

Challenges of E-Governance in Jammu and Kashmir

¹Wasim Akram Zargar, ²Jagbir Ahlawat, ³Mehjabeen Akram Zargar

¹Department of Information technology, Shri Venkateshwara University Gajraula, 244236 India

²Department of Business Administration, Maharaja Surajmal Institute New-Delhi 110058 India

³GWDC Baramulla Jammu & Kashmir 193101 India

Abstract: Online working of a government or availability of its services online to its citizens at their door step is called E-Governance. E-Governance is E-Commerce era approach on-line availability of government services. The era and the methods used in E-Governance challenge offer a roadmap for efficient shipping of offerings on the door step. The allowing function of the Information and Communication technology (ICT) inside the transport of services inside the public and government region has received recognition. As a result, a revolution in phrases of governance is taking region all over. E-Governance assumes extra importance within the context of control of today's governmental structures to achieve rapid growth and stepped forward quality of life. The technology and the methods used in E-Governance undertaking provide a roadmap for efficient transport of offerings on the door step. In today's time the development of any state relies upon at the makes use of E-Governance and also their penetration. Development of any state can be judge by means of the scope of E-Governance in that state. It has ushered in transparency within the governing system; saving of time due to provision of services via single window; reduction in corruption, comfort and empowerment. There are many demanding situations which creating issues for Jammu and Kashmir authorities to run e-governance .In this paper we need to discover the usefulness of e-governance for the government businesses and citizen of Jammu and Kashmir. We need to pick out the sectors those are benefited via e-governance coverage and also offered an exhaustive listing of E-Governance initiatives that is presently being utilized in Jammu and Kashmir.

Keywords: E-governance, ICT, technology, citizens and Jammu and Kashmir.

Introduction

ICT is "Information and Communication Technologies." ICT refers to technology that makes available proper to use to facts at some stage in telecommunications. It is parallel to Information Technology (IT), but focuses primarily on communication technologies. ICT having various communication channels like Wi-Fi networks, cellular telephones, Internet and different. The speedy development and implementation of the Information and Communication Technology is remodeling every aspect of human life.

The goal of E-Governance entails get admission to government statistics and offerings 24 hours an afternoon, seven days per week, in a manner this is focused on the desires of the citizens. E-Governance is based closely at the effective use of Internet and different emerging technologies to receive and deliver information and services effortlessly, quick, successfully and inexpensively. E-Governance helps simplify strategies and makes access to authorities statistics easier. The different expected benefits of e-governance include performance in services, improvement in services transport, standardization of services, higher accessibility of offerings, and greater transparency and accountability. It is handy and fee-effective for the Government additionally in phrases of information storage and get admission to the saved information. The government blessings from reduced duplication of work. In addition, the techniques of data series, evaluation and audit are simplified, and turn out to be much less tedious. In the context of the assertion, a central authority may theoretically pass more towards a true democracy with the right utility of e-governance. With growing challenge about the environment, e-governance has an essential advantage. Online authorities offerings might lessen the need for difficult reproduction forms and for that reason produce massive financial savings in paper, contributing to a greener planet! E-governance holds benefits for the commercial enterprise network too, gambling the position of a catalyst and a channel for e-business, a fact evidenced by using traits within the US and Singapore. But perhaps the unmarried-largest gain of e-governance is its capacity to offer beginning to an entire internet-based economic system.

The reform of presidency administration and the availability of advanced offerings to citizens has long been mentioned as a major criterion for improvement and now a day's power towards e-governance in lots of components of the world may be considered a part of this wider developmental purpose. Although the time period e-governance is broadly speaking used to refer to the use of IT to enhance administrative performance, that is argued to supply different consequences that would deliver upward thrust to improved transparency and accountability of presidency procedures, reflect on the relationship between government and citizens and assist build new spaces for residents to take part of their overall improvement [1]. The great majority of e-governance assessment suggestions have tended to attention at the deliver-facet advantages of ICT infrastructure and on the identity of constraints in the structure of institutions in growing international locations. For example, Heeks [2][3] bases his analysis of preconditions needed at strategic and tactical levels for e-governance initiatives in growing countries on 'networked readiness' criteria. These criteria initially formulated on the Harvard Centre for International Development outline a framework of 5 interrelated categories with 19 subtopics where a grading of each subtopic into one among 4 stages affords an indicator of every countries e-Readiness in phrases of get right of entry to ICT infrastructure and in phrases of the socio-economic and political establishments which exist to assist get admission to and usage of the generation [4]. Unnithan's [5] evaluation of e-governance

initiatives in South India focuses on the volume of network insurance and established order of ICT infrastructure. The assessment approach followed is context-particular and IDRC studies have discovered that there is a widespread difference in the measurement of actual advantage among groups in Asia and Latin America. Other research have mentioned the impact of e-governance initiatives on administrative reform and in phrases of changes in believe family members among the government and citizens inside the context of India [6].

