

E-GOVERNANCE: NEW HORIZON OF GOVERNANCE

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ABSTRACT

Today is the era of speedy unmatched developments creating landmarks and enriching the political history of nations. Innumerable minds and in numerous ideas of development is possible if it gets a chance to be portrayed on the right platform. In today's context state is the facilitator to all. Nations act as the facilitator for development and startups. National governments provide solutions, platform and facilities to citizens to enhance, enrich and research, so that, something better can be created for the development and up gradation of the human race.

Unstoppable development is the result of fast and easy communication among performer, facilitator, and platform, the more is the exchange of ideas, the more the actions speak. The credit for rooting faster and better communication system facilitated by governments goes to Information and Communications Technology (ICT) providing efficient storage, retrieval, and processing of data, exchange and utilization of information. This facilitative policy is denoted as 'e-governance' in context of politics and governance. By the mean of e-governance national or local government provide information and services via the Internet or other digital means to citizens or businesses or other governmental agencies. so that the two-way communication happens and both work for the development of the nation.

"E-governance is a one-stop Internet gateway to major government services".¹ One nation one platform.

E-governance' effect in the functioning of the public authorities at all stages of the democratic process (electronic democracy) including the provision of public services (electronic public services) like employment, scholarships, public opinion in legislation, education, women security, banking-taxation, promote research, and development etc. This lays down the foundation to the speedy flow of the activities, countering the delay and complexities in public service, by machines and internet, with core storage of data for future references and verifications. It is also denoted as the SMART² governance. SMART implies 'Simple, Moral, Accountable, Responsive and transparent' governance. Dr. A.P.J. AbulKalam, statement supports the 'e-governance' and SMART concept, "A transparent smart e-governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen"³. The indian government has flown miles, cutting the toughest winds in the era of development in comparison to nations with 200 years old constitution like the USA. The paper also highlights upon the basics of 'e-Governance', defined by The Council of Europe focusing on the use of electronic technologies in the areas of

¹Shailendra C. Jain Palvia, Sushil S. Sharma, E-Government and E-Governance: Definitions/Domain Framework and Status around the World, Computer society of India.

² Paragraph 83, Report of the Working Group on Convergence and E-Governance for The Tenth Five Year Plan (2002-2007), Planning Commission, November, 2001

³http://www.csi-sigegov.org/E-Governance/e_Governance.pdf , Accessed on 10.03.2017

public action, also the success of e-governance and the hindrances in its implication.

KEYWORDS: *National Governments Provide Solutions, Platform, and Facilities, Citizens to Enhance*

INTRODUCTION

“Governance refers to the exercise of political and administrative authority at all levels to manage a country’s affairs. It comprises the mechanisms, processes, and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences.”⁴

The basis of measuring the success and failure while and after a tenure of the government or the representative is by, listing the policies resulting in implanting a positive impact and benefiting maximum mass in their constituents, namely, the private sector, citizens, and communities. According to the United Nations E-Government Survey 2008, the ‘clients’ of government (citizen) demand accountability and public trust with top performance and efficiency while delivering. It is a good news for the global politics that several countries are initiating and revitalizing public administration with adjoin outcomes like proactive, efficient, transparent functioning with influensive and positive outputs.⁵The governance was functioning with will and labor as per the traditional modes of service providing to the citizen in last century, then came the era of computers and information technology also called the era of e-governance or e-kranti.

DEFINING E-GOVERNANCE

E-governance is the standardized governance in the digital era. Information and communication technology (ICT) is an instrument for delivering government services wirelessly. It initiates an exchange of information communication transactions, integration of various stand-alone systems and services between government-to-customer (G2C), government-to-business (G2B), government-to-government or intra-government (G2G) as well as back-office processes and interactions within the entire government framework.⁶

The UNESCO definition is: “E-governance is the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective.

E-governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services. E-governance is generally considered as a wider concept than e-government since it can bring about a change in the way citizens relate to governments and to each other.

