



ROLE OF E-GOVERNANCE AND TECHNOLOGICAL CHALLENGES AND ISSUES

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Abstract

The term "e-governance," more commonly used, refers to the utilization of digital tools and technology to enhance the effectiveness, transparency, and efficiency of government services and procedures. In India, —e-governance has been a significant approach objective for a long time, fully intent on improving resident cooperation and lessening debasement. However, a number of obstacles and issues have prevented "e-governance" from being implemented successfully. The concept and form of good governance have undergone significant transformations over the past two decades. With digitization, the idea of governance today has serious ramifications. In the past, it was a dream to sit in one place and gather information from all over the world. In the process of good governance, the transformation from this fantasy to reality produced numerous positive outcomes. The scope of AI-backed digital India's opportunities and the main obstacles to E governance's future potential are the subject of this paper.

Keywords: effectiveness, governance, significance

Introduction

There is a quick change and upset on the planet. The ascent of E-Administration has been one of the most striking improvements towards IT of the Internet. E-Administration particularly the web, to work on the conveyance of taxpayer driven organizations to residents, organizations and government organizations. It includes the management and administration of policies and procedures in the private sector as well as the public sector. Because of the low literacy rate and the fact that the majority of people in developing nations, like India, live below the poverty line, it is extremely challenging for the government to offer its services to these citizens via the internet. AKSHAYA started e-government in Kerala, India. This venture includes setting up around 5000 multipurpose local area innovation focuses called Akshaya e-Kendra's across Kerala. E-government is popular everywhere, not just in India. According to some authors, e-government is merely a subset of e-government, albeit a significant one. These authors assert that e-government is a broader concept that encompasses the use of information and communication technology (ICT) by government and civil society to increase citizen participation in political institutions' governance. Examples of this include politicians and political parties making effective use of the Internet to solicit opinions from constituents or civil society making opinions public. Our viewpoint is clear: E-Governance, on the other hand, focuses on the management and administration within an organization—public or private—while e-government focuses on constituencies and stakeholders outside the organization—at the city, country, state, national, or international levels.



The reason for executing E-Administration is to redesign great organization. Responsibility, participation, Maswood, and transparency are frequently used to describe good administration. also, The new improvements in correspondence propels and the Web give opportunities to change the connection among government and residents as of late, subsequently adding to the achievement of good organization goals. Through the provision of online discussion groups and the enhancement of pressure groups' rapid development and sufficiency, the utilization of information technology has the potential to increase the extensive contribution of citizens to the administration process at all levels. The legislature's ability to provide better service in terms of time is one advantage for the government, making administration more productive and viable. In addition, exchange costs can be reduced, and government services become more accessible to the general public. Finally, the overarching goal of e-Governance is to make the government more productive, national-focused, and result-oriented. It makes it possible for citizens and the outside world to access government services and data in the most efficient way possible through the Internet and other channels.

Different Connotations Of The Term E Governance

The use of ICTs to modernize the state, the creation of information vaults for MIS, and the computerization of records are all examples of e-administration. E-services: The goal here is to bring the state closer to its citizens. Delineations consolidate a game plan of online administrations. What is generally referred to as e-government is the combination of e-administration and e-services.

E-administration - The use of IT to upgrade the limit of government to address the changing goals and necessities of our general public. It includes publishing program- and strategy-related data for use in discussions with citizens. It goes beyond plans for online services and spreads the use of IT for important planning and achieving the legislature's development goals.

