E-GOVERNANCE IN INDIA

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INTRODUCTION:

E-Governance refers to the use of information and communication technologies (ICT) to improve the efficiency, effectiveness, transparency and accountability of the government. Traditionally, the interaction between a citizen or business and a government agency took place in a government office. With the emergence of ICTs, it is possible to locate service centres closer to the citizens (clients).

E-Governance is more about governance than running a government electronically. It is the process of transformation of the relationship between the government with its constituents the citizens, the businesses and between its organs, through the use of information and communication technology (ICT) tools. E-Governance focuses on citizens and not computers. It involves a component of process re-engineering that makes government procedures leaner, more efficient and helps costs.

With regards to the objective of eliminating corruption, though it may not be stated very explicitly, it has been observed that most e-governance projects have directly benefited the people. Therefore e-governance not only aims at transparency, services to the citizens, but it also decreases human interaction. Thus the foundation of corruption gets addressed at the very first step of e-governance.

In India, E-Governance is an application area, where IT has made considerable progress and it offers vast potential to provide good governance. Under ICTs there are several projects (http://www.egovdatabase.gov.in) being run across the states in the country by various agencies in both public and private sectors? These projects are in the country by various agencies in both public and private sectors. These projects are in the area of land management, transport, grievance handling, education, health, and so on. IT can immensely helpful in on-line monitoring, transparency, accountability, direct peoples' participation in governance, and contribution to bridging geographical

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divide. With the setting up of Kiosks at the village level, citizens can utilise them as One Stop Shop for availing basic services at the village level. The village level Kiosks provide scope for timely availability of services and access to vital information as may be needed on a routine basis.

Although the advocates of e-governance tend to define it as something that is always beneficial, a value-natural perspective may interpret it as new mode of governance that extensively uses advanced forms of ICT in pursuing public polices, maintaining organizational relations, interacting with customers and delivering services (Ghere & Yong, 1998). However, one of the most significant dimensions of e-governance is the creation and maintenance of websites by legislatures, ministries, agencies, political parties, local institutions, and so on. The main rationales behind this opting for e-governance are that e-governance will reduce costs and delays in delivering services, expand citizens' access to public sector information, reinforce innovation in public agencies, increase transparency and public accountability, weaken authoritarian tendencies, and strengthen civil society and democracy (Pardo, 2000; Heeks, 2001 & Norris, 2001).

In line with this global trend, India has undertaken massive initiatives to introduce e-governance at the national, state and local levels. In terms of the total number of government websites, although the advanced industrial countries top the list, India is ranked seventh in the global list (Norris, 2001). Similar to the previously mentioned common rationales, the top policy-makers in India tend to justify the adoption and expansion of e-governance on the grounds that it costs less, reduces waste, promotes transparency, eliminates corruption, generates possibilities to resolve rural poverty and inequality, and guarantees a better future for citizens (Dev, 1999; Schware, 2000; Wadia, 2000 & Siliconindia, 2001). In short, the government tends to portray e-governance as the panacea for all ranges of problems confronting India. But there are critics who, in general, suggest that the whole enterprise of ICT may have created a new class of 'untouchables' living in 'information poverty', compromised equal access to government services and eroded accountability and individual privacy (Ghere and Young, 1998; Hariharan, 1999 & Upadhyaya, 2000).

One of the central research questions emerging from these favourable and critical views on e-governance is how such a new mode of governance has affected the perception of users and how usages the e-governance.

E-GOVERNANCE IN INDIA: CURRENT POLICIES AND INITIATIVES:

India is one of the leading countries venturing into e-governance. Recently, the Indian Government has set the target of delivering at least 25 percent of its dealings and services electronically (MIT, 2001a). In this regard, the Indian Government's major policy measures have been defined in terms of computer density, connectivity, content, cost and cyber laws (Vittal, 2000). More specifically, the

Indian Government has decided to boost 'computer density' by making computers easily affordable; to increase 'connectivity' by improving the telecommunication system based on optic fibre networks; to upgrade 'content' by making government sources on computers readable by ordinary citizens; to cover the 'cost' of ICT by ensuring adequate allocation in the national budget; and t introduce 'cyber laws' by adopting the Information Technology Act. Under this overall policy framework, the government has introduced various measures for e-governance, which can be categorized into national and state level initiatives and institutions.

