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"A STUDY ON E-GOVERNANCE IN INDIA: PROBLEMS, AND PROSPECTUS"

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Abstract:

India with its e- literate sources is fast emerging as a major initiator in e-governance adoption. This is despite the challenges arising out of conditions related to awareness, literacy, basic infrastructure, bandwidth, issues and multilingual and cultural issues. Added to this is the issue of enabling members of the public service make the transition from the traditional approaches to a new and evolving environment that is defined by ICT development. To keep pace with the surrounding development, governments will need mechanisms to respond to these changes. The present study is descriptive in nature and primarily based on secondary sources of data. This paper attempted to study the major challenges, advantages, and disadvantages of e-Governance in India and given suitable suggestions to triumph the success of e-Governance in India. At eventually, we can say that despite disadvantages in the execution of e-governance in India that the Union government political will and vision for digitally connected India may soon come true.

Key words: e-governance, e-exclusion, effective governance, efficient governance.

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INTRODUCTION:

"We want to have one mission and target: Take the nation forward- Digitally and economically". ----------Prime Minister Shri Narendra Modi.

The governance can be changed with the application of 'e'. The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). It is about the transformation which 'e'- application can bring about in public administration, how we can use modern information and communication technologies, organizational principles, and knowledge to create a citizen-centric good governance system. While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. As part of Good Governance, E-governance assures government would be transparent accountable, and quick responsive in all its actions. Howbeit, for achieving this government need to transform itself- its proceedings, structures, rules and regulations and need to change interacting styles with its clients (citizens), and also it needs internally capacity building of government employees, externally increase the citizens awareness for e-governance utilization to catch the rapid developments in the field of government initiatives by the Department of Information and Communication Technology (ICT). India with its e-literate sources is fast emerging as a major initiator in e-governance adoption. This is despite the challenges arising out of conditions related to awareness, literacy, basic infrastructure, bandwidth, issues and multilingual and cultural issues. Added to this is the issue of enabling members of the public service make the transition from the traditional approaches to a new and evolving environment that is defined by ICT development. To keep pace with the surrounding development, governments will need mechanisms to respond to these changes. The disciplines of knowledge management and change management provide important tools for public administrators.

Computers came to India in 1959 but were slow to catch on. "In 1975, the Government of India took a conscious decision about introducing the use of computers in the government and computer-based decision support system in the ministries and departments to facilitate planning and programme implementation"[1]. In 1970 the Government of India (GoI) has established

Department of Electronics and subsequently in 1977 GoI has taken the first major step towards implementation of e-governance by the establishment of National Informatics Centre (NIC). By 1980 most of the government offices were equipped with computers but their role was confined up to word processing. In 1987 Government of India launched the national satellite-based net-work NICNET in the process of utilizing ICT in Governance followed by DISNIC (District Information System of the National Informatics Centre). It was furnished with facilities such as TELENET, FTP, GISTNIC and MEDLARS having internet with database services. Up to 1990, NICNET has extended its extent from state headquarters to district headquarters. In the year 2000, the GoI has established Ministry of Information Technology and identified minimum 12-points minimum agenda for e-governance. At eventually, the Government of India put in motion National e-Governance Plan (NeGP) in the year 2006, with different MMPs (Mission Mode Projects) to robotize crucial day-to-day duties [2]. National e-Governance Plan version 2.0 (NeGP 2.0) or called 'e-Kranthi' was gestated with concentrated on electronic consignment of government services. The Prime Minister Narendra Modi Government launched his flag-ship programme Called Digital India on 1 July 2015 to assure that Public services are made accessible to all citizens of India by enhancing Internet Connectivity and online infrastructure [3]. This paper is an effort to analyze major challenges, advantages, and disadvantages of e-Governance in the context of India and finally given some empirical suggestions to make the success of e-Governance in India.

OBJECTIVES OF THE STUDY:

1. To explain the challenges of e-Governance in India.
2. To study the major advantages, while the execution of e-Governance in the Indian context.
3. To study the major disadvantages, during the implementation of e-governance in the Indian context.
4. To make suitable suggestions to triumph the success of e-Governance in India.

