

E governance in Local Bodies in India

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Abstract- India is 2nd largest country after China based on its population. Even whole country is divided based on different language, region, rituals and lots many differences. Efficient governance of such large country with such diversity is tough task. Government of India is aggressively using Information and Communication Technologies in their daily work to provide SMART (Simple, Moral, Accountable, Responsive and Transparent) governance to every citizen of India. The tools, technology and methods used in E-Governance application provide a roadmap for effective and timely delivery of services at the door step of citizen. Majority of regular interaction of government and citizen is done through Local Bodies of government. Local Body is classified in Urban Local Body (ULB) and Rural Local Body (RLB). Purpose of this paper is to examine E-Governance implementation in Local Bodies in India.

Index Terms- e governance, Urban Local Body (ULB), Rural Local Body (RLB), Municipal Corporation, Municipality, challenges in e governance implementation, NeGP

I. INTRODUCTION

Every governments are aggressively using information and communication technologies in their everyday work. As a consequence, the study of e-government has increased in last two decades and many approaches to describe e-government and develop digital government research have been evolved.[1][2]. One of the way to e-government understanding describes the evolution of e-government initiatives in terms of their degree of technological and organizational sophistication.[1][2][3]. The major demand on government is that it should be more receptive to fulfil every requirement of citizens instantly, without wasting time. Citizens are expecting 365 X 24 access for many government work. This can be achieved through E-Governance only.

The terms “E-Governance” and “E Government” is sometimes used interchangeably, but E Government is just as subset of E-Governance. We can say that E-Government is an application of E-Governance. This uses the latest technologies of information and communication technology (ICT) and to make government more efficient, effective and to provide transparent services[4].

To achieve this goal, the government is focusing more to avail government services to citizens through Internet. So, E-Governance is a broader thing that deals with the whole range of the relationship and networks within governments regarding the usage and application of ICT. E-Government is a small discipline dealing with the development of online government services to the citizen and businesses such as e-tax, e-transportation, e-procurement, e-participation etc. The “E” part of both e-government and e-governance stands for the electronic platform or infrastructure that enables and supports the networking of public policy development and deployment.

II. DEFINITION OF E-GOVERNANCE :

Different governments and organizations are defining ‘E-Governance’ as per their aims and objectives.

E-Governance is define by Word Bank as[5] “*E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/ or cost reductions.*”

As per UNESCO’[6] E-Governance is “*Governance refers to the exercise of political, economic and administrative authority in the management of a country’s affairs, including citizens’ articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.*”

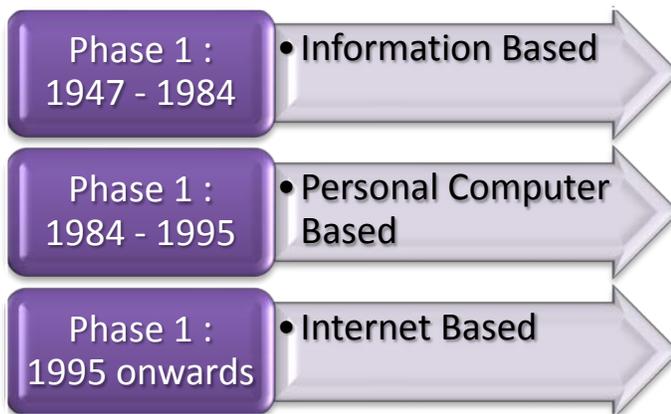
Advantage of E-Governance:

- Increase citizen participation in government process

- Interaction between industry and Government can be improved.
- Delivery of Government services in better manner.
- Cost reduction in availing/providing government service for both Government and Citizen.
- Citizen empowerment by providing access to all information.
- Service reaches to citizen rather citizen reach for service.
- Citizen can avail all information of Government through a single window at any time and any location with a device having Internet connection.
- Decrease corruption.
- More efficient and convenience way of utilizing government services.
- Eliminate human errors in the manual process.
- Sharing information and finding to other government agencies easily and rapidly.

III. EVOLUTION OF E-GOVERNANCE IN INDIA

Evolution of E-Governance in India can be considered in three phases[7]



- Phase I: 1947-1984 Information based E-Governance
- Phase II: 1984-1995 Personal Computer based E-Governance
- Phase III: 1995-onwards Internet based E-Governance

Major milestones in this evolution process are listed here.