⁴Committee Of Experts On Public Administration, Definition Of Basic Concepts And Terminologies In Governance And Public Administration (E/C.16/2006/4) (New York, 2006)

⁵ United Nations E-Government Survey 2008 From E-Government To Connected Governance, Department Of Economic And Social Affairs Division For Public Administration And Development Management, United Nations New York, 2008. Pg-12

⁶Intekhab Khan, Nadeem Khan,Naz, E-Governance Reforms In India: Issues, Challenges And Strategies - An Overview, International Journal Of Computer Science Issues, Volume 12, Issue 1, No 2, January 2015, Pg-1.

E-governance can bring forth new concepts of citizenship, both in terms of citizen needs and responsibilities. Its objective is to engage, enable and empower the citizen.”⁷

TRANSFORMATION FROM GOVERNANCE TO E-GOVERNANCE

The government has evolved strategies for less time-consuming service delivery to citizens. This transformation involves reformed organizational structure, practices, capacities, for deploying human capital and information, technological and financial resources at the right place at the right time. Information and Communication Technology plays a vital role in enabling an environment for social and economic growth-governance. ICT targets advancement in public sector delivery system and the emergence of a new form of government towards a leaner, more cost-effective government. Enhancement and effective control by the means of ICT will facilitate communication and coordination of authorities giving essence to healthy hierarchy, within organizations and even at the departmental level. Further, documentation and record keeping will improve by the mean of operations by streamlining processes, lowering costs, research capacities.⁸

Data storage, verification, intra and international communication, speedy policy formulation after contemporary research and study, documentation, auditing, collaboration promotes Check and Balance, Right to Information, International agreement, judicial decisions, Public opinion and feedback resulting in a quick decision in support with verified references which are easily accessible.

The United Nations e-governance Survey 2013 reported, nearly the whole globe is testing the e-governance initiatives to enhance their public sector for sustainable development. The overall conclusion depicted emphasis of governments on ‘institutional linkages’ between and among tiered government structures is mandatory in a bid to create synergy for inclusive sustainable development.⁹

Relation between Governance, E-Governance and Good Governance

The loopholes, discrepancies and the non-accountable traits of the governing body lighted the concept of Good governance which has eight major characteristics i.e. Participation, Transparency, Effectiveness and efficiency, Responsiveness, Accountability, Equity and inclusiveness, Rule of Law, as in¹⁰ for the effective and efficient governance. The e-governance is the medium to attain the highest score in the report card marking all the eight characteristics/subject of good governance to become the best government in the globe.

E-governance in India consists of all the above properties combating corruption. The interrelation between citizens, government and the services accessed by the citizens through information and communication technology followed by the major characteristics of good governance is shown in the figure which explains.¹¹

⁷Shailendra C. Jain Palvia, Sushil S. Sharma, E-Government And E-governance: Definitions/Domain Framework And Status Around The World, Computer Society Of India, Pg-3

⁸ United Nations E-Government Survey 2008 From E-Government To Connected Governance, Department Of Economic And Social Affairs Division For Public Administration And Development Management, United Nations New York, 2008. Pg-12

⁹ According to the 2012 United Nations E-Government Survey rankings based on e-governance indices, the Republic of Korea is the world leader ko(0.9283). India lags at a lowly rank of 125 out of 190 countries surveyed with an index of 0.3829.

¹⁰OECD-e-book Citizens as Partners - Information, Consultation and Public Participation in Policymaking [http://www.oecd.org/publications/ebook/4201131E.Pdf]

¹¹Intekhab Khan, Nadeem Khan, Naz, E-Governance Reforms In India: Issues, Challenges And Strategies - An Overview, International Journal Of Computer Science Issues, Volume 12, Issue 1, No 2, January 2015, Pg-2.

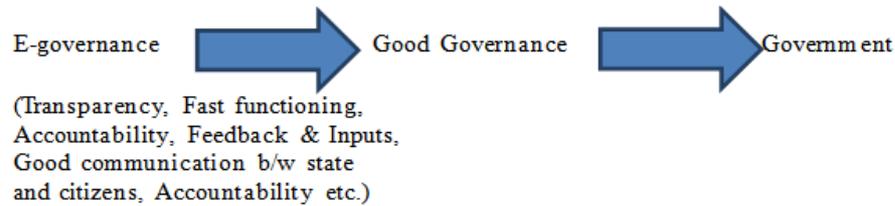


Figure 1

(Transparency, fast functioning, Accountability, Feedback & Inputs, Good communication b/w state and citizens, Accountability etc.)

