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E-Government Mission Mode Projects (Mmps) In India

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ABSTRACT

E-governance is more than just a government website. E-strategic governance's mission is to support and simplify governance for all involved parties: government, citizens, and entrepreneurs. ICTs are used to interconnect all three parties as well as to support procedures and activities. To put it differently, electronic means enable and stimulate effective governance in e-government. Electronic governance tools promote and promote better governance. Therefore, the objectives of e-governance are similar to the objectives of good governance. Good governance can be seen as an exercise of economic, political, and administrative authority to better manage affairs of a country at all levels. It is not difficult of a country level. One of the mission mode projects at the state level is the e-district initiative of the department of electronics and information technology (DeitY), the Ministry of communication and information technology (MCIT), and the government of India. The project's goal is to help a basic administrative unit, namely "district administration," generate material for G2C services. Which of the three infrastructure pillars, the state wide area network (SWAN) for connectivity, the state data centre (SDC) for secure and fail-safe data storage, and common service centres (CSCs) as the primary frontends for service delivery services to citizens at their doorstep, would be optimally leveraged and utilised.

Keywords:ICT, E-district, G2C, G2B, G2G, E-Governance, Orissa Computer Application Centre (OCAC). State wide area network (SWAN), common service centres (CSCs).

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LIST OF ABBREVIATIONS

No.	Full Form	Abbreviation
1	Information and Communication Technology	ICT
2	Government to Citizens	G2C
3	Citizens to Government	C2G
4	Government to Businesses	G2B
5	Government to Government	G2G
6	Information Technology	**IT**
7	Orissa Computer Application Centre	OCAC
8	Governance Services Ltd	OeSL
9	National e-Governance Plan	**NeGP**
10	Mission mode project	**MMP**
11	Common Service Centers	**CSC**

12	State wide area networks	SWANs
13	State data centres	**SDCs**
14	Ministry of Electronics and Information Technology	MeitY
15	Ministry of Communication and Information Technology	MCIT
16	Computer-aided Registration Department	CARD

CHAPTER 1

INTRODUCTION

INTRODUCTION

The term "e-governance" is becoming popular day by day. There has been a discussion going on about e-governance around the world. As socioeconomic concerns become more prevalent, each government has begun to extending its administration from bottom to top levels to address a variety of socioeconomic, science and technology, and other challenges through the extensive use of electronic equipment (ICT). Both developed and emerging economies around the world use a wide range of electronic gadgets to improve the efficiency, transparency, and accountability of government administration In the context of India, which is one of the world's most populous countries, world's most democratic, demographically, and geographically diverse countries, as previously said, there is still a gap in the use of government services among its enormous population. Furthermore, there are still issues relating to the socio-economic situation in the country unemployment, poverty, education, health, banking, and business, to name a few issues in the country. As a result, the Indian government has been initiating many programmes to address these issues with minimal government and maximal control via significant usage of electrical devices To this end, each state in the country has launched a number of initiatives (e-governance projects)to provide timely services to its massive population. Despite this excellent approach, the difficulties mentioned above are preventing e-governance from achieving its full potential. The development, initiatives, issues-challenges, and future pr of e-governance in India will be discussed below.

With the introduction of government websites in the late 1990s, the term "e-Government" was coined. The use of Information and Communication Technologies (ICTs) to give citizens and organisations more accessible access to government services and information is referred to as e-Governance or "electronic Governance." To put it another way, E-Government is the use of information and communication technologies (ICTs), particularly the internet, to improve the delivery of government services to citizens, businesses, and government agencies. It does not only apply to the public sector; it also applies to the commercial sector's management and administration of policies and procedures. The usage of the internet not only speeds up the delivery of services, but also increases transparency between the government and the public. However, in underdeveloped countries such as India, where literacy is extremely low and the majority of the population lives in poverty, providing government services to such residents over the

internet is extremely challenging. India's E-Readiness Rank is also very low. E-readiness is described as the ability to enhance one's economy and welfare via the use of information and communication technology. According to the Global Information Technology Report 2012, India's E-Readiness rating is 69, with a score of 3.89 out of ten, indicating that the country's use of ICTs is very limited. There are other aspects like privacy and security related to users' personal information, the digital divide etc. are also huge challenges for the implementation of e-Governance in India.

Government to Citizens (G2C), Citizens to Government (C2G), Government to Businesses (G2B), and Government to Government contacts are the most common in e-governance (G2G). E-Government has the potential to considerably aid the government's transformation into a leaner, more cost-effective entity. It has the potential to improve communication and coordination between authorities at all levels of government, within organisations, and even at the departmental level. Furthermore, by streamlining processes, cutting costs, boosting research capacities, and improving documentation and record-keeping, e-Government can improve the speed and efficiency of operations.

Odisha has identified Information Technology (IT) as a powerful tool for boosting economic activity, improving governance, and fostering human resource development. As a result, they have invested heavily in it and successfully integrated it into the development process, reaping the benefits for their community. These advances have touched the industrial, education, service, and government sectors in Odisha as well, and their impact on diverse applications has grown in recent months. As the digital economy develops, the issue of governance has become increasingly important.

Accountability, transparency, responsiveness, rule of law, stability, equity and inclusiveness, empowerment, and broad-based participation are all examples of governance structures and procedures. E-governance is defined as "the use of information and communication technology to improve the efficiency, effectiveness, transparency, and accountability of information and transaction interchange between government, government agencies, government and citizens, and government and business." Government services would be made available to citizens in a convenient, efficient, and transparent manner through e-governance.

Under the National e-Governance Plan, E-District is a State Mission Mode Project. The project's goal is to target certain high-volume services that are currently not covered by any NeGP MMP (mission mode project) and to computerise the backend of these services so that they can be delivered through Common Service Centers. The infrastructure now being built under NeGP, including SWANs (state-wide area networks), SDCs (state data centres), CSCs (common service centres), and State Gateways, would be appropriately considered in e District's deployment strategy.

At the state level, the Ministry of Electronics and Information Technology (MeitY), the Ministry of Communication and Information Technology (MCIT), and the Government of India have selected the e-District project as one of the missions Mode Projects. The project's goal is to provide support to the basic administrative unit, "District Administration," to enable content development of G2C services that best leverage and utilise the three infrastructure pillars: the State Wide Area Network (SWAN) for

connectivity, the State Data Centre (SDC) for secure and fail-safe data storage, and Common Service Centers (CSCs) as the primary front-ends for service delivery. The e-District portal entails district administration providing integrated and seamless citizen services through workflow automation, back end digitalization, integration, and process redesign. Across participating sections departments for providing services most efficiently to the citizens. The website for E-district (Odisha) is http://edistrictodisha.gov.in/edistrict/

1.1Review of the Literature

The implementations of e-governance project in the context of odisha, Tripathi. V (2007) has explained about the central government's e-governance projects. Author main arguments the set up IT connect screen kiosks at block headquarter during the period of 2004-2007 for transparency, a paperless citizen-centric information-processing centre in the state in the next four year. The government has allocated 75 lakh rupees for establishing kiskos in the budget (2005-06) .the Orissa government hopes to achieve better utilisation. And also one of the important steps towards a citizen –centric integrated IT infrastructure. To introduced the oracle service which support the people of Odisha to interface better with the government, government launched the web site www.odisha.gov.in to access the public but due to low IT knowledge of people they can't access properly this is the other arguments of author. Computerisation of land record. for every petty work they have to go to the district headquarters resulting in long queues , travel expenses and corrupt middlemen. The fact that certain e-governance projects are effective while others are not is worth noting. Some have deadlines, while others are a few years behind schedule. And just a few others are years behind schedule. Satyanarayana, J. (2004) with years ofpractical event in E-Government implementation, offer a masterly analysis of E-Governance and its convenience, part of people, procedure and technology in E-Governance, public-private partnership models, E-Governance, standards, and issues relating to security, digital divide, and cyber law. The nine different case studies in the G2B, G2C and G2G segments considerably enhance the value of his research work. The theoretical aspects are ably exemplified with the help ofdiagrams, screenshots, tables and exhibits. All these features, together with a clear exposition of the principles and practice of E-Government, makes this work a valuable guide and a cherished companion for all practitioners of E-Governance, in the public sector.

According to Sharma, Pankaj (2004) the growth of government structures and operations with Internet technologies to serve citizens, virtual constituents, and the public good is known as e-government. Today's governments are in a state of flux.The necessity to reimaging the governance process itself There are numerous obstacles to overcome. Governments have challenges in putting the E-Government into practise. infrastructure. The issue of cultural disparities, as well as the digital divide, are major concerns. Inequality and a lack of ICT infrastructure

According to Heeks, (2002), one of the crucial aspects that contribute to e-commerce failure In terms of human resources, governance projects are insufficient. Resources. The main causes for this have to do with human resources. Lack of planning and omnipresence has been suggested as reasons for failure.

Corruption in government offices, a lack of transparency, and a lack of accountability policies that are deceptive, etc. Furthermore, in India, e-governance has gained popularity. As a technological enhancement tool; it's been used increasingly. Rather than being a necessary tool for good administration. Skill gap in the human resources or teams deployed on e-governance projects has remained a detrimental factor in the success or failure of e-governance projects in India and elsewhere (Heeks, 2002),Prabhu.C.S.R (2012)basic arguments the growth in the use of e-government is encouraging, his research shows that the majority of this growth is from citizens searching from information online rather than making transactions or providing personal information to government. And there is other discussion is assessment, e-government models, infrastructure and people requirements, data warehousing capabilities in the implementation of e-government initiatives, and project success tactics. The text includes 22 case studies, including 18 from India and four from other countries. Bhoomi, a Karnataka government project, CARD (Computer-aided Registration Department), Smart Nagarpalika (Computerization of Urban Local Bodies or Municipalities), IT in the judiciary, Sachivalaya Vahini (e-governance at Secretariat), e-Khazana (Computerization of Treasury Department), and e-Panchayat are among the Indian case studies (Electronic Knowledge-based Panchayat). Case studies from the United States, China, Brazil, and Sri Lanka make up the international case studies.Mittal Pardeep, Kaur Amandeep (2013)Because the use of information technology is rapidly increasing, the Indian government is putting out a lot of effort to provide e-Government services to its citizens. Despite the fact that the Indian government spends a lot of money on e-Government projects, they are not successful in all sections of the country. People's lack of awareness, their local language, and the privacy of their personal data are all major obstacles that have contributed to India's failure to embrace e-Government. Government must take steps to raise public awareness about e-Government activities so that people can fully benefit from them and e-Government projects can be completed successfully. People's involvement in the implementation process can be quite beneficial. Aggarwal Sandeep (2017)In a country like India, where the bulk of the population resides in rural areas, ensuring the availability of e-governance to the rural people is critical. The use of ICT facilities is becoming increasingly important in e-governance. In this article, we attempt to highlight the challenges associated with the adoption of e-Government in India. The goal of e-governance is to provide citizens with information and services. It also aids them in decision-making, allowing government to be more accountable, transparent, and effective. Effective implementations can bring ICT to Indian citizens and assist the government in aligning its services with changing stakeholder and citizen needs in order to boost the economy. We also take into account the government's different e-governance initiatives. Shrivastav A.K (2015) The Government of India recognises the needs of citizens and has developed the National e-Governance Plan (NeGP) with the goal of making all government services available online services available to the average guy in his neighbourhood, by utilising common service delivery channels and ensuring such services efficiency, openness, and dependability at In expensive prices to meet the basic requirements of the people The average Joe. Odisha state, in conjunction with the GOI's NeGP policy, the administration has also taken a number of novel efforts to advocate e-Government as a tool for IT implementation online delivery of

services to citizens.Netheti, G. S, Shrivastava, A. K,& Shukla, R. (2015).In the local area peoples having lack interaction with official staff or any e-governance service centres. So the basic arguments of authors is how to peoples communicate to official staff to get benefited of e-governance service.And assess all citizen-centric e-governance services available in Odisha in terms of cost, accessibility, scope, and transparency. Sharma, L, & Patni, P. (2012).E-governance is more than just a government website. E-strategic governance's goal is to assist and simplify governance for all parties involved: government, citizens, and enterprises. ICTs can be used to connect all three parties as well as to support procedures and activities. To put it another way, electronic means promote and stimulate good governance in e-government. From the perspective of underdeveloped countries, investigate the legal and infrastructure challenges surrounding e-governance.The Government of India's Department of Electronics and Information Technology (GI) (2012) has pointed. TheE-District programmes, which aim to improve citizen-centric government services in rural India. They have issued a document named "Integrated Framework for Service Delivery," which describes the application's holistic viewpoints, including The scope and coverage of the service, the business reengineering process, and technical details such as the underpinning network software, database, distribution methodology for software, and soon.