1950s, where computer is required to use for National Level Planning.

1966. Bhabha Committee recommend requirement of establishment of Department of Electronics (DoE) to support electronics and computer industry.

One of the bigger milestone was the establishment of the National Informatics centre (NIC) in 1977 under Department of Electronics.

Establishment of Computer Maintenance Corporation (CMC) in 1975 was another milestone for E-Governance in India.

A new IT policy was introduced in India in 1984 which impacted by 100% growth in number of computers in India at 50% reduced cost[8].

In 1987, National Informatics Center Network (NICNET) was launched. After NICNET, District Information System of the National Informatics Centre (DISNIC) was introduced, which is to computerize all district offices with free hardware and software so all can take part in E-Governance initiative.

A National Task Force on Information Technology and Software Development was constituted in May 1998[9].

By 2000, Indian Government had identified 12 point minimum agenda for implementing E-Governance in all union Ministries / Departments.[10].

The National E-Governance Plan (NeGP) was defined by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms & Public Grievances (DAR&PG).

The Union Government approved the National E-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 10 components on May 18, 2006.

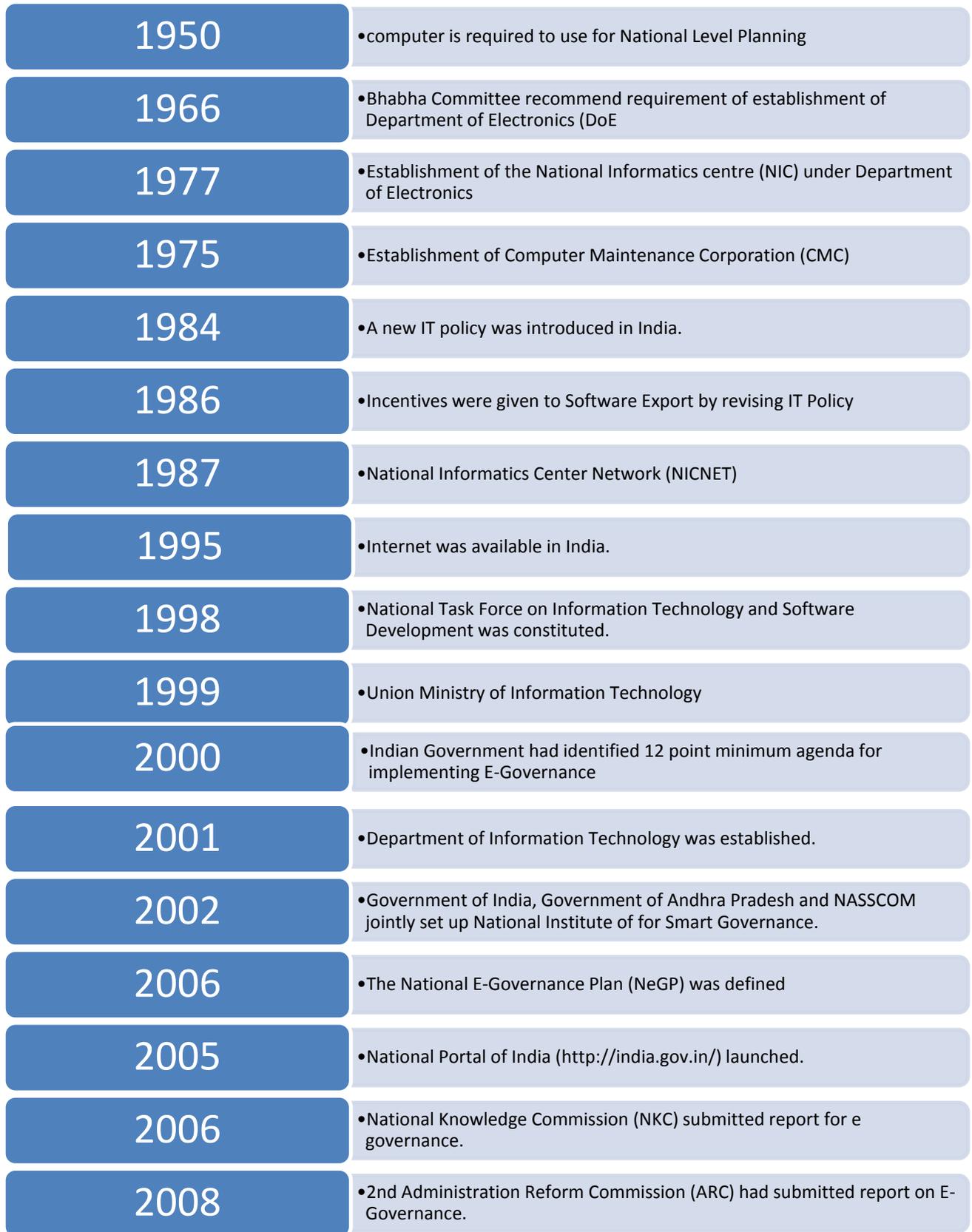


Figure 1 Evolution of e governance in India

IV. FOUR PILLARS OF E GOVERNANCE

For implementation of e governance basic requirement is infrastructure. As per our NeGP, government has decided 4 infrastructural pillars for implementation of e governance.

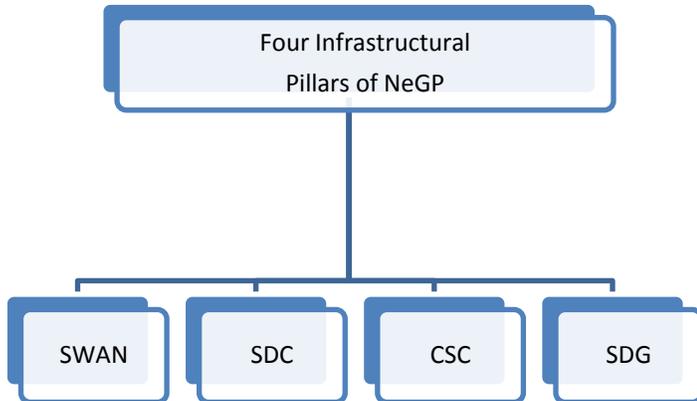


Figure 2 Infrastructural pillars of E Governance

They are listed as under.

- State Wide Area Network (SWAN)
- State Data Centre (SDC)
- Common Service Centre (CSC)
- Service Delivery Gateway (SDG)

