

A Study of E-Governance Initiatives in State of Madhya Pradesh (India)

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Abstract

The new and emerging information and communication technologies herald new opportunities for development in countries around the world. Government worldwide are seeking to harness the potential offered by these new technologies to create new dimensions of economic and social progress. This paper specifically addresses the e-government initiatives that have a direct impact on the citizens and in which the citizens derive benefit through direct transactions with the governmental services. The research findings elaborate on what are the reasons that e-Governance is not properly implemented in rural areas of the state. It highlighted the factors of e-Governance to control the corruption. It also explains knowledge of citizens about internet required for effective implementation of e-Governance. This study is useful to know the impact of e-Governance projects implemented and find out the scope of e-Governance in the state of Madhya Pradesh.

1. INTRODUCTION

E-Government is not just “electronic” government. It is “enabled” government, the government that delivers different and better programs and services. E-Governance is about people; new skill sets, mindsets and leadership approaches. It will transform how public servants work, relate to each other, do business, and engage citizens and others. E-Governance is a process that requires a sustained commitment of political will resources and engagement among the government, private and public sectors. E-Governance also a process to deliver the Government Services with the use of

information and communication technology. It helps to simplify the service delivery process and offers easy access to the Government Policies. The benefits of e-Governance include transparency in process, efficiency in service delivery, responsibility and accountability of authority.

The prime objective of e-Governance is to improve citizens participation in the decision making for effective and good governance. It seems that e-Governance initiative can provide direct benefits to the citizens by delivering the public services in more convenient, cost effective and citizen-oriented manner. The Central as well as the State Government is trying its best to promote e-Governance in the thrust areas such as land record, education, ticket reservation and providing public utilities.

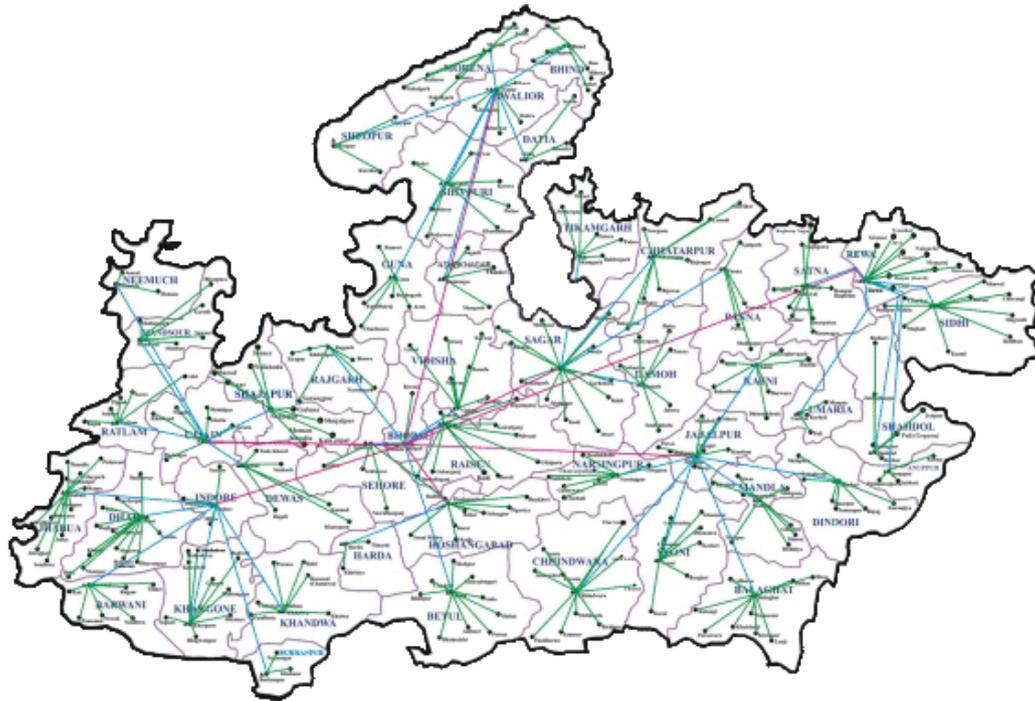
2. E-GOVERNANCE INITIATIVES IN THE STATE OF MADHYA PRADESH

Government of Madhya Pradesh constituted a state Task Force on Information Technology under the Chairmanship of Prof. Yashpal. The focus of the policy was to change the Government functioning from both inside and outside and would create seamless society with global opportunity. The Department of information Technology has been setup in the state of Madhya Pradesh to execute information technology culture for better implementation of e-Governance. The e-Governance initiatives of the state focus on citizen-centric governance to deliver efficient and cost effective government services. The main e-Governance initiatives of Madhya Pradesh state are as followings:

A. State Wide Area Network (SWAN)-

Madhya Pradesh Government established the state wide area network(SWAN) for data ,voice and vedio communications throughout the state.It enables access to the applications of entire state government and its departments through interconnectivity. It also provides the reliable and secure connectivity within the state administration to make the Government more productive at reduced communication cost. The salient features of this project are as follows:

Madhya Pradesh situated in the central India having an area of around 308000 Sq. Km. The state's administration operates through 48 districts, 272 tehsils and 313 Blocks.In order to avail financial and social benefits of Information Technology, the establishment of State Wide Area Network (SWAN) has been envisaged. The SWAN will provide primary backbone for communication of voice, data and video though out the state and will be an effective tool for implementation of e-Governance Projects.



B. Common Service Centers (CSC)

An Initiative of Government of India & Government of Madhya Pradesh .Being established in the State for delivery of citizen centric services, an assisted project by the Department of Information Technology, Government of India.

A Common Services Center, or CSC in short, is envisaged as a medium to improve the living standard of common man in the rural parts of India, by enabling electronic delivery of information, knowledge, skills and services which they need the most. It is an initiative of Department of Information Technology, Govt. of India. CSC is expected to reduce the time and cost involved in obtaining some of rural services such as agri/ farm inputs & prices, weather forecast, public grievance redressal, government to citizen information & services etc. when fully functional, there will be 100,000 CSCs spread over rural India. This means that one in every six villages of India, will be part of a large national network of digital services. Out of these, about 9230 CSCs are envisaged to be set up in Madhya Pradesh. The CSC is designed as a one-stop-centre for government related services along with a bouquet of several business related services. A beneficiary of the CSC will be able to enjoy a wide variety of services at a nominal cost, in his village. Common Services Centers can offer a large basket of services through e-medium. Along with this, the CSC proposes to offer useful information for all possible segments of the society be it, students, farmers, senior citizens, unemployed youth, businessmen, women, self help groups etc. For example, a farmer can make use of CSC to learn more about agricultural/

farm inputs, prices, weather conditions, crop insurance etc. He may also use the CSC platform to buy an insurance policy, if wishes so. Government of Madhya Pradesh is working on several enablers for effective implementation of CSC Scheme such as State Wide Area Work, Computerization of Mission Mode Projects, State Data Center, MP Online Portal etc. Initially, CSCs are expected to provide the following services-

C. Property Registration Information System Module(PRISM)

This project automats all major activities of Sub-registrar office through single window system. It includes deeds of sale, Mortgage, valuation of property, on the spot registration, WILL, lease etc. and capturing and printing of photographs on stamp paper. It will be soon implemented in Sub-Registrar offices in the state of Madhya Pradesh.

D. Web based counseling for department of Technical Education Government of MP

It is a Web-based online off-campus counseling for the admission in the entire engineering, pharmacy and medical courses. This provides the convenience to students as they are not required to visit at counseling venue. It saves the time and cost.

E. Online admissions in Government and private colleges of the state

From the academic session 2011-12 higher education department started online choice filling and admission process in all the colleges of the state. It saves the time and cost.

E. Integrated Treasuries Information system of Madhya Pradesh

It is an online system for automation of District treasuries in the state of Madhya Pradesh. The purpose of this project is to bring more transparency and time bound functioning of treasuries. It includes the verification of DDo through photograph and signature, online payment receipt module and pension module. This project is implemented at District treasuries and Sub Division Treasuries for improvement in operations and management of state funds.

F. e-registration of vehicles and e-driving licence

There are two application software used for computerization of transport department. Vehicle registration system software is used for registration of commercial and private vehicles. It includes addition and removal of hypothecation, transfer of

ownership, NOC and renewal of registration certificate. The other software is used for issuing driving license. It includes the renewal and issuance of duplicate license.

