

Role of E-Governance- Enhancing Effectiveness with new Centralized E-Projects in India

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Abstract: *The NeGP with state mission mode projects integrated across the departments of various states of India to deliver public e-services to its citizens on anytime, anywhere basis, through Common Service Centre which is set up by Department of Information Technology. In many states e-governance is used to improve service delivery system for the citizens. This paper revolves around effective centralized projects framed by e-Kranti (NeGP) for future, which are operational to examine the experiences and delivery system initiated in various states. It discusses the 6 new state Mission Mode Projects which are operational to provide centralized e-services to the citizens of the nation in various states.*

Keywords: *eKranti, SWANs, State Data Centers, Department of Information Technology, etc.*

1. INTRODUCTION

There are various state mission mode projects integrated across the departments of various states of India in order to provide electronic delivery of services to citizens. The government of India has already passed a number of centralized projects which are operational in different states of India. Significant progress has been made in the implementation of the core infrastructure and also in most of the Mission Mode Projects. There are 30 SWANs and 14 State Data Centers (SDCs) are already operational. The State Service Delivery Gateways (SSDGs) have been implemented in 2 States.

The public services are made available to citizens on anytime, anywhere basis, through Common Service Centre set up by Department of Information Technology (DIT). Under this Capacity Building Scheme it has established the State e-Mission Teams (SeMTs) in 30 States and over 700 Government officials have been trained in STeP trainings. Standards have been laid down in the areas of open standards, biometric standards, metadata & data standards, localization and Language Technology Standards etc. e-District project has been implemented in 20 districts. Significant progress has also been made in delivery of services identified under various Mission Mode Projects.

There are 13 state MMPs such as National Land Record Modernization Program (NLRMP), Commercial taxes, Transport, E-district, Treasuries, Municipalities, Police-Crime and Criminal Tracking and Networking System (CCTNS), Agriculture, Gram Panchayats, Employment Exchange,¹ and NeGP has also expanded to include new MMPs in the areas of Health, Education, PDS, Posts, Skill up-gradation, integrated system of crime to adjudication to jail, Safety & Security against crime, RTI etc. In number of states e-governance is used to improve service delivery to their citizens. For evolving effective projects for future it is therefore, extremely important to study and examine the various experiences of various states.

e-Governance in Municipalities

A unique initiative of the Government of India conceptualized under the umbrella of the overall National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) which aims at improving operational efficiencies within Urban Local Bodies (ULBs). With the Introduction of Municipal eGovernance especially state wide (in a large number of municipalities) the

¹ Rajendra Kumar, "National e-Governance Plan: Vision, Challenges and the Way Forward", Yojana, September 2012

adoption of new technology such as computers and mobile devices will provide significant improvements in record keeping, searching, generating bills/receipts, storing large number of records and processing large number tasks etc¹.

The present focus of the National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) is on the draft (table2.1) which is focusing on an efficient and stream-lined financial management system for municipalities which will be resulting in better governance. Implementation of Accrual Based Accounting and Budgeting is one of the key reform areas under the JNNURM.

Table No 1.2: Draft for e-municipalities (JNNURM)

S. No	Module	Administrative Efficiency	Service Delivery	Transparency and Accountability
1	Financial Accounting and Budgeting	For improved decision making Online availability of financial data		Annual Financial Statements published in real-time for citizen review
2	Property Taxation	Centralized database of properties with fully digitized demand and collection history	Pay-tax anywhere, including online for improved citizen experience	Online property level demand and collection history available to each citizen
3	Trade Licenses	Centralized database of licenses with an alert system for renewal of licenses	Pay-licenses anywhere, including online for improved citizen experience	Online establishment level license status and history available to each citizen
4	Land/Estater Management	Centralized database of ULB properties with fully digitized history of rentals and collection history by	On-line auctioning pay-rent anywhere, including online for improved citizen experience	Online property level earning history available to each citizen