SWAN :Government has sanctioned the State Wide Area Networks (SWANs) implementation across the country, in March, 2005 at a total expenditure of Rs.3,334 crore to be given by the Department over a period of five years. Under this Scheme, technical and financial help will be provided to the all States/Union Territories (UTs) for establishing SWANs to connect all State/UT Headquarters, District Headquarters and Block Headquarter, in a hierarchical structure with a minimum bandwidth capacity of 2 Mbps per link. Each of the State / UT can enhance the bandwidth up to 34 Mbps between SHQ and DHQ and up to 8 Mbps between DHQ and BHQ depending upon the utilization[11].

SDC :State Data Centres are defined so that every state can consolidate services, applications and infrastructure to provide efficient electronic delivery of Government to Government (G2G), Government to Citizen (G2C) and Government to Business (G2B) services. State Data Centre would provide many functionalities [12].

- Central Repository of the State

- Secure Data Storage
- Citizen Information/Services Portal
- Remote Management
- Disaster Recovery
- Online Delivery of Services
- State Intranet Portal etc..

CSC :Large population of India is living in rural area only. Government can develop applications providing E Governance services, Internet can be avail to every village/ nearby area using SWAN, but government can not force each and every person living in India to use personal Internet access. This is basic reason for approving Common Services Centres. A main use of CSCs is that it will offer services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills etc...

SDG :Various Local, State and Central government had started to implementation of e governance applications. All government systems are using different platform and technologies for E Governance solutions, and it is very difficult to make interoperability between these heterogeneous platforms. This is the reason for implementing various Service Delivery gateways (SDG), which will work as standards based messaging switch between various heterogeneous applications and providing seamless interoperability and sharing of data across different government applications. [13].

V. E GOVERNANCE IN LOCAL BODIES

Local Body for e governance consist of Urban Local Body (ULB) and Rural Local Body (RLB).