INITIATIVES AND INSTITUTION AT THE STATE LEVEL:

Although the central government has adopted certain measures to assist various states in pursuing e-governance, the state governments themselves have undertaken massive initiatives to transform their governance systems based on IT. At a recent conference on e-governance in Bangalore, IT Secretaries from 32 states and union territories expressed their strong commitment to e-governance (Centre for the Development of Advanced Computing, 2000). In September 2000, Bill Gates, the chairman of Microsoft, advised 10 Chief Ministers on the role of IT in improving governance (Wadia, 2000). Of the total 25 states and seven union territories in India, some of the leading examples of e-governance include Andhra Pradesh, Gujarat, Karnataka, Kerala, Madhya Pradesh, Maharashtra, New Delhi and Tamil Nadu (Siliconindia, 2001).

More specifically, the Andhra Pradesh Government took the initiative of e-governance known as the Andhra Pradesh State Wide Area Network, which is a network for data, voice and video communication (MIT 2001c). Madhya Pradesh followed Andhra Pradesh's example by introducing its own e-governance with some modifications. In particular, the government in this state has introduced extensive computerization in dealing with payrolls, the budget, accounts, personnel, official communications, land records, public programmes and relief operations. (PC World, 2000).

Karnataka is another state that has undertaken an ambitious e-governance programme. This state government has begun to computerize most departments, especially the education department. Its major city, Bangalore, is known as an IT hub attracting over 1500 IT companies from advanced industrial nations; and its Indian Institute of Information Technology has a very advanced infrastructure and IT facilities (Siliconindia, 2001). Similarly, the Government of Tamil Nadu is strongly committed to transforming the state into and advanced system of e-governance by computerizing its major departments and building technical capacity, with the ultimate objective of restoring public confidence and creating an effective relationship between government and citizens (PC World, 2000 & MIT, 2001c). In Kerala, however, the state government uses selected nodal officers in each department to accelerate the application of IT. In this regard, one unique feature of

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Kerala is its comprehensive programme aimed at decentralizing e-governance to the district level-many district cooperative banks and credit societies have been networked. Activates and documents which have been put on the internet may cover tax collection, accounting, welfare schemes, court rulings and government orders and directives (PC World, 2000).

There are other states that are also pursuing e-governance. For example, the Rajasthan Government has taken measures to strengthen e-governance, proposing the creation of a state wide network to provide information and video communication to both public and private organisations (PC World, 2000). The Department of Information Technology in Rajasthan has developed such programs as RajSWIFT to facilitate the use of online data and email communication among officials; and RajNIDHI to provide services to citizens in a transparent and responsive manner (MIT, 2001c). The Government of Gujarat has introduced a state-wide network (Wide Area Network) connecting all office complexes and corporations in the state. The U.P. Government has taken a special interest in transforming its Allahabad district into a Smart District (MIT, 2001c). Similarly, the Government of Maharashtra is trying to develop Mumbai and Pune into major IT hubs while pursuing the state-wide expansion of e-governance. It has taken on the responsibility for developing IT skills and awareness among employees through training, and to link all district-level offices through the Wide Area Network (PC World, 2000 & MIT, 2001c).

Although the status of e-governance in other states has not been discussed, they also have their independent agendas for e-governance, which include, in particular, Haryana, West Bengal, Orissa, Tripura, Meghalaya and Himachal Pradesh. Beyond these state-level initiatives, e-governance has been pursued at the local community level. The national information infrastructure not only covers the state and district information systems discussed earlier, it also encompasses local information facilities, and thus, offers an expansive multilateral network connecting all information users and information providers (MIT, 2001a). A good known as Gyandoot, which was adopted by the district panchayat of Dhar district in Madhya Pradesh to extend IT services, including both e-governance and e-commerce, to rural areas in a people-centred manner (Misra, et al., 2001).

WHAT IS E-GOVERNANCE?

E-Governance is use of information and communication technologies with the aim of improving information and service delivery of government sector, encouraging citizen's participation in the decision-making process and making government more accountable, transparent and effective. Among others, e-governance offers the advantages such as:

- Empowerment through information sharing,
- Involving people in decision-making,

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- Providing better service delivery,

- Increasing transparency and

- Reinforcing government credibility and accountability

E-Governance offers opportunities to transform both the mechanics of government and the nature of governance itself. It affects all government functions and agencies, the private sector, and the society in general. Needless to emphasize the application of IT in information and knowledge area, there is a great deal of possibility of its usage in providing good governance to people in remote places in rural areas. It will the stile - by electronic way if approaching, interacting with, and delivering services to citizens; the stance – by being more efficient, transparent, and accountable; and the substance – the information and knowledge that can be shared or the feedback that can be taken from citizens.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTs):

