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**E-GOVERNANCE REFORMING GOVERNMENT THROUGH TECHNOLOGY**

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**ABSTRACT:**

*E-governance is an application of facts in electronics and communication technology in the series of action by the government to guide pleasant governance which can be characterized as giving public the superior power of when and where they approach authority information and aid. It is a correct in the technique of doing government effort, contribute information and give the aid to external and internal consumer for the welfare of both government and the consumer and the organizations in which they serve.*

*One can easily relate the difference of the working of old time's governance and the e-governance. As in traditional, the person went to the individual department first to take out the information from the government but nowadays a person can easily log in the information directly by going to the websites of the government anywhere and at any time. One more important thing is that all the work can be done online without standing in a line. So the four towers of electronic authority are the process, people, technology and resources.*

*It brings the clarity and liability in the work of government and also empowers people through information which brings the efficiency in the work of government. E-governance took many projects for the well- being of the people and to make India a Digital India is one of its kinds. Electronic governance act as an intermediary between government and people. It is the use of distance of contemporary information and technologies to the processes of government functioning to bring about smart, moral, accountable, responsive and transparent governance. There are many scopes of e-governance right from the birth of an adolescent to a create birth certificate and health care and till to the old age for pension,*

*insurance, healthcare and death certificate. So, it can also link the rift between India and the developed nations and reduces the delays in work and corruption in the country.*

**Keywords:** *E-Governance, Information Technology, Democracy, Right to Information, Transparency.*

## **I. INTRODUCTION:**

The term “e” in e-Governance stands for ‘electronic’. Thus, e-Governance is crucial to connect with transport the actions and succeed in doing the results of governance through the application of ICT (Information and Communications Technology). There is an inter-connection between e-governance, good governance, economic development and democracy. E-governance can improve the governance and the improved governance in turn, can help in economic development (due to better services, better judgement, audit, better application and easy approach of information) and equality (due to liability, clear visibility, ability, impartiality etc.).

While Governance relates to protecting the legal privilege of all public, an equally essential visible feature is concerned with ensuring equitable admission to public aid and the advantage of economic growth to all. It also ensures the authority to be clearly visible in its dealings, accountable for its functions and faster in its feedback as part of better governance. E-governance is a tool of better governance because it gives speed, answerability, clearance, dependability and quick response in governance through connection or links. It would be beneficial to describe in a clear way the governance and pleasant governance to have a better understanding of e-governance. Generally, governance includes the administration of public case (resolving the fight, providing aid, maintaining law and order etc.) according to established laws and rules by enjoying power.

The World Bank by keeping in mind economic freedom has known to be the governance as the person behaviour power is exercised in the administration of the country's economic and social assets for advancement. Good governance should have the following characteristics: government should be equal to have validity; political executives should be responsible for their conduct; ministry should be effective and capable of accommodating to changing social requirements; administrative should be open and visible; guidelines of law should be

preserved, protection of basic privilege and property authority should be supported, there should be special guardianship given to women, minorities and deprived sections of society, etc. The year 2001 had been announced by the authority of India as the year of e-governance. Information Technology (IT) has contravened human life beyond the world. The telecommunication system of connections has provided the base for the IT drastic change.

The dangerous access of technology into every attitude of life has changed how people live, how they put effort, how organizations do business, how the entire economy functions and the means through which authority help their citizens. IT is changing the method people broadcast and interact with each other. IT is based on the concept of digitisation of advice. Digitisation converts the facts of any form and nature into digital form. IT is very useful to the authority simply because, throughout the globe, the government remains the single largest archive of facts. At present, the availability of the information gathered by the bureaucrats to the general population as well as the use of this advice in government organizations and transfer is very limited. IT has promised of improving the availability of the public to information kept and held by future use by the government and use of the information in administrative processes and development and benefit of undertaking these processes. IT makes available the inexpensive, speedy and better way of approaching government information.

