



“बेटी बचाओ, बेटी पढ़ाओ”

## **Status of E-Governance in India: Issues and Challenges**

Ms. Jolly Pal, (Student), B. Tech. 2nd Sem, JVVU, Jaipur

Email- jollypal2678@gmail.com

Dr. Sunita Bhati\*, Associate Professor, JVVU, Jaipur

Email-bhati.sunita01@gmail.com

---

### **Abstract:**

Governments and public sector organizations have taken a serious step by adopting Information & Communication Technologies (ICTs) in delivering efficient services and valuable information to their stakeholders with transparency. E – Governance is an effective tool of ICT to improve the system of governance. E - Governance is considered as “E-governance is the application of information & communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational & transactional exchanges within government, between govt. & govt. agencies of National, State, Municipal & Local levels, citizen & businesses, and to empower citizens through access & use of information”. E-Governance is a process that requires a sustained commitment of political will, resources and engagement among the government, private and public sectors. It enables better policy outcomes, higher quality services and greater engagement with citizens. While dealing with it some issues are raised and these issues affect the proper execution of the system. This paper is an attempt to uncover these important issues that come in front of the stakeholders while executing the E – governance in the system and to find out the solutions against the emerging problems

**Keywords:** E – governance, Information and Communication Technologies (ICTs).

### **Introduction:**

Electronic government or E-government refers to the delivery of national or local government information and services via the Internet or other digital means to citizens or businesses or other governmental agencies (Palvia and Sharma, 2007). E-government is an application of Information & Communication Technology to provide facility to access government information and services to citizen, business partners, and those who are working in the public sectors. In other words E-Government is an effective tool to improve the activities and working environment of public sector organizations. E-government plays an important role to make the country as a

developed nation. It has brought revolution in the governance activities of the government by making the system transparent. Another side of it, according to Economist Intelligence Unit the e-readiness index of India is low. Therefore, the implementation of e- government is not an easy task, it is very challenging. The main reasons behind it is the low level of literacy, low per capita income, insufficient infrastructure, corruption and unawareness.

### **Issues with E – Government:**

No doubt India is a very fast growing country in the world, still most of its population comes in the category of poverty and because of the illiteracy, infrastructure is not well defined and appropriate as per the requirement of the system. So it is very challenging task for the government to implement E-Governance for citizens and other sectors. The following are the major issues that needs to be resolved:

- 1. Unawareness:** It is very true that India has done remarkable development in the field of ICT. But still the awareness level about the concept of E-Governance of citizens, public and private sectors is very poor. To implement the E-Governance, it is required to know the concept and objectives of it and how it can be implemented in public and private sectors.
- 2. Technical illiteracy:** As per the census of 2012 of India, the literacy rate is increased. But the technical literacy level is comparative not as per the demand of the system. So the implementation of E-Governance is a tedious task.
- 3. Poverty:** The main purpose of E-Governance is to provide government services and information to citizens via internet. But because of the poverty, most of the people are not able to access internet. Internet is too expensive in india. Internet requires telephone connection which is very costly and unaffordable poor citizens. In India, each telephone connection may cost as much as Rs30,000 in urban areas and Rs70,000–80,000 in villages, which is unaffordable by most low income families. It is also very expensive to gain internet access in India: it may cost about Rs25 per hour in cities and Rs150–1200 per hour in rural areas.
- 4. Language Dominance:** Since the mode of displaying information on the internet is generally English. Most of the Indian populations are not properly familiar with English language. So there is a big constraint to interact with the E-Government services. It is found that of all the web pages in the world, about 84 percent are in English followed by 4.5 percent in German, 3.1 percent in Japanese, 1.8 percent in French, 1.2 percent in Spanish, 1.1 percent in Swedish, 1 percent in Italian and less than 1 percent in all other languages. In the case of India, 95 percent of the population does not speak English [3]. Due to such overwhelming dominance of English over these communication channels, computers and the internet are quite useless in Indian villages.