Across the world information and communication technologies (ICTs) have ushered in an era of information exchange changing political, economic and social structures forever. Modern ICTs permit the sharing of information, knowledge, and hence power, as was never possible before. In this realm, governments possess a duty not just to provide services as efficiently as possible, but also to make the government operations transparent and civil servants accountable to those they serve. ICTs are becoming as important as roads and access to new technology must be viewed as a basic good, like electricity and water. Knowledge is power and information is the vehicle that conveys knowledge. Control the flow of information is the vehicle that conveys knowledge. Control the flow of information and you limit what people are able to know and, therefore, do. The barriers to technology access are primarily socio-economic, educational, and geographical and disability related. Poverty is a barrier to adopting ICTs, hence the importance of public access facilities. Where individuals are online, they are better connected, better informed and better able to participate in economic, social and democratic activities. Information access is a continuum from the entirely private to fully public. In between lie grey areas where ownership, access and even the existence of information are contested. Government has a strategic role to play in ensuring that citizens are connected and confident users of ICTs

WHAT SHOULD E-GOVERNANCE RESULT INTO:

- **Better Information Sharing:** Information about local resources, guidelines of schemes, funds, on-going projects, etc. should be available to citizens in order to facilitate them to give their views to the government departments. It would be a first step towards citizens' participation in development process.

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- **Quality Service Delivery:** The delivery of services to citizens' should conform to set standards.

- **Grievance Redressal:-**The grievances should be redressed within a time limit.

- **Feedback:** Citizens should be in a position to give feedback to government departments/ service provider about the services/ information provided to them.

- **Involving People in Decision-making for Local Development:** Citizens should get the opportunities to participate in the decisions making processes of local development.

- **Transparency:** It should provide transparency in decision-making, and the citizens should have access to the reasons for the decisions taken.

- **Accountability:** It is essential for maintaining public confidence in governance, justifying and ensuring the overall legitimacy of the E-Governance system.(36)

E-GOVERNANCE AND E-GOVERNMENT:

E-Governance facilitates government and efficient, speedy and transparent process to disseminate information to the public and other agencies, and to perform government administration activities. A lot of initiatives have already been taken in the area, but specialists clamour for things to be implemented. A lot of measures are still to be taken for authenticity and confidence in online transactions.

E-Government is the use of information and communications technologies (ICT) to transform the transparent, effective and accountable. E-Government does not mean putting more computers on the desks of government officials. And e-government is more than just a government website on the internet. Political, social, economic and technological aspects determine e-governance. It establishes a relationship between government officials and citizens, providing greater access to government information and services by making the government accessible online; promoting citizen participation by enabling citizens to interact more conveniently with government officials, such as by requesting government service and filing required documents through website; increasing government accountability by making its operations more trans patent, thereby reducing the opportunities for corruption; and supporting development goals by providing business, rural and traditionally underserved communities with information, opportunities and communications capabilities,. E-Government is not only used in developed countries. Some of the most innovative used of the Internet in governance are being successfully used in the developing countries, as well.

E-Government will not be successful just only buying more computers and putting up websites. It's not sufficient to automate administrative practices from the paper system to digital system. Rather, e-government is a process of transforming government; it requires planning, political will and a

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sustained dedication of resources. Success of e-government will not be guaranteed with the mere purchase of advanced technology or the direct automation of complex procedures until it can increase the rate of citizen participation there by bringing about bthe greater effectiveness in government. Technology introduction cannot change the mentality of bureaucrats who do not view the citizens as valued customer of government or an important participant in decision-making.

E-GOVERNANCE HAS DIFFERENT CONNOTATIONS:

- **E-Administration:** The use of ICTs to modernise the state; the creation of data repositories for MIS, Computerisation of records.

- **E-Services:** The emphasis here is to bring the state closer to the citizens. Examples include provision of online services. E-Administration and E-Services together constitute what is generally termed E-Government.

- **E-Governance:** The use of IT to improve the ability of government to address the needs of society. It includes the publishing of policy and programme related information to transact with citizens. It extends beyond provision of on-line services and covers the use of IT for strategic planning and reaching development goals of the government.

