

## **E-GOVERNANCE FOR DEVELOPMENT: A STUDY ON PARIVAR PEHCHAN PATRA AND SARAL PORTAL**

**Deepali Singh<sup>1</sup>, Dr. Ram Darshan<sup>2</sup>**

<sup>1</sup>Research Scholar, Department of Political Science, Shri Jagdishprasad Jhabarmal Tibrewala University, Jhunjhunu, Rajasthan

<sup>2</sup>Associate Professor, Department of Political Science, Shri Jagdishprasad Jhabarmal Tibrewala University, Jhunjhunu, Rajasthan

**Abstract:** Globally, information, communication, and technology (ICT) has completely changed how people live their daily lives. The development of technologies such as chatbots, cloud computing, artificial intelligence, web 2.0 to 5.0, and the Internet of Things has altered both public and private sector governance. Governments everywhere are implementing e-governance to manage national affairs on a day-to-day basis. The effective provision of public services has been made possible by the use of information and communication technologies. The establishment of trust towards the government has been facilitated by the digitization of public services. The nation's socioeconomic development now places the highest importance on improving public administration and governance. The internet has altered the way that businesses operate nowadays. The usage of ICT tools has revolutionized communication between businesses, citizens, and the government. E-governance is a step towards reimagining public service delivery and placing citizens at the centre of government. By eliminating corruption and bribery, e-governance in the financial industry contributes to economic growth. The way that the government and citizens communicate has been greatly affected by e-governance. This paper provides an explanation of the e-governance's success and how it benefits the average citizen.

**Keywords:** E-Governance, Development, Parivar Pehchan Patra, Saral Portal

### **1. Introduction**

E-Governance is the most efficient way to provide citizens with public services online using information and communication technology (ICT). It enables the government to carry out its duties toward the people right outside their front doors. ICT use effectively gives citizens more



power. Instead of governments watching their populations, citizens may use the Internet to watch their governments. Governments may become more relevant to citizens by using ICT to foster greater citizen involvement and participation in decision-making. Restoring ownership may be beneficial. E-Governance provides new solutions that enhance governmental processes, link citizens, and foster communication with and among civil society. The only way to bring IT to the "Common Public" is through e-government, which is why it is regarded as a high priority agenda in India. The development of e-Governance provides chances to use ICT to make governance more accessible, cost-effective, and responsive on a qualitative level. In India, there is a lot of research on e-Governance, although it is still in its early stages.

By providing trustworthy access to information at all levels of government - national, state, municipal, and local as well as to citizens and businesses, e-governance improves the transparency, accountability, efficiency, effectiveness, and inclusiveness of the governing process (Dwivedi and Bharti, 2005). Giving citizens access to transparent, equitable and accountable service delivery is the core goal of electronic government. The goal of e-governance is to ensure that people participate in the political process and to facilitate and improve the quality of governance using electronic channels including email, websites, SMS connectivity, and other channels. India is celebrated as one of the world's biggest democracy. In democracies, citizens are important stakeholders, and they participate either directly or indirectly through elected representatives in the formation, adoption and implementation of the laws and policies that affect them.

Public participation thus is a fundamental part of the public-government relationship in democracies (Roberts 2004; Jacobs et al. 2009; Bryson et al. 2013). However, as democratic governments are heading towards minimum government, maximum governance, the role of civil society, non-profit organizations, businesses and other entities has been enlarging and not confined to be as voters (Goldsmith and Eggers 2004; Agranoff 2007; Provan and Kenis 2008). In this regard, as governance has moved beyond government, so too has the scope and need for public participation (Osborne 2010; Bryson et al. 2014; Morgan and Cook 2014).

In governance and policy literature, the core ideas which call for participation of citizens are empowerment, legitimacy and learning. Participation can serve to empower people and thus to put in practice democratic ideals. It gives people (especially the worst-off ones) a chance to be

heard, (Hisschemöller & Cuppen, 2015). Sometimes, participation is used as an instrument to increase the legitimacy of policy choices (Fiorino, 1990). It is also a learning exercise as it avails all the information, practical knowledge, and insights that citizens possess and can transfer to policymakers, resulting in wiser or more suitable problem definitions or policy formulations (Bobbio, L. 2019). It now has been considered as an essential element of good governance (Pring, 2001).