5. **Lack of Participations of Society, Public and Private sectors:** Designing of any application requires a very close interaction between the govt. department and the agency developing the solutions. At present the users in govt. departments do not contribute enough to design the solution architecture. Consequently the solution developed and implemented does not meet the requirements of an e-governance project and hence does not get implemented.
6. **Insufficient Infrastructure:** As we have discussed earlier India is still consider under developing countries because of the poverty, illeteracy and lack of resources. Therefore the infrastrucure like electricity, internet, technology and ways of communications in public and private sectors are not proper as per the requirement of the system.
7. **Corruption:** There is no doubt in saying that corruption is existing at all the levels in public and private sectors. The concept of E-Governance is introduced to make the system transparent. It allows no intervention of anybody between the government services and the end users. So, it reduces the possibilities of any type of corruption. But as courruption is already there in the government, public and private sectors, so some administrative bodies are not willing to implement the E-Government in their system. So still the E-Government services are not approachable for the end users.

**Ways to Overcome The Issues and Implementing Good E-Governance:** As we have seen in above discussion that there are so many issues in front of us to implement good E-Governance. We have tried in our study to find out some solutions to resolve these issues which are as follows:

1. **Building E – Government Awareness:** Awareness about the e – government among the citizens and organizations is essential for successful implementation of it. Media ( like News Channel) is the most powerful and approachable tool for building the awareness about it among the local community. News channel can provide the information about the e-governance services.
2. **Building Proper Infrastructure for E-Government:** Because of financial issues infrastructure is not proper for improving the e-government services. So there should be developed some strategies for revenue generation in organizations. Awareness about the need of proper infrasturcture is also rquired. So there should be some centres for the proper guidance.
3. **Building Human Capacities for E-Government Implementation:** There is a requirement of skilled people for proper implementation of e-governance. Most of the people in public and private sectors are not familiar with ICT. So they are not willing to adopt the e-governance. There should be planned some special training programs for awaring those people.

- 4. E-Government Projects:** Some e-government projects should be developed by the government for implementation of e-governance services.
- 5. Common Service Centre:** Common Services Centre (CSC) scheme is the most prominent face of National e-Government Programme. Specific support is being provided for this scheme. The scope of support includes Identification of core components of CSC Scheme; Frame problem agendas related with application software, legal instruments, essential backend for CSC etc.
- 6. Free Training Centre:** Government has to set up free training centre to educate the people for e-governance services. Training centre should be established those places which is approachable for most of the citizens.
- 7. Making E-Government Services User Friendly:** As most of the citizens are not very much familiar about English language, but mode of communication of ICT services is generally English, so there is a big problem for the people to interact with these services. So it is required to develop e-governance services by using the mode of communication depends on the local language of the area.

### **Conclusion:**

Thus from above discussions we conclude that there are various challenges for the implementation of e-government in India. These challenges are technical illiteracy, poverty, unawareness, insufficient infrastructure, limited financial resource etc. A vision and strategy is required to implement the e-government in India. To meet the vision the challenges in the implementation of e-government should be overcome. A conceptual framework should be developed for the effective implementation of e-government in India. We have suggested some solutions to overcome the problems. These solutions are very useful and effective to implement good e-governance in India.

### **References:**

1. N. S. Kalsi\*, Ravi Kiran\*\* and S. C. Vaidya\*\*\*, "Effective e-Governance for Good Governance in India", International Review of Business Research Papers, Vol.5 No. 1 January 2009 Pp. 212-229, [http://www.bizresearchpapers.com/attachments\\_2009\\_01\\_13/18..Ravi-edited.pdf](http://www.bizresearchpapers.com/attachments_2009_01_13/18..Ravi-edited.pdf)
2. Prabhudatt Dwivedi and Ganesh P. Sahu, "Challenges of E-government Implementation in India", 2008  
[http://www.csi-sigegov.org/emerging\\_pdf/23\\_210-215.pdf](http://www.csi-sigegov.org/emerging_pdf/23_210-215.pdf)

3. Dr. Sanjay Kumar Dwivedi, Ajay Kumar Bharti, "E-Governance in India – Problems and Acceptability" Journal of Theoretical and Applied Information Technology, Research Paper, 5 Vol. 17 No. 1, Pp 37-43  
<http://www.jatit.org/volumes/research-papers/Vol17No1/5Vol17No1.pdf>
4. Palvia, S.C.J., and Sharma, S.S. (2007); E-Government and E-Governance: Definitions/Domain Framework and Status around the World , *Foundation of e-government*, ICEG, 2007, pp.1-12
5. Sameer Sachdeva, "E-Governance Strategy in India", White Paper, December 2002  
[http://indiaegov.org/knowledgeexchg/egov\\_strategy.pdf](http://indiaegov.org/knowledgeexchg/egov_strategy.pdf)