- **E-Democracy:** The use of IT to facilitate the ability of all sections of society to participate in the governance of the state. The remit is much broader here with a stated emphasis on transparency, accountability and participation. Examples could include online disclosure policies, online grievance redress forums and e-referendums.(2)

REVIEW OF LITERATURE:

A conceptual view of e-governance states Citizens interaction is one of the major objectives followed by the interaction with the business organizations. This interaction is further facilitated and became credible by the exchange of information within and among the local central governments. The computer networks, powerful software databases. The e-governance is governed by the help of sophisticated hardware, software and technology experts (Bakshi, Pyngvil & Kalita, 2010). E-Governance is definitely not about just PC development in government departments. At best, it is the first step towards organising vital information in a manner in which it can be easily retrieved and processed further. It is about transforming the entire process of citizen services delivery. E-Governance is about making life easier and simpler for the citizen (Dasgupta, 2003). Organisational divide Faith-based organizations Technology cultures. The challenges faced by faith-based institution in a low-income, predominantly Black community seeking to take advantage of grants provided through the White House Office of Community and Faith-Based Initiatives (FBCI). FBCI is an E-Government program that assists non-profit organizations in competing for Federal dollars with

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fewer bureaucratic barriers. Informed by the design-actuality framework, we interviewed clergy at seven faith-based organizations. This e-Government initiative may unwittingly exacerbate existing disparities in the strategic use of information and communication technologies (ICT) (Kasny & Lee, 2011).

ICT can be used as an effective tool for rural development. An example of the adoption of ICT by a rural community is the 'Warana Wired Village' project, in the state of Maharashtra, India. There, the local cooperative is using ICT to streamline the operations connected with sugar cane growing and harvesting (Raina & Cecchini, 2002). ICT facilitates disintermedication through the creation of an alternative development paradigm that skips the formation of co-operatives and self-help groups and replaces then with the network society. It exemplifies the fact ICT could be and is and enabler in developmental goals. The e-choupal project thus brings out the concept of profitable rural development (E-Gov. A Case Study, 2004). E-Governance combines good governance reforms with new information and communication technologies (ICT). It benefits citizens and govt. employees alike by enhancing management processes, service delivery, and public interface in order to provide more efficient, convenient and transparent services. Implementation of e-Governance is one of the mandatory reforms under Jawaharlal Nehru National Urban Renewal Mission (JNNURM) (Vaidya & Matzie, 2009). Transforming the lives of rural citizens remains the biggest challenge in India in spite of various steps lies in providing a framework where Information and Communication Technology (ICT) can bring in economic benefits for the country and its people (Tanwani, 2009).

ICT which has proved its worth in other areas is said to be used here as well. Some news clippings mentioned that there will be a call centre that will answer all the queries related to the mela. But how many of us are aware of it? In fact a simple Google search could not find us the answer! All that we came across was the website of the Kumbh Mela with some contact details and an email directory (Barooah, 2010). Social inclusion begins when all the tiers of the government are connected to contribute to the productivity of the nation. Efforts are being made to revolutionize panchayats by leveraging ICT for scaling up the efficiency at the grassroots. The Ministry of Panchayati Raj is carrying out extensive research to assess G2G and G2C functions (Datta, 2010). By deploying the latest ICT the government departments can not only maximize access to information, but also can bid farewell to the massive paper trail often associated with various government agencies. Rather than providing non-detailed information to uninterested constituents, the departments can now direct the right information to the right people at the right time. Further, the enterprise-wide information can be an asset to the government as well as to the entire population. This will help the departments in detailed micro level analyses and decision-making (Gupta & Lenin,

2006). According to the Global Information Technology Report (GITR) 2004-05 brought out by INSEAD and World Economic Forum, India became the 39th country in the Network Readiness Index (NRI). A spate of reforms-post-1991 economic crisis-has given impetus to the Indian economy, and particularly to the ICT sector. As part of the reform agenda, the Indian government has taken major steps to promote ICT (E-Governance study, 2007). More and more public administration emphasizes how information and communication technology (ICT) can be used to support transformation change in governmental functions globally to achieve efficiency and cost-effective service delivery to citizens. Bangladesh public administration employs energies to achieve this goal. Experience in some developing countries has shown that e-Governance can improve transparency which leads to among other things, corruption control and poverty reduction (Bhuiyan, 2011).

Global ICT programs are defined as new and universal modes of organizing mediated by technology and enacted through a novel mix of policy instruments, international institutions, business interests, and techno/managerial concepts. Largely unexplored in the various fields studying innovation and digital technologies, such programs are of interest, not least because of their projected ability to promote innovation and help achieve new mechanisms of governance at local, national, and global scale (Navarra & Cornford, 2009). In all societies, the formation of public governance is largely dependent on its contextual parameter, including social structure, economic condition, political atmosphere, cultural pattern and technological trend. The nature of governance often changes depending on the intensity and speed of transition in some of these often changes depending on the intensity and speed of transition in some of these surrounding factors. In the current age, one of the most significant contextual phenomena affecting public governance is the revolution in Information and Communication Technology (ICT) (Haque, 2010). Internationally, this revolution in ICT has facilitated the globalization of the economy, business, finance and culture (Berleur, 1997; Heeks, 1999). Today ICT constitutes the fastest growing component of the global economy and the revenue generated by the interactive information industry may have reached $3.5 trillion (Hariharan, 1999).