HISTORY OF E-GOVERNANCE IN INDIA

The immense practice and happening result of computers and electronics in political workplace and recognizing of electronics at the global level pushed the Government of India to establish the Department of Electronics in 1970 followed by establishment of the National Informatics Centre (NIC) in 1977. This is denoted as the first major step towards e-governance in India in the 70's decade with definition to 'information' and its communication. In the early 1980s, use of computers was confined to very few organizations. Government offices became enabled with advent of personal computers facilitating storage, retrieval and processing capacities of computers. Word

Processing was the most prevalent among all facilities till late 1980s in government offices, gradually, enhancement in techniques and pupation of computers complimented by new software's supported the managing of databases and processing information. Further regular enhancements in software's and computers with internet facility at rural reach improved the versatility and reach of computers. ICT helped in better and easy tracking movement of papers and files, generation of reports, processing of employees' payrolls, monitoring of development programmers, etc. The launching of NICNET was an historical move in 1987 – the national satellite-based computer network, followed by the District Information System of the National Informatics Centre (DISNIC) all supporting the policy to computerize all district offices in the country. This initiative by the centre of providing free hardware and software to the State Governments created a big e-governance network which made connectivity a click ahead. Further, NICNET was rooted to district headquarters via the State capitals by 1990.¹² Centre and state together promoted Computerization, tele-connectivity and internet connectivity. National Task Force on Information Technology and Software Development was constituted in May 1998 in the concern of e-services and governance. Information Technology was regarded as an enabling tool for assimilating and processing all other spheres of knowledge. Tool named 'Operation Knowledge' aimed at spreading the use of computers and IT in education and universalizing computer literacy. In 1999, the Union Ministry of Information Technology was created. By 2000, a 12-point minimum agenda for e-governance was identified by Government of India for implementation in all the Union Government Ministries/Departments. The agenda undertaken included the following action points:¹³

- All officers till Section Officer level should be provided PCs with necessary software installed on the system by each Ministry/Department. Local Area Network (LAN) must be set as an additional facility.

¹²Eleventh Report Second Administrative Reforms Commission, government of India, 2008. Pg-27-18

¹³Adapted from 'Minimum Agenda for e-governance in the Central Government'; <http://darpg.nic.in/arp-g-website/ReformInitiatives/eGovernance/IndianExperience/EgovExp73.doc>

- Adequate training for using computers for office work should be provided to each staff. Learning Centers for decentralized training in computers by Ministries/Departments should be set up as per the guidelines issued by the MIT.
- The Office Procedure Automation software developed by NIC should be used by Ministry/Department with a view to keeping a record of receipt of movement of files and work, issue of letters, as well in the department.
- House-keeping and Payroll accounting software should be a part of day-to-day operations.
- Internet operations for communication like e-mail should be used for circulation of Notices for internal meetings. Leave related issues should also be operated through online modes. Online notice board should be set for to display orders, circulars by Ministries/Departments should also set up.
- Facility of web-enabled Grievance Redressal Software developed by the Department of Administrative Reforms and Public Grievances has been proposed which should be used by Ministries/Departments.
- Home-website should be created by each Ministry/Department.
- Electronic form of all Acts, Rules, Circulars should be created simultaneously, along with other published material of interest or relevance to the public. They should be posted on the internet and be accessible from the Information and Facilitation Counter.
- Efforts should be made to develop packages should be the listed activity by each Ministry/Department to begin electronic delivery of services to the public.
- The Hindi version of the content of the websites should be prepared simultaneously.
- The websites of Ministries/Departments/Organizations should have columns specifying various forms to be used by citizens/customers as per the need. The forms should be available for being printed or for being completed on the computer itself and then printed out for submission. Attempts should also be made to enable completion and submission of forms online.
- An overall five year vision or strategy for IT period should be created by each Ministry/Department within which it could dovetail specific action plans and targets, including the minimum agenda to be implemented within one year.¹⁴

Relationship of Political Components and E-Governance

A political system is an amalgamation of various political concepts and components. E-governance is a new birth of Human life making life simpler and better, so we should first look up that the new concept which has been welcomed by our system in 90's is complimenting the theories and components of our political system or not.