Andrew Gilmore and Clare D'Souza [7] the paper presents an exploratory examine of categorization of on-line carrier within the public sectors. Results is that e-governance still have demanding situations because it serves to the billions of the people and it is not viable to satisfied them authorities can reduce complains with proper planning and planned steps. Findings is that the venture of e-governance to serve a thousand million humans need to no longer fail to be a sizable focus of the government and each feasible step need to be undertaken to harness its delivery be it in the carrier or technological area. Anand Agrawal, Pragma Shah and Varun Wadhwa [8] they have studied approximately the excellent of the governance on line offerings. In the locating element they have got proposes a comprehensive version for the first-class size for measuring excellent of the electronic governance. They have advocated a two degree design combining which covers qualitative and quantitative research strategies to broaden the dimension model. Rahul De [9] the paper mentioned particularly about the priorities prevailing caste corporations determine e-governance. They have studied thru the three case studies of India which might be used to behavior a evaluation and those consists of Bhoomi initiatives from Karnataka, the Gyandoot task from Madhya Pradesh, and the VKC assignment from Puducherry. All three are information kiosk-based totally projects for imparting e-governance offerings for residents dwelling in villages and rural regions. Sunil K. Nikam [10] this take a look at conducted for find out the usefulness of e-Governance projects in agriculture area of India. He thinks that the agriculture is the maximum important vicinity which definitely required development in India because India is the country in which extra than 70% residents are dependent on agriculture and dwelling in rural areas. E-governance affords right guiding principle and improves the productiveness and excellent of the agriculture merchandise. He has analyses numerous tasks of the authorities. Hence it's far critical to expand this location of the financial system. Proper use of ICT can improve the productivity and the satisfactory of the rural merchandise. It's having one of a kind integration with the numerous departments related to agriculture it's provide aid to these departments.

Definition of e-governance

E-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between government-to-customer (G2C), government-to-business (G2B), government-to-government (G2G) as well as back office processes and interactions within the entire government framework.[11]

E-Governance is nothing however use of net generation as a platform for changing records, offering services and transacting with residents, organizations, and other hands of presidency(government). E-Governance presents a sound method to strengthen typical governance. It can't best enhance accountability, transparency and performance of presidency processes, however additionally facilitate sustainable and inclusive boom. E-Governance also provides a mechanism of direct delivery of public services to the marginal segments of the society in the remotest corners, while not having to cope with intermediaries [12].

SCOPE OF E-GOVERNANCE

It has the following main dimensions:

1. Government to Citizen: - This will purpose at connecting citizens to government by means of speaking to residents and supporting responsibility, by way of paying attention to citizens and supporting democracy, and by using improving public offerings. It will involve higher services to the citizens through single point shipping mechanism and will contain areas like:

- Payment of online bills such as electricity, water, telephone bills etc.
- Online registration of applications.
- Copies of land-record.
- Online filling of complaints.
- Availability of any kind of online information.

2. Government to employees: - This will increases the transparency between government and its employee. Here, employee can keeps a check on the functioning and working of government and government can keeps on its employees. Information that can be shared by this is:-

- All kind of data submission(attendance record, employee record etc) from various government offices is done by this model
- Employee can file all kinds of complaints and dissatisfaction by this model.
- All kind of rule- regulation and information for employees can be shared by this.
- Employees can check their payment and working record.
- Employees can register all kind of working forms online.

3. Government to Government: - This can also be referred as e-Administration. It will involve networking all Government offices so as to produce synergy among them. The major areas are:

- Sharing of information between police department of various state.
- Government document exchange which includes preparation, approval, distribution, and storage of all governmental documents is also done through e-governance.
- Most of the finance and budget work are also done through e-governance.

4. Government to Business: - It will involve the following services

- Collection of taxes.
- Rejection and approval of patent is also done by this model.
- Payment of all kind of bills and penalty.
- Sharing of all kind of information, rules and data.
- Complaints or any kind of dissatisfaction can be shown by this.