1.2: Knowledge Gap

E-governance service available for both the urban area and rural area in India aims to bring about improvements in the delivery of government service. And many researchers study on the metro level but still, no one focus openvillage level e-governance service. So, my research-based village level e-governance service.

1.3: Statement of Problem

With the advent of Information and Communication Technology (ICT), people now have access to faster and better communication, data retrieval, and information use.People in underdeveloped nations like India, where literacy is low and most people live below the poverty line, are unaware of the benefits of e-Government operations and do not utilise information and communication technology to their full potential. There are so many problems in the implementation of e-governance service like Environmentaland Social Challenges, Economical Challenges and Technical Challenges ‘lack of necessary infrastructure.E-Government is the use of information and communication technology (ICT) to provide government services to citizens via the internet**.** If you look the demography of Odisha mostly people living in rural or remote Ares where there is no proper network system. Lack of awareness among the people. Language problem also there is big problem.

1.4: Research Objectives

The main objective of this study is to examine & identify various issues and challenges faced by the people of Odisha availing the services associated with village level entrepreneurs(VLEs). And to describe which service is available under the e-district project of Odisha and to examine how the quality and content of government service delivery can significantly improve with an integrated approach to service delivery. To make an in-depth study of major E-Govemance Projects in Odisha, keeping in view the objectives of the National E-Govemance Plans, to examine the impact of already implemented ICT based project in the state of odisha. To analyse the roles of these project for better citizen services in terms of accountability and Transparency.

1.5: Research Questions

1. How we can make e-governance services more accountability and transparent?
2. How more people can aware about this program?
3. What is the major problem of e-governance service in rural odisha?
4. Why rural people can't aware about this program?

1.6: Research Hypothesis

There is no significant relationship between social and economic conditions such as gender, age and education and e-governance and e-participation.

1.7: Research Methodology

For this study collected data from secondary sources and research Methodology is a qualitative study that analyzes and evaluates the E-district project of Odisha. Sources such as Government documents, articles, books, and journals are the secondary sources that were used to collected data for this study.

1.8: Relevance of the research

Study of e-governance one of the important topic in the current scenario, because now we are in digital era Day by day our government implemented new policy for education, agriculture, etc. Public policy implementation through online, instead of a broad-based program to seamlessly inter wave government workings with information technology, nations struggling to implement internet access, e-government interest and programs that serve society more efficiently.

1.9: Limitation and Delimitation of the study

Due to time constraints in gathering data from the general population, the study would be limited to e-governance services in the state of Odisha alone. For research purposes, common services implemented throughout Odisha have been studied. I only examine services at the E-district level.

Delimitation

The research can be expanded to include e-governance services in all of India's states. The study can be limited to government-to-government and government-to-business e-governance services, including government-to-citizen services.

Theoretical Framework

The way people and businesses used to interact with the government has radically altered in today's world. E-government has the potential to be a game-changer in terms of discovering a new approach to achieve the genuine principles of democracy, namely, government of the people, by the people, and for the people. "E-Government, often known as 'Electronic Governance,' is the application of information and communications technology to government processes in order to achieve SMART (Simple, Moral, Accountable, Responsive, and Transparent) governance. It should be emphasised that there was a time when citizens had no expectations of government officials. However, people now expect a wide range of services as a democratic right, with increased responsibility and openness. . According to the findings of this study, E-Government is a remarkable tool that may be used to meet the needs of the day. E-Government, when implemented correctly, may surely aid us in accomplishing the goals of good governance. However, a lack of public knowledge and political will have hampered its successful implementation. As a result, it is only used infrequently.As a result, many of the E-Government. Projects have resulted in excessive spending and inadequate service delivery. The benefits of e-government are numerous, both for citizens and for the government. To begin with, it speeds up communication. Second, paperless communication eliminates the need for a large amount of stationary, printers, computers, and other equipment. Third, using E-Government makes the governing process more transparent. Fourth, when the governing process is made open, the government becomes accountable by default. As a result, almost all governments are now interested in E-Government and placing a high priority on providing quick and dependable citizen services. As a result, the government of Odisha has made sufficient steps to ensure that the state's information and communication infrastructure is up to date. The Government of Odisha said in its Information and Communication Technology Policy2 2014 that It will make IT more accessible to the general public, bridging the Digital Divide. Widespread IT use would create a system in which residents would receive good governance, with a transparent government making quick decisions through an effective E-Government system.

CHAPTER 2

E-GOVERNANCE IN INDIA

The Indian government deals with a variety of issues that affect people's lives. The government is said to be all-encompassing because it affects people's lives from cradle to grave (healthcare for mothers and children) (payment of pensions, gratuity etc.). Overcrowding, poverty, illiteracy, unemployment, and underdevelopment are all problems and challenges that the government must address.

Defence, foreign policy, communications and infrastructure, land records, law and order, revenue collection, promotion of agriculture, science and technology, international trade, banking, insurance, transportation, social welfare, and family planning are all expected to be handled by the government.

As Indian citizens, we must deal with the government daily. Citizens demand prompt service, courteous treatment, and prompt resolution of complaints and applications. However, this interaction isn't always pleasant. Citizens have a broad opinion that administration quality is worsening day by day, and that governance quality needs to be significantly enhanced. Outside the government, there is a broad perception that the government is enormous, that it lacks direction, that it is unmanageable, that it is wasteful, and that it is indifferent to its citizens. Government officials, on the other hand, continue to believe that they are doing an excellent job and that nothing could be done better. As a result, there is a significant disparity between citizens' expectations and their experiences with government.

Governments in developing countries have discovered, over the last 5-7 years,that information technology can make service delivery more efficient and transparent, save money, and increase comfort and satisfaction, just as business corporations have discovered over the last few decades that information technology can make their service (or product) delivery value chain more efficient, leading to quality improvements and cost savings .In terms of government, the combination of computerization, internet connectivity. Web-enablement, and process re-engineering promise faster and better information processing, leading to fast and better decision making, greater reach and accountability, better resource utilisation, and overall good governance. Citizens should expect improved access to information and government agencies, as well as more effective service delivery and openness in dealings and interactions with the government. The entire paradigm of governance has altered as citizens become more aware of their rights and, as a result, have higher expectations of the government to perform and deliver. Today's government is expected to be transparent in its dealings, accountable for its actions, and quick to respond. As a result, any agenda aimed at promoting good governance must include the use of ICT. It has also led to the recognition that such technology can be utilised to achieve a wide range of goals, resulting in speedier, and more equal and more widespread development.

2.1: Background

The globe has experienced a significant expansion in information technology in the last few years. Heavy-duty computers have been phased out in favour of slimline gadgets and laptops. The convergence of electronics and telecommunications has opened up never-before-seen possibilities for information transmission, storage, and retrieval. Not only in the business world, but also in government, these are becoming more widely employed for decision-making. The terms e-commerce and e-governance have become trendy. With the passage of time, this phenomenon will become even more critical. The overall situation is rapidly shifting. In this context, it's worth pondering what the shape and dimensions of governance in India will be in twenty or twenty-five years: governance in its broadest sense, embracing transnational and national issues, at the state level, and at the cutting edge, i.e. the district and below. Because the clock is ticking and we have already entered the third millennium, it is relevant and opportune to pose such concerns to ourselves. The social strains that an ever-increasing population creates, as well as the immense load it places on civic facilities and socio-economic infrastructure, are significant. The industrialised countries have conducted considerable study into their citizens' requirements and produced what they believe is best for their system, but India has never attempted to track the history of e-governance since the Department of Electronics was established.

With the digital gap crisscrossing the developmental roots, the government needs and citizens' expectations are well balanced in the computerization era. Because most of our literature has been centred on application-based techniques, the author of this paper will look at how Indian contexts and viewpoints clashed in the best interests of success. The efficiency of any e-government programme is determined by thorough research on socioeconomic developments in rural populations. In this article, a review is provided to provide an informed perspective on how e-governance evolved in the Indian setting over decades, transitioning from a solely application-based phenomenon to the function of a catalytic facilitator through interaction. The yearly reports of the Department of Electronics (1970-98), which later became the Ministry of Information Technology (MIT) and then the Department of Information Technology (DIT) (2000-2004), were proven to be quite valuable in carrying out this task. Governments can serve citizens in a more timely, effective, and cost-effective manner thanks to information and communication technology. E-government implementation may face initial citizen resistance, necessitate cultural sensitivity, and alter people' and governments' interactions. Some of the government's opinions have shifted as a result of advances in technology and communication. In the future, states will be allowed more autonomy in the implementation of various initiatives around the country, resulting in a more self-sufficient governing structure.

2.2: Early Computerization history

With the introduction of the World Wide Web in the 1990s, global trends toward the widespread deployment of IT with the help of governments began. Since then, technology and e-governance projects have progressed at a rapid pace. Residents are understanding how to make the most of their new means of access in a variety of ways, thanks to the rise of Internet and cell connections. They've started looking forward to more information and services from governments and companies online, as well as their civic, professional, and personal life, providing ample evidence that the new "e-citizenship" is gaining traction. E-authorities as a periodchanged into officially diagnosed for the primary time withinside the joint record of the National Performance Review and the Government Information Technology Board, Access America: Reengineering thru Information Technology, issued February 3, 1997 (Relyea, 2002). In general, researchers have defined e-trade becauseof the e-governance (Gupta, Kumar & Bhattacharya, 2004). The different competing period is ‘e-authorities’. The difference between e-governance and e-authorities may be a count number of debates. Some worldwide establishments have described e-authorities, at the same time different our bodies have taken up e-governance. Riley (2003) has made a difference among the, primarily based totally on their characteristics. According to him, at the same time as ‘Governance is a manner of describing the hyperlinks among the authorities and its broader environment - has created a distinction between them, based solely on their qualities. 'Governance is a way of characterising the interconnections among the authorities and their broader environment - political, social, and administrative,' he says, and 'government's main process is to cognize society on achieving the general public interest.' As a result, he defines 'e-authorities' as including digital provider delivery, workflow, balloting, and productivity, while 'e-governance' includes digital consultation, controllership, engagement, and digital societal advice. Leaving aside established variances within the means of such terms, those expressions are frequently employed interchangeably in practise. E-authorities appear to be a popular period in North America and Europe, but e-governance is more well-known in the majority of components of Asia.The term e-governance is a well-known preference in India, and it is used in everyday conversation as well as government papers. Because the setting of this remark is Indian organisations, this article's pick is also Indian..