Supportive to Democracy

Freedom of expression and access to information are the two very often used expressions. Both are decorated by the mean of E-governance—as in electronic, or technology-driven, governance. Innovation and transparency is the way to

¹⁴Eleventh Report Second Administrative Reforms Commission, government of India, 2008. Pg-27-18

deliver government services and exchange information with citizens in a convenient and transparent way is the foremost trait of an efficient and good governance, including with smart additional outcomes like saving time and money. As an example Boosting the e-governance facility is mass digital migration from personal computers to mobile phone applications. It is a positive news that over five billion people—around 77 percent of the global population—own or are mobile accessory. Limitations like regular electricity, availability of computers or internet, are matched by mobile phones helping in government, banking or health.

An outstanding example of e-governance is Korea, winning the UN's global e-governance 2010 and 2011 awards, facilitates the citizens to make petition to government, complain about government services, pay their taxes and apply for patents online.¹⁵

Supportive to Right to Information

Article 19(1)(a) of the Constitution of India guarantees the right to freedom of speech and expression. The right to impart and receive information is a species of the above right and thus, the citizens are having the fundamental right to use the best means of imparting and receiving any information. The State has to ensure that these rights are significantly and effectively enjoyed by every citizen apart from the obligation of respecting their fundamental rights. This freedom of speech and expression is very much essential for a democratic polity and at the same time, inseparable from it. However, only the citizens are eligible to enjoy this right and not the -non-citizens. But they too have the right to know available under Article 21 of the Constitution of India. For further ensuring the RTI (right to information) of the citizens of India, the Information Technology Act of 2000 and the Right to Information Act of 2005 have been enacted. In order to show India's concern for a transparent government functioning through E-governance, the under mentioned provisions of the Information Technology Act is there:

- Legal recognition of electronic records (Section 4)
- Legal recognition of digital signature (Section 5)
- Use of electronic records and digital signature in governmental dealings (Section 6)
- Retention of an electronic record for certain period (Section 7)
- Establishment of electronic gazette (section 8)

Still, as per Section 9, these provisions offer only a non- absolute right to claim a sound e-governance base. The proper execution of Right to Information Act will ensure an advantage for the 'e' concept. A well and proper storage and distribution of information is the yield of the progressive 'e' approach and calls by ICT. It has been categorically stated in the Act that the public authorities have to ensure the maintenance of all its records properly catalogued and indexed in such a way that it facilitates and ensures the right to information and assure that all records that are suitable for being computerized are done and linked through a network all over the country on diverse systems so that it facilitates its access, provided that there is a reasonable time and the resources are available. The Act demands a proactive revelation of information from the public authorities. It says that it shall be a regular attempt of every public authority to give as much information to the public at usual intervals through a variety of communications like the internet, to ensure that the public

¹⁵<http://www.undp.org/content/undp/en/home/ourperspective/ourperspectivearticles/2012/07/18/e-governance-can-help-boost-democracy-in-developing-countries.html>. Accessed on 27.04.2017

does not have to make use of the provisions of this Act to get information. This kind of arrangement will certainly promote the establishment of a better relationship between the state and its citizens. Since the Right to Information Act gives the citizens the right to inquire about the issues related to the governmental functioning, it will enhance the transparent governmental functioning. It will also strengthen the concept of whistle-blowing and the use of e-governance as a means for the efficient functioning of the Act.¹⁶

Supportive to Theory of Separation of Power, Checks, and Balance

Transparency and accountability are measured by the e-governance instruments, resulting in fulfilling of the third component of the theory of separation of power, the check and balance. E-governance updates the governed and governing about the daily happening of all the organs which allows the organs to put a check on each other with eagle eye and evidence, resulting in the justified implementation of theory and good governance.