¹ <http://www.governance.com/>

		property		
5	Works Management	Fully online, automation of Estimate to Completion for each Project	Online contractor portal for tenders, submission of bills, electronic payments	Online work-level and contractor-level history to enable better citizen monitoring of contractor performance
6	Stores/Purchasing	Management Fully online, automation of the procurement processes from indent to supplier payments	Online supplier portal for tenders, participation in Rate Contract tenders etc	Online history by supplier delivery to enable better citizen monitoring of Government procurement
7	HRMS/Payroll	Automation of the HR and payroll processes for efficient processing of monthly payroll	Employee Portal for real-time availability of salary, benefits (e.g. GPF), outstanding advances/loans, leaves etc	Online availability of establishment expenses to enable better citizen monitoring of the single largest revenue expenditure line-item
8	Asset Management	Enumeration of the ULB assets, with their valuation and complete tracking of the asset lifecycle		Asset lifecycle data available to citizens (most notably, the total expenditure – capital and revenue on maintenance, improvement and upkeep of assets)
9	Legal Case Management System	Database of legal cases with a centralized repository of legal cases for easy search and data retrieval	Improved response times to stakeholders (citizens, suppliers, contractors) for all legal case related issues	Legal case history available to citizens to better monitor the ULB's response to specific legal issues
10	Collections System	Computerized, online collection of	Citizen centric processes	Collection data (tax, nontax) available to the

		revenues (tax, non-tax) leading to improved revenues.	which offer conveniences like payanywhere, payanytime	citizens to better monitor the ULB's revenue intake.
11	Public Grievance and Redressal	Automatic routing of complaints to the relevant departments with automatic status monitoring of complaints.	Citizen feedback system for citizens to provide feedback on the ULB functions.	Department-wise complaint and redressal rates are available to the citizens to better monitor the performance of the ULB in its various statutory and regulatory functions
12	Birth/Death Registration.	Centralized database of births/deaths and online recording of statistical data allows for improved record-keeping	Online retrieval of birth and death records in addition to integration with hospitals allow for citizen convenience.	
13	Building Plan Approval	Online and digitized building plan documents and online approval workflow improves the operational efficiency of the department.	Citizen can submit and check the progress of building plan approvals online.	The entire building plan approval process is completely transparent with full audit trails.

Presently, one of the most common and often most inefficient interface for citizens with the municipality is the issue of birth and death certificates. An e-governance initiative in this area can go a long way in improving the quality of citizen experience. The system not only allows online registration of birth and death but also has a rich set of reports on births, cause of death, still births, parents'

literacy/education and other demographic data which can be further used for statistical analysis.

Crime and Criminal Tracking Network & Systems

CCTNS under the National e-Governance Plan aims at creating a comprehensive and integrated system for enhancing the efficient and effective policing at all levels and especially at the police station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system. The project focuses on making the work process of police much citizen friendly and more transparent via automating the functioning of the police stations. Consigning the Investigating Officers with the latest tools, technology and information in order to carry out the investigation of crime and detection of criminals helps in improving police functioning such as Law and Order, Traffic Management etc. and also facilitates interaction and sharing of information between various Police Stations, Districts, State/UT headquarters and other Police Agencies. It also reduces manual and redundant records keeping and also keeps track of the progress of cases, including cases in Courts¹.

CCTNS Project, approximately covers 14,000 Police Stations throughout the country which has been proposed to be automated beside 6000 higher offices in police hierarchy e.g. Circles, Sub-Divisions, Districts, Range, Zones, Police Headquarters, (Statewide Safety Expo) SCRBx including scientific and technical organizations having databases required for providing assistance and information for investigation and other purposes e.g. Finger Print Bureau, Forensic Labs etc. So far about 2,760 police stations, out of a total of 14,000+ police stations across the country, have been covered under the Scheme.

ePDS (Public Service Delivery)

As an end-to-end project PDS computerization is envisaged to cover key functions like supply chain management including allocation and utilization reporting, storage and movement of food grains, grievance redressal and transparency portal, digitization of beneficiary database, Fair Price Shop automation, etc. the PDS portal of India guides the user to avail various services online Vital Statistics, Food grain Schemes, Allocation Policy, Food Process Solution (FPS) Off take, Allocation & Supply Chain, Management Project Documents, Data Standards and Digitization, Seeding

¹ Rajesh Kumar Shastri, Ambalika Sinha and Shri Krishan Rai, "Enhancement of police force through e-governance in India", International Non Government Organisation Journal, May 2009, Vol 4, No 5

of Aadhar & Bank A/C Number, FPS Automation, Toll Free Helpline, Checklist and Technical Documents. The portal also brings daily updates with new prices. The State Government Portals also facilitate the users to compare and check various states commodity, prices and grains.

