9. "E-Governance Transforming the Rural India: An Analysis of major Projects and Initiatives"

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Abstract:

E-Governance is the use of information and communication technologies to support good governance. A number of countries across the world have adopted E-governance schemes to transform the life pattern of their denizens. Information and communication technologies have a valuable potential to help meet good governance goals in India. The government of India and several state governments have been continuously endeavoring to provide citizen services in a better manner in all areas of Public administration such as Public Services, Rural Services, Social Services, Agricultural and Revenue Services, etc. The benchmark step taken by the Indian Government is the enactment of Information Technology Act (2000). It has provisions to facilitate electronic commerce and electronic transactions, electronic contracts, prevention of computer crimes, electronic filing and digital signature, etc. The Union Government had approved the National E-governance Action Plan for implementation during the year 2003-2007. The plan is an attempt to lay the foundation and provide impetus for long-term growth of e-governance within the country. E-governance has helped in timely and accurate issuance of Records of Rights (ROR) to land owners. Agmarknet, Kisan Call Centres. E-panchayats, E-chaupal, E-learning in education, business and railways are other areas where E-governance is proving the effectiveness. India has a large network of Public Distribution System (PDS) and fair price shops (FPS) to provide essential commodities to the rural folk and E-governance will minimize the corruption and mismanagement of PDS.

One goal of e-government will be greater citizen participation. Through the internet, people from all over the country can interact with politicians or public servants and make their voices heard. India has enforced the Right to Information Act (2005) and IT based services would lead to greater

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transparency in providing information under this Act. India is a country of villages and several types of disputes arise there. The pending court cases have brought the legal system to a halt. The application of ICT in Supreme Court and High Courts has enabled the parties to get information about their cases from remote areas. Further it will not only save the money and time of citizens but will also reduce the backlog of cases.

The Postal department has already started effective services like delivery of Money Orders through Extended Satellite Money Order (ESMO) centres in certain stations. These services are being provided with the help of satellite based Very Small Aperture Terminals (VSATs). There have been several successful initiatives and noteworthy projects undertaken in various states of India. Some of the successful initiatives are: Bhoomi (Karnataka), Gyandoot (M.P.), E-seva (Andhra Pradesh), ASHA (Assam), Lokmitra (HP), Gramdoot (Rajasthan), Lokvani (U.P.), Sari (Tamil Nadu), Akshaya (Kerala), SETU (Maharashtra) and SUDA (Gujarat), etc. This paper specifically focuses on the E-Governance initiatives that have changed the life style of rural citizens and in which the citizens derive benefit through direct transactions with the services provided by the union and the provincial governments. The paper also highlights the variety of constraints in implementing the E-governance projects in rural areas.

Keywords:

E-Governance; public administration; right to information; Lokvani; India

"E-Governance Transforming the Rural India: An Analysis of major Projects and Initiatives"

Introduction:

World Bank has given the concept of good governance in 1992. But there is a basic difference between governance and good governance. Governance is a traditional and prohibitive concept and on the other hand good governance is a value based approach. United Nations Economic and Social Commission for Asia and Pacific (UNESCAP) has enumerated eight characteristics of good governance viz, participation of masses in governance process, democracy, rule of law and independent judiciary, administrative accountability and transparency, political accountability, sustainable development, responsive and effective agencies, and cooperation between government and civil society organizations. The infusion of Information and Communication Technology (ICT) has played a prominent role in strengthening the relations between government and public. Whilst e-Government has traditionally been understood as being centered on the operations of government, e-Governance is understood to extend the scope by including citizen engagement and participation in governance. E-governance is a paradigm shift over the traditional approaches in Public Administration. E-Governance as a technology-enabled Public Information Services system aids not only in reengineering the structures but also in reorganising the procedures and processes for speedy delivery of services. This new paradigm has brought about a revolution in the quality of service delivered to the citizens. It has ushered in transparency in the governing process; saving of time due to provision of services through single window; simplification of procedures; better office and record management; reduction in corruption; and improved attitude, behavior and job handling capacity of the dealing personnel. India is a country of democratic nature and E-governance can help more in approaching and attaining the key principles of good governance than the conventional system of governance. People's aspirations have been increasing from the government and they wish to enjoy private sector like quality services from public sector. In comparison to developed countries, E- governance started late in India, but presently it has gained momentum and people of this rising economy are getting benefits from E-projects like, E-seva, FRIENDS, E-chaupal, etc. **(Baweja, 2005).**

What is E- Governance?