Supportive to Rule of Law

In the field of legal governance, the citizens, the foreigners and the business entities also utilize the ICTs along with the legal professionals using it. The E-governance has the power to offer far more values for others besides offering utmost efficiency for legal professionals. It can be seen at different stages of administration of justice and lawmaking alongside the interpretation and enforcement of the same. The use of E-democracy for the purpose of lawmaking, dissemination of laws, for improving access to justice by the way of providing legal aid, for the purpose of achieving transparency and the rule of law and enhancing effective and efficient grievance mechanism are some the instances which can be taken into regard.¹⁷

Supportive to Transparency and Accountability

E-governance has been significant in the improvement of transparency. For the purpose of this study, we suggest a definition for e-transparency as “the utilization of ICT tools, the Internet and web 2.0 tools to enhance public information provision provided to citizens/businesses regarding the operations, budget, and political process conducted by the governments.” Customizing the needs of the citizens and providing them with valid, accurate, timely, relevant and comprehensive information comprises the enhancing of the information provided. According to some of the researches, the E-governance and the use of social media facilitate the transparency through certain steps like developing the transparency measures, transparency readiness index, evaluating the present systems for portability and development, recycle rather than reinvent and to craft and devote to the collaborative pilot projects. The social media tools along with the utilization of the ICTs by governments have enhanced the level of transparency but have not contributed to the e-participations, as analyzed from numerous European websites. This reflects that the governments have been unsuccessful in engaging the citizens in a two-way effective dialog. The open e-government notion was analyzed through a survey of CIOs and concluded that open e-government is not a fad, but a necessity to meet citizens’ demand for more openness, transparency, and accountability.¹⁸

¹⁶Shalini Singh, Promoting e-Governance through Right to Information: A Case-study of India, International Journal of Scientific & Engineering Research, Volume 1, Issue 2, November-2010 5, ISSN 2229-5518

¹⁷Chao. Tang, MurugaPerumal. R, The Characteristics and Values of E-governance and the Role of E-democracy, International Journal of Humanities and Management Sciences (IJHMS) Volume 1, Issue 1 (2013) ISSN 2320-4044,pg-1

¹⁸ Emad A. Abu-Shanab, The Relationship between Transparency and E-government: An Empirical Support, <https://subs.emis.de/LNI/Proceedings/Proceedings221/84.pdf>. Accessed on 27.04.17

INTERNATIONAL RELATIONS

Cultural exchange, academic exchange, international conference, research and development, business and trade, tourism etc, are the basis of relations between nations. e-governance provide the services at your door -steps what so ever is your demand, the facilities to get passport for higher studies in foreign or the process to go for economic relations like trade and commerce or job, it provides you the platform to become the part of research and development in other nation, the mutual relations among the nations are developed through the agreements, pacts, citizens treatments in each other nations, creation of employment opportunity for other nationals, everything available in one click signifying availability of all opportunities atone platform.

E-GOVERNANCE IN INDIA- THE PRESENT CONTEXT

If we take a look in the present scenario union government initiatives are praiseworthy in sustaining the e-governance since 80's, I think it is expanding at a speedy level with grass root operation facilities provided to the citizens. The most supportive bodies in enhancing the e-kranti are the internet service providers like BSNL (services at low rates), skill development programmes initiative by the government bodies like NSDC(National Skill Development corporation) in educating and providing knowledge to operate computers and internet, Ministers and our democratic representatives like our Prime Minister Shri Narendra modiji pushing youths to communicate, give opinions, give ideas for more efficient functioning of the system for transformation India into a self sufficient identified status nation in the global map with development of every citizen and high rates in Global Human development Index.

Initiatives like Bhu-Abhilekh, Mudra, Zero Tolerance MIS, Voters Grievance Portal, Chanakya,e-Gazette, i-BHUGOAL, Nagarik zSeva Kendra and countless are appreciable.