The concept of good governance sprang up in the 1990s. It is the active and productive cooperation between the State and citizens to manage public and private life. It focuses on increasing non-government stakeholders 'participation in designing policies, implementation of programs, delivery of public services etc. However, in India since independence public participation in policy making has been minimal. Governance was used to be process and procedure centric and generally a top-down approach was used in policy making (DEITY, 2012). However, with the rise of the digital society, the internet and affordable computing has brought about a shift from traditional government offices with paper-based processes towards electronic resources such as the web and intranets and consequently in the domain of governance too (Tyagi. V. & Tyagi.A.K. 2017).

The advent of E-governance allows people to communicate with the government, participate in the governments' policy-making and public to communicate with each other and to participate in the political process (Fang, 2002). The prime objective of e-Governance is essentially to ensure good governance and strengthening democratic process providing equal access to information, freedom of constructive expression, greater equity, service efficiency, stable rapid economic growth and social inclusion, improving citizen participation and quality of life as a result of multi-stakeholder's partnership (Agrawal, V., Mittal, M. & Rastogi, L. 2003). E-governance can be classified under a variety of models depending upon the nature of interaction and agencies involved in the interaction. These are government to citizen (G2C), citizen to government (C2G), government to government (G2G), government to business (G2B), government to NGO (G2N) (Sachdeva 2003).

E-governance also can be classified under two groups based on policy formulation and implementation, viz. e- administration and e-democracy. E-administration aims at harnessing ICTs to streamline administrative procedures and enhance public service delivery. E-democracy

seeks to harness the internet for more direct empowerment of the individual (Sangita, S.N. & Dash, B.C. (2005).The above review on electronic governance gives two different kinds of impressions: one in a very limited sense i.e., e-governance refers to the use of ICT in delivering services to the people, and the other is broader in sense, i.e., e-governance not only refers to the application of ICT in delivering services to the people, but also represents a paradigm shift of the nature of the government citizen relationship, of the nature of the citizenship by providing them easy and greater opportunities of comprehensive participation in the governance process (Sangita, S.N. & Dash, B.C. 2005).

## 2. Objective

- ❖ To Find the E-Governance for Development: A Study on ParivarPehchanPatra And Saral Portal

## 3. SIGNIFICANCE OF E-GOVERNANCE

The World Bank (2002) lists the following advantages of e-governance (Sangita, 2002):

- Making the process of gathering information for the general public and business community simpler.
- E-governance gives the people the ability to learn about government policies and participate in the decision-making process.
- By guaranteeing citizen participation in the governance process at all levels, e-governance upholds democratic values.
- E-governance causes a number of services to become automated and guarantees that citizens receive an abundance of information on public welfare programmes.
- Accountability and openness in public sector organisations and government transactions are ensured by e-governance.
- E-governance facilitates the monitoring and coordination of the actions of different government departments.

- When e-governance is implemented correctly, citizens can access public services online. Consequently, the public will save money and time by not needing to physically visit a government office.
- Implementing e-governance policies helps citizens receive public services, which in turn encourages improved government relations with enterprises and other industries.
- E-governance contributes to closing the trust gap that exists between the public, corporate community, and government. Using common service centres, social media, and other channels to communicate with government agencies has been made easier by e-governance.

#### 4. E - GOVERNANCE IN INDIA

In India, the national level e-governance program called National e-Governance Plan (NeGP) was initiated in 2006 covering a wide range of domains viz. agriculture, land records, health, education, passports, police, courts, municipalities, commercial taxes, and treasuries, etc. Traditionally, digital platforms have been used for dissemination of information and provision of services to the users and it was mostly one-way (Prasad, K. 2012). The engagement of citizens was limited and mostly confined to the role of service seeker. Several State Governments have taken various innovative steps to promote e-Governance and have drawn up a roadmap for IT implementation and delivery of services to the citizens online. Some of the central government initiatives are Immigration, Visa and Foreigner's Registration & Tracking (IVFRT), e-office, UID, e-procurement, e-Courts, e-Biz, Common Services Centers, Aadhar Enabled Payment system (AEPS), Digital India program, MyGov citizen portal, E-Kranti scheme etc. Some of the state specific initiatives are Bhoomi Project, Gyandoot, Lokvani Project in Uttar Pradesh, Project FRIENDS in Kerala, e-Mitra Project in Rajasthan, e-Seva (Andhra Pradesh) etc. This shows that now e-governance has taken the rein in governing all the aspects of public delivery system. As part of its e-Government initiative, the federal government offers the following four channels via which individuals, agencies, and corporations may access government services: -