Information Technology is recognized as a strategic tool that can enhance efficiencies in government very significantly. E-governance offers integrated government services through a single window concept by re-engineering of government processes. E-governance is the use of Information and Communication Technology to promote more efficient and responsive government, facilitate more

accessible government and make leadership and bureaucracy more accountable to citizens.

"Governments either embrace E-governance or cease to effectively govern. The demand for 'good governance' slogan for 'paperless table'; cry for transparency and death of secrecy and insistence on right to information can give all that stands for good governance and indeed E-Governance is the other name of good governance" **(Kapur, 2000).**

The two terms- e-government and e-governance are independent of each other, but are at times used alternatively. E-government is understood as the application of modern Information Technologies to encourage more public oriented system and allow greater public access to information, where as governance is a wider term which covers the state's institutional arrangements, decision making processes, implementation capacity and the relationship between government officials and the public. Thus, e-government can be viewed as a subset of e-governance, and its focus is largely on improving administrative efficiency and reducing administrative corruption **(Bhatnagar, 2004).**

Objectives of the Study:

a) To define the various models of E-governance.
b) To describe the salient features of paradigm shift from Conventional system to E-system.
c) To identify the core areas of E-governance in India.
d) To know about the benefits of E-governance to ensure a system of good governance.
e) To specify the efforts being done by Indian government in the field of E-governance.
f) To enumerate the various E-projects and initiatives started by Union and several State governments.
g) To ascertain the major challenges in implementing the E-governance projects in India.
h) To suggest the ways for effective use of E-projects.

Scope and Methodology:

This study is an attempt to ascertain the impact of various E-initiatives of India which are changing the scenario of governance especially in rural areas. This study covers total 18 E-governance projects and these projects have been grouped in five categories. Out of 18 projects six were taken from Union government and which have nationwide network (NIC, E-Post, VIDYAVAHINI, MCA 21, AGAMARKNET, E-chaupal), one from Eastern Part (GRAM), two from Western Part (SETU, SUDA), four from Northern Part (LOKVANI, GYANDOOT, GRAMDOOT, LOK MITRA) and five from Southern Part (BHOOMI, E- SEWA, AKSHAYA, RTI Knowledge Portal, SARI), respectively.

The information was collected mainly from secondary sources for which government reports and publications, journal articles and websites of various ministries of Union and Provincial governments were consulted. Some primary data were also collected through personal interviews from employees working in National Informatics Centres of some districts and farmers as well as denizens of rural areas of Uttar Pradesh.

Models of E- Governance:

E-Governance is not synonymous with good governance but it is a tool for the latter. Generally it has five models.

1. GOVERNMENT TO CITIZEN (G2C):

G2C aims at connecting citizens to government by talking to citizens and supporting accountability, supporting democracy, and by improving public services. It will involve better services to the citizens for example; **E-Citizen** centres will become one-stop Government Shops for delivery of all services. It will offer services like issue of Certificates, Ration Cards, Passports, Payment of Bills and taxes, etc. in due course. **E-Transport** will accomplish the task of Registration of motor vehicles, Issuing of driving licenses and Permits, etc. **E-Registration** of the properties will bring substantial reduction of paper work and reduce the duplication of entries. Further it will increase transparency in the work and minimize the overall time of process.

2. CONSUMER TO GOVERNMENT (C2G):

C2G will mainly constitute the areas where the citizen interacts with the Government. It encompasses elections when citizens use their franchise to form the Government; Census where he provides information about himself to the Government; taxation where he pays taxes to the Government. E-Democracy is an effort to change the role of citizen from passive information giving to active citizen involvement. During the elections the e-democracy project can be used to inform the citizen, encourage the citizen to vote, have e-debates with the candidates and maintain a database of contestants for review by the citizens.

3. GOVERNMENT TO GOVERNMENT (G2G):

This is synonymous to E-Administration. It improves the government processes by reducing costs, by giving better performance, by making strategic connections within government, and by creating empowerment. It maintains networking among all Government offices so as to produce synergy among them, viz, E-Secretariat, E-Police, E-Court, and State Wide Networks.

4. GOVERNMENT TO BUSINESS (G2B):

This is another key model of E-Governance consisting the various types of interaction between a business house and the Government, which includes providing infrastructure, licenses, and safe environment to the businessmen. In a similar scenario, it can also flow from a business house to the Government. Electronic Transactions or E-Commerce, E-Taxation, etc. are examples of G2B.