METHODOLOGY OF THE STUDY:

The present study is descriptive in nature and based totally on secondary sources of information. The knowledge and data for the analysis are collected from government publications, printed

articles, journals, newspapers, reports, books, and official websites of various departments of the government of India.

CHALLENGES OF E-GOVERNANCE IN INDIA: Though the Government has to return up with many initiatives to facilitate the access to public services, the required outcomes are yet to be absolutely accomplished. This will be mostly attributed to numerous front-end and back-end challenges that the government continues to face. The following table depicted these challenges.

Table-1: challenges of e-Governance in India.

Challenges	
Front-end (Relate to user-specific issues)	Back-end (Relate to technical/process/human issues within the government)
i. High illiteracy levels	i. lack of systems integration within the department.
ii. Non-availability of user-friendly interfaces inadequate power supply in rural areas	ii. Lack of integration across departments
iii. low-broad-band penetration	iii. limited usage knowledge of computers at various levels of bureaucracy.
iv. lack of awareness of e-Governance initiatives.	iv. deployment of technology without proper process re-engineering.

Source: Authors own

ADVANTAGES OF E-GOVERNANCE IN INDIA:

E-Governance is regarding reform in governance, facilitated by the inventive use of knowledge and communications technology. it's expected that this may lead to:

The decrease in operational price and increase in efficiency: According to Bwalya [4] once correct implementation of e-government within the system, it's going to culminate in improved public service delivery that has relevancy, economical and applicable. thus resulting in the reduction in the price of public services and making responsive governance processes wherever the core considerations are of the customers of e-Government services i.e. citizens and businesses. As justifiably ascertained by Mundy [5] that the e-government improves the potency of the current system of paperwork and it reduces the necessity for the workforce who handled the bulk of paper-based mostly work. Thus, permitting the method to be handled by lesser staff and so resulting in cut back the price of operations. 'E-Government can enable government agencies to centralize deciding and purchasing to cut back prices. The centralization of bound activities can eliminate inefficient and expensive redundancies' [6]. additionally, there are price savings in operational a virtual agency rather than transaction (or building from scratch) a workplace and paying for all of its utilities in terms of business. Also, the price of providing services online and in an electronic format saves prices of shopping for bulk and bulk of paper [7]. for example, Mee-Seva project in Andhra Pradesh and Telangana States Mee-Seva" in Telugu suggests that 'At your service', i.e. service to citizens. it's an honest governance initiative that includes the vision of National e-Gov set up "Public Services nearer to Home" and facilitates single-entry bookkeeping portal for the entire vary of G2C& G2B services. The basic thought of Mee-Seva is that central pooling of all records like land, registration, socio-economic survey, digitally signature certificates by the represent officer, etc, all will be provided through the web services only. The documents carried out by the Mee-Seva services are digitally signed and verifiable by electronic mode and made by tamper-proof and also strictly followed by cut-off dates of Citizen charter. It's the right result of e-governance execution in G2C and G2B services.

Time-saving: The services provided by the govt. through their websites have several advantages both for the govt. and its citizens or users of the websites. both parties are able to save time. E-Government services facilitate to boost the competitiveness of business atmosphere to form intelligent customers, serving to businesses save time, cash and energy to be endowed elsewhere.

"By providing the services the govt. seems to possess an additional face by providing links to government officers and offices, progressing to citizen complaints and responding to their suggestions" [8]. As justifiably determined by Fagan & Fagan [9] 'a fully-fledged e-Government service is anticipated to supply users with one-stop searching to access and interact the data they need via a government website'. Citizen Charter taking part in a vital role in time setting of assorted services from the govt. departments in many states in the Republic of India for example, users will notice the citizen's charter of many Departments of Andhra Pradesh, info on numerous forms is given. Details associated with citizen services, offices accountable for the services and the deadline for delivery of the services are offered, info on registration of societies, firms, account funds and get in touch with details of key officers are provided.

Table-2: Citizen Charter and Time limit for Services.

