

Challenges Faced While Framing E-Projects at Local Level India

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ABSTRACT

E-governance is a paradigm shift over the traditional approaches in Public Administration which means rendering of government services and information to the public by using electronic means. In the past decades, service quality and responsiveness of the government towards the citizens were least important but with the approach of E-Government the government activities are now well dealt. This paper withdraws experiences from various studies of e-projects at local levels facing many challenges which need to be consigned for the successful implementation of e-governance projects in India. Developing countries like India where poverty and illiteracy place a major obstacle in any form of development it becomes very difficult to provide government services to its people conveniently and fast. Keeping this in view the paper also suggests few suggestions to overcome the challenges faced while implementing e-projects in India.

Keywords : E-Governance, Sound Policy, Adequate Infrastructure

I. INTRODUCTION

In spite of poor communication infrastructural facilities the state governments with the help of political and administrative leaders plays an important role in promoting e-governance. In implementing e-governance projects major initiatives are to be taken in order to popularize e-governance for improving the quality of administration which can deal and overcome barriers through a focused and planned strategic approach fixing specified targets, and reasonable time frame for attaining them. State government and political and administrative leader play a very important role in promoting e-governance. Lack of committed leadership leads to less progress of e-governance projects in the state, by promoting services through ICT, governments can reach the masses. Many state governments have responses of the possibilities of improving administrative functions by introducing e-governance at different levels of administration. The Gujarat Check Post Computerization project has shown

that government can increase its revenue by implementing such projects¹.

Role of Civil society

In order to empower the citizens and promote effective online services delivery civil society bodies are playing an active role in extending e-governance. There are wireless technologies being used to offer digital entertainment, distance learning, tele-medicine and government services across the country. NGOs are also making officials responsible and accountable through e-governance projects. Civil Society and its representatives have been kept out in most of the programs. Equitable distribution of knowledge and the full exercise of citizenship is feasible in an environment of internet use as a language and as a tool, if civil society organizations involve themselves in developing

¹ S C Bhatnagar & N Singh, "Assessing the Impact of E-Government: A Study of Projects in India" Information Technologies & International Development, 2010

and defending social policies regarding education, health, human rights etc. the promotion of strategic alliances for building political culture and the notion of citizenship based on exercise of right to communication and culture, including internet rights, is essential for the effective application of ICT for e-governance. Hence, ICT provides greater chance to people to participate in the e-governance process expands citizen's rights and creates spaces for social integration².

Culturally correlated Technologies and Integrated Management

ICT has failed to deliver the full range of services through e-governance because of the lack of fractured relationships between government agencies and citizens, citizen's participation, lack of availability of local resources, limited integration with local civil society organizations (CSOs) and external social and economic environment. The successful application of the e-governance projects in India can only progress when the data is updated in local languages, there is standardization in areas- encoding, application logic for common uses, user interfaces, preparing data dictionaries, making appropriate cyber laws, procedural and legal changes in the decision and delivery-making processes and most importantly encouraging private public partnerships³.

There is requirement of efforts to incorporate local languages and local content in the internet in a massive way in order to attract the citizens to use the portals. Web Service Description Language (WSDL) for describing web service interface and Universal Description, Discovery and Integration (UDDI) should be introduced as an optional technology for implementing the service broker of language⁴. Accessing the internet with the use of keyboards may limit the use of the internet. Hence, there is need to develop mobile applications to enable the internet

² S Felix, P Kumar, & N Vijaykumar, "e-Governance Projects: Exploring the Way to Success", SETLabs Briefings, 2011, Vol 9, No 2

³ A Savoldelli, G Misuraca, & C Codagnone, "Measuring the Public value of e-Government: The eGEP2.0 model", Electronic Journal of e-Government, 2013, Pp373-388

⁴ M Papazoglou, "Service -Oriented Computing: Concepts, Characteristics and Directions", Proceedings of the Fourth International Conference on Web Information Systems Engineering, 2003

service with Indian languages, and applications should emerge out of the Indian way of life.

Hence, the governance needs to bring in culture of the geographical areas keeping in view the size and complexity of the area with local language application which deals with different business models. The incentives of policy prepared do involve risks but the regulation and sense of ownership of project can bring in transparency and accountability in deliverance of e-services. The history of policy and initiatives helps to bring in new changes, updates and the experiences which help the government to make new initiatives within the project.

Public and Private Partnership

Many e-Governance projects spend maximum amount of money in System Integration, Software development and hardware procurement. It must be realized that the success of e-governance depends not on machine and latest techniques. Therefore it must be ensured that minimum budget is allocated and spent on project planning. In India for implementation of e-governance projects large amounts of funds is required by the government. In this regard, Public Private Partnership (PPP) can encourage initiating projects in order to meet the needs of the rising population⁵.