74th Amendment was enacted there are three categories of Urban Local Body[14]:

- Mahanagar Nigam (municipal corporation)
- Nagar Palika (municipality)
- Nagar panchayat (notified area council, city council)

74th Amendment was enacted there three categories of Rural Local Body

- Zilla Panchayat (District Panchayats)
- Mandal Or Taluka Panchayats
- Gram Panchayats

Various duties of Local Bodies are as under

- Planning for economic and social development
Urban planning including town planning
- Water supply domestic, Industrial and commercial purposes
- Regulation of land-use and construction of buildings
- Roads and bridges
- Urban forestry
- Fire services
- Public health, sanitation, conservancy and solid waste management
- Burials and burial grounds, cremations, cremation ghats/grounds and electric crematoria
- Provision of urban amenities and facilities such as parks, gardens, playgrounds
- Cattle pounds, prevention of cruelty to animals
- Street lighting
- Slum improvement and up gradation
- Parking lots, bus stops and public conveniences
- Registration of births and deaths
- Preventive Health Care

Above services are such that every citizen is directly connected with it. For all those services, if citizen required to go to municipal office, need to stand in queue, even after that it is quiet possible that it may take many days to get service. Instead of that, if every citizen can avail these services online through e governance than all citizen can get service sitting at home using Internet.

Various states of India had started implementation of e-governance for local bodies.

Few examples of implementation of e governance in Urban Local Bodies are.

UTTAR PRADESH	HTTP://E-NAGARSEWAUP.GOV.IN/ULBAPPS/
MADHYA PRADESH	http://www.mpenagarpalika.gov.in
ODISHA	https://www.ulbodisha.gov.in/
RAJASTHAN	http://urban.rajasthan.gov.in
GUJARAT	No Common Webportal. Every municipal corporation is having their own website.
TAMILNADU	http://www.tn.gov.in/cma/

Figure 3 Example of E Governance implemented in ULB in few states

Above figure shows e governance implemented in few states of India. As per above facts we can observe that various states had

tried to implement e governance for local body in different manner. We will discuss implementation strategy for various states.

- Uttarpradesh : UP state had implemented e governance in local body through portal <http://e-nagarsewaup.gov.in/ulbapps/>. Using this portal every citizen of state can get online facility for many services. User just need to select city and service from portal and than user can book/get respective service. This service is developed by National Informatics Centre, U.P State Unit, Lucknow. Another implementation of e governance in UP is using portal for every municipality like Nagar Palika Parishad npp(*) in where * is city name. For eg nplalitpur.in where city name is Lalitpur
- Madhyapradesh : MP state had implemented e governance in local body through portal <http://www.mpenagarpalika.gov.in>. By using this central portal, citizen of MP can get many e governance services.
- Odisha : Odisha had implemented e governance in ULB by <https://www.ulbodisha.gov.in>. In this portal, citizen of Odisha can select District and than ULB. After that can get portal for respective ULB.
- Gujarat : No central portal for implementation of all ULBs. Various Municipal Corporation had implemented their own portal for providing e governance to citizen of respective corporation. For eg Rajkot municipal corporation is having portal rmc.gov.in.
- Tamilnadu : Tamilnadu state had implemented e governance for local bodies using portal <http://www.tn.gov.in/cma/>. This portal is handled by Commissionerate of Municipal Administration, Tamilnadu and having links of all ULB websites. Still all Municipal corporation of Tamilnadu are having their own developed portal by which their citizen are getting e governance services. For example Madurai corporation is providing e governance facility by <http://www.maduraicorporation.co.in/> portal.

SUMMARY

Author had studied implementation of Urban Local Body done by various states of India. As per our study, different state had implement e governance in Urban Local Bodies as per their own analysis. Online portal implementation is done by hiring any third party professional company by every states. Due to this differences, there is no common solution is available nation wide for ULB e governance. In place of it, if implementation is defined and designed nation wide than government can define common way of implementation of e governance services which can be used by all citizen of India. Advantages of common

implementation is that only one portal having common User Interface which can be available in vernacular languages is used for e governance in ULB. By having common implementation, every states and union territories citizen are having access of e governance for ULB. This solution saves time and cost of analysis and implementation for every states.

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