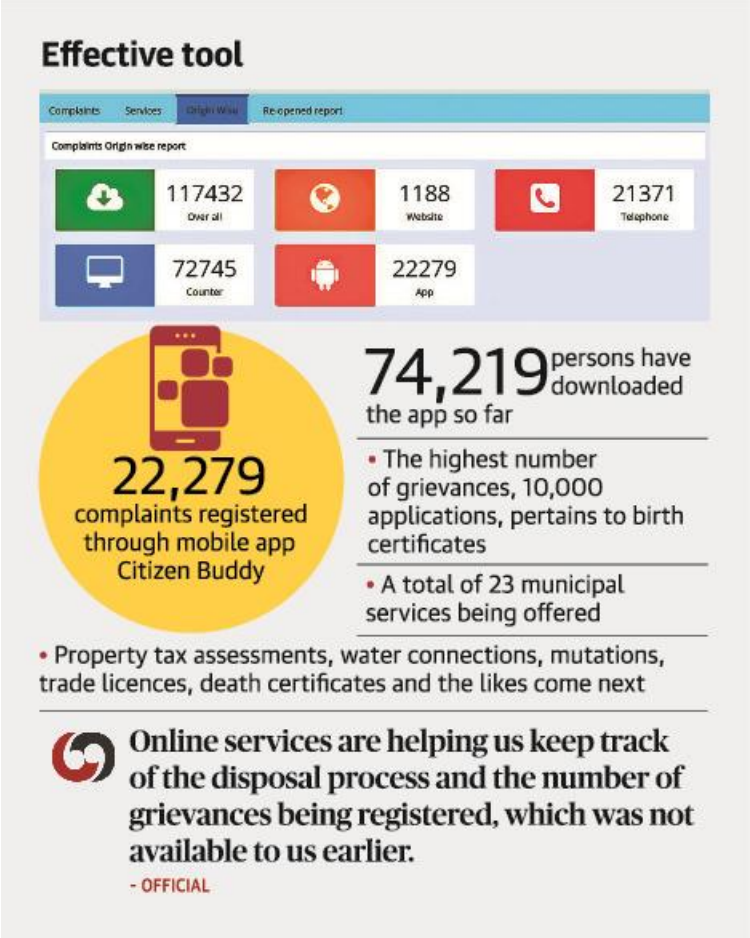
Name of the service	Designed officer	Time limit for service	First appeal officer	Time limit for disposal	Second appellant authority
Domicile certificate, land records.	Tehsildar	7 days	SDO (Revenue)	15 days	Collector
New electricity connection	Zonal distribution in charge	10 days	Executive Engineer	30 days	Superintendent Engineer

Source: http://mrunal.org/2013/03/polity-citizens-charter-bill-2011-salient-features-issues-criticism-explained.html

The Best Intercommunication Platform for Citizens, Businesses, and Governments: The execution of e-governance will provide the best intercommunication channels between businesses, customers/citizens with the governments, it may be said that the rise of relations between G2G, G2B, and G2C will depend upon the using of e-governance channels. As justifiably ascertained by Evans & Yen [10], 'The development of an e-Government system helps to circularize data and add the attitude that citizens are customers who their satisfaction is significant, not irrelevant'. An example of that's E-Procurement, that facilitates G2G and B2B communication; this can allow businesses to contend for state contracts. Thus, creates an open market and stronger economy, thus raising the interaction between government and business [11].

Example of situations wherever e-Government has helped in facilitating straightforward higher communication between governments with businesses and citizens are expressed as: According to the V.Geethanath[12] 'In the Telangana state, the 'Citizen Service Centers' and mobile apps are bobbing up to be the foremost effective means that for citizens in seventy-two Urban Local Bodies (ULBs) to register their complaints, get them redressed or ask for any of the municipal services, because of the Citizen Services Observance System launched by the Department of Municipal Administration & Urban Development last year, close to 1.18 lakh civic complaints are registered across the municipal bodies within the past eight months. Of these, the foremost number of complaints registered or services wanted are through the Citizen Service Centres (CSCs) opened altogether the ULBs. a complete of 72,745 complaints is registered through CSCs, followed by 22,279 complaints obtained through the mobile app – citizen friend. Incidentally, 74,219 persons have downloaded the mobile app that helps access twenty-three municipal services that are being offered, said, senior municipal officers. the highest number of grievances, a complete of 10,000 applications, pertains to birth certificates – either issuing, the inclusion of names, corrections or non-availableness. property tax assessments, water connections, mutations, trade licenses, death certificates and therefore the likes follow suit, indicating that these are the services that citizens gambol municipal offices'. accepting the same, senior officers entails that taking the services online have given citizens access to them around the clock, serving to them receive messages and notifications through the mobile app and internet, holding them recognize the status of their various grievances. "Earlier, citizens living in ULBs had no mechanism to induce their complaints redressed and none of the municipal bodies had any means that to lodge the grievance, to examine for truthfulness and whether or not the problem has been addressed to the least bit," acknowledged senior officers. "Online services are serving to us keep track of the disposal method and therefore the number of grievances being registered, that wasn't obtainable to us earlier," they aforementioned and claimed to own disposed of concerning one lakh applications within the stipulated time which the rest were in varied stages of disposal.