5. GOVERNMENT TO NGO (G2N):

In this model government interacts with the communities beyond the boundaries of government. It can be termed as **E-Society** which involves building various associations or interest groups for betterment of the society. G2N deals with the relationship and feedback between government and citizens which leads towards good governance.

Paradigm Shift:

Information Technology enabled governance is a shift from traditional Public Administration to Electronic Administration or E-Governance. Salient features of this transformation may be listed here under:

No.	Conventional System	E-System
1	Unwieldy paper files	Computer based files
2	Hierarchical power	Networked power
3	Information Hiding	Disclosure of information
4	Duty based	Performance based
5	Ritualistic orientation	Achievement orientation
6	Batch processing	On-line processing
7	Stagnation in functioning	Dynamic
8	Delayed access	Instant access
9	Delayed response	Quick response
10	Requires more money	Requires reasonable cost
11	Repetitive activity	Creative activity

Core Areas of E-Governance Application in India:

There are unlimited possibilities of E-governance applications for good governance or Public Administration; some basic areas related to rural India are given here:

Agriculture

E-governance projects in the agricultural sector can provide benefit to farmers and the rural people and also enhance the lives of urban poor. There are numerous sub-projects pertaining to provision of timely expert advice to farmers, food security, marketability and commercial information relating to agricultural products, enhancing crop productivity, enhancing the reach of and ease of access to micro-credit, etc.

Gram Panchayats (elected village administration)

The important programmes being implemented by the Ministry of Rural Development for poverty reduction are employment generation, provision of basic services, infrastructure development etc. The objective is to increase participation of rural population in the government. The Department of Information Technology (DIT) has included E-governance for Panchayats as a Mission Mode Project under the NeGP in 2005. Under E-Panchyayts village and block Panchayats are to be provided with desktop computer, laser printer, and scanner. Web cameras, pen drive and UPS. This ICT use will strengthen the speedy and transparent functioning of Panchyati Raj **(Jain, 2011).**

Challenging Corruption

The Government has been making considerable efforts through different schemes for the upliftment of rural population but the upshot of all this are not praiseworthy due to leakage of funds by way of corruption in the system. E -governance cuts off the role of middleman or broker. The availability of information through Internet can indeed help in minimizing corruption.

Land Records

Computerisation of land records in our country is another area where IT application has helped in timely and accurate issuance of Records of Rights (ROR) to land owners. The digital format of land records data enables quick and flawless retrieval of information. It is a great help to farmers and other land owners ensuring efficient, accurate, transparent delivery mechanism and conflict resolution in ownership.

Public Distribution System

The public distribution system in India is aimed at supplying basic food items like wheat, rice, sugar, salt, edible oils and other non-food articles like kerosene, coal and cloth at the cheaper rates from open market through a network of fair price shops (FPS) across the country. It ensures food security to people in rural areas. But there is a huge diversion and leakage of food before reaching to targeted

population. The computerization of the total food grain supply chain can check and stop such malpractices **(Suman and Nishy, 2009).**

Registration of Property

The property registration is a tedious and time consuming work but nowadays with the help of computerized land records system one can complete the verification and registration process in a few minutes. IT brings transparency in assessing the value of that property and stamp duty will be charged accordingly. It also controls the forged deed of the particular property and tampering of the records **(Yadav, 2010).**

Educational Administration

The students of remote areas can get exact information in due course about their enrolment, examinations and other data besides online learning and teaching process. In the same way administration can keep all the records in an elegant manner. The top officials may access several types of 'state of the art' reports from schools and colleges to implement new schemes and projects for enhancement of education system.

Legal System

The pending court cases have brought the legal system to a halt. The application of ICT in Supreme Court and High Courts has enabled the parties to get information about their cases from remote areas. Further it will not only save the money and time of citizens but will also reduce the backlog of cases. It is now possible to access the full text of various Court Judgements online. The Judgement Information System or JUDIS is a unique judiciary service for the citizens, which lets access of all the judgements passed by the Supreme Court of India since its inception in 1950, as well as the judgements of several High Courts, on the Internet. JUDIS presents some very user-friendly methods for citizens to make their search through the name of the petitioner or respondent, the name of the judge, the name of the party, the date of judgement, and so on.

