities for multiple transactions at a single geographical location. The main purpose of these centres is to provide a physical facility for delivery of e- Services of the Government of India to the rural and remote locations where availability of computers and internet is currently negligible or mostly absent<sup>21</sup>.

**State Data Centre (SDC)** has been identified as one of the important element of the core infrastructure for supporting e- Governance initiatives of National e- Governance Plan (NeGP). It is created for the states to consolidate services,

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<sup>20</sup> Ministry of Electronics & Information Technology, State Wide Area Network, Government of India (Mar, 18, 2024, 03:30 PM) <https://www.meity.gov.in/content/state-wide-area-network-swan-0>.

<sup>21</sup> Himanshu Sangrola and Rahul Palaria, E- Governance in India, IJET. 318, 320 (2017).

applications and infrastructure to provide efficient electronic delivery of G2G, G2C, and G2B services. These services can be rendered by the States through common delivery platform seamlessly supported by core Connectivity Infrastructure such as State Wide Area Network (SWAN) and Common Services Center (CSC) connectivity extended up to village level. SDC would provide many functionalities and some of the key functionalities are Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/ Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc. It would also provide better operation and management control and minimize overall cost of Data Management, IT Resource Management, Deployment and other costs.

- D. NATIONAL E- GOVERNANCE PLAN 2.0<sup>22</sup>:** Government of India accords highest priority to the Digital India programme that is an umbrella programme for transforming India into a digitally empowered society and knowledge economy. The pillars 4 and 5 of the Digital India programme, namely ‘e-Governance: Reforming Government through Technology and ‘e- Kranti- Electronic Delivery of Services’ respectively are directly linked to the **e- Kranti: National e- Governance Plan (NeGP) 2.0.**

It aims at “Transforming e- Governance for Transforming Governance”. There are 44 Mission Mode Projects (MMPs) under different stages of implementation. Further, 10 new MMPs have been added under the e- Kranti/NeGP 2.0 framework. Connecting schools to broadband (e- Education), online medical consultation, online medical records, online medicine supply, pan- India exchange for patient information (e- Healthcare), use of technology to help farmers, in emergency services and disaster management, for strengthening and interconnecting Criminal Justice System, for cyber security- these are some of the MMPs currently underway under e- Kranti.

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<sup>22</sup> Ministry of Electronics & Information Technology, e- Kranti, Government of India (Mar, 18, 2024, 04:00 PM) <https://www.meity.gov.in/content/e-kranti>.

There are following objectives of e- Kranti<sup>23</sup>:

1. To redefine NeGP with transformational and outcome oriented e- Governance initiatives.
2. To enhance the portfolio of citizen centric services.
3. To ensure optimum usage of core Information & Communications Technology (ICT).
4. To promote rapid replication and integration of e- Governance applications.
5. To leverage emerging technologies.

Key Principles of e- Kranti:

1. Transformation and not Translation.
2. Integrated Services and not Individual Services.
3. ICT Infrastructure on Demand.
4. Government Process Engineering (GPR) to be mandatory in every MMP.
5. Cloud by Default.
6. Fast Track Approvals.
7. Mobile First.
8. Mandating Standards and Protocols.
9. Language Localization.
10. Security and Electronic Data Preservation.

One of the key components of the Digital India initiative is e- Kranti. “Transforming e- Governance for Transforming Governance” is the mission statement of e- Kranti. The goal of e- Kranti is to guarantee a comprehensive transformation of the government by providing all services to the public electronically via numerous modalities of integrated and interoperable systems, all while guaranteeing the affordability, efficiency, and transparency of these services.

## CHALLENGES TO E- GOVERNANCE

There still remain many problems in the effective implementation of e- Governance in India. These are examined below<sup>24</sup>:

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<sup>23</sup> Press Information Bureau, Approach and Key Components of e- Kranti- National e- Governance Plan 2.0, Government of India (Mar, 19, 2024, 02:00 PM) <https://pib.gov.in/newsite/printrelease.aspx?relid=117690>.

<sup>24</sup> Raghuraj Khullar, E- Governance in India: Problems and Solutions, 11 IJCR. 607, 608-609 (2023).