Picture-1: ULBs Citizen Service Centre's performance in Telangana State.



Source: https://epaper.thehindu.com/Home/ArticleView (accessed on 25/03/2018).

Accessing the govt services through the online: In the traditional model of public service delivery, the procedures are long, time-consuming and lack transparency. Citizens and business usually pay plenty of time for straightforward service (travelling to induce the services and even queuing and awaiting the services), consequently leading even to higher prices and discontentedness, therefore an e-Government initiative on the opposite hand that place government services online, thereby reduces the paperwork, offers round the clock accessibility, quick and convenient transactions and clearly enhances the standard of services in terms of time, content and accessibility[13]. Examples of such situations in India, National Government Services Portal with a tagline of "find Government services faster" listed total 7210 services until the date 26/03/2018.

Table-3: Online services offered by Ministries of the government of India.

S.L. NO	Ministry	Number of services
1	Ministry of Finance	91
2	Ministry of Petroleum and Natural Gas	63
3	Ministry of Health and Family Welfare	40
4	Ministry of Personnel, Public Grievances and Pensions	34
5	Ministry of Communications	25
6	Ministry of Electronics and Information Technology	24
7	Ministry of Railways	21
8	Ministry of External Affairs	16
9	Ministry of Human Resource Development	16
10	Ministry of Minority Affairs	16
11	Ministry of Women and Child Development	16
12	Ministry of Agriculture & Farmers Welfare	13
13	Ministry of Home Affairs	13
14	Ministry of Labour and Employment	13
15	Ministry of Environment, Forest and Climate Change	10
16	Ministry of Consumer Affairs, Food and Public Distribution	9

17	Ministry of Civil Aviation	8
18	Ministry of Corporate Affairs	8
19	Ministry of Defense	8
20	Ministry of Tourism	8
21	Ministry of Information and Broadcasting	7
22	Ministry of Commerce and Industry	6
23	Ministry of Panchayati Raj	6
24	Ministry of Mines	5
25	Ministry of Social Justice and Empowerment	5
26	Ministry of Road Transport and Highways	4
27	Ministry of Rural Development	4
28	Ministry of Science and Technology	4
29	Ministry of Urban Development	4
30	Ministry of Drinking Water & Sanitation	3
31	Ministry of Earth Sciences	3
32	Ministry of Law and Justice	3
33	Ministry of Micro, Small and Medium Enterprises	3
34	Ministry of Chemicals and Fertilizers	2
35	Ministry of Culture	2
36	Ministry of Water Resources,	2

	River Development and Ganga Rejuvenation	
37	Ministry of Youth Affairs and Sports	2
38	Ministry of Heavy Industries and Public Enterprises	1
39	Ministry of Housing and Urban Poverty Alleviation	1
40	Ministry of Statistics and Programme Implementation	1

Source: https://services.india.gov.in/service/ministry_services?ln=en&cmd_id=1126

Coming to know the number of online services in the States of India Gujarat occupies the top position with 2730 services, next Madhya Pradesh with 819 services, and Telangana with 541 services, whereas in this last position goes to Manipur with only 5 services. Let us have a glance of the table-4 for the states in India and their total number of offering services.

Table-4: Online services offered by various State Governments in India.