In respond to this transition in the context of governance, in almost every country, the state has taken the necessary initiatives to restructure political and administrative institutions by adopting ICT in order to enhance electronic interaction and service delivery (Menzel, 1998 & Galbi, 2001). Today public servants are encouraged and trained to be familiar with the tools and languages of ICT (Menzel, 1998). In fact, there have emerged many buzzwords - including digital governance, smart governance, net-governance, cyber-management and digital democracy – which overlap with the notion of electronic governance tend to define governance (MIT, 2001b). The use of public access venues is shaped by the following trust factors: safety concerns, relevance of the information,

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reputation of the institution, and users' perceptions of how "cool" these venues are. While libraries tend to be trusted as most reputable, telecentres tend to be trusted as most relevant to meet local needs, and cybercafés tend to be perceived as most "cool". Understanding these perceptions helps gain a more nuanced understanding of the way services are provided in venues that offer public access to ICT (Gomez & Gould, 2010). In most African countries, compared to any other part of the world, the use of information and communication technologies such as those necessary to provide e-Government services is minimal. The continent was once labelled a "technological desert." The contributing factors, among others, are lack of infrastructure, low literacy rates, low economic development, and a variety of cultural factors. Despite these obstacles, most African countries have made noticeable progress curing the last couple of decades. Almost all African governments now have some presence on the Web, including fully fledged e-Government web portals, albeit in small number. However, the current status of e-Government services in African countries is not well documented in detail (Rorissa & Demissie, 2010).

Internally, within each society, the conventional forms of communication (print media, motion pictures, radio, telephones, and records) are increasingly being replaced with digital and wireless technologies such as cellular telephones, satellites, electronic mail and, above all, the internet (Gudaitis, 2001). The logics embedded in the design of new technology and extant political interest and values inscribed in e-government policies. The e-government enactment framework is proposed as a theoretical and analytical approach to understand and study the complexity of these relationships which shapes e-government polices (Cordella & Lannacci, 2010). Efficient and effective e-Government suggests that governments will gain economies of scale, reduce costs, and provide technology-enabled user services. The extent to which these goals of e-Government are mutually exclusive is an issue that requires additional study. The relationship between citizen-centered e-Government services and the attainment of cost savings. A key issue is that citizen centered e-Government implies that governments know what citizens want from e-Government, want to meet citizens expectations and needs, and actively seek to discover what citizens want from e-Government (Patwa, Mishra & Rathore, 2010).

The Right to Information Act, 2005 has been hailed as a landmark administrative reform unleashing an unprecedented era of transparency, accountability and efficiency in governance. E-Governance further makes Right to information (RTI) a meaningful reality. The important initiatives for RTI and E-Governance at the national level, across states and concept of "E-District" have been discussed. The maximum need of RTI and E-Governance is observed at decentralised levels (Jain & Jain, 2009). The potential use of electronic ID cards in e-Government applications is likely to further provoke and

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accelerate the privacy debate, and - if envisaged to support user-focused services-requires better legislative and regulatory collaboration from a holistic perspective. All Belgian governments have created legal frameworks for e-government within their jurisdictions (E-Government Study, 2010).

As part of the reform agenda, the e-governance project called 'e-seva' was first set up in Hyderabad in 1999. This project seeks to provide smart and good governance, in tune with the principles of new public management and the changing nature of the state. The e-seva aims to cover electronic service as 'one-stop-shop' between G2G, G2C, G2B in an effective, efficient, convenient, equitable, cost-effective manner (Babu & Prasad, 2009). e-Seva is a major e-governance initiative which provides 132 G2C and 15 B2C citizen-friendly services from 16 departments and 10 business firms including online transaction processing of payments, issue of certificates, permits, licences and many other services(A Case Study, 2004). The Government of India has taken major initiatives to accelerate the development and implementation of e-Governance and to create right environments for introducing G2G, G2B, G2E and G2C services within the country. The National Policy on Open Stan-dards for E-Governance provides a set of guidelines for the uniform and reliable implementation of e-Governance solution (Govt. Policy Letter, 2009).