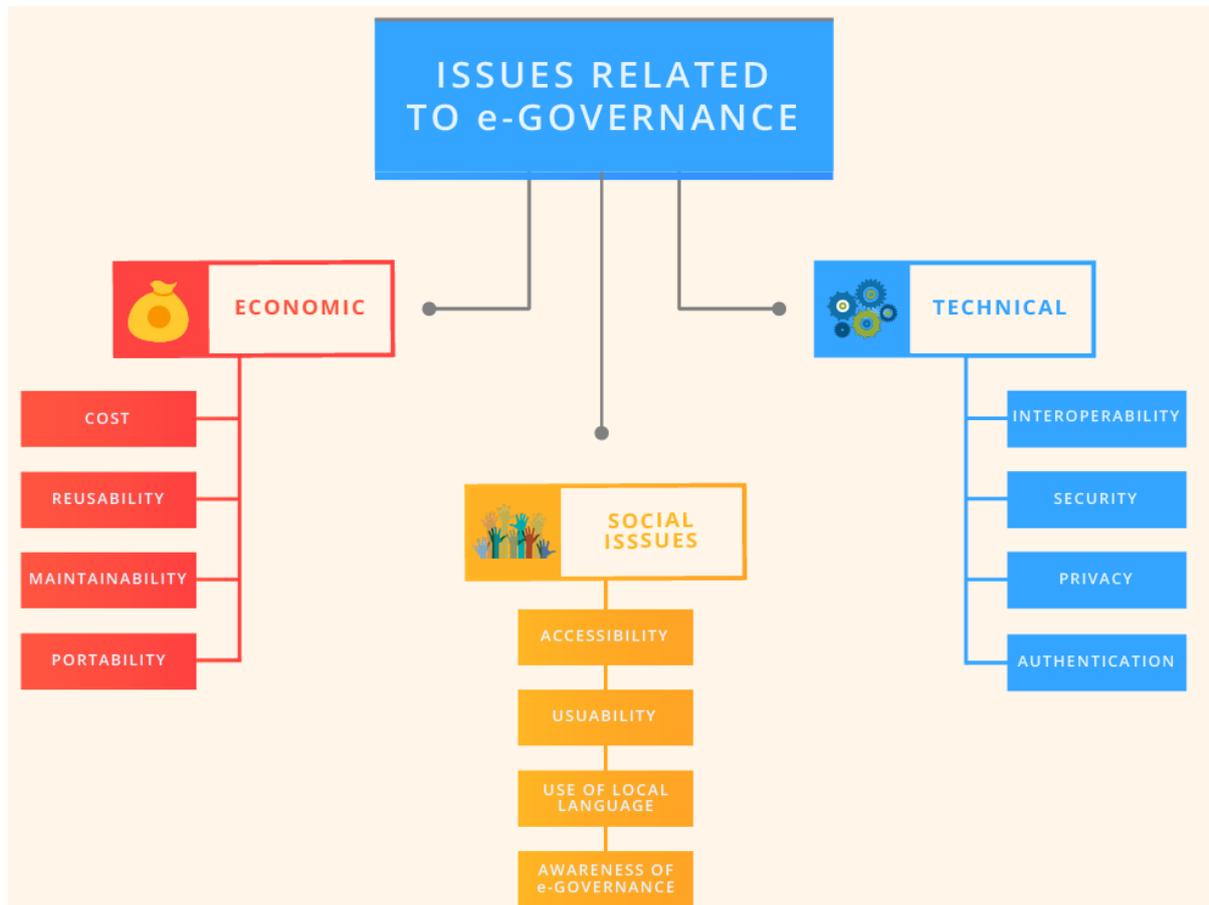
E-a majority rule government - The usage of IT to support the limit of all areas of society to partake in the organization of the state. Here, the responsibility is much more extensive, with an explicit emphasis on support, responsibility, and transparency. Examples might include e-choices, online grievance review discussions, and strategies for online disclosure.

Covid-19 pandemic has restricted the ability of the public and public institution to physically assemble and debate matters of national importance. Almost all of the government machinery and public & private institutions have been brought to halt due to lockdown and social distancing norms.

Working remotely is the new normal and, in this scenario, information empowerment becomes fundamental to a successful democracy. The advent of Information and Communication Technology (ICT) has nurtured the swift emergence of a global **Information Society** that is changing the way people live, learn, work and communicate.

Therefore, to sustain the institution of democracy, the government should redefine its Information and Communication Technology (ICT) policy and make it more innovative with the active participation of development organisations.

In the present scenario, the role of technology becomes more significant in good governance and public service delivery.



Use of Technology in Governance

Striving for E-Legislature

- The role of Parliament and many state legislatures, as an institution of debate, deliberation and law-making have been disrupted due to Covid-19.
- These legislative bodies are an institution of public trust and need to continue its role of scrutiny of government's actions, especially in times of crisis.
 - It is here that technology-centric solutions can ensure work continuity in law-making institutions even when meetings can't be held physically. For example: These online meetings of legislative bodies will help in the furtherance of debate and deliberation on important issues.
 - The establishment of e-legislature will help in reducing the frequent use of ordinances.
- Following this, Virtual parliament has been set up in the democracies like the UK, New Zealand, etc.

Strengthening Parliamentary Committees

- It is the stoppage in crafted by parliamentary panels which needs quick consideration.



- These committees, which are smaller subgroups of MPs who meet outside the House to discuss matters of public importance, are known as committees. Because they are tasked with conducting in-depth examinations of government bills, the committees play a crucial role.
- As a result, parliamentary committees will be able to function properly if ICT platforms are utilized.
- Likewise, the additional benefit could be that the panel could get to hear many partners who could somehow find it challenging to show up face to face before the advisory groups.

