

Impact of E-Governance and Integration of ICT in Rajasthan : An Overview

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ABSTRACT: It is the application of ICT to the processes of government functioning for good governance. In other words E-Governance is use of ICT with the aim to empower information and service delivery, encourage citizen participation in decision making and make Government more accountable, transparent and responsive. It is a more towards Smart governance. The purpose of this paper is to explore what is the impact of E-governance and Integration of ICT in Rajasthan which is the Dramatic State of India. This paper will try to represent the many aspects of E-Governance in Rajasthan in concise but understanding way as well as discuss from introductory definition of E-Governance to implemented main projects under E-Governance.

Keywords: Information and Communication Technology (ICT), E-Governance, Integration, understanding way implemented.

INTRODUCTION

E-governance is the commitment to utilize appropriate technologies to enhance governmental relationships, both internal and external, in order to advance democratic expression human dignity and autonomy, support economic development and encourage the fair and efficient delivery of services. Information and communication technology (ICT) that empowers the Government, its citizens including the Government employees weaker sections, women, people living in for flung and difficult areas and the business hours to transact businesses with government and its agencies online 24/7". There are a numerous of definitions for e-governance. In the framework, E-Governance is defined as a great application of information communication and Technology (ICT) to get the seller governance and develop a healthy communication between the government and various parts of society.

E-Governance: Concept, Impact and Challenges

E-Governance is a conceptually wider connotation than e-government though most of the times they are used as synonym only. E-Government is the modernization of processes and function of Government using the tools of ICT so as to transform the way is serves its constituents.

Owing to E-Governance its improvement is the internal organizational processes of Government, increased openness in Government's functioning and enhanced political credibility and accountability in governance democratic practices through public participation & consultation are also facilitated. E-Governance on the other hand goes beyond the service delivery aspects and is seen as a decisional process. It is about the use of ICT which involve multistock holders in decision making and in making government more open & accountable.

Reinventing Government has been a dominant theme since 1990, wherein government world over are attempting to improve the system of public service delivery. Rapid strides made in the field of ICT have facilitated the reinvention of governments and prepared them to serve needs of a diverse society. It is with this concern that the concept of e-governance became prominent. Democracies in

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the word share a vision of the bay when e-governance becomes a way of life.

Vision and Blue Print of E-Governance in Rajasthan

Rajasthan state is taking E-Governance as a major key idea to develop towards the various factors. Government of Rajasthan is working seriously on E-Governance and try to starts various different types of projects E-Governance concept those are beneficial to the state under Government of Rajasthan has developed a broad vision towards the e-Governance.

According to detailed project report capacity building for Rajasthan the vision of the Government of Rajasthan is articulated below.

The Government of Rajasthan would leverage information Technology not only as a tool for improving governance and employment opportunities, But also more significantly as a means to enhance the quality of life and bridging the socio-economic divide in the state ensuring that skew in the development in socially is minimized and the underprivileged sections of the society are brought at par with the more privileged sections.

The vision statement clearly elucidates the key theme of Rajasthan's desired e- Governance direction, which is:

- Use E-Governance as a tool for improving Governance and employment opportunities: Use of ICT will facilitate the improvement in monitoring and implementing various schemes while increasing the accountability and transparency in government. Moreover, employment opportunities for entrepreneur would be generated through the establishment of CSE's and kiosks.
- Improve the quality of life of citizens' - Governance would help in attaining this objective through the provision of citizen centric service delivery thereby providing better turnaround times and convenience in demanding and availing services.
- Leverage IT to empower masses and promote equitable development thereby eliminating the socio-economic divide: ICT offers a compelling tool for the government to empower the masses by decreasing the time and cost required for demanding and availing systems. Mechanisms like citizen feedback, grievance handling systems, provision for citizen forums on the web portal and means of attaining this objective.
- By the visualization of E-Governance Blueprint for Rajasthan. We can better understand the E-Governance in Rajasthan. The following figure depicts the E-Governance blueprint for the state of Rajasthan.