In the E-Nagarpalicka initiative of Gujarat Government scalable efficient delivery of public services without the constraint of labour availability for increased scope of services. This model replicable across the state as the unit of analysis is municipality, a self-contained Governing unit (E-Governance case study, 2007). Competition matters; with e-chaupal's foray and success, 'mandis' were starting to marginalise. In an attempt to retain market share of mandis, the government launched EKVI, using the same ICT and in the process helped farmers, a key stakeholder (E-Governance Case Study, 2007). E-Delivery and e-Governance can be combined with e-accountability. Start from district level initiative to go to rural level initiatives. Even an IT non-savvy state can start the initiative from distict level downwards. Aiming at using existing pool of entrepreneurs rather than creating one, provides a risk free environment for the program to succeed (E-Governance Case Study, 2007). Tamilnilam-Land Record computerisation project has been implemented with 100 per cent financial assistance from the Government of India under Centrally Sponsored Scheme. There are charges levied for services availed by the public; the project has proved to be self-sustaining (E-Governance Case Study, 2007). E-Kosh-the computerisation of treasury department of the state of Chattisgarh has not only improved the internal efficiency but also has brought about transparency in the procedures of the department (E-Governance Case Study, 2007).

With a budgetary allocation of around Rs. 110 core, out of which around Rs 51 crore has already been disbursed, e-district could not just herald a new dawn in citizen services, but even help meet

the objectives of Bharat Nirman, both directly and indirectly. E-districts would not just benefit citizens through a better delivery of Bharat Nirman schemes, but also fetch IT players nearly Rs. 2,000 crore by way of contracts spanning hardware, software and systems integration (Umashankar, Mishra & Jaju, 2010). As the internet's reach has expanded, so has its use for governmental functions. More than 200 nations now have some sort of Internet presence, and many have deployed highly sophisticated interactive applications. Such interactivity enables farmers in India to register property claims through village kiosks, and enabled Swiss citizens to reply to their country's 2000 census (Sharma, 2003).

e-Government is the buzzword used to describe a broad range of activities in the use of IT in the public sector both at the level of central government and at the regional and the local level. To benefit from this development and to make use of shared experiences it is important to understand what e-Government "is not" and what e-Government "is" (Bernt Jenaen, 2003). The Government of Kerala has recently partnered with Google to promote its tourism through search and banner advertisements on the search engine. The pioneering initiative is a part of Kerala tourism department's 'login. kerala initiative that was launched around mid-2009. Through this the state has embarked on a series of new IT initiatives aimed towards revitalizing the online presence of the state's tourism, and branding Kerala as one of the hottest travel destination for today's youth (Guha, 2010). The Karnataka State Road Transport Corporation (KSRTC) has been continuously deploying IT in its day-to-day operations to reduce operational costs. What has been a striking feature for KSRTC in the past is that it has always adopted IT in a big way and deployed IT solutions to make its processes efficient and cost-effective (Suraj, 2010). Over the years, Information Technology (IT) has struggled with how to create and effective structure and processes. If organizations focused more on implementing a sound IT Governance strategy, it might help senior executives to manage not only the IT-related activities, but also the perceptions between IT and the rest of the organization, and in doing so, foster a more successful IT organization (Schwarz & Hirschheim, 2003).

Court cases information system helps the UP government keep a tab on court cases (Das, 2010). Web enablement of citizen services is one of then focus areas of NeGP (National e-Governance Plan) which was formed and approved on May 18, 2006 by the Government of India. As it is well established that websites facilitate and efficient and timely interaction between the citizens and the Government, the availability of web driven information & services also finds its space as one of the 27 Mission Mode Projects of the NeGP (Verma & Joshi, 2010). E-Government delivers a ser of tools enabling the public sector to reconsider and simplify the regulatory context around public sector business processes, and to use this set of tools to create simpler business processes within public

sector organizations or across organisational boundaries and levels of government (E-Government Study, 2010).

Overall, governments around the globe are facing significant changes in the coming years which will shape their thinking on digital government in general and the priorities for benchmarking it in particular. Among others, these are the trade-off between free market and regulation, demographic change and the information economy (Schellong, 2010). Cloud computing is becoming more and more real with every passing day. Several technical innovations in security, storage, network and connectivity have made cloud infrastructures feasible. Vendors are trying to create reliable, cost efficient and scalable computing cloud for their customers (Shukla, 2009). Rules of Origin (ROO), globally applied to determine the eligibility for trade preferences, are a vital instrument in international trade, since they defines the country of origin of products. The implementation of the Rules of Origin (ROO) knowledge representations of support Web-based E-Government services is accomplished "Rules of Origin Verification Systems", Know more simply as "RVERTs" (Varavithya & Esichaikul, 2007).