Right to Information

The Right to Information Act (2005) is a revolutionary step taken by the Indian Government in the field of civil administration. RTI and e-governance are twins and inseparable. In 2006 then President APJ Abdul Kalam asked the Government to expedite the Rs. 23,000 crore National E-Governance Grid Programme to make the RTI Act a real success. NeGGP aims at integrating information network at the district, states and national level to a common e-information grid which would help faster and transparent dissemination of information to the citizens.

E-Governance in India:

The government in India has been continuously endeavoring to provide citizen services in a better manner. There have been several successful initiatives and many noteworthy projects undertaken by union government and various states of India. Prime Minister of India declared on Independence Day - 15th August 2002 that "The Government would implement a comprehensive programme to accelerate e-governance at all levels of the government to improve efficiency, transparency and accountability at the Government-Citizen Interface." Some important steps are mentioned here:

- Established the National Taskforce of Information Technology and Software Development in May 1998

- Information Technology (IT) Act, passed by the Parliament of India came into force on 17 October, 2000 which provides legal framework to facilitate electronic transactions. The major aims of this act are to recognize electronic contracts, prevent computer crimes, and make electronic filing possible. Chapter III of the IT Act deals with Electronic Governance defining 'electronic forms' as any "information generated, sent, received or stored in media, magnetic, optical, computer system or in other computer based devices". The Act in Para 6(1), stipulates as follows:

Where any law provides for-

(a) The filing of any form, application or any other document with any office, authority, body or agency owned or controlled by the appropriate Government in a particular manner;

(b) The issue or grant of any licence, permit, sanction or approval by whatever name called in a particular manner.

- Government approved the National E-Governance Action plan for implementation during the year 2003-2007.

- The IT Act (2000) was amended by Information Technology Amendment Bill 2006, passed in Loksabha on Dec 22nd and in Rajyasbha on December 23rd of 2008 to sharpen the provisions of E- Governance and counter with the cyber crimes effectively.

- All Ministries and Departments of Central government have been maintaining their websites and providing information on aspects such as their objectives, policies and decisions, contact persons, etc. Some of them have started their electronic newsletter for giving publicity to their activities on wider scale and trying to have frequent inter-face with the citizens **(Monga, 2008).**

National E-Governance Plan in India (NeGP):

In India the e-Governance initiatives are broadly managed under the umbrella of the NeGP. The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 8 components, on May 18, 2006. Under NeGP concerted efforts are being made to take Information Technology to the masses in areas of concern to the common man. It aims to make most services available online, ensuring that all citizens would have access to them, thereby improving the quality of basic governance on an unprecedented scale.

NeGP has three tier architecture. The **Common Service Centres (CSCs)** are the front-end delivery points for a range of citizen services. The common man feels empowered when he is able to get a service in a transparent manner, at a convenient location and at an affordable cost. These centers also provide employment to the entrepreneurs running them, besides being useful in rolling out all kinds of governmental schemes.

The second tier is of the common and support infrastructure that allows information to be shared electronically between different agencies of the government and with citizens. It includes the **State Wide Area Networks (SWANs)**, which form the converged backbone network for data, voice and video throughout a state / UT and the **State Data Centers (SDCs)** which provides common secure IT infrastructure to host state-level e-government applications and data.

The third tier comprises the 27 **Mission Mode Projects (MMPs)** which transform high priority citizen services from their current manual delivery into e-delivery. Each MMP is owned and spearheaded by the relevant ministry/agency of the national government.

E-Governance Initiatives in India and Transformation of Rural Areas:

The government of India and a number of state governments has initiated measures to introduce information technology and its tools in the governance process. They are moving from manual processes to on-line delivery by using conveniently located service centers in public places. Analysis of some important projects is given here:

1. NIC- National Portal of India being implemented to provide a single window access to the information and services of the Indian Government at all levels from Central Government to State Government to District Administration and Panchayat for the Citizens.

2. E-Post- The Postal department has already started effective services like delivery of Money Orders through Extended Satellite Money Order (ESMO) centres in certain stations. These services are being provided with the help of satellite based Very Small Aperture Terminals (VSATs). Recently

on March, 9, 2011 Ministry of Telecommunication has launched a portal 'E-Post' to provide online Money Order, tracking of Parcels and Speed Posts facilities.

3. VIDYA VAHINI- This portal provides the opportunity for schools, teachers and students all across the nation, to express and share their creative and academic potential via the internet. Shiksha India is a non- profit organization launched in December 2001 to equip schools with the 5 Cs: Computers, Connectivity, Coaching (teacher Training), Content and models of Commercial sustainability. Its mission is to spread better education, uniform quality of education across India to develop their creativity and problem solving skills.