Moreover, IT aids in using the facts stored by the government again and again in different function horizon without any important supplementary cost. Therefore, e-governance is the brand given to information technology driven public development function arrangement, which importantly defined as giving of government aids and facts to the public using the digital method. E-government also gave the indication to the people in wide scope to gain government help through advanced, digital means, enabling the application to government advice and for the accomplish of government transfer on an anywhere and anytime basis and in confirmation with equal availability requirements. Information Technology has been

created to be a very beneficial instrument for appealing the government by increasing its administrative quantity and departmental efficiency.<sup>1</sup>

## **II. E-GOVERNANCE IN INDIA:**

India is observing a considerable development in the figure of online transfer involving people and the government. The sum of aforesaid e-transactions has developed by a gain in by 200% in 2 years: from 840 million in 2013 to 2580 million in 2015. The number of electronic transfers can be seen to a large range across states. Telangana, Andhra Pradesh and Kerala came out as the first from the rest of the nation by a long way in carrying out the activity of online activity with the government online. The list of the top 5 states based on the number of e-transactions carried out between Jan 1, 2015, and August 1, 2015.<sup>2</sup> In a present situation, the main core scope of governance amend in India are liberated and disintegration (powerful Panchayati Raj institutions); Right to Information (RTI); and, community partnership and audit of growth actions.

In addition, social inclusion is a high political priority, which, in terms of reforming governance systems, involves reaching out – both in servicing and participation – to the disadvantaged area of the society who, it is uncountable, may be away of the current economic wave being experienced by an important part of India. Governance change towards greater public addition can be normalizing to seek, on one hand, increased reach and capacity for serving deprived sections, and in the different circumstances, developing means of improving response to them, in addition to the improvement of their participation.

A great move towards people-centric orientation and structures has also been a government change priority, though, unlike some other reform areas, very little important institutional or any other very important structural changes have been made to lead the required changes. Few of the essential government reforms in India are adjust to the New Public Management thought about people-centric (especially in terms of people individually as a consumer of

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<sup>1</sup> Murthy, D.V. Ramana, A. Sastry G.V.S.R.N.S., “E-Governance – Reforming Government through Technology: a Digital India Initiative”, International Journal of Innovative Research in Information Security (IJIRIS) Issue 09, Volume 3 (December 2016), pp.1-2.

<sup>2</sup> <https://etaal.gov.in>

authority services), emphasis on goal reached calculation, sudden inflation in the internal effectiveness, private organizations like management revisions using public-private mutual agreement wherever it is important and easy available and make the capital reduction.

However, it is essential to lay emphasis on NPM thinking only represents one side of India's government change side, mainly adhere to, the customer identifier of the people, and internal efficiencies of the government system. Most of the described government change importance and areas in India pertain to the public identity as the 'owner' of government systems and accordingly deals with issues related to processes of participation (self-governance) and accountability (RTI and community monitoring). Equity and citizens' participation and ownership are as much a concern as efficiency in current governance reforms in India, and these issues should have a central importance in developing e-governance strategy and frameworks. However, these all-important applications have been neglected or under-emphasized in the current e-governance groundwork.<sup>3</sup>

### **III. BENEFITS OF E-GOVERNANCE:**

E-governance is fast and easy to use and cost productive service transfer with the beginning of e-service delivery, the government can supply information and services at low costs, in reduced time and with a greater comfort zone. For example, after the digitalisation of ownable property document in Karnataka, the peasant can take a duplicate of their Records of Rights, Tenancy and Crops (RTC) within 30 minutes, as against 30 days that it used to take previously. Additionally, a printed duplicate of the RTC at costs of 15rs only, as opposite of abundant illegal hush money that one had to pay earlier. Transparency, Availability and Decrease Corruption, Circulation of facts through ICT gained transparency, guarantee responsibility and avoid dishonesty. A growing adoption of the use of computers and net establishment aid improves the knowledge heights of public about their privilege and competence. This assists to curtail the unrestricted powers of government authority and a decrease in corruption. For example, ownable property registration necessity in Andhra

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<sup>3</sup>Khan ,Intekhab, Khan ,Nadeem and Nazia, "*E-Governance Reforms in India: Issues, Challenges and Strategies - An Overview*", IJCSI International Journal of Computer Science Issues, Volume 12, Issue 1, No 2, January 2015, p.46.



Pradesh after digitalisation can now be concluded within an hour without any authoritative nuisance or bribes. Growth in participation by the public with accessible availability to the government aid, the trust of the people in the department grows and they come ahead for allotting their aspect and response. Increased reliability to facts has authorized the public and has grown in their partnership by giving them the convenience to contribute facts and additional application of actions.