Health

Undertaken by the Ministry of Health & Family Welfare the ICT program management in the Mother and Child Tracking System (MCTS) program envisages a more comprehensive use of ICT. It includes ICT for Hospital Information Systems, supply chain management for drugs and vaccines, providing ICT tools to ASHA and ANM workers, program management of National Rural Health Mission (NRHM), etc through this MMP¹. Under the National e-Governance Plan (NeGP) health was identified as a Mission Mode Project (MMP) in July 2011. The Health MMP outline the five focus areas of service delivery namely: Hospital Information System, Citizen Portal, Supply Chain Management, Government Resource Planning and Integrated Public Health Solution. The institutional framework along with future roadmap looks upon e-Health & m-Health initiatives across the country. As the Health MMP is still in the detailed progress stage and implementation of the mentioned tracks will take place soon nationwide.

e-Panchayat

Recognizing the need to bring in e-governance some computerization efforts for PRIs have been made by NIC over the years. The Ministry of Panchayati Raj, has therefore decided to take up the computerization of PRIs on a mission mode basis. As per official figures, there are approximately 2,50,000 Panchayats in India mapped by the National Informatics Centre and Ministry of Panchayati Raj on the ministry website but it is difficult to find any information about single Panchayat with this background. Digital Panchayat Program across the nation is initiated and rolled forward by the Department of Information and Technology, with the following objectives²:

- To empower citizens of every Panchayat with bottom up and top down information and content;
- To improve development and governance public service delivery at Panchayat level through information on policy programs and implementation;
- Create a digital data house at every Panchayat level ;

- To facilitate growth of Panchayat economy through promotion of Panchayat tourism, e-commerce of local produce;
- To put every Panchayat on the global digital map;
- To generate an ICT environment in every Panchayat;
- To give fillip to the Right to Information campaign.

Furthermore, the portal would act as a platform of multipurpose information and communication to showcase local content, culture, best practices, advocate local issues, e-Commerce to the Panchayat villages. Digital Panchayat is a platform for Panchayat representatives to connect with rest of the world³.

e-District

e-District aims at providing support to the basic administrative unit in order to ensuring efficient delivery of services with improved service levels and make access to these services efficient, reliable, transparent and accountable. The extensive capacity building and training of front level functionaries in order to ensure smooth migration to electronic delivery of e-district services in order to anal out manual delivery of services through Common Service Centers (CSCs) by leveraging the common infrastructure of State Wide Area Network(SWAN), State Data Center (SDC), and State Service Delivery Gateway (SSDG). It delivers all public services at District/ Sub District level through electronic form by the State Portals by using the State Service Delivery Gateways. It has helped in reducing the number of visits of citizens to a Government office / department for availing the services and has also reduced direct interaction of citizen with the Government and encouraged 'e'-interaction and efficient communication through portal⁴.

National Land Records Modernization Program (NLRMP)

Computerization of Land Records (CLR) was launched in 1988-89 with the intention to remove the inherent flaws in the manual system of maintenance and update of land records. In 1997-98, the scheme was extended to tehsils to start distribution of Records of Rights to landowners on demand. The focus of the entire operation has always been to engage with the Information Technology (IT) to vitalize and transform the existing land records system of the country.

Presently, Digital India Land Records Modernization Program (DILRMP) launched by Government of India in August 2008 aims to modernize management of land records,

¹ nrhm-mcts.nic.in

² epanchayat.in

³ epanchayat.in

⁴ edistrict.gov.in

minimize scope of land/property disputes, enhance transparency in the land records maintenance system, and facilitate moving eventually towards guaranteed conclusive titles to immovable properties in the country. In order to develop a modern, comprehensive and transparent land records management system in the country DILRMP directs to implement the conclusive land-titling system with title guarantee¹.

2. CONCLUSION

Hence, to transform the entire ecosystem of delivering the public services through the use of Information Technology the Government of India has introduced Digital India program with the vision to transform India into a digitally empowered society and knowledge economy which claims to bring speed, transparency, accountability, reliability and hassle free services on the doorstep.

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¹ <http://nlrmp.nic.in/>