Functions and Service Based E-governance

Presently the subjects which are facilitated online by the government includes Agriculture, Art & Culture, Commerce, Communications, Defence, Education, Environment & Forest, Finance & Taxes, Food & Public Distribution, Foreign Affairs, Governance & Administration, Rural Science& Technology, Travel & Tourism, Labour & Employment, Housing, Industries, Infrastructure, Information & Broadcasting, Health & Family Welfare, Law & Justice, Power & Energy, Home Affairs & Enforcement, Transport, Youth & Sports By Government Service by the mean of a simple click on the website: <https://india.gov.in/topics>. Education and Learning, Electricity, Water and Local services, Money and Taxes, Science, IT and Communications, Jobs, Justice, Law and Grievances, Health and Wellness, Business and Self-employed, Births, Deaths, Marriages and Childcare, Pension and Benefits, Travel and Tourism, Citizenship, Visas & Passports, Agriculture, Rural and Environment, Transport and Infrastructure, Youth, Sports and Culture by a click on <https://services.india.gov.in/> and many more.

Hindrances in Implementation and Functioning of E-Governance

The hindrances in an implementation of e-Governance in India can be categorized as below:

Social and Environmental Challenges

Population

The large population with English language knowledge issue, inconvenience with a shift from paper-work to digital world, lack of facilities and government officials facilitator role becomes the biggest hindrance in implementation of the e-governance. The population of India is probably the biggest challenge in implementing e-governance projects. providing the e-governance services to the whole population are major challenges.

Lack of Integrated Services

Intradepartmental or interdepartmental non-integration or coordination raises the issue of improper functioning. Some offices are well versed in e-services delivery and some are still with the file system. Hence this creates dissatisfaction and distrust among people of getting things done in time.

Lack of Awareness in People and Low IT Literacy

Innumerable policies, facilities are available on the websites and the offices for the respective needy citizen but maximum citizens are unaware of them. e-Governance services are a facility but government and offices do not pay much attention to make the people aware of e-Governance activities.

Recognition of Applications

All the citizens are generally not well aware of the facilities offered by the e-government.

User Friendliness of Government Websites

Users of e-Governance applications are often non-expert users who may not be able to use the applications in a right manner. Such users need guidance to find the right way to perform their transactions. Therefore, government websites must be user-friendly and designed in an easier format.

Services are Not Accessible Easily

Available of the services to the 100% of the citizens can meet the output of increased efficiency and effectiveness of the government services. Accessible by anybody from anywhere and anytime is the solution. Internet access through public terminals can resolve the issue.

Confidence on Technologies Provided by Government

The user must be confident and comfortable while using the technology and trust the technology provided and the government has to make a balance between ensuring that a system prevents the burden that extensive checks can take place on people who are honest and fraudulent transactions.

Separation

The separation that exists between the individuals, communities, and businesses like People who are living below poverty line cannot afford a computer and internet connection for themselves to take the benefits of the e-Government and other online services, even economically stable people do not know about the scope and services of e-Governance.

Struggle to Change

Shifting from one platform to another is selfly a challenge for the propagator to implement and the accessor to

access. Moving from a paper-based to a web-based system is a self-challenging change for government entities. Education should be provided to citizens, employees, and businesses to resolve and get used to the work culture removing their biases with respect to how transactions should be processed.

B. Economical Challenges

Low per Capita Income

Per capita income means what each individual receives if the yearly national income is divided equally among everyone. Low Per capita income of India is a challenge for implementation of e-governance.

Limited Financial Resources

The Gross Domestic Product which defines the national economy, the national income and status of financial strength... The total market value of all final goods and services produced within the country in a given period of time is GDP. Limited financial resources become a challenge in nurturing e-governance network in every section of the nation. So, the implementation, operational and evolutionary maintenance tasks become tough.

Maintenance of Electronic Devices

Handling of the devices is a difficult task and above all is its maintenance at time intervals. Changes in technology demands for replacements and up gradations of devices and dispersal of knowledge to ride the latest one. Environment, language issues, knowledge etc makes it a big challenge to get adapted easily.

C. Technical Challenges

Interoperability

The special trait of the systems and organizations of different qualities to work together is Interoperability. The e-Governance should be adjustable to coincide collective functioning of newly developed and existing applications so that it can be implemented together.