S.L.NO	STATE	Number of Services
1	Gujarat	2730
2	Madhya Pradesh	819
3	Telangana	541
4	Andhra Pradesh	237
5	Maharashtra	237
6	Himachal Pradesh	201
7	Puducherry (UT)	154
8	Chhattisgarh	150
9	Tamil Nadu	127
10	Delhi (NCT)	125
11	Arunachal Pradesh	93
12	Karnataka	85
13	Uttar Pradesh	74

14	Kerala	68
15	Assam	58
16	Bihar	58
17	Jharkhand	54
18	Goa	52
19	Chandigarh (UT)	50
20	Mizoram	46
21	West Bengal	45
22	Odisha	44
23	Uttarakhand	39
24	Nagaland	37
25	Jammu and Kashmir	36
26	Sikkim	36
27	Rajasthan	34
28	Andaman and Nicobar Island(UT)	28
29	Tripura	27
30	Meghalaya	14
31	Dadra and Nagar Haveli (UT)	13
32	Lakshadweep (UT)	10
33	Daman and Diu (UT)	6
34	Manipur	5

Source: https://services.india.gov.in/service/state_services?ln=en&sd_id=959

Minimum bureaucracy and maximum Transparency: When official policies and legislation are uploaded on the web, it's easier for analysts and therefore the general public around the country to judge and discussion government choices. This guarantees the grade of transparency and freedom of data, effectively preventing corruption. Furthermore, e-Governance advocate that minimum bureaucracy, as digital data shouldn't wait for paper documents and helps to move the files from one department to another department for fast decisions. As justifiably determined by Kim, Kim, and Lee,[14] that added information provided to citizens in a very added timely fashion

is envisioned to enhance the transparency of government and it will help to empower citizens to observe the performance of the government. Florini [15] point out that transparency allows citizens to know a government's accomplishments as a result of the govt provides them the required info. Therefore e-Government is considered as a positive path to increase trust and responsibility of the government and also believed it will empower its citizens and transparency in all transactions to fight against corruption. Example of situations wherever e-Government has been deployed as a tool that increased transparency and reduced the extent of corruption is expressed below:

Usually, citizens trust that the politicians and bureaucrats indulge in corrupt practices in several areas like the illegal sand transport, unlawful building permissions, and funds diverting in welfare projects. People generally believed that the politicians are rigorously involved in land grabbing too. As a result of illegal activities of mining and sand transportation, the price of those products has inflated. The observers accepted that the distinction within the worth fixed by the govt and the actual price among the market is real. Corruption level within the urban planning department for online approvals is seen at a high %. while not paying a bribe to somebody, obtaining on-line approval is nearly not possible. to ascertain of these kinds of corruption Government of Andhrapradesh enforced Real Time Governance with the support of strong data analytics, to indicate everyday updates through the chief Minister's dash-board for taking quick and appropriate decisions.

DISADVANTAGES OF E-GOVERNANCE IN INDIA:

In spite of the many benefits gathered from roaring e-government implementation, there's additionally an infinite of disadvantages. A number of these disadvantages are concisely mentioned in this paper below:

E-Exclusion: The digital divide or e-exclusion refers to the separation that exists between people, communities, and businesses that have access to info technology and people that don't have such access. The potentiality of digital divide can be explained by the indicators of socio-economic, ethno-linguistic, and infrastructural barometers. Financial hardship can be a major cause for a person who lives below the poverty line to afford a computer for getting the

advantages of e-government services and alternate on-line services. Because the digital divide narrows, broader adoption of e-government within the public domain becomes attainable. Financial impoverishment isn't the ultimate cause for digital divide. It also may be caused by the dearth of awareness amongst the citizens. Even though some of the people financially stable but they don't fathom the scope of e-governance. "In the year of 2017, in India 331.77 million internet users are registered, these numbers are projected to increase 511.89 million internet users will be registered by the year 2022. But still there is a large scope for expansion, India is enjoying the second place in the online market world. The majority of India's web users are mobile web users, who benefit from the low-cost alternatives to high-priced land line connections that need desktop PCs and infrastructure. In India 320.57 million users were registered in the year of 2016 and this is expected 492.68 million web users by 2022" [16]. These numbers speak us that it's a very intimidating task to the govt. of India to bridge the gap of the digital divide.