Key Application/Projects Developed

Key Applications/projects which are developed toward E-Governance and Implementation in Rajasthan state are fully integrated and categorized into four parts such as:

Key Applications for Government to Government

- a. Chief Minister's Information System (www.cmis.rajasthan.gov.in)
- b. Disaster Management System (<http://dmrd.rajasthan.gov.in>)
- c. Right to Information portal (<http://rti.rajasthan.gov.in>)
- d. Digitization and e-cataloguing
- e. (<http://ancientdocuments.rajasthan.gov.in>) (<http://ancientcoins.rajasthan.gov.in>)
- f. Video Conferencing

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- g. Mobile Video Conferencing
- h. SI & PF:<http://sipf.rajasthan.gov.in>
- i. LITES(<http://lites.rajasthan.gov.in>)
- j. vikas Darpan : <http://gis.rajasthan.gov.in>

Key Application for Government to Business:

- a. Excise Department (<http://rajexcise.org/>)
- b. VAT system automation (www.rajtax.gov.in)
- c. Mines & Geology Department (www.dmg.raj.org)

Key Application for Government to Citizens:

- a. E-Mitra (<http://emitra.gov.in> & <http://urban.emitra.gov.in>)
- b. 'Anytime, Anywhere Registry' (<http://www.rajastmps.gov.in>)
- c. Aarogya-online
- d. Transport Department (<http://www.transport.rajasthan.gov.in>)
- e. Revenue Department (Land Records) (<http://apnakhata.raj.nic.in>)
- f. Municipal Corporations: E-Governance Project has been implemented in 6 municipal corporations at Divisional HQs under RUIDP viz, Jaipur (<http://jaipurmc.org>) Jodhpur (<http://jodhpurmc.org>), Udaipur(<http://udaipurmc.org>), Kota (<http://kotamc.org>), Bikaner(<http://bikanermc.org>) and
- g. Mandi Online
- h. RSRTC (<http://www.rsrtc.gov.in>)

Infrastructure Projects :

- A. State Data Center (SDC)
- B. Secretariat Networking Project Sec-LAN-MAN

Use of ICT in Government Organizations

Traditionally, the interaction between a citizen and a government agency takes place in a government office. With emerging information and communication technologies, it is possible to locate service centers closer to the clients. Such center may consist of an unattended kiosk located close to the client outside the government agency, a service kiosk located close to the client outside the government agency, or the use of a personal computer at home or office. In all the cases the public rationally looks for information and services addressing his or her needs and in both cases quality, relevance and efficiency his or her needs and in both cases quality, relevance and efficiency are of paramount importance. Still in some of the conditions, E-Governance lags behind in understanding the buyers and sellers needs precisely.

The development of e-Governance includes

1. Publishing
2. Interaction
3. Transaction

These activities aim at broadening access to government information such as laws, regulation and data; increasing public participation in decision making through for example the publishing of e-mail addresses of government official and on-line forums, making government services more readily available to the public through e-filing of government documents online permits.

To date, most effort in E-Governance, is centered on publishing and not in the subsequent phases of

interaction and transaction Governments, Particularly in developing countries face limited resource to move fact in E- Government So a strong partnership between the public, Government, Business and the Civil society is instrumental in determining the expected outcomes and the effectiveness of e-Governance

The term E-Governance refers to the process of using information technology for automating both the internal operation of the government and its external interaction with citizens and other businesses. Automation of internal operations reduces the cost and improves their response time while at the same time allowing government processes to be more elaborate in order to increase their effectiveness. Automation of interaction with citizen reduces the overhead for both the government and the citizens, thus creating value for the economy.

This is our vision for Digital Rajasthan. The three pillars of modern governance – Transparency, Efficiency & Ease of access for a better quality of life – are also the prime objectives of the Rajasthan E-Governance road map. However, this can only be ensured if all organs of the government undertake coordinated efforts to IT-enable all processes of governance and service delivery.

Bhamashah Yojana :

Bhamashah Yojana Project to empower women and reform direct benefit delivery mechanism in Rajasthan.

Resident Date Hub:

Comprehensive family/resident Profile, including entitlements pertaining to all the departmental schemes.

To be mandatorily used by all departments for deciding entitlements Unique ID for both family and individual; lady of the house as ‘Head of the Family’ All cash and non-cash benefits for a family available at one place Built in DBT engine, configurable for any new service.