Benefits of E-governance in Jammu and Kashmir

1. Fast, Convenient and Cost Effective Service Delivery

With the appearance of e-Service delivery, the authorities can offer records and services at lesser charges, in reduced time and with extra convenience. For example, after the computerisation of land information in Jammu and Kashmir, farmers can get a copy of their Records of Rights, Tenancy and Crops (RTC) within half-hour, as towards 30 days that it used to take in earlier. Moreover, a printed reproduction of the RTC at kiosks costs 15 only, as in opposition to heavy bribes that one needed to pay earlier.

2. Transparency, Accountability and Reduced Corruption

Dissemination of statistics through ICT increases transparency, ensures responsibility and forestalls corruption. An improved use of computer systems and net primarily based services improves the notice ranges of citizens approximately their rights and powers. This helps to reduce the discretionary powers of government officials and curtail corruption. For instance, land registration necessities in Jammu and Kashmir after computerization may be completed within an hour with none legitimate harassment or bribes.

3. Increased Participation by People

With easy access to the government services, the faith of the citizens in the government will increase and they will come forward to share their views and feedback. Increased accessibility to information will empower the citizens and will enhance their participation by giving them the opportunity to share information and contribution implementation of initiatives. Service provided by these projects are as:-

- 1 Availability of medicines
- 2 Special health camps
- 3 Facilities at Angan-wadi centers.

E-GOVERNANCE IN HEALTH

Various projects:-

1. Online Vaccination Appointment for International Traveller: - Citizen centric application for the cause of vaccination of the humans proceeding overseas and issuance of International Health Certificate but till now it is not implemented in Jammu and Kashmir.

2. SMS based Integrated Disease Surveillance System: - It's far an SMS based totally Integrated Disease Surveillance System enables to record the occurrences of disease, wide variety of persons affected from the region of occurrences right away to the concerned authority, Started in Jammu & Kashmir during FY 2006-2007 under NSPCD (National Surveillance Programme for communicable Diseases).

3. Hospital OPD Appointment: - Hospital OPD Appointment System is another welfare measure that can make life of citizens (patients) simpler but it is not implemented in hospital till date.

4. NLEP (National Leprosy Eradication Program): - NLEP is web based application developed for monitoring of leprosy cases in Jammu and Kashmir State.

5. HEALING: - it is a Health Information system for Jammu and Kashmir Government which is developed and implemented in some Medical Health & Family Welfare department.

E-GOVERNANCE IN EDUCATION

Providing primary schooling (elementary, primary, secondary) to students

- Providing computer education to youngsters
- Results for 10th & 12th classes
- Information on eligibility for “Distribution of books” scheme.

Various projects:-

1. Online Scholarship Management System:-It is meant for the purpose of distribution of scholarships and fees reimbursement.
2. AISES (All India School Education Survey):- this project is started by Jammu and Kashmir government. This project is used for surveying the number of schools in district. Census.
3. VHSE Examination Management System:-it has been developed to handle pre-examination related activities of the vocational higher secondary education.

Challenges of E-Governance on Jammu and Kashmir

Although the government of Jammu and Kashmir has come up with several initiatives to facilitate the access to public services, the favoured consequences are yet to be absolutely realised. This may be largely attributed to numerous front-end and back-end demanding situations that the authorities face. Front-end Challenges relate to consumer-particular troubles along with, high illiteracy degrees, non-availability of user-friendly interfaces, inadequate power supply in rural areas, low broadband penetration and most significantly, lack of awareness of e- Governance tasks. On the alternative hand, lower back-end demanding situations relate to technical, process or human resource problems inside the government. These problems consist of lack of structures integration within a department, loss of integration throughout the Jammu and Kashmir government departments, limited expertise of using computer systems at numerous ranges of paperwork and deployment of generation without right procedure re-engineering.

Conclusion

There are numerous demanding situations for the implementation of e-government in Jammu and Kashmir. These Challenges are like low literacy, lack of awareness, low broadband penetration, loss of device integration inside a department, and all different reasons. A vision is required to implement the e-governance in Jammu and Kashmir. To meet the vision the Challenges inside the implementation of e-government need to be overcome. Then the surroundings desire to be evolved for the powerful implementation of e-governance in Jammu and Kashmir. We are able to say that e-Governance is the important thing to the “Good Governance” for the growing states like Jammu and Kashmir to minimize corruption, offers efficient and powerful or excellent offerings to citizens of Jammu and Kashmir.

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