The slow speed of Internet: As justifiably ascertained by Doug Suttles [17], Co-Founder and chief at Ookla. "Both mobile and the fixed broadband web in India is obtaining faster, that's excellent news for all Indian customers notwithstanding that operator or set up they use to access the web. India still contains a great distance to travel to catch up with countries that have high speeds around the world, however, we tend to at Ookla are extremely optimistic regarding the capability for growth that's obtainable in the Indian market and look forward to observing how the market grows during this returning New Year," India could also be on the right track to becoming a 4G powerhouse in 2018, however, the country continues to be manner behind the worldwide standards once it comes to web speeds. In terms of mobile web speed, India ranks 109th and 76th for fastened broadband speed globally aforesaid Ookla in its Speed test international Index for November. Norway gets the first position with an average download speed of 62.66 Mbps and Singapore stood on the second place for fixed broadband with a 153.85 Mbps average download in the zone of mobile internet use. "Since, the beginning of the year 2017, the average mobile net transfer speed was 7.65 in India. At the month of November 2017, the average mobile download speed was 8.80 Mbps. That's incredibly 15% increase, during this period mobile transferring data speed enhanced with modesty whereas the speed of fixed broadband multiplied dramatically. The average broadband speed recorded in the January 2017

was 12.12 Mbps, its nearly shown 50% growth at the end of November 2017, recorded as 18.82 Mbps speed.

Cyber Crime and Trust Deficit: Despite the efforts of state agencies to make sure the security of citizens' personal information, e-governance websites are still vulnerable to attack from hackers. Personal data may be exposed and there's less trust in how the data is kept secure and whose hands it lands on. despite the fact that the extent of confidence within the security offered by government websites are high, the general public remains concerned over security, the worry of spam from providing email addresses, and government retention of dealing or interaction history. One of his written replies to a question by the Minister of State for Electronics and IT Sri KJ Alphons said that " According to the National Crime Records Bureau (NCRB), the total number of cyber crimes were recorded as in the years of 2014, 2015, 2016 were 9622, 11592, and 12317 respectively."[18] Home Minister Rajnath Singh [19] "I am afraid, the cyber attack would occur fairly often. Tools exist all ready to mount cyber attacks and that they are going to be rising over a future decade. we've already witnessed a rise within the number and severity of such attacks, the rise in digitization of the monetary services with inadequate attention to putting in place of the robust method, controls, and observance mechanisms has given new age fraudsters the chance to take advantage of these gaps resulting in new sorts of monetary crimes. Across several countries, several cybercriminals' use technologies like darknet, proxy servers, and also the Onion Router (TOR) services to cover their identity. The conglomerate of criminals irrespective of their nationality have virtually established by the comprehensive utilization of VoIP, caller ID flim-flam, Cryptocurrency, and using encrypted communication channels. We are unable to give 100% guarantee to the citizens even though administered most effective precautions to give checkmate to cybercriminals. However, there will be some steps you will have to go for minimizing the chances", he said.

Hyper-surveillance: Even if developing countries plan to improve public services through e-Government implementation, they conjointly turn to increase control over individuals through e-Government. Increased contact between government and its citizens is bi-directional (it goes both ways). Due to the e-government development and its practical refinement, citizens are forcibly increasing their electronic interaction with the government on a larger scale, this

doubtlessly lead to the absence of privacy of civilians as their authorities getting more and more data on them. There are terribly real considerations regarding turning overabundant data to the govt. by the citizens or businesses [20]. Whereas the govt. could seem sort of a benevolent organization, it is attainable this might not be true in the future or that outside governments or parties could use this data to hurt the citizens of this country and therefore the businesses.

The high cost of Infrastructure: An efficient e-government system needs all citizens or a minimum of the overwhelming majority to own access to the net. Therefore, Internet-enabled devices, hardware like routers, and an affiliation infrastructure are essential to connect to government websites. In addition, public sector agencies would like advanced servers and security systems to address large amounts of data and firewalls for complicated cyber threats. Of these necessities constitute an expensive investment, way beyond the reach of less developed economies. "Concurs with this that one in each of the disadvantages of e-Government implementation is technological prices. The prices embrace infrastructure development, interoperability of the technologies, permanent accessibility and preservation, education and training of operational and using the technology, price structures and benchmarking. The value can't solely be negative to the govt. solely however additionally to the citizens and also the businesses who cannot afford" [21]. For example, "Bharat internet Project" is that the largest rural connectivity project of its kind in the world and is that the 1st pillar of Digital India Programme. It aims to link every of 2.5 lakh gram Panchayats of India through optical fiber network by March 2019. It'll facilitate the delivery of varied e-services and applications as well as e-health, e-education, e-governance, and e-commerce. In its 1st phase, the Bharat internet project saw over one lakh gram Panchayats being connected across the country with high-speed optical fiber network as of December 31, 2017. under the first phase, the project saw 2,54,895 kilometer of optical fiber cable being set covering 1,09,926 gram Panchayats out of that 1,01,370 Gram Panchayats is provided active connectivity. The finance ministry has planned in the Union Budget 2018, an allocation of Rs 8,175 crore, which is able to be used towards finishing the second phase of the programme underneath that 1.5 lakh Gram Panchayats are going to be covered. The total allocation in the 2018-19 Budget for improving telecommunication infrastructure projects is Rs14, 500 crore, of which Rs 4500 crore allotted for defense services mainly focused for an alternate communication network development. These allotment numbers