The Indian government's technological experience can be separated into two stages. The first phase began in the late 1960s and lasted until the early 1970s, while the second began in the late 1990s. In the beginning, Internal government applications, with a concentration on Central Government requirements in defence, research, economic monetary and planning, and certain data-intensive activities such as elections, censuses, and tax administration, were all supported by IT. The first phase (from the 1960s to the 1990s), sometimes known as the 'Pre-Internet Age,' saw just the computerization of core government activities, with no connectivity to allow for integration. The use of computers in the pre-Internet period, however, was divided into three stages: Stage I, II, and III, as shown in the diagram.1 in Figure 2 depicts a decade's worth of progress. Early attempts at e-governance marked the start of the 'Internet era,' which began in the late 1990s. The National Informatics Centre (NIC), established in the early 1970s, played a

key role in the development of e-government applications. E-governance has seen the deployment of IT for a greater range of sector-specific applications as a result of the governmental emphasis on reaching out to rural areas and incorporating growing inputs from NGOs and the commercial sector. International donor agencies such as the Department for International Development (DFID), the G-8, the United Nations Development Programme (UNDP), and the World Bank have been increasingly interested in e-governance for development.

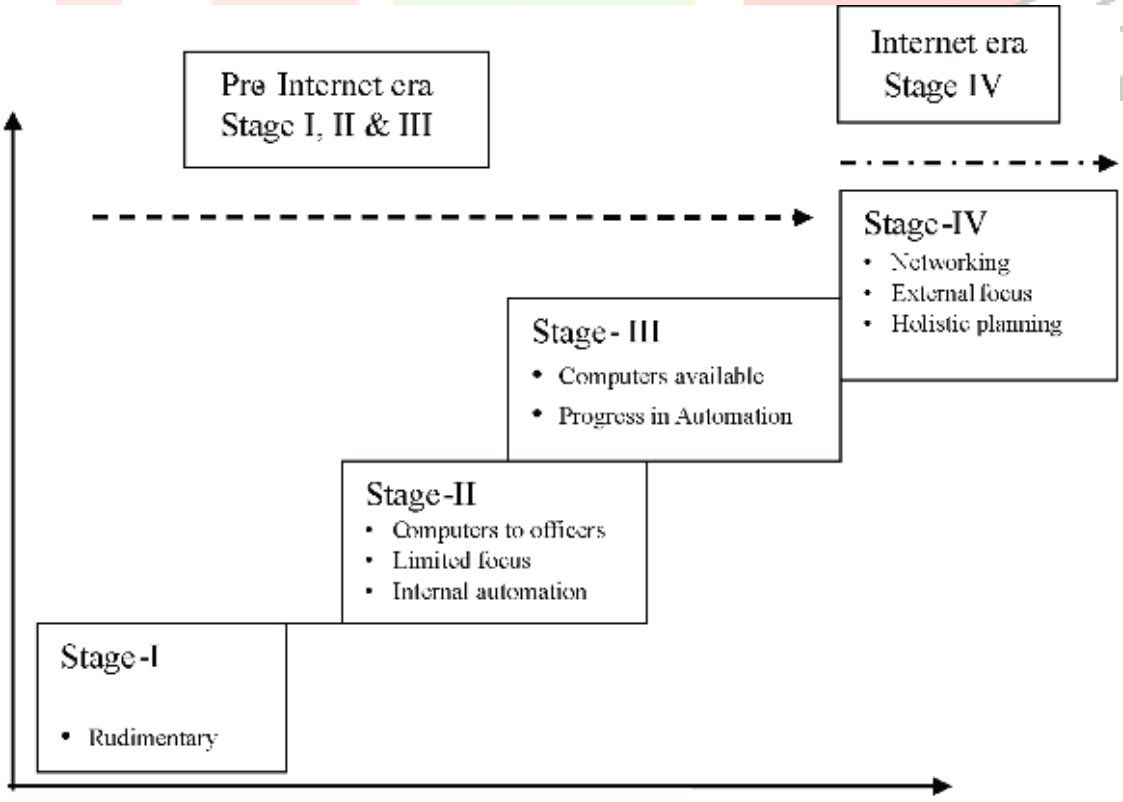
A detailed discussion of the various stages of evolution is given below:-

2.1Stage-I

2.3: Early Initiatives (1961-70)

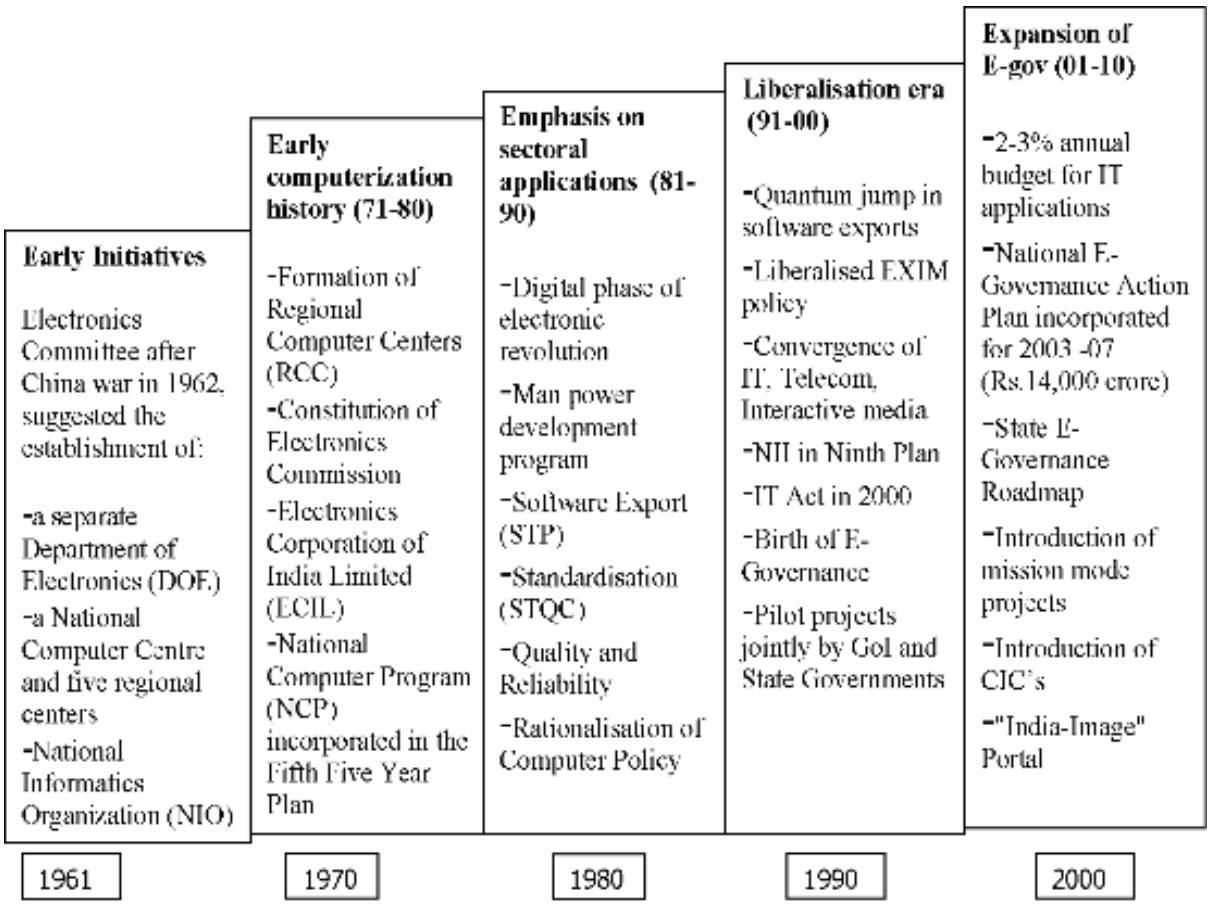
Following the 1962 war with China, the Indian government recognised the benefits of a good indigenous electronics base for security and national development and to established the Electronics Committee (also known as the Bhabha Committee) under the chairmanship of the late Homi J Bhabha, a renowned nuclear scientist, to assess our country's electronic component requirements (sources of supply, manufacturing, and equipment). The Committee emphasised computers as tools for "the development of a new worldview and a new scientific culture" in its 1966 report, suggesting the establishment of a National Computer Centre and five regional Computer Centres. Gupta, M.P. (2010)

Figure 1. A four-stage process of use of computers in government



Adapted from Gupta, M. P. (2012). Tracking the evolution of e-governance in India. In Technology Enabled Transformation of the Public Sector: Advances in E-Government (pp. 46-58). IGI Global.

Figure 2. Over the decades, the Indian e-governance system has evolved.



Adapted from Gupta, M. P. (2012). Tracking the evolution of e-governance in India. In Technology Enabled Transformation of the Public Sector: Advances in E-Government (pp. 46-58). IGI Global.

At a National Conference on Electronics in 1968, Dr Vikram Sarabhai, the then Chairman of the Electronics Committee, recommended the formation of the National Informatics Organisation (NIO) to realise the goal of a self-reliant electronics industry. The National Institute of Health (NIH) was founded in 1970. Recognizing the necessity for rapid progress in this area, India's government created the Department of Electronics (DOE) on June 26, 1970, in order to become more self-reliant and integrated. The department reported directly to the Prime Minister as a scientific department.

i. In February 1971, the government established the Electronics Commission (EC), which was chaired by M.G.K. Menon, who was both the Secretary of Department of energy and the Chairman of the Electronic governance .

ii. In October 1971, the Electronics Commission established an Information, Planning and Analysis Group (IPAG) with N. Seshagiri as its Director for policy formulation and implementation in the field of electronics, including the computer industry, through meaningful, effective, and in-depth studies.

iii. The Department of Electronics' headquarters were in Delhi. while the Electronics Commission's were in Mumbai (Bombay). The IPAG, as part of the Electronics Commission, was located in Mumbai. In addition, a call for proposal was issued for the establishment of

public sector enterprises for the manufacture of equipment. As a result, Bharat Electronics Limited (BEL) and Hindustan Aeronautics Limited (HAL) were formed (HAL).

iv. Computers were acquired by International Computers Limited (ICL), IBM World Trade Corporation - assembling 1901 systems by BEL.

v. The Department of Atomic Energy manufactures a small computer: TDC-12.

