Challenges in Adoption of E-Governance

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ABSTRACT

With the advancement of technology and ever increasing popularity of technology, it has become a necessity for every sector to make the functionality of the system transparent and as well as online for smooth functioning of the system. But the ideas are not being functioned as per the planning because of poor literacy rate and unawareness. This paper discusses the major challenges that have become an obstacle for the government for smooth functioning of the E-Government policies.

I. INTRODUCTION

E-Governance came into existence around 2 decades ago. E-Governance or „electronic Governance‟ refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organisations with more convenient access to the government‚s services and information.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. 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 & function of Government using the tools of ICT so as to transform the way it serves its constituents. E-Governance ensures the transparency in the functionality of the government. But due poor literacy rate in many of the regions of Punjab, it is very difficult for the local people to make use this facility in the most appropriate way. In fact there is a lack of awareness amongst the folks about the policies of government about E-Governance

II. E-GOVERNANCE MEANS SMART GOVERNANCE

E-Governance is very simple and effective to implement. With a little knowledge of know-how one can use the E-governance portals.
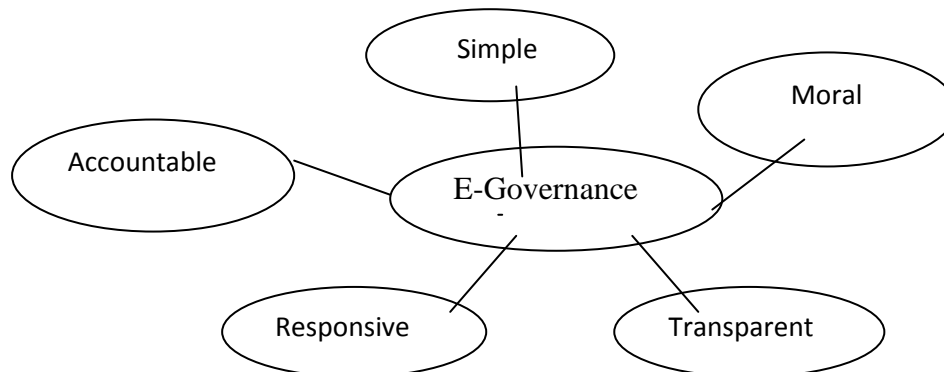
Simple- meaning simplification of rules regulations and processes of government through the use of ICTs and thereby providing for a user- friendly government.

Moral- connoting emergence of an entirely new system of ethical values in the political and administrative machinery. Technology intervention improve the efficiency of anti-corruption agencies police, judiciary etc.

Accountable-facilitating design development and implementation of effective Management Information System and performance measurement mechanisms and thereby ensuring accountability of public service functionaries.

Responsive- streamlining the processes to speed up service delivery and make system more responsive.

Transparent :- bringing information hitherto confined in the government documents to the public domain and making processes and functions transparent, which in turn would bring equity and rule of law in responses of the administrative agencies.

III. CHALLENGES TO E-GOVERNANCE

• **Creating Infrastructure:** For reaching the benefits of e-governance, more e-government projects have to be implemented by building adequate e-infrastructure particularly in rural background regions.

• **Sound Policy and Legal Framework:** Removal of obsolete laws and discretionary power, simplification of procedures to avoid administrative bottlenecks and constitution of single window delivery system to ensure speedy disposal of cases. Besides this there is need of:

Laws for making public servants accountable & responsive for non-performance and not functioning.

Laws for privacy to ensure that information is not misused.

Amendment to consumer protection law tariff and trade, IPR etc. is required.

Laws are required for emerging challenges like cyber crime e.g. Hacking.

• **Socially relevant technologies & integrated management:**

Updating of data in local language, incorporation of local language and local content in internet in a massive way, standardization in all area like encoding, application logic for common application

Preparing data dictionaries.

Accessing internet using keyboard may limit the use of internet, so there is a need of developing voice enabled internet service with Indian language.

Government Kiosks to facilitate illiterate people

- **Capital :** more R&D, funds, budget allocation.

- **Lack of capabilities in organisation / HRD & Capacity building:**

Non-availability of proper' skilled human research

Official mismanagement, lack of favorable attitude and orientation on part of officials hinders progressive of application of e-governance in India.

Training for imparting skills & inculcating motivation among officials are very essential for ICT to be effective.

- Changing the Mindset of Government functionaries.

- Addressing the issue of increasing unemployment due to automation.

- Lack of bureaucratic commitment

- Frequent changes in technology

- High cost of automation

- Political and Administrative Leadership: Lack of political will can reduce positive impact of ICT.

- Grievance Redressal Mechanism: Need of establishing appropriate agencies and a time-framework to address entire concern.

- E-security.

- Digital divide.

IV. CONCLUSION

Due to the mounting popularity of technology, Indian government is putting in a lot efforts as investing of capital in advancement of E-Governance so as to make the execution and implementation for a common man. Although Indian government is spending a lot of money on e-Governance projects but still these projects are not successful in all parts of India. Unawareness in people, local language of the people of a particular area, privacy for the personal data of the people etc. are main challenges which are responsible for the unsuccessful implementation of e-Governance in India. The only way out to overcome such difficulties is the awareness amongst the folks so as they can make use of the technology to the most. Mobile phones can also play a vital role in advancement and awareness as some easy to use mobile applications can be developed so that people can install them and operate from their mobile phones it self.

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