

A ROLE OF E-GOVERNANCE AND ITS TRANSPARENCY IN THE ECONOMY OF UTTARAKHAND

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Abstract

Around the globe, public sector and government organizations must change their public administration structures in order to provide their stakeholders with greater information and knowledge as well as more economical and efficient services. The effective use of communication and information technology (ICT) to enhance the existing governance structure and offer citizens with superior services is known as e-governance. Since e-government is seen as the sole way to bring IT to the "Common Public," it is seen as a high-priority agenda item in India. Advance in electronic governance present prospects to use Information and communication technology (ICT) potential to render the governing process affordable, highly adaptable, and comprehensive. The present paper focuses mainly on the different modes of E-government in Uttarakhand.

Keywords: Public sector, E-governance, ICT, IT

Introduction

Electronic government, or e-government, which provides practice of delivering Public services provided to citizens and other peoples in a nation or region by utilizing technology communications tools like computers and the Internet. Direct citizen service delivery and more comfortable citizen-government interaction are made possible by e-government. Some definitions, which describe e-government as only instruments or facilitators and concentrate on certain developments in Public Administration challenges, deviate from the notion that technology is an object. The definition that defined Mauro D. Ríos as a specialized

technologist is the internal change of a government. In his article, "In Search of a Definition of Electronic Government", the author states: "Digital government is a new way of organization and management of public affairs, introducing positive transformational processes in management and the structure itself of the organization chart, adding value to the procedures and services provided, all through the introduction and continued appropriation of information and communication technologies as a facilitator of these transformations.

History

In 1992, the terms "electronic democracy" and "electronic government" were first used interchangeably. Governments all throughout the world have made investments in ICT over the past 20 years in an effort to improve public services while bringing down costs. However, as even the least developed nations have shifted to websites, e-services, and e-government tactics throughout that period, it has become more and more obvious that e-government has not produced all of the anticipated advantages. According to one survey, 35% of e-government initiatives in poor nations failed completely, and 50% just partially.

A response to these subpar results has been a shift in focus toward transformational government, which aims to address the organizational and cultural barriers that have prevented the realization of public service benefits. This approach goes beyond improving e-government processes from a purely technical standpoint. According to researchers, "the exploitation of e-government such that benefits can be realized" is the theory behind transformative government. A report from the Organization for the Advancement of Structured Information Standards (OASIS) was released in 2010 and detailed a number of typical hazards that have prevented many governments from reaping the benefits of their technological expenditures. But OASIS also mentioned this:

A growing number of governments are now addressing the considerably more extensive and intricate range of organizational and cultural adjustments required for ICT to significantly help the public sector. This new strategy is commonly known as "Transformational Government."

OASIS the UK and Australia as two of the leaders in this area: "A new "virtual" business layer within government, known as "Transformational Government," enables the provision of integrated, citizen-focused services to the public across all channels, without additional expense or need for government reorganization. The "Ask Just Once" portal in South Australia and the "Direct Gov" portal of the UK government are two excellent examples of this new strategy. The strategy is expounded upon in great detail in the white paper "Citizen

Service Transformation a Manifesto for Change in the Delivery of Public Services" published by CS Transform.

Review of literature

Dwivedi, S. S., (2015) stated that India is making progress toward e-governance. The quality of governance has improved as e-governance projects have proliferated. Geographical, social and economic inequalities are the major impediments for full-fledged e-governance. Other limitations include illiteracy, a lack of infrastructure, and security and privacy of financial and personal data. The major obstacles arise from the fact that we are the largest democracy, ranked second in terms of people, and have a varied terrain. This essay's goal is to go over India's place in the e-governance landscape as well as current problems, difficulties, and road blocks. By defining its key components, examining its operational flaws, and highlighting the need for creative solutions, it attempts to offer a framework for e-governance in India. The purpose of the study is to assess the program in light of theoretical frameworks and to derive from it useful lessons that may serve as models for future e-governance initiatives in developing countries.

Sangrola, H., and Palaria, R., (2017) reported that government forms the backbone of any country. The well-being of its population is the main goal of any government. Many governments across the globe began to take the initiative to offer government services online with the introduction of the globe Wide Web and the transformation of communication and information technology. India has made significant efforts to implement Federal, state, and local e-governance municipal levels in keeping with this trend. SMART government, or simple, moral, accountable, and responsive government, was the primary driving force behind the introduction of e-government in India. India, the world's biggest democracy, stands to benefit much from e-governance, particularly as we grow into a major economic force and prospective global superpower.

According to Soni, P., (2016) information and communication technology (ICT) is so prevalent, individuals are able to communicate, retrieve data, and use information more quickly and effectively. The system that enables citizens to access government services online is known as e-government. It has gained a lot of acceptance due to its sophisticated function. Any nation's ability to develop hinges on how well its government provides services and carries them out.