2.4: Decade of Years 1971-80

Initiatives in two primary directions have marked this decade. One of the goals was to make the electronics industry self-sufficient. The Department of energy became the primary federal agency for evaluating and approving all electronic data processing equipment, computers or machines, Electronic desk calculators (EDCs), and other electronic devices after a presidential directive in 1975. Since enough strength had been built up in previous years through current initiatives, the department of electronic (DOE) was primarily concerned with consolidation. The goal was to time it to coincide with the fifth five-year plan (1974-79). The National Advisory Commission on Electronics (NACE) was established in 1973 to enable the exchange of ideas and mutually beneficial contact among all interested parties in the field of electronics, both inside and outside government. IPAG established technical panels to focus on the production of radar, television, and other electronic devices. Electronic Desk Calculators (EDC), and Semi-Conductor Devices were given the green light to complement the needs of telecommunication equipment. The second main focus was on computers, which included laying the groundwork for the National Informatics Centre (NIC), which would connect all government agencies. Starting as a small project funded by a UNDP project in the early 1970s, NIC began operations in 1977 and has since grown to become one of India's informatics organisations under the DOE, to develop methodologies for designing and implementing the National Information System (NIS) in Government and Associated Agencies for appropriate operations. The NIC's long-term goal, approved by the Planning Commission, is for The Ministry of Finance and the Electronics Commission are working together to "determine the feasibility of a system for providing detailed information to government ministries and agencies to assist them in making decisions about the country's economic and social development planning and programme implementation." According to the DOE's Annual Reports for 1976-77 and 1977-78, NIC's mandate was to:

i. Provide this informatics service to various user agencies in the Government

ii. Play a promotional role in creating appropriate information systems in the Government

iii. Act as a focal point for developing, managing and operating information systems in Government.

iv. Serve as a focal point for developing strategies for developing and implementing national information systems and data management techniques.

v. Assist with the maintenance of primary data inventories and computer-based data gathering and dissemination systems.

vi. Train users in information systems, data management and computing techniques.

The National Informatics Centre(NIC) has set up a countrywide satellite-basedvery small aperture terminal(VSAT) network (NICNET) to facilitate 'IT-led development,' the first of its kind among developing countries, connecting around 540 District Administrations, 26 State Secretariats, and 7 NCT/UT Administrations. The NIC is currently the only government organisation in India that provides network services over C-band and Ku-band (TDMA, FTDMA, and SCPC) VSATs, Wireless Metropolitan Area Networks (MANs). the Local Area Networks (LANs) with NICNET gateway for Internet resources, to promote economic, social, scientific, and technological activities, as well as the government's "macro-economic adjustment programme." Agriculture, Construction and Transportation, Education and Manpower, Energy, Finance, Industry, Small-Scale Industries, Socio-Economic indexes, Trade and Investment were among the ten information systems that the NIC aimed to establish. Media, and Government Archival Information. With this, the NIC embarked on a grandiose mission to develop various national databases for use in planning and decision making by the government.

The NIC's organisational structure includes its headquarters in New Delhi; State Units in each of India's 28 state capitals, in practically all of the country's districts, there are 7 Union Territory Headquarters and District Centers. The Organization has a huge pool of highly skilled technical personnel. A vast number of Application Divisions operate at NIC Headquarters, which provide complete Informatics Support to the Central Government's Ministries and Departments. Nearly all of the Central Government's Ministry Bhawans and Apex Office. Including the Prime Minister's Office, the Rashtrapati Bhawan, and the Parliament House, have NIC computer cells.

2.5: Stage II 1980-1990

1980-1990 is a decade that spanned from 1980 to 1990. What we witness today is India's unqualified success as an information technology powerhouse, with an annual turnover reaching 50 billion dollars, which has its roots in various programmes launched by Prime Minister Rajiv Gandhi during his administration from 1985 to 1990 as part of his 'Technology Mission.' Rajiv Gandhi was a staunch supporter of computerization and the application of information technology to national development. When he came to power, he saw the informaisation of Indian society as a viable path to progress, launching a huge computerization initiative in the public sector. Sectors in commercial enterprises as well as administrative departments. The use of technology has been acknowledged as a means bringing about generational shifts in our long-standing system procedures and delivery systems that affect the masses, particularly in rural areas. As a result, numerous new programmes in communications, defence, space, agriculture, computerization, and planning have been established. Water, literacy, immunisation, oil-seeds, dairy development, and telecommunications Technology Missions were created to bring new missionary zeal and management skills to issue solutions. By the end of his term, large-scale computerization programmes, such as railways, banking operations, and schools, had made great

headway. The emphasis on information technology for creating wealth and supporting development remained in the 1990s. As a result of his policies, the United Nations was established. In 1990, the Education and Research Network (ERNET) was established to serve the Indian academic and research community. ERNET now connects over 750 organisations, including universities, academic institutions, R&D labs, and some non-governmental organisations, with over 80,000 users. It has a reputation as one of the country's most competitive networks and Internet service providers. With state-of-the-art network infrastructure, the country's terrestrial backbone will be upgraded to 8/32 Mbps data rates. To supplement its terrestrial backbone, ERNET has built a Satellite Data Network. In the country, there are more than 100 Time-division multiplexing (TDM) Time Division Multiple Access (*TDMA*)in use. In addition, the Satellite Network is being improved to meet the ever-increasing demand for asymmetric Internet traffic. Over this satellite WAN, dedicated SCPCs channels ranging from 64Kbps to 2Mbps are also being built. Standardization Testing and Quality Certification (STQC) was founded in 1980 in response to a need for cutting-edge technology-based quality assurance services to help the IT sector flourish. In addition to testing and calibration services, STQC provides quality assurance and conformity evaluation services in the IT sector. It also provides value-added services in the IT and software sectors, such as information security, software testing/certification, and the development of a national level assurance framework.

2.6: Stage III 1990-2000

From 1990 through 2000, there was a decade known as the 1990s. This was a moment of globalisation, and large-scale policy and structural changes were unavoidable, having a significant impact on the Indian IT industry. Imported hardware and software costs were drastically reduced, resulting in a significant increase in software exports. Software development approaches changed away from mainframe programming and toward manufacturer-specific operating systems and languages, resulting in a more distributed workstation-based development environment. This made it possible to create programmes that were independent of hardware and coding methods. The introduction of the Internet in the mid-1990s made it easier to separate services such as software maintenance and email management from the location where the software was installed. In addition, telecommunications regulatory improvements in 1999 brought up new opportunities for domestic firms India’s knowledge economy got a further boost from the privatization of technical education. The enormous pool of technically qualified labour available in India is a major draw. During the ninth plan, the country's technical and management education sector saw a massive expansion in the number of institutions. The All India Council for Technical Education (AICTE) has approved the establishment of around 1715 institutions across India. Engineering, technology, architecture, town planning, pharmacy, applied arts and crafts, and other studies are available at these universities. According to a study published by the Ministry of Human Resource Development (MHRD), there were only 46 engineering colleges and 53 polytechnics in 1947, with a total annual intake of 6240 students. During successive plan periods, special care was taken to ensure private participation, resulting in a rise in the number of AICTE-approved technical institutions to 4791, with an increase in the number

of AICTE-approved technical institutions with an increase in the number of AICTE-approved technical institutions with and In 2001-2002, 677,728 students have enrolled annually (Source: MHRD1). Aside from that, there are around 322 universities, 1,500 research organisations, and 10,428 higher education institutions that produce 3.56 lakh engineering graduates and another 3 lakh post-graduates from non-engineering colleges. In addition, India awards 21 lakh, other graduates, each year. China generates even more, according to the above source: 7 lakh technical graduates. In a similar vein, whereas India generates 5,000 PhDs each year, China produces over 9,000. But, for the time being, India has an advantage since, unlike China, it produces English-speaking scientists. As a result, multinational corporations (MNCs) find it easier to integrate Indian experts into their R&D teams.

Except software programmes, India has become the leading source of knowledge specialists. It aided the development of Information Technology Enabled Services (ITES) or outsourcing in particular. Companies all over the world are looking to India as a profitable location to move their high-end support services due to the availability of a highly trained and competent workforce. Medical transcription was one of the first services to be outsourced, but business processes such as processing, medical billing, and customer service began to be outsourced towards the end of the 1990s when multinational corporations established wholly-owned subsidiaries to meet their parent companies' offshoring needs. American Express, GE Capital, and British Airways were among the first companies to enter the Indian outsourcing sector. The Indian government also identifie the ITES sector as a vital contributor to economic growth, prioritising FDI attraction in this area by establishing 'Software Technology Parks' and 'Export Enterprise Zones.' Benefits such as tax holidays, which are common in the software business, were extended to the ITES/BPO sector. Through its surveys and conferences, the National Association of Software and Service Companies (NASSCOM) have provided forums for the diffusion of knowledge and research in the industry. NASSCOM serves as an 'advisor, consultant, and coordinating organisation' for the ITES/BPO business and serves as a liaison between the industry and federal and state government committees. The ITES/BPO industry's zealous advocacy resulted in the inclusion of call centres in the 'Business Auxiliary Services' section, ensuring service tax exemption under the Finance Bill. In comparison to prior years, the ITES-BPO segment saw a 54 percent increase in revenue in 2003-04. Exports of ITES generated US$ 3.6 billion in revenue, up from US$ 2.5 billion in 2002-03. During the years 2003-04, the ITES-BPO market proved to be a key potential for job seekers, employing roughly 74,400 extra people in India. In 2004, the number of Indians employed in the ITES sector increased to 245,500. M.P Gupta (2010)

This was also a time when several government projects were launched, many of which were spearheaded by dedicated government employees. The 'Gyandoot' initiative, which means 'Messenger of Information,' was one of the most talked about. It was a community-owned, self-sustaining, and low-cost Intranet project that provided citizens. in Dhar's rural district with services such as agriculture produce auction centre rates, online application registration, on-line public grievance redressal, a rural e-mail facility, village auction site, on-line matrimonial site, and information about government programmes (Madhya

Pradesh). Due to infrastructural and power back issues, this project was unable to materialise and was eventually abandoned. Another individual initiative was the Tiruvarur District of Tamil Nadu's online initiatives, which envisioned the computerization of all government data. Later, this was adopted as a model for the e-district mission mode project, which was to be implemented across the country. The success of 'E-Seva,' a citizen services initiative for urban populations in Andhra Pradesh's capital city, and 'Bhumi,' a project to computerise land records in Karnataka state, instilled a lot of confidence in the state's numerous interfaces with residents. This piqued the attention of the business sector in participating in these projects. Prime Minister Vajpayee initiated some key policy measures in 1998, which resulted in a flurry of programmes for the e-enablement of government ministries and related governance projects. The process started with the formation of a high-powered national IT task force, which issued 108 recommendations. As a result, a separate Ministry of Information Technology was established in 1999, and the IT Act of 2000 was passed to foster the country's IT industry's growth. M.P Gupta (2010)

2.7: Stage IV the Rise of E-Governance after 2000

The most significant development was the Indian Parliament's passage of the Information Technology Act of 2000. The Act's goal is to provide a solid foundation for e-government and e-commerce. It provided legal protection and aided the spread of e-governance. Electronic records, for example, among other things, are legally recognised, digital signatures have the same validity as a written signature, and a notification in an electronic gazette is considered a real notification.