**Government to Citizens (G2C) Mode:** Through this channel, the government communicates with its constituents and provides requested services. Providers provide goods and services directly to consumers. Examples include passports, identification cards, and ration cards.

- ❖ **Government to Government (G2G) Mode:** Using this system, the government was able to communicate with itself without engaging the public. This method, often called e-Administration, utilizes the Internet to connect several branches of government, such as the police, the court system, and many others.
- ❖ **Government to Business (G2B) Mode:** This channel connects corporations and governments. The government's services are made available to the private sector in an open and comprehensible manner. New or renewed licenses, payment of bills and taxes, etc., are all examples of services that businesses need.
- ❖ **G2E (Government to Employee):** The Government-to-Employee (G2E) approach involves two-way communication between the government and its workforce. The process includes instruction through -
  - “E-learning methods.
  - Consolidating the employee
  - Share of knowledge among the employees.”

It has also made it easier for workers to manage their finances and have access to information on pay and benefits rules. E-Governance for development refers to the use of digital technologies and online platforms to enhance the efficiency, accessibility, and transparency of government services and processes. The goal of e-governance is to transform traditional government operations, streamline service delivery, and improve the overall quality of life for citizens. Several initiatives have been launched in India to promote e-governance for development. Here are some key aspects:

❖ **Digital India:**

Digital India is a flagship government program launched to transform India into a digitally empowered society and knowledge economy. It encompasses various projects and initiatives aimed at improving digital infrastructure, increasing digital literacy, and providing citizens with access to digital services. The Digital India initiative aims to bridge the digital divide, promote inclusivity, and enable citizens to access government services and information more conveniently through digital platforms.

❖ **Aadhaar:**

The Indian government uses biometric and demographic information to create a 12-digit identity number called Aadhaar for every citizen and permanent resident of India. It's a kind of digital identification used for accessing a wide range of public benefits. Aadhaar simplifies identification processes, reduces duplication and fraud, and facilitates targeted delivery of subsidies and benefits to eligible individuals.

❖ **Common Services Centers (CSCs):**

CSCs are physical facilities that provide various government and non-government services to citizens in rural and remote areas. These centers are equipped with computers and internet connectivity. CSCs bring e-governance services closer to citizens who may not have easy access to digital resources. They play a crucial role in delivering services like online application submissions, digital payments, and access to information.

❖ **Bharat Net:**

BharatNet is a project aimed at providing high-speed broadband connectivity to all Gram Panchayats (village councils) in India. High-speed internet connectivity in rural areas supports digital inclusion, enables online services, and empowers citizens with access to information, education, and employment opportunities.

❖ **MyGov.in:**

Using the MyGov platform, individuals are given a voice in the decision-making process of their government by providing input on a wide range of policies and programs. MyGov encourages citizen participation, transparency, and collaboration between the government and the people, leading to more informed decision-making.

❖ **E-Governance Portals and Services:**

Various e-governance portals and platforms have been launched to offer online services for tasks such as income tax filing, passport applications, land records, utility bill payments, and more. These platforms simplify processes and reduce the need for physical visits to government offices.