4. MCA 21- This is the first Mission Mode Project under NeGP. The MCA21 covers a network of 25 MCA offices across the country, with more than eight Lakh registered companies. MCA 21 services are available 24X7 anytime and anywhere through MCA Portal. E-filing of all documents is mandatory since September 16, 2006, with the amendment in Companies Act.

5. AGMARK-NET – Under this project all regulated Agricultural Wholesale Markets in the States and Union Territories have been computerized, networked and linked with the Ministry of Agriculture, Government of India. The Networking of almost 7000 markets has ensured speedy collection and dissemination of market data for efficient and timely use.

6. E-Chaupal – It was established in June 2000 by ITC's International Business Division as a cost-effective alternative supply chain system to deal directly with the farmer to buy products for exports. It provides the information to the farmers about agricultural tools, weather and crops, etc. More than 40 lakhs farmers of 40 thousand villages of the eight states (Madhya Pradesh, Maharashtra, Rajasthan, Haryana, Karnataka, Andhra Pradesh, Uttar Pradesh and Uttarakhand) have benefited from the E-Chaupal. It is the recipient of several national and international awards in the field of rural E-governance.

7. GRAM- Geo –Referenced Area Management has been in use since 1996 in 22 blocks of Bankura district in West Bengal to integrate data for natural resource assessment, rural and urban planning and watershed management, etc.

8. SETU- SETU means "Bridge" or Citizen Facilitation Centre has been set up by government of Maharashtra in Aurangabad in 2001 as a one stop service centre for citizens who have to visit government offices for certificates, permits, authentication, affidavits and other services. Through the use of ICT, SETU has been reducing the visit of citizens from one office to another and keeping touts away while providing greater transparency, accessibility and efficiency to the procedures in decision making. Key stakeholders are the general public, especially farmers, labourers, small entrepreneurs and students.

9. SUDA – This project was formed in Jan, 1978 under Gujarat Town Planning and Urban Development act - 1976, which covers Surat Municipal Corporation and 722 km area of 148 villages surrounding SMC. It makes concerted efforts to provide the public amenities like water supply and underground drainage to the targeted areas. SUDA reviewed the future requirements of 2011 and prepared a revised development plan and presented it to the government in 2006.

10. LOKVANI– This project was initiated in 2004 in district Sitapur of Uttar Pradesh as a public private partnership scheme. Right to Information policy has also been included in the Lok Vani. Tehsil Diwas and Lokvani are integrated in Sitapur to dispose off the problems and disputes of people. It provides information about distribution of Ration, expenditure of village panchayats, etc. to maintain transparency. Online public grievance redress service is very popular which has received 1, 17,179 grievances and 1, 13,793 (97%) were settled by 2008 **(Rajita, 2010).**

11. GYANDOOT– This project was initiated in January 2000 by a committed group of civil servants in consultation with various gram panchayats in the Dhar district of Madhya Pradesh. Gyandoot is a low cost, self-sustainable, and community-owned rural Intranet system 11477(Soochnalaya) that caters to the specific needs of village communities in the district.

12. GRAMDOOT– This project is based in village Dabri Rampura near Jaipur in Rajasthan. It provides telephony, high speed internet access, cable TV, fax and hotline facility for the villagers. It also does the registration of documents, valuation of immovable properties, collection of revenue, stamp duty, payment of bills and taxes and registration of new vehicles, etc.

13. LOK MITRA– The Lok Mitra project was formally dedicated to the people of Hamirpur in Himachal Pradesh as a pilot phase on the 8th of May 2001 by National Informatics Centre. The services offered include information about vacancies, tenders, market rates, matrimonial services, village e-mail. An interesting feature is that citizens can use the IT enabled system as a grievance redress system. A number of panchayats have been identified for setting up Citizen Information Centres. It encourages the feedback from people to know their views **(Rajita, 2010).**

14. BHOOMI– It is a well known E-project of Karnataka which provides computerized Record of Rights Tenancy and Crops (RTC) - needed by farmers to obtain bank loans, settle land disputes etc. It has also ensured increased transparency and reliability, significant reduction in corruption, exploitation and oppression of farmers. This project has benefited 20 million rural land records covering 6.7 million farmers **(Palekar, 2010).**