This act will also help with e-governance by allowing citizens to access public information; make online payments for various bills and dues.File statutory documents online, and file complaints, concerns, andrecommendation. In the case of government contracts, the online facility can be utilised to form a partnership with the appropriate agency. The internet service allows citizens to file their income tax returns. Citizens will benefit from the availability of internet services. The government's many departments can be computerised and centralised, with responsibility for proper maintenance falling to an organisation such as the National Informatics Centre.

To give effect to these provisions, the Indian Penal Code of 1860, the Indian Evidence Act of 1872, the Bankers' Books Evidence Act of 1891, and the Reserve Bank of India Act of 1934 have all been revised. The "e-justice system" is now consistent with these statutes thanks to these revisions.

The eco-system of e-governance apps quickly expanded with a focus on residents and enterprises, thanks to the World Wide Web and the availability of legislative regulations. As a result, there was a substantial shift in thinking and approach to IT in Stage IV, with a greater emphasis on reaching out to both rural and urban populations. As networking capabilities improved, 'dumb' computers became functional. Office work could be shared among staff with the use of e-mails by officials and the transfer of files. Software programmes geared toward governments and external users began to emerge, with a special focus on

reforming government and enhancing services. New ideas for integrating multiple government agencies began to emerge to give users ease, time savings, and cost-effectiveness.

The government has authorised a policy of giving 2 to 3% of each federal ministry's IT budget. In addition, the government of India budgeted $3.2 billion for e-government applications in the country's tenth five-year plan (2002-2007). The Minister announced a national e-governance plan (NEGP) on May 16, 2006, with a budget of 33000 crores rupees, to create the right governance and institutional mechanisms, establish core infrastructure and policies. To the implement several Mission Mode Projects (Table 1) at the centre, state, and integrated service levels to create a citizen-centric and business-centric governance environment. Aside from mission mode initiatives, the national e-governance programme (NEGP) includes the establishment of a State Wide Area Network (SWAN), a State Data Center (SDC), and 100,000 Community Service Centres (CSC) to serve a cluster of six villages around the country and provide a variety of services. Every Indian state currently has an information technology policy in place and is involved in the development and implementation of new projects in a number of government organisations, including land records, agriculture, finance, insurance, banking, and education. In September 2007, the Indian government announced an ambitious city-specific e-Government programme that will encompass 323 cities across the country. Citizens will be able to issue the birth and death certificates, pay property taxes, water and power bills, and submit building plans online, anywhere and at any time, using these e-Government services. In the 11th five-year plan, the cabinet committee on economic affairs (CCEA) approved a project of Rs 787 crore (2007-2012).

The NEGP also includes a provision for an India Portal, which will serve as a hub for all government websites, allowing for one-stop, non-stop delivery of public services and service diffusion. Despite these advancements, the level of web portal utilisation is not encouraging. The limited use of portals can be attributed to some causes, including a lack of awareness, a lack of promotion by government agencies, a traditional mindset, and so on (Gupta et al., 2004).

The National e-Governance Plan (NeGP) encourages public-private partnerships in a variety of essential projects (Community Services Centers, State Wide Area Networks, and State Data Centers) as well as Mission Mode Projects (MMPs). This would ensure financial and technical expertise, as well as project sustainability, accountability, and stability. The Department of Information Technology (MIT) has explicitly declared that this is one of the main agenda items (Ministry of Information Technology, 2006). PPP has progressed through a variety of cooperation structures. BOO (Build-Own-Operate-Transfer), BOT (Build-Operate-Transfer), and BOOT (Build-Own-Operate-Transfer), joint ventures, private finance initiatives, partial privatisation through partnering with a strategic investor, and so on are examples of these concepts. The choice of a model will be influenced by a variety of circumstances, to establish a relationship that combines public sector responsibility with private sector efficiencies to share risk. The PPP concept helps all of the parties involved. Table 2 shows the benefits to various stakeholders, according to Gupta et al (2004).

IBM, Tata Consultancy Services (TCS), CMC Limited, 3i Infotech, e-Govservices, and other companies are heavily involved in such arrangements. TCS built and maintains the largest and most successful project, MCA-21 (Ministry of Corporate Affairs). Other corporations are involved in agriculture, commercial taxes, e-District, employment exchange, land records, municipalities, panchayats, police, property registration, road transport, and treasuries, to name a few. In addition to these, there are more efforts.

Table 1. E-Government mission mode projects of India (Source: mit.gov.in)

	Mission Mode Projects	Line Ministries/ Departments responsible
Central Government		
01	Income Tax	Ministry of Finance and Central Board of Direct Tax
02	Passport Visa and Immigration Project	Ministry of External Affairs and Ministry of Home Affairs
03	DCA2	Department of Company Affairs
04	Insurance	Department of Banking
05	National Citizen Database	Ministryof Home Affairs and Registrar General of India (RGI)
06	Central Excise	Department of Revenue and Central Board of Excise and Customs
07	Pensions	Department of Pensions and Pensioners Welfare and Department of Expenditure
08	Banking	Department of Banking
State Government (tentative, to be finalized in consultation with the States		
01	Land Records	Ministry of Rural Development
02	Road Transport	Ministry of Road Transport and Highway
03	Property Registration	Department of Land Resources
04	Agriculture	Department of Agriculture and Cooperation
05	Treasuries	Ministry of Finance
06	Municipalities	Ministry of Urban Development and Poverty Alleviation
07	Gram Panchayats	Ministry of Rural Development
08	Commercial Taxes	Ministry of Finance
09	Police (UTs initially)	Ministry of Home Affairs
Integrated Services		
01	EDI (E-Commerce)	Ministry of Commerce and Industry

02	E-Biz	Department of Industrial Policy and Promotion / Department of Information Technology
03	Common Service Centres	Department of Information Technology
04	India Portal	Department of Information Technology and Department of Administrative Reforms and Public Grievances
05	EG Gateway	Department of Information Technology

CSC, e-BIZ, e-COURTS, e-Procurement, Electronic Data Interchange (EDI) For Trade (eTrade), National e-Government Service Delivery Gateway, and India Portal are all integrated MMPs. (www.india.gov.in).

There have been projects that have failed despite being hyped up, such as 'Gyandoot' in Madhya Pradesh, India's central state. The large initiative 'Community Information Center (CIC)', which began in 2002 with a budget of 200 crore and much hoopla by the Ministry of Information Technology in Assam and the North-Eastern states of the country, is also battling to survive. In the North East, there are 487 such centres, with 219 in Assam. Nomita Das2, who conducted a field study of these projects in January 2007, enumerated the issues that these programmes confront.

Table 2. Benefits to different stakeholders out of PPP

Different Stakeholders	
Benefits to Government	**Benefits to Private partners**
• Knowledge of specialist organisations available for e-governance projects • Financial participation from outside sources • Better 'Risk management • Project management skills available • Choice of partners, according to their competencies and skill-sets • Government can concentrate on their core activities • Technological hassle of running, maintaining	• Exposure, learning and richness of experience in working with the government • Knowing government-customers, who are different • Serving the wider community and getting an opportunity to work for the poor and downtrodden, leading to a sense of satisfaction

and upgrading services have taken off the heads of the government • Better feedback from the users	• Chance to experiment with various technologies, business and revenue models in a different environment • Development of additional competencies and skills • Steady source of revenue, to boost companies' performance • Boosts employment opportunities in the private sector • Improves chances of getting an international contract, based on experience in the government
Benefits to Citizens/ users • Time and/or cost savings • Users are more confident in the service delivery • Users get the best of the state-of-the-art technologies • Parity between public and private services • Empowerment of citizens • Better customer care	**Benefits to Society/Community** • Better utilization of government funds and other scarce resources • A close relationship between the government and community of users • Better quality of life • Development of a competitive IT industry • Employment generation easing the pressure on governments • Increase in e-readiness factors • Training in IT available to the people and others • Promotion of knowledge society through e-governance

2.8: E-Governance Project in India

The information technology revolution, now global phenomenon, has prompted communities and governments to adopt IT-based social, educational, and administrative systems. India, as one of the early adopters of the information technology revolution, has achieved significant progress in e-governance. Let's have a look at some of the projects per state/union territory.

Table 3: E-Governance Project in India

State/Union Territory	Initiatives covering departmental automation, user charge collection, delivery of policy/programme information and delivery of entitlements
Andhra Pradesh	e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online—Onestop-shop on the Internet, Saukaryam, Online Transaction processing
Bihar	Sales Tax Administration Management Information
Chattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
Delhi	Automatic Vehicle Tracking System, Computerisation of website of RCS office, Electronic Clearance System, Management Information System for Education etc
Goa	Dharani Project
Gujarat	Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice
Haryana	Nai Disha
Himachal Pradesh	Lok Mitra
Karnataka	Bhoomi, Khajane, Kaveri,Mahiti, Smart Card System
Kerala	Akshaya, BhuRekha,E-Srinkhala.RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP State Agricultural Marketing Board (Mandi Board) etc
Maharashtra	SETU, Online Complaint Management System—Mumbai
Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
Tamil Nadu	RasiMaiyams–Kanchipuram Application forms related to public utility, tender notices and display
Arunachal Pradesh,	Community Information Center. Forms available on
Manipur, Meghalaya	the Meghalaya website under schemes related to

Mizoram & Nagaland	social welfare, food civil supplies and consumer affairs, housing transport etc.
West Bengal	Computerisation of land records, which started as a small pilot project in the District of Bardhaman, has since been extended to all other districts in West Bengal
Assam	E-Udyog Ratna, VIDHAN Magistracy Case Management System, PARISHODH, NATHI-AWASTHITI,GRIHA-LAKSHMI
Tripura	e-Suvidha - Service Facilitation Centre (SFC), ransport Information System.
Jharkhand	e-NagrikSeva,Common Service Centre, Gyanshila.
Uttar Pradesh	e-Scholarship, Koshwani, Bhulekh, Koshwani
Odisha	Bhulekh - Land Record Web portal of Odisha, E-Shishu, ITIMS,e-Abhijoga, e-district,e-Literacy
Chandigarh	e-Jan Sampark, e-Sampark, Gram Sampark

2.9: Objectives of E-Governance

The objectives of e-governance are

1. One of the main goals of e-governance is to make all government information available to the public in the public interest.
2. Establishing a cooperative structure between the government and the people, as well as seeking support and advice from them and informing the government about their concerns, is one of its goals.
3. Increasing citizen participation in the government process and encouraging it.
4. E-Governance strengthens the country's information and communication technology and electronic media, to increase the country's economy by keeping governments, people and enterprises in sync with the modern world.
5. Establishing transparency and accountability in the governance process is one of its key goals.
6. Cut spending on information and services by the government.
7. To explain role of ICT in education.
8. define E-Learning, its features and benefits
9. Talk about the tools for creating E-Learning media and communicating with others.
10. Describe teleconferencing, including its benefits and drawbacks.
11. discuss EDUSAT and its usage; and
12. Discuss online examination and E-Learning standards.