Behaviour of E-Gove where organizational and financial perspectives have distinct implications over parsimonious technology adoption behaviour. First, technology adoption model (TAM), diffusion of innovation theory (DOI), and theory of planned behaviour (TPB) cannot capture and specify the complete essence of e-Gov differ. Citizens to adopt e-Gov at different stages of service maturity (Shareef; Kumar; Kumar & Dwivedi, 2011). Since 2001, the United Nations (UN) and affiliated organizations have measured e-Government initiatives of more than 178 Member States of the UN, by devising "e-Government Readiness Index" (e-GRI) and "e-Participation Index" (e-PI). The UN has published rankings for its Member States in terms of e-GRI and e-PI, through e-Government Readiness Assessments (Surveys). Member states of the UN and digital government research community as well as academicians and practitioners regularly use the e-GRI and e-PI as a point-of-reference; this fact alone signifies the importance of evaluating the existing UN methodologies assessing e-Governance (Potnis, 2010). The recent advances in the internet technology have propelled the development of related applications in electronic communications and transactions, including electronic commerce and electronic government (e-Government). There has been a proliferation of e-government initiatives worldwide undertaken under different forms of government, socioeconomic settings, and technological conditions (Nour; Abdel Rahman & Fadlalla, 2008).

An Indian case study of NDMC (New Delhi Municipal Corporation) has been taken up for analyses and placement into the framework. The results obtained suggest that to have a proper evaluation of

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tangible and intangible benefits of e-government, the projects should be in a mature stage with proper information systems in place. All of the e-government projects in India are still in a nascent stage; hence, proper information flow for calculating 'return on e-government' considering tangible and intangible benefits cannot be fully ascertained (Gupta & Debashish, 2003). Central Government bid to extend their control over local authorities through E-Government. The process of building an E-Government infrastructure is unfolding in an environment in which local actors' interests are weakly inscribed, while interests of the global actors are strongly inscribed. The overall implication is a trend in which the Central Government is enhancing bureaucratization through managerialization (Ochara, 2010). The factors influencing end-user adoption of the Government information System (GAIS) are significantly affected by perceived usefulness, relative advantage, and trust. Perceived usefulness of the GIAS is directly affected by subjective norm; image, output quality, and perceived ease of use (Sang; Lee & Lee, 2009).

RESEARCH METHODOLOGY:

This research methodology comprises of the following sections:

STATEMENT OF THE PROBLEM:

The Maximum need of RTI and E-Governance is observed at decentralised levels. In this context a description is made of certain cutting edge initiatives undertaken by state governments. The study ends with some suggestions to governments. The study ends with some suggestions to promote RTI and ICT with E-Governance.

The study revealed that in all these e-governance projects, there was a reduction in corruption, waiting time, and also in the cost of availing services by the people.

In all the states in the country, several good attempts have been made to start e-governance projects. These have made significant contribution for providing interface to citizens sitting in their locality of villages and get a few services from e-kiosks. In the process, a few successful models have emerged, especially in the areas of land records management in tehsil and collection of utility bills in the urban areas. Among others, prominent areas are: long and cumbersome processes to provide services, lack of citizens-centric approach, inadequate capacity of delivery system to deliver, and lack of responsive work culture.

In the present study will make to diagnose the performance of different e-governance projects and ICT in India. Study and compare these specific areas of research concerning: Understand and the user perception and satisfaction with regard to the E-Governance in Haryana. The use of ICT in case investigation and the use of ICT in case management.

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OBJECTIVE OF THE STUDY:

1. To study the E-Governance in India.

2. To study the E-Governance initiatives in India.

3. To find the state wise teledensity in India.

4. To identify the official websites in India.

METHODS OF DATA COLLECTION:

The study is based on secondary data. In order to collect secondary data to understand the concept of perception and satisfaction in the e-governance, the various secondary sources use for the purpose of study include Annual reports of Government, reports published by Data monitor, various Magazines, Websites, Journals and Newspapers. The review of existing literature also helps in building the constructs of perception and user satisfaction with E-Governance services and help in frame the objective of the study.