## **5. E- GOVERNANCE IN C**

Maharashtra is a state in South-West India. Mumbai serves as the capital for the Indian state of Maharashtra. Maharashtra is the most economically developed area in South Asia, and its industrial and agricultural sectors have grown steadily since the 1970s. Under the National e-





Governance Plan (NeGP), which has been authorized by the Central Government, the Maharashtra Government has prioritized the implementation of mission mode e-governance projects. Governance boils down to providing services that let people engage with one another and form their own opinions on the relationships between different procedures and systems. The rights of all people must be protected under the law. Using public services is important because it guarantees that people will benefit from economic growth. All governments must accept responsibility for their acts, and the administration must be open and swift in its implementation of all plans. The government of Maharashtra's state legislature passed the Maharashtra Right to Service Act, 2014 in 2014. Its purpose is to improve government service delivery when provided by many agencies and to promote openness and honesty. E-governance has been introduced in Maharashtra through several initiatives. At various levels, efforts are being made constantly to simplify the procedure for delivering better public services to them. To begin the computerization of government departments, the state is actively developing e-governance, which has been linked to improved administrative issues such as civil service center orientation and openness.

**Window CM Maharashtra:** To make its government more open and responsive to citizens' concerns, the state of Maharashtra has instituted a Public Grievance Redressal System and Monitoring System. The webpage was officially unveiled in the state on December 25, 2014, in honor of the late former prime minister Atal Bihari Vajpayee's birthday. The system's design priorities are low-overhead and high-impact governance.

**Public Health Engineering Department Maharashtra:** The Department of Public Health Engineering (PHED) in Maharashtra has launched several e-governance services. This includes a unique ERP integrated solution, the Civic Housing Center (SNK), and the Water and Sewer Billing Information System (BISWAS).

**National Rural Health Mission Maharashtra:** The state's Supply Chain Management System (ODISCM) and the online portal drug inventory are both part of the National Rural Health Mission (NRHM), which aims to increase the effectiveness and efficiency of rural development. According to the new drug policy of the Maharashtra Government, this delivery system is intended to guarantee the constant availability of medications while also ensuring the quality control system, distribution, and drug procurement.





**Food & Supply Department of Maharashtra:** The public distribution system, including ration card administration, allocation, supply chain management, FPS through ration distribution, and FPS via Aadhaar verification, has been modernized with the help of e-governance. It is implemented now. With the use of their digital ration cards, the more than 13 million recipients of the Targeted Public Distribution System based on the pilot project will now get free Maharashtra State Kerosene. Tasks related to transport regulation: Many sub-magistrates are transitioning to issuing driver's licenses and registering vehicles electronically. State law now conforms to the standards set by the National Software System. Consequently, income collection has skyrocketed.

**Transport Roads:** Managing traffic and routes, tracking inventory and vehicles, generating purchase orders, keeping service book records complete with card and increment audits, and going online in long-distance buses on the major route are just some of the many tasks that Maharashtra Roadways has automated. In addition, a ticket-buying service is now available.

**Integrated Financial Management System (PWD):** Online budget communication, release, allocation, revision, and re-appropriation was adopted by the Maharashtra Government Finance Department so that the first budget could be prepared in two months instead of the previous eight. This exemplifies a system of governance that is both responsive and responsible. It's an impressive piece of work overall.

**E-Tourism:** The Maharashtra Tourism Corporation, which runs 42 tourism centers, is also a pioneer in the highway tourism industry. A web gateway for e-ticketing and an online booking system have been developed in accordance with 3B rules for the annual Surajkund International Crafts Fair so that all of Maharashtra's travel requirements can be satisfied online.

**Implementation of e-Budget, e-Billing, and e-Salary:** The National Computing Centre and the state of Maharashtra jointly planned and developed a web-enabled application for the implementation of e-Budget, e-Billing, and e-Pay. The application follows the major budgetary allotment as well as the expenses under several headings and programs. This online application form is used by department accounts and electronic budgeting.

**Department of Social Justice and Empowerment:** Direct Benefit Transfer (DBT) is a service provided by the Department of Social Justice and Empowerment for those interested in a Social Security Pension. Our department's Social Security Pension Schemes have deposited funds into

almost 24.04 million recipients' bank accounts. Nine different types of social security benefits are made available to these individuals through the DBT system. These include old age honor allowances, widow pensions, disability pension allowances, Financial Assistance for Children (FEDC), inclusive free education non-school children with disabilities (NSGDC), allowances for shrewd children, Buddhists, and children, and allowances. Maharashtra's MIS portal for schools is the first of its kind. The state of Maharashtra in India is the first in the country to allow online registration for all its public schools. So far, more than 20 lakh pupils and their families' names, residence addresses, category designations, and base numbers have been entered into the central site. The "change school MIS portal" project is now complete after the first phase was released. In the next phase of the program, the registration procedure for workers or educators will be finalized for the total number of permitted positions at each institution, the office allowing publishing of postings, staff shortages, transfers of posts and instructors, and the transfer portal. By reducing the massive administrative load that regular cases throw on the system, the Education Department will be free to focus on its primary purpose of improving the quality of education provided in schools.