Virtual Judiciary

- Even in the initial post-lockdown phase, it is clear that the judicial process will not return to normalcy immediately.
- As a result, the judiciary has an opportunity to adopt information and communication technology to ensure that justice reaches everyone promptly.
- Additionally, the judiciary may reduce the backlog of cases by implementing initiatives like e-courts.

Promoting Participative Democracy

Citizens who are impacted by a set of governing rules now have an unprecedented opportunity for community collective choice, allowing them to help select and frame policy, prioritize spending, and, in conjunction with their local government representatives, strengthen social audit. On the myGOV platform, for instance, citizens can directly make suggestions to the government.

Implementing Good Governance

- Information Technology has ensured that a policy decision taken by the government can be quickly executed and implemented at multiple locations, across the length and breadth of the country.
- It also ensures **transparency, accountability**—while assuring quick and effective responsiveness of government to citizens' problems and suggestions.

Achieving Sustainable Development Goals

- Government has taken much of the [e-governance initiatives](#) for effective public service delivery. Also, when combined with emerging technologies, it can help in achieving [sustainable development goals](#).

Sustainable Development Goals	Suggested Application of Emerging Technologies
SDG 6 Ensure availability and sustainable management of water and sanitation for all	Using smart meters, soil sensors, remote irrigation management system, rainwater harvesting systems etc.
SDG 7 Ensure sustainable energy for all	Using smart grids, smart appliances, energy storage, predictive analysis, demand response technology.
SDG 11 Make cities and human settlements inclusive, safe, resilient and sustainable	Smart City Mobility- driverless mobility, interconnected infrastructure using IoT: Smart Building- Alarm management and automation, big data analytics and energy management, monitoring, detection and diagnosis technologies.
SDG 12 ensure sustainable production and consumption patterns	Smart Village- optimised farm management and automated irrigation system, soil sensors and satellite and integrated real time weather information, traceability and tracking system.
SDG 13 Combat climate change and its impacts	All digital solutions including smart villages, smart buildings, smart energy, smart manufacturing, smart mobility
SDG 14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development	Smart ways of conservation through advanced mapping and data technologies, sub-marine, coastal and inland mart sensors, real time satellite imaging

Review of literature

Dutta (2015) E-administration alludes to the conveyance of government data and administrations through the Data and interchanges innovation (ICT) to residents or organizations or legislative organizations. This paper will discuss the current state of e-Governance in India. The Indian government's efforts to automate services such as Government to Citizen (G2C), Governance to Business (G2B), and Government to Government (G2G) are the subject of this paper. The significant G2C administrations like Public Country Business Assurance Plan (NREGS) and Dial. Gov; G2G services like Smart Government of Andhra Pradesh and e-Office and G2B services like Ministry of Corporate Affairs are presented in detail. Explained are the technologies and tools used to provide e-Governance services. The issues in advanced administration like Digital Wrongdoing and absence of Resident Special Personality are additionally referenced. Additionally included are ongoing and upcoming government projects. In conclusion, e-government in India enables people to receive services that are effective, transparent, and accountable.

Muttoo (2019) The book talks about the ideas of E-Administration from the comprehension of a guileless client. It provides an overview of the idea, demonstrates the state of e-government in India through a variety of metrics, and provides case studies to illustrate its development. E-Governance's global history as well as its rise in a few developed and developing nations have also been discussed. In addition, the book provides in-depth explanations of the development of e-government in India and then compares the progress made by Indian states using various metrics. The construction of the E-Administration in India has been made sense of, including the clarification of the subtleties connected with Public E-Administration Plan. The book is a mix of hypothetical and viable ideas characterized over different parts of E-Administration in India. Anyone working in the Indian region who is interested in e-government should read this book first.



Kumar (2018) India is an emerging country having vote based decentralization and to improve the participatory methodology; E-governance was first implemented in the early 1970s. This paper focuses on the current state of e-governance in India as well as some emerging areas where it has the potential to significantly contribute to society's advancement. This paper also discusses some strategies for e-governance's successful implementation and some key challenges with potential remedial solutions.

Verma (2018) This paper being basic survey and perspective is a work to concentrate on whether E-administration can make a critical commitment to the accomplishment of fruitful and maintainable sending of Good Administration in India. The purpose of this paper is to provide a national and international perspective on the meaning of e-governance. In addition, it aims to deconstruct the major obstacles to e-governance implementation in India. It also draws some conclusions about the success of e-governance, particularly in the context of India. It begins with a definition of e-governance before providing a comprehensive model, case studies (initiatives), and examples. The study focuses on an in-depth examination of secondary data gathered from government websites, various national and international journals and articles, publications, conference papers, government reports, newspapers, and magazines focusing on various aspects of governance.