Dissimilar areas helped by E-Governance are applicable by the authority in almost every area. From city-states to village areas and from Government policy to education governance has developed its root everywhere. Its public sector or non-public areas, ordinary people or businessman all are largely depending on e-governance. We presented different areas and phases where e-governance is used mostly. Aids and helps given by e-governance in these sectors are circulation of Time Table of buses, Provision of issuing address for Interstate transport, Transportation advancement Program, Regional Transport ideas, Congestion Management Process, Transportation Demand Management.<sup>4</sup>

#### **IV. INSTITUTIONAL INSTRUMENT FOR E-GOVERNANCE:**

A broad authority system with its different agencies and bureaucratic estate in areas has been established to apply the needs of governing at the national and state levels. The National e-Governance Plan(NeGP) which is aided by Planning Commission of the Government of India and the Union Ministry of Finance take into account the authority and provide the provocation for an infinite increase in e-governance within the nation.

##### **a) INSTITUTIONAL NETWORK AT NATIONAL LEVEL:**

Fundamental functions for the operation of the e-Governance agenda at the sovereign level include the following outlay.

- i. **DEPARTMENT OF ELECTRONICS AND INFORMATION TECHNOLOGY (DEITY):** The functional role of Deity includes national level strategy and policy-

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<sup>4</sup>Yadav, Kiran and Tiwari, Sanatan, “E-Governance in India: Opportunities and Challenges Advance in Electronic and Electric Engineering”. ISSN 2231-1297, Volume 4, Number 6 (2014), pp. 676.

making, programme monitoring and project. McKinsey and Company, "Online and Upcoming: Internet's Impact on India", 2012, for a more detailed description. Application, administering NeGP, having as a secretariat title Apex Committee, helping National e-Governance Advisory Group and Prime Minister's Office and implementing infrastructure projects such as State Data Centre (SDC), State Wide Area Network (SWAN), National e-Governance Service Delivery Gateway (NSDG), e-District MMP, etc.

- ii. **NATIONAL INFORMATICS CENTRE (NIC):** The NIC which is adhered to the DeitY perform as a public choice in the development of the first step as e-governance interface systems in a wide scope of departments at the Centre and states.
- iii. **MINISTRIES AND DEPARTMENTS:** Departments are answerable forth the application of the given Mission Mode Projects (MMPs) and other IT projects in the ministries and departments.
- iv. **DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES (DAR & PG):** The DAR & PG in collaboration with the DietY plays vital roles including description and important e-governance projects, arrangement of planning for changing management, human resource development and training, programmes structure and characterize administrative building for citizen aid consignment.
- v. **PLANNING COMMISSION (PC):** The PC of the Government of India attempts comprehensive critical planning and undertakes the Ministry of Finance assign for NeGP through the scheme and non-scheme budgetary provisions. Currently, the Commission has set Up an authorize Sub-Committee for e-Governance Rectify as compulsory by the National Development Council (NDC).
- vi. **CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING (CDAC):** As an R & D institution, the CDAC is in addition in the design, growth and allocation of higher

Information Technology based answer. It also helps the DeitY in catching steps in the area of e-governance and proposal of helps and services.

- vii. **DIRECTORATE OF STANDARDISATION, TESTING, QUALITY AND CERTIFICATION (STQC):** The Directorate of the STQC has well-established and essentially as an original production firm for characteristics affirmation in the areas of electronics and information technology giving experiment, calculation, preparation and certification aid through its network of test laboratories.
- viii. **CONTROLLER OF CERTIFYING AUTHORITIES (CCA):** The application of the CCA is to grow e-governance through the wide use of digital signatures.
- ix. **NATIONAL INSTITUTE FOR SMART GOVERNMENT (NISG):** The NISG has been established to give an institutional instrument for bringing together competencies and resources from one of the superior private area players into e-governance undertaking. The NISG is also accountable for approach and advancement of centre examine of e-governance projects, HR evolution including capacity and structure and specialization in training.
- x. **MEDIA LAB ASIA (MLASIA) AND NEGD:** In association with research organization, manufacturing, NGOs and bureaucrats, the MLAs goal is to prosper ethically suitable and imperishable technologies for e-governance help. The NeGD which is a liberation job separation under the MLAs not only give technical help to the DeitY, central line ministries and states but also attempts of the judgement of e-governance projects. It also applicable as a central agency for application of the quantity structural plan.<sup>5</sup>

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<sup>5</sup>Sapru, R.K. and Sapru, Yudhishtira, “Good Governance through e-governance with special reference to India, *Indian Journal of Public Administration*”, Vol. LX, No. 2, April-June2014, pp.318-319.