**Industrial Training Institutes:** Students can apply to the ITI of their choosing and find out where they stand in the line-up for seat allocation by commencing an online admission process at ITIs. These students will assist in simplifying the admissions process and assisting their parents in avoiding unneeded inconveniences like waiting in line. Industrial training institutions online admission systems have improved admissions transparency.

**Maharashtra Knowledge Corporation Limited:**“Maharashtra Knowledge Corporation Ltd. The Lit Career Course's (MKLIC) knowledge initiative will help raise awareness of digital skills and support the state's youth in their pursuit of employment and self-employment. MKLIC will offer certified image editors, stationary designers, web designers, 2D animators, video editors, desktop publishers, financial accountants, etc.”

**E-NAM:** The National Agriculture Market Portal has been connected to 54 food markets in Maharashtra that sell grains, and all the markets' records are now kept electronically.

**E-District Maharashtra (MP):** A government-citizen electronic interface that offers timely and efficient services to the public. At the district headquarters, an e-Disha Kendra (CSMQ) has been authorized by the state government.



**Other Administrative Services:** New water and sewer connections, energy bill collection, and the addition of ration card holders are just a few of the e-services that the state government offers via its Common Services Centers (CSCs), which have been set up in each of the state's districts. Services such as registration, HBSE results, board examinations, etc. are accessible, as are admit cards, online admit cards for government institutions, long road book sessions, and the status of the plots at Urban Development inquiry forms. Maharashtra is the first state in India to adopt Aadhaar birth registration, and the state and federal governments have made available through the UMANG App platform, which is accessible around the clock, seven days a week, hundreds of conventional and offline services. There are a total of 5620 villages that are linked by the national fiber optic network. The people of Maharashtra have access to more than 246 distinct online services, 195 of which have been made public in accordance with the Right to Service Act. Over the whole Internet, businesses may make use of a variety of services, such as online registration and payments as well as electronic filing, tendering, and refunds. E-land was created with the sole purpose of selling to the state. E-governance for development in India is an ongoing effort to leverage technology for the betterment of citizens' lives. It aims to enhance efficiency, accountability, and transparency in government operations while making essential services more accessible and user-friendly for all segments of society.

**"E-Governance for Development:** ParivarPehchanPatra and Saral Portal" refers to two initiatives undertaken by the Government of India to facilitate efficient and transparent service delivery to citizens through digital platforms. Let's break down the details of each initiative.

## 6. Conclusion

Establishing a conducive atmosphere is necessary for the effective execution of e-governance programmes. This is accomplished by demonstrating a desire to reform the government. The establishment of a climate that is favorable to the transition to digital governance greatly depends on the backing of the political establishment. Public awareness campaigns should be used to raise citizen awareness. Citizens will become more in demand for e-services as a result. The many categories of e-governance initiatives should be identified by the federal and state governments. These initiatives can be used to pay taxes and user fees for public fees, obtain information, conduct financial transactions, and obtain government services. There should be

more coordination between the information and technology departments at central and state level to provide the technical support to the citizens. When governance policies are promulgated and implemented regarding the information and services access through internet, the citizens who are not having access to internet and their impact on use of e services and information should be examined by the public agencies. The government should make sure that those without internet access are not excluded from using public services and information. It is necessary to build technology so that those without access to computers or the internet can receive services and information. Reevaluating business process reengineering in light of citizen feedback is necessary for the success of e-governance. To keep the administration focused on the needs of the citizenry, a thorough review of every procedure must be conducted. The private sector has advanced remarkably in its use of ICT for capacity building and organizational goals. Public sector organizations ought to use case studies and exchange programmers to examine these private sector accomplishments. The native tongue of the populace should be used for the awareness initiatives.