G. e-Land records

It is an online system for automation of Land records in the state of Madhya Pradesh. The purpose of this project is to bring more transparency and time bound functioning of revenue department. It includes the online khasra and khatoni. This project is implemented at collectorate for improvement in operations and management of land records.

H. e-unemployment registration

The employment exchange started online registration system for unemployed youths of the state. It saves time and money of the unemployed youths of interior parts of the state.

I. e-Scholarship programme

From the academic session 2013-14 state government started centralized online application system for all type scholarship programmes of the state government. School education department appointed nodal agency for this project. It saves the time of the students of the state.

J. Samadhan online

It is used to facilitate citizens by capturing the inputs at a single point, defining a specified data according to the type of service then accept the cash at the counter itself and deliver the required service on the same counter. It is a single window system to provide effective interface between the Government and Public. It also provides the facility for the citizens to check the status of their applications through the project website.

3. OBJECTIVE AND SCOPE OF THE STUDY

The objective of study was to look the impact of e-Governance projects implemented in the state of Madhya Pradesh and analyze the views of citizens to find out the scope of e-Governance for better result. In view of the certain constraints like time, area and money, the study was confined to the state of Madhya Pradesh in India because Madhya Pradesh is growing state of India where e-Governance has been implemented

in successful manner. For this purpose, the whole Madhya Pradesh was categorized into two zones-north and south Madhya Pradesh. Two district from each zone have been selected on random basis and 50 % Tehsils from each selected district have been included in the study.

4. RESEARCH NETHODOLOGY

A. Sampling scheme

After a thorough literature review on e- governance a questionnaire was framed to study the views of citizens. The questionnaire is based on five point scale. The research involves the collection of data from the citizens. The total number of respondents the sample size and applications of statistical techniques has been followed. The details of the research methodology adopted in this research re given blow:

(i) For the state of Madhya Pradesh

- a) Universe of study-All district of Madhya Pradesh State.
- b) Sample selection-The present study was confined to State of Madhya Pradesh with 4 district from Two different regions of the state and 50 % tehsils of these districts.

(ii) For the respondents

- a) Universe of study-All common citizens
- b) Sample Selection-A number of respondents from the selected districts were selected using stratified random sampling

B. Data collection and processing

Keeping in view the above objective the data was collected through direct personnel investigating method. As a result, numbers of factors were identified useful to study the impact and scope of e-governance initiatives in the state of Madhya Pradesh. The responses of 200 citizens of the selected districts under study were recorded on five point scale with score ranging from 1 to 5.

5. ANALYSIS AND FINDINGS

Internet is the basic requirement for the better implementation of e-Governance. So it is necessary to know how much people are aware of the use of internet. It will help in study of impact and scope of e-Governance. Most of the citizens know the website address of e-Governance services but only few uses the internet for e-Governance

services and to know the different documents required for particular services. It may be due to unawareness about e-governance websites and more interest in social websites. Madhya Pradesh Government provides various e-Governance facilities to urban as well as rural area but due to some reasons it is not effectively implemented in rural areas. The main aim of e-Governance is to bring transparency and effective delivery of government services as this can help in eradicating corruption. Madhya Pradesh government provides various schemes to villages but these are not effectively implemented so there is lot of scope of e-Governance in villages, In villages, panchayats control the whole administration so by creating e-panchayats funds for various schemes in villages can be easily managed and state government can also easily get updated information regarding the use of these funds, facilities available in villages and other needed facilities to upgrade the standard of living of the people in villages.

6. CONCLUSION

In this paper we have presented the role of e-Governance in improving service delivery and its impact on citizens life style. The research reveals that e-Governance has the potential to control corruption and providing quality service. But due to lack of internet knowledge among the citizens, e-Governance has not been properly implemented so basic computer education is required to create awareness regarding e-Governance projects. This research will be helpful to the Government as well as the software developers to design an architecture which can help in the successful implementation of e-Governance projects. At the end of the research paper, specific recommendations are given for the efficient and effective implementation of e-Governance in the state of Madhya Pradesh. So it can be concluded that proper implementation of e-Governance is the only way to bridge the gap between poverty and development.

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