

A Survey on E-Governance Facility Provided by Gujarat Government

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Abstract- We are very much aware that nowadays technology has changed our life. These technology changes have pros and cons. Let's discuss pros that Gujarat government has started using latest technology to provide immediate response their citizens and cons about the technology changes are that in some of the village area people are not aware of the technology they have to face many problems. [1] Here by writing this paper we would like to create awareness of e governance facility provided by the Gujarat government. Our paper is divided into two sections, in first section we would like to discuss 1) what is egovernance and what are the basic issues related to egovernance. 2) Highlight the facility provided by the Gujarat government, while in section two we would like to find out the awareness using survey then we will provide information about the facility by preparing blog or documents and will resurvey the details and will compare our survey results.[3]

Index Terms- E-Governance, Awareness of E-governance, Government of Gujarat, EGovernance by Gujarat Government

I. INTRODUCTION

Egovernance is the process of computerization of the working process of government. By providing EGovernance facility citizen can get information via online portal of government. Government of India and Government of Gujarat have already started working on it. EGovernance provides fast and convenient service to the citizen and government can effectively utilize the resource.

But there are some challenges to implement the service; some of the challenges include low literacy, limited financial resource, lack of human resource in government department. Despite of all these government is trying their best to implement as much service as they can. Let's review some of the very important service which is now provided by the government of Gujarat.

II. EGOVERNANCE PROJECT STARTED BY THE GUJARAT GOVERNMENT

II.I ONLINE TICKET BOOKING FOR BUS (GSRTC)

GSRTC Stands for Gujarat State Road Transport Corporation. gsrtc provides to and fro buses from different locations in Gujarat. As per the latest survey that around 24 lakh passengers travels in a day[10], out of them some are using weekly or monthly pass while some are using daily tickets. gsrtc has launched website for online ticket booking of the bus. People of

the Gujarat are not much aware of the functionality so awareness should be created for the same. [2]

II.II FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPT (FCSCA)

fcsc department of Gujarat government provide list of functionality for their citizens. It includes rules and regulation related to sales and purchasing products related to foods and other. Which rules is going to apply for suppliers and consumers if they are selling inside Gujarat. Website related to FCSCA is providing all this information. By using this website of fcsc you can post complain related to Ration Card, Ration Shop, LPG, PNG, Patrol Pump, Gas Pump, Customer Protection. After a successful registration you will get a complaint number to trace your complaint status. [3]

II.III E-GOVERNANCE AMDAVAD & E-GOVERNANCE VADODARA

AMC started website to provide online facility to all citizens of Ahmadabad or Vadodara. Facility that are provided online includes: Latest contact details about different department with contact number, birth certificate, death certificate, marriage certificate, vehicle and property tax, file a complaint, RTI etc. Citizen of Ahmadabad can get information related to any of the service provided by the Ahmadabad municipal corporation by using website. Using Egovernance website you can pay your house tax online.[4][5]

II.IV OFFICIAL GUJARAT STATE PORTAL

This portal provides information related to Gujarat state. It contains more than 100 links to reach to important information. Another important features provided on the Gujarat state portal is that you can take appointment of the PM. You can invite PM for your special occasion or you can write to PM directly. So Gujarat state portal is also very much important website for the citizen of the Gujarat.

II.V GUJART VIJ COMPANY LIMITED

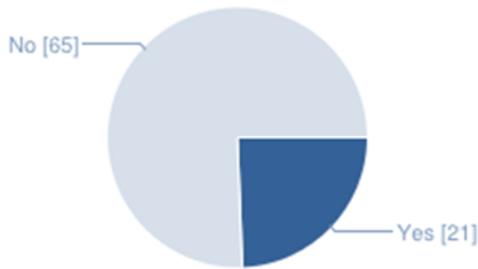
In Gujarat electricity is provided by the Gujarat vij company limited. For the sake of the easy understanding they have divided into four zone. 1) MGVCCL - Madhya Gujarat Vij Company Ltd. 2) Paschim Gujarat Vij Co. Ltd. 3) uttar gujarat vij company ltd. 4) Dakshin Gujarat Vij Co.Ltd. Using their website citizen can pay the electricity bill onilne. [6][7][8][9]