- **Scale of Applications:** e-Governance projects have to be designed to interface with every citizen in the day to day functioning.
- **Multimodal Interaction:** Multimodal interaction application can be really effective if its users can access it using different devices as it provides the user with multiple modes of interfacing with a system.
- **Privacy and Security:** As a common problem among citizens, Lack of security standards can limit the development of e-Government projects which contains personal information as it becomes a privacy issue for the applicants. So, better accountable man, as well as digital force, should be used.
- **Scope of Applications:** e-Governance projects should define a clear outcome in concern to varying conditions of all the regions on the rural-urban basis, geographical, technological advancement, literacy basis and others.
- **Tried and Tested Technologies:** Technology tends to get out of date and expensive at small durations. Long lasting technologies and products should be preferred.

- **Geographical Problems:** E-governance requires good internet service which is rarely found in rural sectors. Wireless networks like existing cellular networks to reach the applications into remote areas irrespective of the geographical issues can be a solution.
- **Local Language:** India being a colorful nation with hundreds of languages recognizes itself as a different sample for the experiment, when the question of applicability of any application in regard to language arises. English is used by the governments at states levels besides the reality that very low population is aware of reading writing and understanding English. So, the e-governance applications must be written in the local language of the people so that they may be able to use and take advantage of these applications.¹⁹

Recommendations upon the Challenges Faced by E-Governance

E-governance may look astonishing on the paper but annoying if not completely implemented. Improper and incomplete information creates a baseless building. Similarly, an improper system creates a baseless system with discrepancies and loopholes creating hindrance in the development. Further, I recommend the below mentioned:

- Proper IT education to the governing class; inclusive of the managerial and clerical staff.
- Proper IT education to the rural sector(focused) as they are the marginalized ones, who are the beneficiaries availing and needy of government policies for upliftment.
- A check and Balance system on the implementing body for fruitful results.
- Adequate internet facilities; Free and prompt Internet in rural sectors.
- E-democracy centers, to teach the beneficiaries the essence of e-governance, RTI, democracy.
- Websites should be simple and at least bilingual, with audio facilities.
- Data Security for the sake of privacy as well as in case of financial transactions.

A hybrid approach which will encompass centralized approach for document, knowledge, file, grievance management etc. and distributed approach for land registration, building plans, vehicle registration, criminal and crime information etc. The Cloud computing the tool for cost reduction also enabling new services, in the field of education and employment opportunities creation.. "Kasumigaseki Cloud" as established by the government of Japan serves according to the government of Singapore; contributing in economic development. the initiatives in the rural areas by the government to inculcate e-governance culture should be taken after a research identifying and analyzing the grass root realities.

Citizen-centric approach with multiple channels of communication for the dissemination of e-services should be implemented for a successful application of e-governance. Another challenge in front of the government is to devise mechanisms for various stakeholders viz bureaucrats, rural masses, urban masses, elected representatives etc, appropriate, feasible, distinct and effective in character.²⁰

¹⁹Dr. Pardeep Mittal, Amandeep Kaur, E-Governance - A challenge for India, International Journal of Advanced Research in Computer Engineering & Technology (IJARCET) Volume 2, Issue 3, March 2013, Pg-1196-1198

²⁰Puneet Kumar, Dharminder Kumar, Narendra Kumar, E-Governance in India: Definitions, Challenges and Solutions, International Journal of Computer Applications (0975 – 8887) Volume 101– No.16, September 2014.Pg-7

CONCLUSIONS

By the above discussion, we can conclude e-governance as the instrument of sustainable democratic governance by creating two-way easy communication and giving voice to democracy with accountability and transparency in the functioning of the government. Federalism, rule of law, Public feedback, demands, fundamental rights and right to information is supported by the mean of e-governance. The distance and gap between citizen to government, state government to union government, government to other nations government has vanished, every minute information is open to all for performing developmental activities at national and international platform which is supportive to not only nations development but also development at global perspective for peaceful co-existence and up-gradation of human race. Obstacles are natural in the way of effective implementation of the facilitative concept e-governance, still, the awareness and active participation of the officials, citizens, and the government will sort out the hindrances. Today e-governance has facilitated us and we are aware and more participatory in the political stand of the nation than before. Participation of every citizen in governance is a positive indicator for a successful democracy. Democracy is the most welcomed political system in the world. The success of democracy is the success of people.

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