Chand, G., (2017) said that India is a country under development. After China, it possesses the second world greatest population. In order to govern in a variety of areas pertaining to the people, the federal government and state governments must provide a range of public services. Therefore, the onus is on both governments to carry out governance in an effective and efficient manner. One of the best ways to offer online citizen-provided public services is through e-government. It aids the government in carrying out its duties pertaining to the people. Research on e-Government governance in India has to be ongoing. Examine the national body of literature on e-Government in this study and distinguish amongst four e-Government types of public service delivery: G2C, G2E, G2G, and G2C. Six advantages are found: Five downsides include: improved communication, government accountability, savings, citizen participation, speed and time savings, and transparency of public services. Internet access restriction, security issues, ICT and electricity drawbacks, expensive electronic newspapers, and Internet connections.

Dwivedi, S. K., and Bharti, A. K., (2010) Globally, public sector and government organizations are confronted with the challenge of modernizing their public administration structures in order to provide their constituents with improved information and understanding, along with more economical and efficient services. The effective use of information and communication technology (ICT) to improve the current governance structure and provide citizens with superior services is known as e-governance. Since e-Government is seen as the sole way to bring IT to the "Common Public," it is seen as a high priority agenda item in India. Advance in electronic governance present prospects to use the potential of Information and Communication Technology (ICT) to render the governing process affordable, highly adaptable, and comprehensive. In this essay, we address the fundamental issues and viability of e-government in India.

According to Singh, A., (2023) everyday lives of people all over the world has been completely transformed by information, communication, and technology (ICT). Technological developments such as chat bots, cloud computing, web 2.0 to 5.0, artificial intelligence, and the Internet of Things has changed the governance of both the public and private sectors. To oversee their countries' daily activities, governments everywhere are putting e-governance into practice. Using information and communication technologies has made public service delivery more efficient. Government trust has increased as a result of public services becoming digitalized. Enhancing public administration and governance is now of the utmost importance due to the country's socioeconomic progress. These days, the

internet has changed how businesses function. ICT technologies are changing the way that businesses, individuals, and the government communicate. E-governance is a step toward modernizing public service delivery and placing the administration at the center of the citizenry. By eliminating corruption and bribery, e-governance in the financial industry contributes to economic growth. The way that citizens and government communicate has been greatly affected by e-governance.

Parveen, S., (2018) lifestyle in India is really high. On one end of the spectrum, there are those who are extremely wealthy, well educated, open to developments in technology across all spheres of life, and adaptable to shifting social mores. However, there are also others who are impoverished, ignorant or very little educated, resistant to modern advancements, and who adhere to antiquated traditions and rituals. Even with their extremes, both cults have one thing in common: they use electronic media. Not only has the internet made living easier, but it has also made work smarter across the board. Among the many benefits of electronic media, using it for governance is seen to benefit society. With the help of e-government, both the administration and the public can now see more clearly. However, because India is a diverse country, there are many obstacles to overcome before e-governance can be widely adopted and used.

Mondal, S., (2019) India is a country mostly built on bureaucratic structures. Users may now communicate more quickly, more affordably, more precisely, and more easily. They can also access high-quality facilities, store information efficiently, work efficiently, process data, share information, and use information. Sales are increased and regulations are tightened as a result. All party individuals, parties, businesses, organizations, or governments benefit from ICT. But in order to do this, the government will need to change a number of internal processes, attitudes, laws, rules, and regulations, as well as how it interacts with the public. E-governance is crucial in incorporating such a paradigm change towards the e-governance module. The modern world demands e-government; it is no longer a choice. E-Government is focused on government modernization, automation of tasks and procedures, and improved methods for delivering public services based on technology, allowing the government to operate autonomously. The Indian government started a number of initiatives to assist e-governance, including smart govt, e-seva, e-kranthi, digital India, etc. However, several issues with the application of e-governance produce e-progress impediments. Governance's. This piece impartially examines the many prospects, status and implementation challenges of e-Government.

Mittal, P., and Kaur, A., (2013) People can now communicate, access data, and use information more efficiently and effectively because to the advancement of information and communication technology, or ICT. In essence, e-Government refers to the use of ICT to enable citizens to access government services online. A multitude of obstacles exist when attempting to implement e-Government initiatives in developing nations like India, where the majority of people are living below poverty level, the literacy rate is extremely low, and people are not even aware of the advantages of these initiatives.