2.10: Features ofE-Governance

The concept of e-governance has been demonstrated to be a potent way of public service in the modern day. Observing how e-governance works can reveal some of its characteristics.

1. **De bureaucratization**: The gap between the people and the government in all government services is reducing as a result of e-governance, and people's reliance on the bureaucracy is also considerably reduced.
2. **E-Services: The provision of services over the Internet is its key characteristic. As a result, we obtain services like G2C, G2B, G2E, and so on. This is previously covered in the 'forms of governance' section.**
3. **International Services**: All essential services can be delivered to citizens who are working or living outside their country through e-governance.
4. **Economic Development**: With the development of e-governance, diverse information such as import-export, company registration, investment circumstances, and so on is now accessible over the internet. Time is saved, procrastination is reduced, and economic dynamism is increased as a result.
5. **Reduce inequality**: Anyone can obtain knowledge and empower themselves using e-governance tools. Knowledge is power in today's globalised world, and e-governance tools empower us by giving pertinent information at minimal cost, effort, and time.

2.11: Concept and Definition of e-Governance

The letter "e" stands for "electronic" in e-Government. Thus, e-Governance is defined as the use of information and communication technology (ICT) to carry out the functions and achieve the goals of government (Information and Communications Technology). The reason that governments all over the world are rapidly turning to 'e-Governance' is that governance has gotten more complicated and varied in recent decades, and citizens' expectations of government have risen dramatically. ICT provides effective data storage and retrieval, immediate information transmission, processing information and data faster than manual methods speeding up government processes, making timely and informed choices, enhancing transparency, and imposing accountability. It also aids in expanding the government's reach - both geographically and politically.

The welfare of citizens is the primary goal of governance. While one part of governance is focused on ensuring that all citizens' legal rights are protected, another is concerned with ensuring that all citizens have equal access to public services and share in the benefits of economic progress. The government is expected to be able to perform its functions more efficiently thanks to e-Government. This, however, would necessitate the government changing itself – its methods, viewpoint, laws, rules, and regulations,

as well as how it interacts with residents. It will also necessitate government capacity building and citizen education about e-Government.

Some people objected to the use of ICT in government during the early phases. Some believed that computerization would not function in the complex government structure and that computerization would result in job losses. There were also severe worries about the ability of government officials at all levels to use computers. Fortunately, all of my fears were unfounded. Today's software solutions are flexible enough to handle even the most difficult situations. The machine-human interaction is now much more user-friendly thanks to modern technology. The IT and Information Technology Enabled Services (ITES) sectors have created millions of jobs while also greatly increasing the services offered by government entities like banks, airlines, and railways. As a result, e-Government is no longer a pipe dream. In fact, for a government in a country like India — with 1.2 billion people, over 600,000 villages, and a growing economy coupled with citizens' growing aspirations for a better quality of life — using information technology to improve government processes has become not only vital but essential, and without it, it would be extremely difficult, if not impossible, to serve its citizens efficiently and transparently and ensure greater participation.

E-Governance is the application of information and communication technology to government functions in order to achieve "SMART" governance (Simple, Moral, Accountable, Responsive, and Transparent). This would typically entail government agencies using ICTs for any or all of the following reasons.

- Information exchange with residents, corporations, and other government departments
- Better and faster delivery of government services
- Reducing costs / increasing revenue
- Re-structuring of administrative processes and improving quality of services

Although the term 'e-Governance' has gained popularity in recent years, there is no universally accepted meaning. This term is defined differently by different governments and organisations depending on their goals and purposes. Instead of 'e-Governance,' the term 'e-Government' is sometimes used. E-Government attempts to make interactions between the government and citizens (G2C), government and businesses (G2B), and inter-agency ties (G2G) more friendly, convenient, transparent, and affordable.

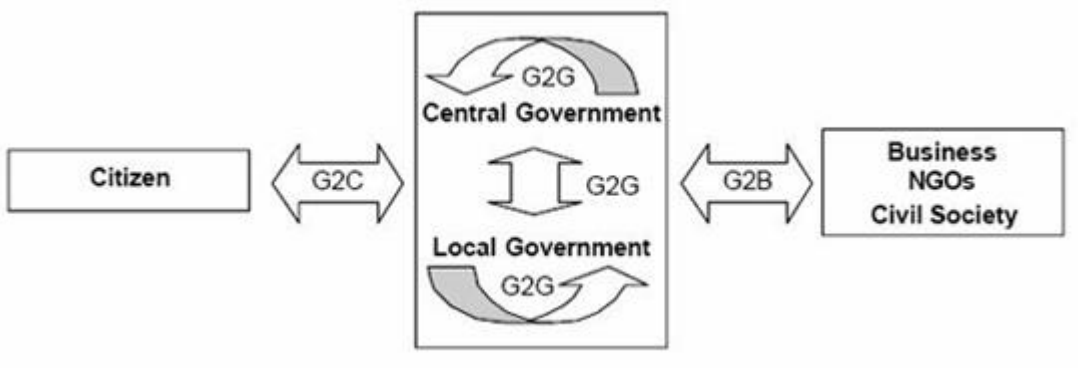
The goals of e-Governance are

- Better citizen service delivery
- Establishing a culture of transparency and responsibility
- Providing individuals with information that empowers them
- Governments have become more efficient.
- Improve the business-to-business and industry interface

2.12: Interactions between main groups in e-Governance

- These interactions may be described as follows:

Figure3.Service Integration.



- **G2G (Government to Government)** –In this scenario, ICT is being utilised not only to restructure the governmental processes involved in the running of government institutions.Butalso to increase the flow of information and services inside and between them. This type of contact occurs only inside the realm of government, and it might be horizontal.I.e. between different government agencies and functional areas within an organisation, or vertical. I.e. between national, provincial, and local government agencies and levels within an organisation. The major goal is to boost efficiency, productivity, and output.
- **G2C (Government to Citizens)** –In this example, the government and citizens collaborate to establish an interface that allows citizens to profit from the effective delivery of a wide range of public services. On the one hand, this increases the availability and accessibility of public services while also improving the quality of such services. It gives residents the option of connecting with the government whenever they want (24 hours a day, seven days a week), where they want to contact with the government (service centre, unattended kiosk, or their home/workplace), and how they want to interact with the government (e.g. through the internet, fax, telephone, email, face-to-face, etc). The major purpose is to make government more accessible to the public.
- **G2B (Government to Business) –**Here e-Government tools are utilised to help the business community – producers of goods and services – interface with the government in a more seamless manner. When engaging with the government, the goal is to remove red tape, save time, lower operational expenses, and create a more transparent corporate environment. Transactional G2B initiatives include in-licensing, permits, procurement, and revenue collection. In areas like trade, tourism, and investment, they can also be promotional and facilitative. These measures assist in creating a welcoming climate for businesses, allowing them to operate more efficiently.
- **G2E (Government to Employees) –** The government, by far the largest employer, must contact with its employees on a daily basis, just like any other institution. The interaction between the

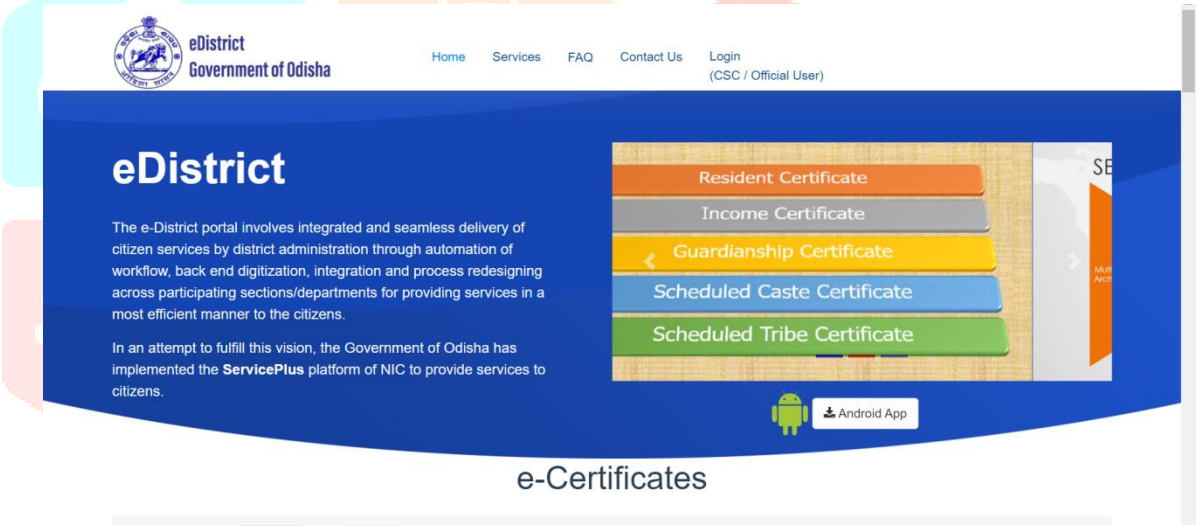
organisation and the employee is a two-way street. The usage of ICT technologies speeds up and simplifies these interactions.

CHAPTER 3

E-GOVERNANCE E-DISTRICT PROJECT IN ODISHA

3.1: About the E-district Project

E-District is a State Mission Mode Project under the National e-Governance Plan. The project's purpose is to computerise the backend in order to enable specific high-volume services that are presently not covered by any MMP under the NeGP. These services will be provided via Common Service Centers. The process of implementation The District's strategy would appropriately take into account the extant infrastructure. SWANs, SDCs, CSCs, and State Gateways are all being developed under NeGP.Citizen centric services listed by the State under the Project, whose backend is to be Taken up for enabling content development for delivery through the CSCs.



Web Portal for E-District https://edistrict.odisha.gov.in/

The concept envisions the creation of Citizen Facilitation Centres that will function as front-ends around the country. At the District, Tahsil, Sub-division, and Block levels, each of these Centres will operate. For service delivery, Common Services Centres (CSCs) would build village-level front-ends. Birth and death certificates, as well as other certificates such as caste, are available through the system.Mahapatra, Padmalaya(2015)

G2C interactions are inextricably linked through districts. Therefore, the computerization of these front-ends will make it easier for the government to roll out G2C services. Citizens to the government. The E-District project as a whole is led by Government of India's Department of Information Technology.E-District is a State Mission Mode Project under the National e-Governance Plan. The project's purpose is to computerise the backend in order to enable specific high-volume services that are presently not covered by any MMP under the NeGP. These services will be provided via Common Service Centers. The

implementation procedure The District's strategy would take existing infrastructure into consideration appropriately. Under NeGP, SWANs, SDCs, CSCs, and State Gateways are all being created. The State has specified citizen-centric services under the Project, the backend of which will be used to enable content generation for delivery through CSCs. Padmalaya, Mahapatra (2015) District Administration in the context of E-district refers to the administration set-up led or coordinated by the District Collector / Magistrate including Subdivision / Tehsil / Block / Village level units responsible for delivery of services and information. For services coverage under E-District, government services like passport etc which are purely and exclusively administered through the line department directly, should not be considered.