III. AWARENESS ABOUT THE EGOVERNANCE PROJECT

Author of the paper has prepared online survey to collect the information about the awareness of the above listed e-governance project by the Gujarat government. To get the data from the citizen Google form is used to prepare survey and following are the result of the survey. Total response received is 89. 1) In Online Ticket Booking (Gujarat Bus Transport Online Portal) out of 89, 21(24 %) is aware with the website and uses while 65 (76%) is still not aware with the facility. 2) In Food, Civil Supplies & Consumer Affairs Dept of Gujarat Government out of 89, 12 (14%) are aware with the facility while 74 (86%) are not aware with the facility. 3) In E-governance Amdavad & E-governance Vadodara, out of 89, 14 (16 %) are aware with the facility while 71 (84%) are still not aware with the facility. 4) In Official Gujarat State Portal out of 89, 20 (24%) are aware with the facility while 65 (76%) is still not aware with the facility. 5) In Gujarat Vij Company Limited out of 89, 14(16%) are aware with the facility while 71 (84%) are still not aware with the facility.

IV. SURVEY RESULT:

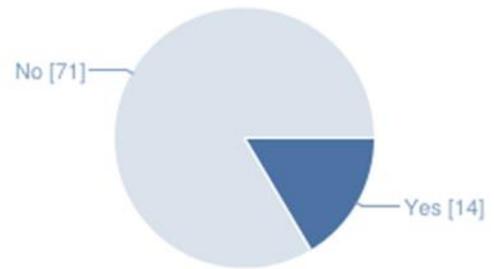
IV.I ONLINE TICKET BOOKING (GUJARAT BUS TRANSPORT ONLINE PORTAL)



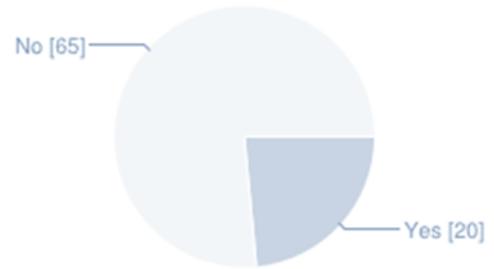
IV.II FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPT OF GUJARAT GOVERNMENT



IV.III EGOVERNANCE AMDAVAD & EGOVERNANCE



IV.IV OFFICIAL GUJARAT STATE PORTAL

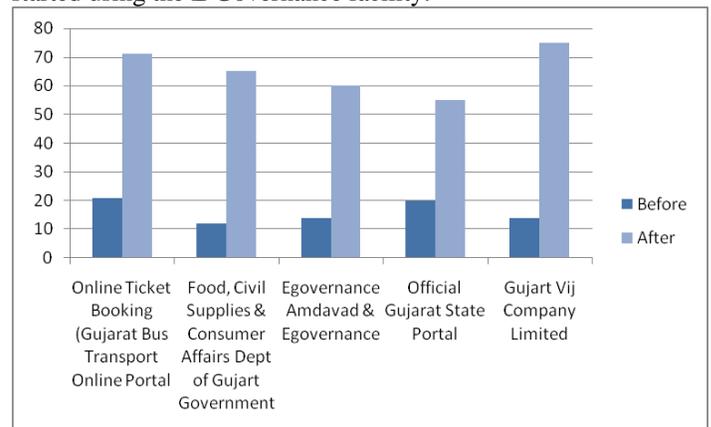


IV.V GUJARAT VIJ COMPANY LIMITED



V. STEPS TO CREATE AWARENESS

After studying above result we have prepared one blog for creating awareness and inform the entire respondent. After a week we again took survey and we found that now people have started using the E Governance facility.



VI. CONCLUSION

EGovernance website is very much useful and time saving for the citizen. But awareness about the website is minimal. So we will keep posting on blog related to the EGovernance website features. If citizen is aware with the online service then they need not required to come to office for the payment or day to day work. Most of the task can be finished on sitting on their computer at home or office. Hope all EGovernance website will continue and citizen can take as much benefit as they can.

ACKNOWLEDGMENT

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REFERENCES

- [1] Sachdeva, Sameer. "e-Governance strategy in India." White Paper on e-Governance strategy in India (2002).
- [2] Online: <http://www.gsrtc.in>
- [3] Online: <http://www.fcscg.gujarat.gov.in>
- [4] Online: <http://www.egovamc.com/>
- [5] Online: <http://www.vmcgov.com>
- [6] Online: <http://www.mgvcl.com/>
- [7] Online: <http://www.pgvcl.com/>
- [8] Online: <http://www.ugvcl.com/>
- [9] Online: <http://www.dgvcl.com/>
- [10] Website: <http://www.gsrtc.in/site/Achievements.html>