- 1. DIGITAL DIVIDE:** The digital divide is the gap between the people, the community, and the businesses that have access to information technology and the people who don't. This digital divide is one of the biggest challenges in the e-governance process in India. Poverty is closely linked to limited information technology resources. A person living below the poverty line can't afford a computer for themselves to benefit from e-government and online services. One of the biggest challenges is that many people in rural areas don't have access to an internet connection through which they can benefit from e-governance. Another problem is that even among people who have an internet connection and have a device to connect to the internet, they hesitate to use the online services. This is partly due to not knowing how to use the online portals. There are also performance-related issues, either related to the application or Internet connectivity, which leads to non-use of e-governance services. Power cut issues in many villages and urban areas also lead to problems in service delivery.
- 2. COST FACTOR:** Cost is a significant barrier to e-Governance implementation in a developing nation like India, where resources are scarce and a major portion of the populace lives in poverty. For those in poverty who are struggling to make ends meet, using the internet can be an expensive endeavor. The digital infrastructure needed for e-governance must be put up with a significant financial commitment. Hardware and network installation and maintenance are quite expensive. The effective establishment, operationalization, and operation of the e-governance system necessitate the requisite political and administrative will to devote resources.
- 3. TRUST:** The challenges of trust are two-fold. First, trust can be defined in terms of users' confidence in new software and trust in the government. Users of any software or technology need to have confidence, comfort and trust in it. Secondly, trust in the government is another very important aspect of trust. Today, citizens are using e-government services, and they have a certain amount of trust in the innovation of e-government. However, there is a risk that any other entity may engage in fraudulent activities for the purpose of money, valuable information and even personal information. In addition, in government offices, valuable information is sometimes overlooked or missed. This is a major factor that erodes trust in e-government among all classes of the economy.
- 4. LACK OF AWARENESS:** There is a general lack of awareness regarding the different e-governance programs of the government. Most of the people still do not know that most of the government functions today can be done online. Whether it is property tax payment,

water tax payment, passport application, birth certificate, death certificate, etc., people are still in the habit of queuing up in the government offices. The government's efforts to create awareness about e-governance are far from satisfactory.

- 5. DATA PRIVACY AND SECURITY:** Then there is the question of data protection and privacy. Many people think that sharing their personal information online with public authorities is not secure. They are worried that their personal information may be used for nefarious purposes. There is also a fear of fraudulent transactions involving the transfer of money. A lack of transparent security standards and protocols can impede the development of projects that include sensitive information such as income, medical information, etc. For citizens to use e-governance effectively, the element of trust, confidence, comfort, and confidence in ICT application is essential.

## **SUGGESTIONS FOR EFFECTIVE E- GOVERNANCE**

- 1. AVAILABILITY OF INTERNET<sup>25</sup>:** The government must make a political decision to embrace computerization and implement it aggressively. The government must make the internet accessible to all the people. Of course, it will require a huge investment to lay the fibre optic cable in every city and village of the country, but the advantages will be immense. Smartphones and computers should also be made available at affordable prices for people to purchase them so that they can use the online services offered by the government. One solution to this problem could be that the government enters into agreements for the leasing of computers.
- 2. AWARENESS GENERATION:** The government should organise awareness-raising camps or awareness-raising workshops at the grass-roots level. The media and citizens' organizations should be involved in this process. The government should organize awareness-raising camps and awareness-raising workshops to inform the public about the different e-government initiatives of the administration.
- 3. EASE OF ACCESS OF E- GOVERNANCE:** Government websites need to be easy to navigate. They need to have a user-friendly interface that is easy to comprehend for the general public. Complicated processes discourage people from utilizing online services.
- 4. TRAINING OF GOVERNMENT STAFF:** The government should create and put in place a proper programme to train the government staff in the e-governance process. The mindset of the government staff, who are accustomed to working in the manual mode,

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<sup>25</sup> Nagaraj K. , E- Governance in India: Issues and Challenges, 7, IOSR-JEF. 50, 54 (2016).

needs to be changed. This is a huge challenge and requires patience and meticulous planning. The government needs to organize workshops, seminars, and training programmes to raise awareness among the employees at all levels.

## CONCLUSION

India's emergence as an emerging economy due to the potential of ICT has had a significant impact on the economy for many years. India's economy has been progressing due to good governance, which was traditionally difficult for the government to provide to its citizens. As a result, the previous and current governments have launched many initiatives to overcome the challenges faced by the government, including Digital India and e-Kranti. However, there are still some challenges that the government needs to address, such as the digital divide between cities and rural areas, poverty, literacy, security and the cost of implementation. All of these issues are of serious concern to the government, which should be investing more in this initiative in order to make it transparent, convenient, safe and citizen-friendly in order to increase people's trust in good democratic governance.

Dr. APJ Abdul Kalam, former President of India and a visionary in the field of e-Governance has aptly summarized the basic challenge lying before the country:

“e-Governance has to be citizen-friendly. Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an e-Governance system for one billion people. It is a big challenge before us.”