The back end of a service is made up of the departments that are involved in delivering it. A hybrid backend is one in which the backend is partially digitised and electronically enabled, with a combination of manual interaction. The Government of India has authorised the National e-governance Plan (NeGP), which is in line with the National Common Minimum Programme's aim of implementing e-governance on a large scale. The National e-governance PlanNeGPvision aims to “Make all Government Services accessible to the common manin his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man”.

Under the NeGP, the cabinet has identified and approved 28 Central, State, and Integrated Mission Mode Projects (MMPs), as well as 8 support components, to enable and facilitate the rapid implementation of e-Government throughout the country, with a focus on service delivery. According to the implementation approach, a designated line ministry or department would establish the MMPs' service and service levels, as well as develop specific criteria for accomplishing them. NeGP envisions three pillars of E-Government infrastructure for delivering "web-enabled" anytime, everywhere access to information and services across the country. State Wide Area Networks (SWAN). State Data Centers (SDCs) for secure and fail-safe data storage. Common Service Centers (CSCs) as major service delivery front-ends are all examples. Infrastructure for XML-based middleware at the SDCs is also critical for the delivery of e-services. E-District is one of 27 Mission Mode Projects (MMP) under the Department of IT's National e-Governance Plan (NeGP). E-District's is to provide support to the fundamental administrative unit, "District Administration," in order to enable content development of G2C services that effectively leverage and exploit the three infrastructure pillars to deliver services to citizens at their doorstep.

3.2: E-District Objective

E-District is one of the 27 National e-governance Plan (NeGP) Mission Mode Projects under the Department of IT, Government of India. E-District's goal is to help the basic administrative unit, the "District Administration," generate content for G2C services that best leverage and exploit the three infrastructure pillars to deliver services to citizens at their doorstep.

The scheme has been formulated on the premise that

a. Districts are the principal delivery unit for the majority of citizen services.

b. Quality and content of Government Service Delivery can significantly improve with an integrated approach to service delivery.

c. Capacity building of the district administrative functions and processes will enhance efficiency and accountability in service delivery.

d. The services which would be delivered would have automated workflow and would perforce involve significant process redesign.

e. A Central data repository would be created at the district level, whereindata and information would be collected, stored, retrieved, used andexchanged in an efficient manner at all levels.

f. Enabling backend computerization for delivery of G2C services will ensure optimal leveraging and utilization of the core and support infrastructure such as Common Service Centers, State Data Centre, State-wide Area Network and Service Delivery gateway at the SDCs.

3.3: E-District Coverage and Scope

The scope for the Project is to be defined with reference to the set of services of the district administration that would be taken up under the Project.

1. The E-District Scheme focuses on e-enabling the delivery of the majority of citizen-centric services. that are administered by the District Administration.
2. Timelines: The scheme will be implemented in two Phases:
   a) In Phase I Pilots would be undertaken covering 1-2 Districts of a State and
   b) In Phase II the Project would be rolled out across the State after successful implementation of the pilot.
   c) Phase I would be completed within 18 months from the date of approval of the pilot project report. Phase II will be completed within 2 years from the date of sanction of the state-wide rollout.
3. The first step in the implementation of the E-District MMP (Phase I) would be to identify the pilot district and finalize the list of services that are to be taken up under the Project.
4. It is proposed that a minimum of six (6) services to a maximum of ten (10) services can be undertaken under this Project.
5. At the national level, a core list of six services has been identified, which will be implemented by all States that agree to participate in the e District MMP. At its discretion, the state can add up to four more services .
6. In States where all or part of the services in the core list (Para 3.4) have already been e-enabled (data for the same is substantially digitized, workflow automated and the services are provided

through an IT front end) by the State, then to the extent, the state may select other services, subject to a maximum of 10 services in all.

3.4: List of core services relating to e-district:

- **Revenue and disaster management department**

  Issue ofCertificates including Domicile, Nativity, Caste, Marriage, Income,SEBC, Solvency, OBC, guardianship, employment, asset, legal heir etc.
- **directorate of horticulture**

  Seed license (district), seed license (state), and nursery registration.
- **Energy department**
  - Candidates Qualified In The Examination For Issuance Of Scc
  - Candidates qualified in the examination for the issuance of a Workman Permit
  - Chartered Electrical Safety Engineer Authorisation on Examination basis
  - New Contractor License
  - Renewal Of Contractor License
  - Temporary Contractor License
  - Workman Permit on Exemption basis
  - Time Extension Of Temporary Contractor License
  - Renewal of Supervisor Certificate Of Competency
  - Renewal of Workman Permit
  - Supervisor Certificate of Competency on an exemption basis
  - Approval for DG Set Installation
  - Approval for DG Set Installation on Emergency Basis
  - Inspection of Electrical Installation Other Than DG Sets
  - Inspection of Electrical Installation Other Than DG Sets on Emergency Basis
  - Renewal of Chartered Electrical Safety Engineer Certificate
  - Issue of Chartered Electrical Safety Engineer Authorization on Exemption Basis
  - Filling of Quarterly Return By Chartered Electrical Safety Engineer
  - Drawing Approval Of Electrical Works Installation
  - Testing of Insulation Tester and Earth Tester
  - Testing Of Single Phase Energy Meter/ CT (up to 650 V) PT (up to 33 kV)/ Transformer Oil
  - Testing of Three Phase Energy Meter/CT above 650V/PT above 33KV

- **Directorate of animal husbandry and veterinary services**
  - Animal Health Certificate Under The ARD Sector
  - Support to Farmers for setting up Sheep,Goat,Broiler,Pig Units
  - Post-mortem Reports and Insurance Documents for an insurance claim of animals
  - Risk Management and Insurance coverage for Large and Small Animals
  - Support to Farmers for Broiler Farming (500 Birds Capacity) under Deep Litter System in Individual Mode
  - Support to Farmers for New Poultry Layer Units in Cage System Farming 1000 Bird Capacity
- **Directorate of fisheries**
  - Registration certificate and fishing license under OMFRA
  - Renewal of fishing license under OMFRA
  - Brackish water pond development through the excavation of new tanks
  - Intensive fresh-water aqua-culture through the excavation of new fish ponds
  - Online registration of brackish water farm and hatcheries
  - Online renewal of registration of brackish water farm and hatcheries
  - Popularization of Fisheries Machinery/ Equipment / Implements
  - Promotion of bio-floc technology for intensive shrimp and fish farming
  - Promotion of polylining technology for intensive shrimp farming
- **Odia language literature &cultural department**
  - Ravindra Mandap Booking
  - Utkal Mandap Booking
  - BhanjaKala Mandap Booking
- **Health & family welfare**
  - PC & PNDT
- **Higher education**
  - Authentication of original educational qualification
- **School and mass education**
  - Issue of Duplicate Marksheet (CHSE)
  - Authentication of Original Certificate OR Marksheet
  - Provisional Certificates
  - Transfer certificate by elementary/secondary schools
- **High Court**
  - Issuance of online MEMO
- **COVID-19 pass during the lock down time**
- Odisha university of agriculture and technology bhuebaneswar (cards for TVCC hospital system)
- **Panchayati raj & drinking water department**

Police, Revenue, Distribution System, Road, Treasury, Irrigation, Social Welfare ,Woman& Child, Public, Transport, Disaster Relief…

CHAPTER 4

E-DISTRICT PROJECT IN ODISHA

ISSUES AND CHALLENGES

In India, there are a so many of barriers to e-government deployment. Environmental and Social Challenges, Economical Challenges, and Technical Challenges are the three categories in which they might be classified. These difficulties are detailed below..

4.1: Social Challenges

- **Different Language:**India is a place where people of many different cultures and religions live side by side. A wide range of languages are spoken by people from distinct states. Because e-Government apps are built in English, the language diversity of people is a big barrier to adopting e-Government programmes. Furthermore, the majority of people may be unable to communicate in English. As a result, the government faces a challenge in building e-Government apps that can be used across the country and are acceptable to users of all languages.
- **Low Literacy:**Under the Department of IT's National e-Governance Plan (NeGP), E-District is one of 27 Mission Mode Projects (MMP). E-mission District's is to provide support to the fundamental administrative unit. "District Administration," in order to enable content development of G2C services that effectively leverage and exploit the three infrastructure pillars to deliver services to citizens at their doorstep.
- **Low IT Literacy:** The Indian populace is largely illiterate, and those that are educated lack expertise of information technology (IT). The vast majority of Indians have no idea how to utilise computers. So, how can e-Government programmes be executed successfully in India with such a low level of IT literacy? We may say that IT illiteracy is a major impediment to India's e-Government implementation. As a result, Indian residents must first be taught how to use information technology.

- **Recognition of applications:** Another significant obstacle is individuals' acceptance of e-Government services. It is a problem to make all residents aware of the services provided by e-government and to gain their trust in it so that citizens are willing to embrace these services.

- **User-friendliness of government websites**: Users of e-Government applications are frequently non-experts who may be unable to operate the applications properly. Such users require assistance in determining the best course of action for their purchases. As a result, government websites must be user-friendly so that a growing number of people can access them. As a result, these websites have

the potential to be more effective. Only if government websites are developed in a more user-friendly fashion will they be more accessible to those who are not IT experts.

- **Services are not accessible easily:** The notion of e-Government promises enhanced government efficiency and effectiveness, but these objectives will only be realised if the service is made available to all residents. As a result, every service should be available to everybody at any time and from any location. Even though Internet users are increasing, a large portion of the Indian populace is still unable to participate in e-Government activities for a variety of reasons, such as limited access to information and communication technologies and equipment. As a result, as part of their universal access goals, the government must provide internet connections through public terminals.
- **Confidence in technologies provided by the government:** The usage of e-Government to accomplish public administration functions necessitates the user's confidence and comfort with the technology. He must also have faith in the technology with which he is interacting. Even the government should take steps to ensure that users can trust the technology they are given. The government must strike a balance between guaranteeing that a system avoids fraudulent transactions and the burden of doing comprehensive checks on trustworthy persons.
- **Separation:**The distinction between individuals, communities, and businesses who have and do not have access to information technology. The scarcity of information technology resources is intimately linked to economic poverty. Poverty prevents people from accessing e-Government and other online services because they cannot afford a computer and an internet connection. Separation can be created by a variety of factors, including economic distress and a lack of public knowledge. Even some of India's wealthier citizens are unaware of the scope and services provided by e-Government. To effectively implement e-Government programmes, the Indian government must take steps to decrease this gap.
- **Struggle to Change:** Many constituents' apprehensions about switching from a paper-based to a web-based system to engage with the government can be explained by the struggle to change phenomena. Citizens, employees, and corporations may all have biases about how transactions should be handled. The changes that occur as a result of the use of ICT cannot be ignored by government bodies and public policy administrators. One method toward alleviating some of this struggle is to educate people about the benefits of the new system.
- **Population**: The largest hurdle in executing e-Government programmes in India is the country's population. Although population is seen as a benefit to the country, it also presents some obstacles, such as forging individual identities. Individuals in India do not have a distinct identity, despite the Indian government's efforts to provide such an identity to its population. Apart from that, estimating the population, maintaining an updated database of all Indian nationals, and then offering e-governance services to the entire population are all huge issues.