## REFERENCES

1. Dwivedi, A., &Bharti, S. (2005). E-Governance in India - Problems and Acceptability. *Journal of Theoretical and Applied Information Technology, New Delhi*, 37(1), 37-42.
2. Department of Information Technology Electronics & Communication, Maharashtra. (2018). E-Governance in Maharashtra. Retrieved from <http://Maharashtrairt.gov.in/en/e-governance-in-Maharashtra>
3. DNA India. (2018). Maharashtra CM window-register complaints here. Retrieved from <http://www.dnaindia.com/locality/faridabad/now-know-your-your-complaint-status-online-cm-window-49928>
4. Food Civil Supplies & Consumer Affairs Department Maharashtra website. (2018). Retrieved from <http://Maharashtrafood.gov.in/en-us>
5. Transport Department, Govt. of Maharashtra website. (2018). Retrieved from <https://Maharashtratrtransport.gov.in/#content>

6. Inclusion. (2018). Maharashtra: Promising Initiatives in Finance, e-Governance. Retrieved from <http://inclusion.skoch.in/story/802/Maharashtra-promising-initiatives-in-finance-egovernance1102.html>
7. Maharashtra Tourism. (2018). Retrieved from <http://Maharashtratourism.gov.in>
8. eGov Magazine. (2018). Implementing National e-Governance Plan in Maharashtra. Retrieved from <http://egov.eletsonline.com/2007/07/implementing-national-e-governance-plan-in-Maharashtra>
9. Pradeep. (2019). E-governance in Maharashtra. Available at <https://mdu.ac.in/UpFiles/UpPdfFiles/2020/Mar/Ch-12.pdf>
10. Bhatia, V. (2023). Maharashtra's ParivarPehchanPatra: What is this document, why the Opposition has criticized it. Available at <https://indianexpress.com/article/explained/explained-politics/Maharashtras-parivar-pehchan-patra-what-is-8918068/>
11. Indian Express. (2023). What is ParivarPehchanPatra: Maharashtra Aadhaar. Retrieved from <https://indianexpress.com/article/explained/what-is-parivar-pehchan-patra-Maharashtra-aadhaar-6540422>
12. Kumar, R. (2022). The Maharashtra ParivarPehchan Act, 2021: Role in good governance. Available at <https://www.allsubjectjournal.com/assets/archives/2022/vol9issue5/9-5-26-486.pdf>
13. Richa. (2023). Saral Portal Maharashtra Registration, Login, Benefits, Features. Available at <https://bharatstories.com/saral-portal-Maharashtra-registration-login-benefits-features/>
14. Dharani. (2023). Saral Portal Maharashtra: saralMaharashtra.gov.in In Registration. Available at <https://vakilsearch.com/blog/saral-portal-Maharashtra-saralMaharashtra-gov-in-login-registration-status/>
15. Singh, S. (2019). Antyodaya SARAL Maharashtra. Available at [https://informatics.nic.in/uploads/infocus/df99c5e7\\_1820.pdf](https://informatics.nic.in/uploads/infocus/df99c5e7_1820.pdf)
16. Ramamirtham, A. (2022). SARAL Maharashtra: All about SARAL Portal Services. Available at <https://housing.com/news/antyodaya-saral-Maharashtra-portal/>
17. Government of Maharashtra. (n.d.). E-Services - SARAL Maharashtra. Retrieved from <https://Maharashtra.gov.in/project/e-services-saral-Maharashtra/>



18. The MaharashtraParivarPehchan Act, 2021 (Maharashtra Act No. 20 Of 2021), sections 3, 11:23:48.
19. Raj, P. (2023). MaharashtraParivarPehchanPatra. Available at <https://vakilsearch.com/blog/Maharashtra-parivar-pehchan-patra/>
20. MeraParivarMaharashtra. (n.d.). Retrieved from <https://meraparivar.Maharashtra.gov.in>
21. Patil, S. (2023). AntyodayaSaraMaharashtra Portal – Benefits and Services. Available at <https://www.aisdeindia.com/antyodaya-saral-Maharashtra-portal/>