**b) INSTITUTIONAL NETWORK AT STATE / UT LEVEL:**

An institutional instrument for the application of the e-governance activities and agendas at the State and UT levels consist of the following:

- i. **STATE AND UT GOVERNMENTS:** The State and UT governments are accountable for application of State MMPs / Sector specific MMPs of NeGP include the ministries. Most States/UTs have established up an organization instrument along with the direction of DietY consisting of e-Governance Council headed by the Chief Minister, apex committee headed by the Chief Secretary and department-level committees headed by departmental heads.
- ii. **DEPARTMENT OF IT/E-GOVERNANCE:** The Department of IT/e-Governances headed by the Principal Secretary/Secretary IT/e-Governance and is answerable for state-wise e-governance project management, analysis of the advancement of on-going projects and programme and their point of view and appraisal.
- iii. **STATE NIC:** The State NIC is involved in mechanism and providing technical aid to line departments and gave progress reports to the NIC at the Centre.
- iv. **E-GOVERNANCE SOCIETIES AND NODAL AGENCIES:** State level-e-Governance Societies and Nodal Agencies give consultancy, procurement aids and application medium to the state government officials for the e-Governance steps.
- v. **STATE E-GOVERNANCE MISSION TEAMS (SEMETS):** The SeMTs subsidized through the quantity structure plans of the Government of India have been given in place for giving technical and project level help to the States/UTs.
- vi. **PROJECT E-MISSION TEAMS (PEMETS):** The PeMTs are the initiative level teams to guide and manage the project task. It can be noticed that the institutional mechanism under the management of the apex committee, the State DIT with help from SeMT makes the programmes while the departmental committee with help from PeMT control e-

governance projects at the state level. Some state governments like Andhra Pradesh have established District e-Governance Societies at the district level. Such societies are registered and allowed to administer as a nodal bureau for the administration of e-governance projects such as MeeSeva in the districts of Andhra Pradesh.<sup>6</sup>

## **V. CONCLUSION:**

There are a number of disputes for the implementation of e-government in India. These protests are like a decrease in literacy, lack of awareness, low broadband penetration, lack of system unification within an organization, and all other reasons. Perception is required to apply the e-government in India. To accommodate the vision, the protest in the application of e-government should be dealt with. Then the environment required to be raised for the efficiency and application of e-government in India. But despite all the challenges India has several award-winning e-governance projects. Therefore, we can say that e-Governance is the basic to the “Good Governance” for countries like India to decrease corruption, gives active and productive or quality services to their people.<sup>7</sup>

In this paper, we have given a foundation and implication of E-Governance among with a list of E-Governance projects started by the State and Central Governments. We have also suggested future technology for E-Governance with graphic presentation of working of E-Governance with new technology. We had suggested the benefits of clouds showing how clouds decrease labour cost. Application of E-Governance without cloud computing and open source is a traditional technology. Cloud computing and open source is the hottest topic in IT sector and we should make best efforts to use these emerging technologies. There are number of valid reasons which make cloud and open source technology so popular in E-Governance. These technologies not only provide organization, technical benefits but also provide economic advantages. E-Governance with a wide beginning is very famous in developed countries but in India, it is still a growing technology. NIC is also giving the chain of auxiliary and a wide scope of ICT (Information and Communication Technologies) aid to

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<sup>6</sup>*Id.* at pp.319-320.

<sup>7</sup>Yadav, Kiran and Tiwari, Sanatan, “E-Governance in India: Opportunities and Challenges, *Advance in Electronic and Electric Engineering*”, Volume 4, Number 6 (2014), p.679.

government companies overall India. Several drafts have also been dealt with various Information Technology departments to apply E-Governance with these technologies so that activity, productivity, accountability and protection can be grown in E-Governance.<sup>8</sup>

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<sup>8</sup> Yadav, Nikita Singh, V.B, “*Governance: Past, Present and Future in India, International Journal of Computer Applications*”, Volume 53– No.7, September 2012, p.47.