- **Lack of integrated services**: The majority of e-governance services provided by state and federal governments are not integrated. Its main cause could be a lack of communication between various government departments. As a result, information held by one department has no or little value in the eyes of other government departments.
- **Lack of awareness in people:**The majority of Indians are unaware of the advantages of e-Government services. Even the government does not place a high priority on public awareness of e-Government initiatives. The implementation of e-Government projects is complicated by a lack of awareness.
- **Lack of awareness in people**:The majority of Indians are uninformed about the benefits of electronic government services. Even the government does not give public awareness of e-Government programmes a high priority. A lack of awareness hinders the implementation of e-Government projects.

4.2: Economical Challenges

- **Cost:**In developing nations like India, where a large portion of the population lives below the poverty line, cost is one of the most significant barriers to e-Government deployment. Politicians are also uninterested in implementing e-Government. Implementation, operational and evolutionary maintenance duties all cost a lot of money. These expenses must be low enough to ensure a favourable cost-benefit ratio.
- **Applications must be transferrable from one platform to another:** Hardware and software platform agnostic e-governance applications are required. As a result, these apps can run on any platform, regardless of hardware or software, and can be transferred between platforms. These programmes may also make it easier for other administrators to utilise data.
- **Maintenance of electronic devices**:Because information technology changes at such a rapid pace, it is difficult for humans to stay up. Regulations and characteristics of various devices may change, and the system in place must be able to accommodate all of the new requirements. In a continually changing technical world, maintenance is critical for long-term systems.
- **Low per Capita income**: The amount of a country's annual income provided to each citizen in terms of money is referred to as per capita income. If the annual national revenue is divided equally among all persons, this is the amount that each person receives. When compared to other countries, India has a low per capita income. As a result, citizens are unable to pay government-provided internet access, making e-governance deployment problematic.
- **Limited financial resources**: The Gross Domestic Product (GDP) is a measure of a country's economic and national revenue. The entire market value of all final goods and services produced inside a country during a given time period is referred to as GDP. The Gross Domestic Product (GDP) of a country is a measure of its economic strength. India lacks the financial resources to implement and maintain successful e-Government initiatives.

4.3: Technical challenges

- **Interoperability:**Interoperability refers to the ability of systems and organisations of varying quality to work together. In order for new and old applications to work together, this attribute must be included in e-Government apps.
- **The scale of applications**: Scalable e-Government projects must be planned from the start. Because e-government is intended to affect every citizen in the country, e-government apps must be scaled enough to engage with each individual.
- **Multimodal Interaction**: Multimodal interaction allows a user to interact with a system in a variety of ways. If consumers can access an e-Government application from a variety of devices, it will be more effective.
- **Privacy and Security**: The privacy and security of an individual's personal data that he or she supplies to get government services is a major barrier to e-Government implementation. When e-government initiatives are implemented, some effective steps must be adopted to protect people's sensitive personal information. The growth of e-Government initiatives that contain personal information such as income, medical history, and so on may be hampered by a lack of security standards.
- **Scope of applications:**The first step in developing a solid application is to clearly define its scope, after which everything else follows. For accurate execution of e-Government projects, the applications provided by e-Government and their scope must be known in advance.
- **Tried and tested technologies**: Technology tends to get out of date very fast. Our government may not be in a position to buy new servers every year. So, it is better and safer to use technologies and products which are tried and tested for longer periods of time than using the latest ones.
- **Geographical problems:** Corporate networks rely on secure, well-managed networks. Government networks must penetrate all places, including those that are uninhabitable. However, wiring up all of the country's communities is prohibitively expensive. As a result, e-Government systems must rely on wireless networks, such as current cellular networks, to reach applications in remote locations, regardless of geographic constraints.
- **Local language**: In India, the English language has a low level of adoption. The e-governance applications are written in English. As a result, e-Government programmes do not succeed. As a result, e-governance applications must be designed in the people's native language in order for them to be able to use and benefit from them.

CHAPTER 5

CONCLUSION

In comparison to past years, E-Governance has prepared the ground for a significant increase in the speed with which services are delivered. The main advantage that may be considered after the installation of E-Government is the speed with which information is sent. This can be seen in the issue of certificates, licences, electronic bill payment, and the publication of examination results, among other things.G2C connection is more important than C2G interaction among the departments studied. Despite the fact that citizens have access to government information and services via the internet, online involvement in the form of ideas and complaints is limited. Mahapatra, Padmalaya(2015)

E-governance has aided the advancement of technology in underdeveloped countries, and Odisha has implemented some excellent projects in this regard. The purpose of e-governance is to be able to interact with the world on a level playing field. When it comes to being able to speak with one another, no state should be left behind. Without e-governance, poor countries will fall behind in terms of technology, as ICT technologies advance and change almost every day. Developing countries today have the opportunity to improve themselves and their societies through technology, making them more modern and more effective than ever before. A clear understanding and appreciation of the objectives to be achieved, making governance reforms rather than ICT the primary focus for these projects, a step-by-step approach to maximum outcomes and benefits, complete re-engineering of government systems and procedures, constant monitoring and evaluation, and the use of local languages for ensuring citizen-friendly interface are some of the core principles of e-Governance. The introduction of new technology aimed at empowering the general public requires far more foresight. Odisha government departments are currently undergoing a shift from a traditional to a modern environment. However, this is a slow process. Transparency cannot be promised or achieved fully at this level because all data is not electronic, and the administrative culture has not changed dramatically. To solve the problem of corruption, technology alone may not be adequate. The traditional mindsets of administrators and public must be modified in order to eliminate corruption. Only behavioural changes, not technological measures, can eradicate corruption.

Maximum effort for Inclusion is need to improve the citizen-administration interaction. E-Inclusion in Odisha is still being improved at this stage of E-Governance, as digital divide in one form or another is fairly frequent in the population. In this aspect, the interaction between citizens and government has only improved to a limited level. Through E-Governance in Odisha, it did not meet the intended standard.

In Odisha, red tape has decreased significantly. It is not just because of the adoption of E-Government, but also because of the enforcement of the Right to Information Act. The simultaneous and successful enforcement of E-Government and the Right to Information Act can quantitatively and qualitatively re-invent the government apparatus.Even though they are concerned about ICT issues, political officials

frequently lack technical knowledge. In this situation, they must rely more on the vision of technical specialists, who, in turn, lack stronger popular appeal Contact. As a result, some of the new programmes may eventually fail owing to a lack of funding. Due to an erroneous interpretation of popular will when it comes to reaping the benefits of technology advancements, Along with professionalism, initiative dynamism is required. The Odisha State Wide Area Network (OSWAN) must be implemented properly. Bureaucrats' lack of initiative causes the process to be delayed. In this shifting environment, bureaucrats must develop fresh viewpoints.

Some fundamental questions regarding E-Governance have never been raised such as the perception and needs of common people regarding the introduction of new programmes. If these issues are addressed properly, maximum possible E-Inclusion can be attained for strengthening democracy and governance. It is apparent that there is a lack of political intent in achieving efficiency in E-Government. The initial goals for computerization have evaporated, yet there remains a general lack of excitement among legislators and politically organised groups. Groups that provide services Furthermore, Odisha's distinctive digital divide are a problem in and of itself. The contradictory approaches to communication technologies provide witness to this. Information and Communication Technologies (ICT) have exploded in recent years. The way citizens and government engage has been transformed. The general public it took a long time for the private sector to understand the potential of ICT as a tool for enhancing productivity. quality and timeliness of the services they provide to the general public. The In developing countries, the full potential of e-government remains largely untappedUnexplored.

Odisha excellent development experience has piqued people's interest. Odisha community has showed interest in the implementation of E-Governance, despite a number of constraints. Odisha administrative dynamics have changed. With the introduction of E-Governance, there has been a significant transformation. Citizens have been targeted. Out of frustration, people are seeking a government that is responsive, quick, and effective. Evolved from a bureaucracy that was more or less sluggish to some extent, e-government could be successful in eradicating corruption. Continuing bureaucracy Rapid administration has now become a crucial indicator of success. The role of e-government in modernising government services obtaining public information takes time and money. The cost of services has dropped dramatically, which may have a good impact on the economy.

The general public has a favourable opinion of e-government theory and practise. Local language computing is a programme that aims to bridge the digital gap by breaking down language barriers to some extent. However, the vast majority of websites are written in English. Literacy in the English language alone can entirely break the linguistic barrier in this situation. Maximum E-Inclusion appears to be a solution to better E-Government deployment. In this regard, the government must first address the fundamental concerns before moving on to the technological benefits. The coexistence of bureaucrats, politicians, civil society, academicians, and the media must be incorporated into the path to achieving all E-Government objectives.

The report provided a historical perspective on the history of e-governance in India, addressing all of the difficulties that arose throughout that time. Impact on software development emergence, manufacturing of hardware, information, and ICT (Information and Communication Technology), for example. It gives you a lot of options. A comprehensive overview of recent developments and strides made over decades of hard work As a result, the national championship was announced. The government launched an e-governance programme in 2006. The combination of successful people's experiences and even unsuccessful ventures has played a crucial role a key part in the development of the government's e-governance strategy country. The basic lessons that emerged from the various e-governance initiatives are:

- For the initiative to be successful, it requires political ownership at the highest level and a national vision for e-Government.
- To conceptualise and implement the programme, a dedicated team from within the organisation with a long tenure.
- New areas of public-private partnership in e-Government should be explored on a regular basis.
- Defined architecture, standards, and policies for security, privacy, and other issues
- There is an urgent need to develop the basic core and support infrastructure for e-governance, such as Data Centers. Wide Area Networks, and physical access points for the delivery of government services, which could be shared by all departments and delivered to citizens' doorsteps in an integrated manner.
- The need of starting with modest pilots before scaling up, as IT projects take a long time to implement and often require changes along the road.
- The issues of re-engineering and the management of change are of great importance
- Assess and evaluate the effectiveness of these initiatives.

E-governance is an evolutionary phenomenon that necessitates a shift in the thinking of every person. With the help of the internet, government processes can be carried out in a more citizen-friendly manner. The creation of e-governance applications and the exploration of new and inventive ways to successfully deliver e-services.

Computer maintenance must be done on a regular basis if E-Government is to be successful. The upkeep of computers in E-Government offices frequently causes significant delays. The government should make sufficient provisions for immediate upkeep. Field units must be provided autonomy in order to eliminate delays in computer maintenance. Otherwise, computer upkeep would become another another source of bureaucracy.

After the above analysis of all the data, I proved my hypothesis there is a significant relationship between social and economic conditions to access e-governance services. If we look at the whole of India those

who have to belong from the economic background easily access the e-governance service because they have the education and they aware of the e-governance service. How to access or if you look VLE level very few people aware about the e-governance service of India and they don't have any gadget like laptop, mobile, internet to access this entire thing.

At the end, it is highly important to note that, the successful implementation of any E-Governance initiative requires the consideration of certain crucial factors like, adequate infrastructure, skilled personnel, proper planning, real time initiative by the policy makers, bureaucratic acceptance, citizen awareness, effective ICT policy of the government and a proper mechanism for appraisal of the existing projects. All of these need to be addressed properly to enable E-Governance for a visible impact.

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