reveal is that the high cost of infrastructure is a major concern for slow implementation of the Bharat net Project progress though the Union government has political will and vision for digitally connected India.

SUGGESTIONS:

- First, do away with needless steps in the process. E-governance systems make many steps and, consequently, people redundant, but we seem to feel the need to keep them occupied in some way.
- Second, create full-service counters. Enable all counters to carry out all the steps in the process. Specialized counters are a legacy of a manual process and can easily be done away with, saving time and easing confusion.
- Third, provide more comprehensible information and better facilitation services. The much-maligned touts, who have been barred now, among other things, were also effective information providers. Their disappearance has left a vacuum, both for customers and new employees! It needs to be filled by the system.
- Improve technology in government offices along with proper training to officials is essential. Educate the people for sensitizing about e-governance reduces cumbersome processes into smooth transactions. Improve cyber security with highly protective firewalls in Internet governance to regulate the internet and safe usage is required. Get the people's trust for increasing the internet penetration with technology, increased speed, and decrease rates.
- Some government initiatives like Digital India scheme, Bharat Net Project-connecting Panchayats with optical fiber, the end to end internet connectivity, e-seva etc has improved e-governance but still, more has to be done.
- To bridge the gap of the digital divide, the government should encourage policies of E-inclusion rather than policies of E-exclusion.
- E-Government implementation couldn't be of hidden agendas of government groups that could influence and bias public opinions with that Government can gain the trust of the common man.
- Improve the level of confidence in the security offered by government websites. The public is still concerned over security, fear of spam from providing email addresses, and government retention of transaction or interaction history.

- To change the public activities from paper-based to web-based interactions, citizens, employees, and businesses can all have their biases with respect to how transactions should be processed. However, government entities and public policy administrators cannot ignore the changes that occur as a result of the implementation of information and communication technology (ICT). Education about the value of the new systems is one step toward reducing some of the existing resistance. It can also be particularly useful for a leader or manager, to buy into the new system at an early stage in the adoption process.
- An individual living below the poverty level doesn't afford a personal computer for him to harness the advantages of e-government and different on-line services. Therefore the government makes it quick to eliminate impoverishment from the soil of India.

CONCLUSION:

To study the concept of e-governance in Indian scenario will give us as, how much it is needed for transparency and accountability from the government side in one hand. On the other hand, e-governance is a good tool to enhance the people's participation in public policy making by strengthening them with the right information at right time. Since the last decade, India has registered robust penetration of internet and telecommunication services even in the rural pockets. This penetration gives us a ray of hope to the people of India to fight against all menaces like poverty, corruption, unemployment etc. At eventually, we can say that despite disadvantages in the execution of e-governance in India that the Union government will and vision for digitally connected India may soon come true. We can conclude this paper with the Prime Minister Narendra Modi's remarks at the world government summit, he pointed out that "Poverty and malnutrition have not been yet obliterated from the globe, but still a large number of resources are diverting towards accumulating missiles and nuclear technologies. Technology in itself is devoid of any moral values. That is why humans sometimes make technology a means of destruction. Cyber crimes are an example of it... We should use technology only for development, it was for governments to ensure that technology was used for development and raising people's quality of life. He said his government was focusing on e-governance and went on to elaborate that "e" in the term 'e-governance' stood for "effective, equitable, efficient and empowering" governance".

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