Issues and challenges of Emerging technologies in e-governance

While the devices of current advancements in administration bring tremendous advantages, it is additionally vital for cross-actually look at its entanglements. Today's digital innovations have enormous potential to alter our way of life and work. The computerized stages continually compress the public authority to rethink the utilization of data frameworks. The government needs to use information technology resources in a coordinated manner in order to support the general goals of governance today. The innovation period has furnished various open doors with a progression of new difficulties. At the point when it applies the computerized India drive from an e-administration viewpoint, network is as yet a hindrance. Each state has its regulations for the execution of the program. It is still a challenge to maintain connectivity with all cities and villages. Digitalization is limited in some ways in many parts of the country. The primary reason for this is the high rate of digital illiteracy. Pradhan Mantri Gramin computerized Saksharta Abhiyan (PMGDISHA) was started in 2017 to make six crore people of rustic India advanced proficient by 2019. However, training has only been provided to 2.56 crore people. The gap continues to widen due to a lack of better infrastructure investment in rural areas. Other obstacles to the project include cybercrime, net neutrality, and interdepartmental coordination. In the context of e-governance, government web portals place a high priority on electronic interaction. In order to provide all information pertaining to policies through a single window, communication between the government and citizens (G to C), businesses (G to B), employees (G to B), and governments (G to G) has occurred. It has been demonstrated that by closing the communication gap with the government, e-governance measures can guarantee transparency and accountability. While new technology and e-governance measures are being implemented, privacy protection is also a concern. Before putting in place a new system, concerns about privacy and child rights must be thoroughly addressed. Because citizen trust is

crucial to the success of a program, it is essential that the information provided by citizens be handled with care.

In addition, people must be educated regarding the significance of security concerns. Another obstacle is obtaining support from top management for the program's implementation. Because structured leadership has the potential to be a driving force for the efficient operation of governance in every policy. Development and coordination between ordinary people and stakeholders can be ensured with high-level support. Today, emerging technologies in e-governance create a new type of inequality known as the digital divide, and addressing unemployment as a future trend is a trend that will continue. E-governance has a number of implications for the national AI strategy. If it does not guarantee inclusive growth, it will fail. For the most part, it has set out many new open doors. However, it faces challenges related to national security and workforce displacement. It implies the financial capability of man-made reasoning in assistance conveyance ought to have the achievement for social turn of events. A comprehensive approach to the implementation of the plan must uphold democratic principles for this purpose. In the past, it was thought that artificial intelligence would only be used in governance in the future to automate repetitive tasks at lower levels of decision-making. However, AI has grown rapidly thanks to its ability to handle large data sets and more powerful computers. The rapid mechanization of governance may present challenges for policing and law enforcement scenarios due to ethical concerns. AI presents significant difficulties, particularly in the areas of privacy, security, surveillance, and civil liberties. Human dignity will be questioned if unreasonable restrictions on actual or perceived liberty are allowed. Hence artificial intelligence configuration should give a relevant establishment to individual information assurance.

SOME SOLUTIONS TO OVERCOME THE CHALLENGES

- A) Government should possess project management tools.
- B) Project tracking tool should be integrated to the tasks/activities of the project and these should be monitored instead of status reports with only long text paragraphs being generated for monitoring the project status.
- C) There should be complete transparency,
- D) Information regarding the issues blocking the progress should be provided in the project management tools and should be evaluated at various critical check points.
- E) Cost, schedule and quality should be checked at every point.
- F) Base knowledge of project should be perfect.
- G) Automated, outcome-based dashboards should be used.
- H) All the stakeholders must be made aware of the project process.

Conclusion

This interruption brought about by the pandemic has given an open door to the public establishments to use mechanical capacity and moves forward to satisfy the sacred obligation.



This will necessitate the formulation of guidelines to guarantee participation, safety, and durable technology. To become an efficient and well-governed nation in the twenty-first century, it is necessary to concentrate on the six Cs of information technology—computer density, communication, connectivity, cyber laws, cost, and common sense—in order to introduce novel approaches and new paradigms into the administration of justice. There are numerous obstacles to overcome when implementing e-government in India. These difficulties include, among other things, low literacy rates. We must overcome implementation obstacles in order to realize the vision. However, despite all obstacles, India has numerous E-Governance projects that have won awards. As a result, we can say that e-government is the key to "Good Governance" in developing nations like India, which reduces corruption and provides citizens with services that are effective, efficient, or of high quality.

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