Sharma, P.,(2018) revealed the requirement for the shift from conventional to e-governance in the paradigm of government. The contribution of e-government to good governance is thus the main topic. ICT is being used in e-governance to increase the system's efficacy, efficiency, and transparency. The exercise of economic, political, and administrative power to oversee a community's operations at all levels is known as governance. The quality and reputation of governance patterns have increased with the global and Indian adoption of e-government. The idea of "good governance" has been more well-known in political science and public administration lately. It now receives equal treatment and coexists with ideas like social and sustainable development, democracy, human rights, and public engagement. Transparent, accountable, and participatory government are characteristics of good governance. It is efficient and fair in upholding and advancing the rule of law and encouraging growth in a country's political, social, and economic domains. Good governance aims at enabling an organization to execute its work and realize its objective.

Objective

- To analyze the different types of e-government services offered in Uttarakhand state.
- To examine the different benefits of people through e-government services.

E-office Status in Uttarakhand

At present various offices in the state have implemented the e-office system. The implementation process is in progress. Nic's application software "office" has been selected to digitize the secretariat's functioning. In this sequence, master data of employees has been prepared, and government email IDSC ID has been created for 80 percent of employees. For the successful implementation of the e-office, ITDA (Information Technology Development Agency) has upgraded the local area network in the secretariat premises, and 300 computer systems have been procured and distributed to the secretariat administration. The training was

provided to secretariat employees in ITDA for operating the e-office. The table 1 below shows the various status in Uttarakhand in the platform of e-governance

Table :-1 E-office status

S.No	Items	Total
E –office		
1	Total number of licenses	15,000
2	License allotted	11,000
3	e-receipt created for Uttarakhand	1,31,40,051
4	Total e-files created	1,63,951
Onboarding status		
1	Total number of departments involved	418
E-office training status		
1	Secretariat	68
2	Management department	42
3	District	13
4	Departments	41
5	Agency	4
6	Corporation	6
7	Organization/Board	10
8	Sub-department	226
9	Others	8

Source: - Uttarakhand survey 2023-24

It is clear from the table that the total license offered by the government is 15,000 out of which the government allotted 11,000. The e-receipt created by the Uttarakhand government is 1,31,40,051 and the e-files are 1,63,951 in the state by the e-office. There are 418 departments in onboarding status out of which training is provided under different departments regarding the e-office like secretariat, Management, district agency, etc.

E-District “Apuni sarkar Portal”

under the E-District project, 768 citizen services of 73 departments have been developed and integrated and are being provided to the citizen in all the districts of Uttarakhand state

through “Apuni Sarkar Portal” through web portal, mobile Apps, E-District and CSC (common service centre) centers.

- The Department of Administrative Reforms and Public Grievances, Government of India, presented Apuni Sarkar Portal with the esteemed 26th national e-governance award.
- Apuni Sarkar Portal is linked to the government of India and recognized as best practice across the country by NESDA (National e-Governance Service Delivery Assessment) framework of the Department of Administrative and Public Grievances.
- The portal has been checked and assessed as per GIGW 2018 where the website meets 86 quality requirements of Government of India Guidelines 2018.
- The portal is free from OWASP (Open Worldwide Application Security Project) 2021 top 10 vulnerabilities (secure as per government guidelines).
- Vulnerability and penetration testing (VAPT) assessment of the server has been audited by CERT in empanelled agency.

DBT (Direct Benefit Transfer)

Under the DBT scheme, 49 schemes are being provided through the “Apuni Sarkar” portal and 23 schemes are in the process of becoming online under the different departments of the state government of Uttarakhand. These departments are the Social Welfare Department, Sanskrit Education, tribal matters, Fisheries, minority affairs, Animal Husbandry, Dairy Development, military welfare & rehabilitation Board, and Sports Department.

Common Service Centre (CSC) or Dev Bhoomi Seva Kendra

Currently, 24,100 common service centres are registered in the state, out of which 19,003 common service centres are established in gram panchayats. 9,461 CSCs have been authorized for e-district services. E-districts and other G2C services of the state and centre are being provided to the citizens through the common service centre. Apart from this various B2C services are also being provided through CSC.

E-Gate pass

Uttarakhand E-gate pass developed by the ITDA (Information Technology Development Agency) is an initiative of the state government through this, a simple digital process has been developed for citizens to get appointments in government offices/premises. Under this, the application process is available at www.egatepass.uk.gov.in. E-gate pass system has been implemented in Uttarakhand Secretariat. More than 1.80 lakh online passes have been issued

through this system. An E-invitation application has been created and implemented for invitations to Raj Bhavan.

Conclusion and the way forward

The public benefits from the e-services schemes of the government show a positive result, as these benefits work directly at the ground level. The engine and maintainer of India's economic progress will be an effective government. Authorities can be held accountable to the people and their trust may be restored via good administration. Participation is essential for democracy to function, hence citizens must take an active part. To put the policies into effect, the nation must work very hard. It is necessary for citizens, executives, and the government to adopt a new perspective on e-governance, which is an evolving phenomenon in India. The Internet may assist in making government procedures productive, efficient, and user-friendly.

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