Financial inclusion and banking service near the doorsteps of the residents Points of service:

- E-Mitra Mobile App
- Web Portal Departmental Outlets

E-Mitra:

Ensuring service delivery till the last mile, a multi-modal service delivery platform offering wide range of services to the residents close to their doorsteps. Integrated, unified and centralized service delivery platform of Rajasthan providing services through:

Web Portal
Mobile App
35000 + kiosks

Facility for payment gateways of all major banks and mobile payment like M-Pesa, Paytm & Oxygen available.

More than 200 government services being delivered.

Kiosks providing banking facilities (Micro ATMs/BCs).

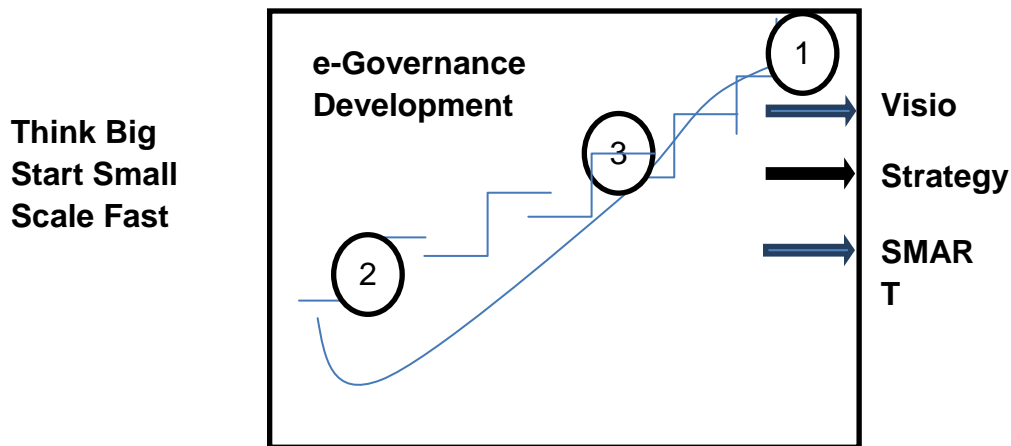
Linkages with third party web applications through APIs and web services in a centralized fashion using Enterprise Service bus. Any new service can be integrated in 7 days.

Development & Implementation of e-Governance

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The model presented can serve as a reference for governments to position where projects fit in the overall evolution of their e- Governance implementation. The model can also support governments in defining an e-governance vision and strategy. A vision is a high – level goal, or ambition level, of government regarding the democracy, government and business aspects of e – governance. A strategy consists of plans that translate the vision into SMART (Simple, Measurable, Accountable, Realistic & Time – related) projects. A good strategy is crucial to keep the speed in the reform of and implementation process. Thus budgets must be available, time consuming legal transformations should be initiated and quick results must be achieved and communicated to all stakeholders, including the public.



A good approach towards implementation of e-governance is to combine short – term steps (projects) and long – term goals (vision). Projects will have a more structural value for development when embedded in a vision and supported by a strategy. Accentor has defined an approach to implement e- governance projects: ‘Thinking big, start small and scale fast’. The process of going from global objectives to concrete targets is complex. It is a joint effort undertaken by all stakeholders. IICD’s core activity is to organize workshops in which this process is facilitated and first steps can be taken.

CONCLUSION

Though the several projects a large number of services provided towards the citizens, business employee and itself government with e-governance to develop social and economical era of the Rajasthan state. At final we can say, benefits of the e-Governance includes well-originated, efficient transparent and reliable delivery of public services in a definite and time-saving way to citizens. The skill-sets identified as being necessary for handling programmed/project level issues are Business Process Reengineering, Change Management, Financial Management and Technology. Government of Rajasthan is creating a path to for develop e-Governance in various departments by launching several key projects. RajComp (Rajasthan State Agency for computer services) and DOIT (Department of Information Technology), Jaipur (Rajasthan) working with the Government of Rajasthan to Implements various type of projects as initiative with the better use of ICTs.

The customers or end users of e-governance are citizens, business, employee and itself government so services delivery through various channels & level of computerization of deliverance is main

concern. Various departments are participating in this initiative for success of the e-governance in Rajasthan, however, several questionnaire are founds which shows the insufficiency, less security, departmental co –operations more cost in infrastructure and much more but as the move ahead in implementation of different types of projects.

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