Human Resources Development and Capacity Building

Many e-Governance projects do not allocate funds for training and capacity building. Training Calendar and Program, Training Faculty, Training Content, Training Outcomes are the areas that need to be covered under the Training Strategy needs to be identified in order to promote implementation of any e-Governance initiative. The success to implement the e-Governance projects will need a diverse experience of Government, Consultancy Organization, (PPP) Public Private Partnership, multilateral agency, Software development agency, System Integrator and technology prospective. Knowledge Management is an important need for capacity building in e-Government process. It is very important that a Central Repository is created where all

⁵ N S Kalsi, Ravi Kiran, and S C Vaidya, "Effective e-Governance for Good Governance in India", International Review of Business Research Papers, 2009, Vol 5, No 1

stakeholders can be referred as a single point of information. A school of e-Governance must be established on four pillars, i.e. Governance, Information Technology, Management and e-Governance⁶.

Role of Social Media

There is no one right way of undertaking citizen participation in the implementation of e governance projects in India. It has always been context specific and the outcome depends upon planning, commitment and capacities of involved stakeholders. However, techniques may broadly be classified as ICT enable and offline or face-to-face. Across the world of the online techniques, social media has gained tremendous following and is being used for participation and informing citizens about things happening around the world. Keeping this in view, the Government of India is framing separately framework and guidelines to use social media to create awareness among the citizens about the e-projects. It must be kept in mind though that. Given below are some of the techniques that may be used for Citizen Participation:

Table 1. Technique and Result involvement of Social Media

S No	Technique	Result
1	Mass Media – Print, TV, Radio, Community Radio	Wide Spread Reach, Multi-Lingual Messaging, Quick Messaging, expensive but quick.
2	Citizen Charter, Bulletin Boards, newsletters	Transparent way of communicating about services & Service levels Manages service expectations Can also be displayed over internet
3	New Media – Websites, Portals, Social Media sites, Mobile access devices	Viral nature ensure explosive communication Both internet and mobile based communication can be used
4	Surveys	Ability to consult large no. of people Consultation can be done in a structured manner

⁶ Shefali Nandan, “E-governance: Overcoming Obstacles through Effective Human Resource Management Strategies”, Computer Society of Indian, 2008

		Evidence/Inference compiled can be extrapolated over large population Can be done in both online as well as offline method
5	Citizen Outreach Centres	Constancy & Consistency – Fixed Location and time - builds trust Enables involvement on wide ranging issues Provides space to build capacities and enable group as well as individual involvement
6	Workshops	Excellent for process mapping, Identifying bottlenecks and constraints Provides insights into multiple perspectives which
7	Qualitative Interviews	In-depth Exploration of Issues Useful for engaging people who may not prefer to speak in groups/give voice to un-heard Useful for gaining insights into sensitive issues
8	New Media –Social Networking, Crowd Sourcing, Wikis	Can be an ongoing or issue based Can reach out to both experts as well as non-experts Helps generate multiple ideas/potential solution in small amounts of time
9	Participatory Planning	Builds Ownership Builds trust Builds Transparency & Accountability Ensure community’s priority based resource allocation Increases opportunity for direct engagement in decision making process Helps in demand projection and management of Expectation

Source: Department of Electronics and Information Technology, Government of India

The table indicates the participation of various categories of people through the social media. Special

surveys, workshops, printed copies, qualitative interviews, social networking etc. can make the implementation of e-governance projects successful. The old initiatives need to create much more awareness among the citizens in urban and rural areas. The new initiatives need not to be taken up if the old ones are well maintained.

II. CONCLUSION

However, e-governance is not free of problems yet. Inadequate skilled manpower, lack of proper attitudinal orientation on the part of officials and people, inadequate e-infrastructure, instances of people misusing the technology, lack of proper awareness on the part of the general public, lack of adequate funding etc., hinder the progress of electronic governance in India. Public private partnership for removing fund constraints, proper orientation training of officials, creation of mass awareness through seminars, conferences, and workshops etc., adequate budget allocation for building the requisite e-infrastructure, proper legislation regarding electronic governance, maintaining the required e-readiness, encouraging civil society participation in running target-oriented e-governance projects etc. could be the solution for the progress of electronic governance on expected lines to deliver services. Sound policy and a legal framework, adequate infrastructure, trained manpower, collaborative corporate sector, active civil society, and people's participation are essential for the promotion of e-governance in improving the quality of service delivery⁷. Social media which is best and fastest way to communicate across the world plays an important role in implementation of e-Projects in India.

III. REFERENCES

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⁷ N S Kalsi, Ravi Kiran, and S C Vaidya, "Effective e-Governance for Good Governance in India", International Review of Business Research Papers, 2009, Vol 5, No 1