E-governance initiatives in India

Sr. No.	State/Union Territory	Initiatives
1	Andhra Pradesh	e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online-One-stop-shop on the Internet, Saukaryam, Online Transaction processing
2	Bihar	Sales Tax Administration Management Information
3	Chhattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
4	Delhi	Automatic Vehicle Tracking System, Computerisation of website of RCS office, Electronic Clearance System, Management Information System for Education etc
5	Goa	Dharani Project
6	Gujarat	Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice.
7	Haryana	Nai Disha
8	Himachal Pradesh	Lok Mitra
9	Karnataka	Bhoomi, Khajane, Kaveri
10	Kerala	e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
11	Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP State Agricultural Marketing Board (Mandi

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		Board) etc
12	**Maharashtra**	SETU, Online Complaint Management System-Mumbai
13	**Rajasthan**	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
14	**Tamil Nadu**	Rasi Maiyams–Kanchipuram; Application forms related to public utility, tender notices and display
15	**North-Eastern States**	
16	**Arunachal Pradesh,**	Community Information Center. Forms available on
17	**Manipur, Meghalaya**	the Meghalaya website under schemes related to
18	**Mizoram & Nagaland**	social welfare, food civil supplies and consumer affairs, housing transport etc.

State wise Teledensity

States	Teledensity		
	Urban	**Rural**	**Total**
Delhi	30.2	0	26.9
Punjab	25.7	4.6	11.6
Kerala	23.7	7.9	11.1
Andaman & Nicobar	15	7.7	9.6
Maharashtra	19.3	2.2	9
Himachal Pradesh	39.6	5.4	8.4
Tamil Nadu	15.2	2.1	7.8
Gujarat	17.8	2.5	7.4
Karnataka	15.8	2.4	6.5
Haryana	16.5	2.3	6.1
Andhra Pradesh	16.5	2	5.6
Uttaranchal	12.6	1.3	4
West Bengal	11.5	0.9	3.7
Rajasthan	11.3	1.3	3.4
Madhya Pradesh	10.2	0.6	2.9
North East	9.2	0.9	2.7
Jammu & Kashmir	8.3	0.5	2.5
Orissa	11.3	0.9	2.2

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Uttar Pradesh	8.8	0.6	2.1
Assam	11.5	0.5	1.9
Jharkand	6.1	0.4	1.6
Chattisgarh	5.6	0.4	1.4
Bihar	9.3	0.5	1.3
Total	**15.2**	**1.5**	**5**

Source: Ministry of Communications and Information Technology

Official websites of different stats of India

Sr. No.	State/ union territory	Official websites
1	Andaman & Nicobar (UT)	http://andaman.nic.in/
2	Andhra Pradesh	http://www.aponline.gov.in/apportal/index.asp
3	Arunachal Pradesh	http://arunachalpradesh.nic.in/govt.htm
4	Assam	http://assamgovt.nic.in/
5	Bihar	http://bihar.nic.in/
6	Chandigarh (UT)	http://chandigarh.nic.in/
7	Chhattisgarh	http://chhattisgarh.nic.in/
8	Dadra & Nagar Haveli (UT)	http://goidirectory.nic.in/dadra.htm
9	Daman & Diu (UT)	http://daman.nic.in/
10	Delhi	http://delhigovt.nic.in/newdelhi/index.html
11	Goa	http://goagovt.nic.in/
12	Gujarat	http://www.gujaratindia.com/index.htm
13	Haryana	http://haryana.nic.in/
14	Himachal Pradesh	http://himachal.nic.in/
15	Jammu & Kashmir	http://jammukashmir.nic.in/
16	Jharkhand	http://jharkhand.nic.in/
17	Karnataka	http://www.kar.nic.in/govt
18	Kerala	http://www.kerala.gov.in/
19	Lakshadweep (UT)	http://lakshadweep.nic.in/
20	Madhya Pradesh	http://www.mpgovt.nic.in/
21	Maharashtra	http://www.maharashtra.gov.in/
22	Manipur	http://manipur.nic.in/
23	Meghalaya	http://meghalaya.nic.in/

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24	Mizoram	http://mizoram.nic.in/
25	Nagaland	http://nagaland.nic.in/
26	Orissa	http://orissagov.nic.in/
27	Pondicherry (UT)	http://pondicherry.nic.in/
28	Punjab	http://punjabgovt.nic.in/
29	Rajasthan	http://www.rajasthan.gov.in/
30	Sikkim	http://sikkim.nic.in/
31	Tamil Nadu	http://www.tn.gov.in/
32	Tripura	http://tripura.nic.in/
33	Uttar Pradesh	http://www.upgov.nic.in/
34	Uttaranchal	http://www.uttaranchalassembly.org/government.html
35	West Bengal	http://www.wbgov.com/e-gov/IntroJpgNew.htm

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