15. E- SEWA– It is the first major initiative in the country to employ information technology as a tool to improve services for citizens. The Andhra Pradesh government launched the e-sewa programme to provide integrated services to citizens of the state. From payment of electricity, water and telephone

bills to the issue of birth and death certificates, permits and licenses, reservation of bus tickets and receipt of passport applications, the e-sewa centers offer a wide range of services under one roof **(Kalsi and others, 2009).**

16. AKSHAYA– As part of Kerala's ambitious e-literacy campaign, Akshaya e-Centers are being set up throughout Kerala to bridge the digital divide. The first phase of this project was started in Malappuram district. All Akshaya e-Centres have Internet connectivity and networked with a centralized operating center. Today Akshaya is acting as an instrument in rural empowerment and economic development.

17. RTI Knowledge Portal– In July 2010 Vice President of India, Shri M. Hamid Ansari launched the Right to Information (RTI) Knowledge Portal at the Institute of Management in Government (IMG) in Thiruvananthapuram. The Portal will provide authentic content on the various provisions of the RTI Act, important studies, research papers, and presentations, Government Reports, Circulars and Government Orders. Important decisions of Kerala State Information Commission will also be available in this site.

18. SARI– Sustainable Access in Rural Internet (SARI) is a public friendly E-initiative formed in a tiny village Pathinettangudi, near Madurai, Tamil Nadu. People are using e-mails, voice mail and web cams through 'Public Access Internet Kiosks'. These kiosks are established by active individuals who have invested the money in computer, multimedia and other accessories suitable to local illiterate population. The local population is making the use of these Kiosks for downloading application form for caste, birth and death certificates and forwarding it through e-mail to the 'Tehsildar'.

Key Challenges before E-Governance:

1. Low literacy rate in several Indian states proves to be a significant obstacle for usage of services by citizens. Uttar Pradesh and some other states were found to be a laggard on e-Readiness**.** Goa emerged as the best e-governed state in India followed by Karnataka. Assam, Goa, Delhi, Karnataka are the best four e-Governed states according to a survey (**Goa best e-governed state in India: IDC, 2007**).
2. Due to lack of awareness , computerisation of government services, E-governance and social audits have made impact on upper and middle classes but have not helped the poor (Nandan).
3. The poor electric supply and interrupted Internet connectivity are major obstacles for E-governance in rural and remote localities.
4. Language may be another barrier in such efforts. Most of ICT programmes are compatible with English, but in India a vast majority of the citizens do not know English and use the local

language. For success of e-Governance, this reality needs to be reflected in the implementation strategy.

5. Use of untested fancy technology without adequate homework is one of the problems.
6. The heavy cost of IT solutions sometimes limits its application. Internationally designed Open Source Software can reduce the budget and help in cost effectiveness.
7. The archaic cyber laws can create a havoc in the E-project functioning.
8. The government employees, who are used to working only in the manual mode and cannot change their mindset, is a pressing need of the time for success of E-governance.
9. The lack of ample coordination among government departments can mar the noble idea of E-governance.
10. The weak monitoring and supervision of initiatives cause failures. These projects need time bound evaluation to justify the investments done by the government in IT.
11. Processes not reengineered adequately-continue lack of transparency.

Suggestions for Success of E-Projects:

1. Sound planning and coordination among central and state agencies is the need of hour.
2. Capacity Building measures and training of users should be done regularly.
3. Bridging of Digital Divide may boost the utilization of E-programmes.
4. Programmes according to needs of local people should be designed and implemented.
5. Publicity of E-initiatives will encourage the masses towards E-projects.
6. Participation of Panchayati Raj Bodies, self-help groups and other non-governmental organisations may lead these projects into rural and remote areas.
7. Time-bound review mechanism is an essential factor for success of E-governance system.

Conclusion:

E-governance is one of the implementation of information technology, which has resulted in a major growth of some of the countries of the world. Countries like United States, France, Switzerland and Australia have effectively implemented the E-Governance. However, countries like India are still under the development process and efforts are being made to convert the IT aware governments into IT enabled governments. E-Governance in India has steadily evolved from computerization of

Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access through the internet. The analysis of functioning of various e-governance projects has shown that mere good planning cannot ensure success. It is essential to identify the characteristics of the local people and the region in terms of strengths and weaknesses, in which the project is to be implemented. Through various capacity Building measures, India would further strengthen the strong and dynamic democratic institutions and thereby secure growth and development for all its citizens in an equitable manner to set an example of good governance especially in rural areas.

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