An Evaluation and Optimization of E-governance Services Offered by Government of India at Grampanchayat Level

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Abstract

Today, citizens are becoming more conscious about their rights to get the required services at their doorstep and both the state and central governments recognize the needs to deliver faster and efficient services to ordinary citizens through e-governance which is efficient instrument of administration. In India use of e-governance & ICT(Information & Communication Tools) initiatives proved significant success in improving accessibility, cost cutting, reducing corruption and extending help and increased success in urban area.

In 21st century still there is a question mark about development of rural area as compared to other developed urban areas. Centralization of industries in urban areas has suppressed the growth and development of rural areas which constitutes a major part of any developing country.[9]

The study is related to check the use & usability of e-governance services that fulfills needs of ordinary person in the rural populace.[3]. It is observed that e-governance projects would lead to rural development only if they should be customized as per the needs of local people. It is necessary that grampanchayats encourage kiosk operators to personally contact the villagers to tell services. Major population lives in villages in India & even majority out of them are not able to fulfill even their basic needs. The goal of governance should be to develop capacities that are needed to realize development that gives priority to the poor and creates needed opportunities for employment. India is lagging in education, health, employment and the general living standard is rural region due to lack of government support in creating ICT and Wireless infra-structure to reach rural populace.

Keywords: e-governance, e-Panchayat Raj Institution, impact, kiosks, MMP(Mission Mode Project), MoPR(Ministry Of Panchayat Raj), NeGP (National e Governance Plan), rural populace, Sangram Kaksha.
I. Introduction:

1.1 National e-governance Plan (NeGP):
The NeGP is an enormous step towards making the government services accessible to citizens, in ways that only save huge costs to the government but also make it more transparent and efficient in its day-to-day interactions with the common man. The objective is to bring public services closer to home of citizens. Vision of this project is “Make available all government services accessible to Common Man in his Locality through Common Services Delivery Outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the Common Man.”[1]

E-governance is the effective use of IT to improve the ability of the government to address the needs of society and to improve the system of governance in place to provide better services to the citizens. Through e-governance, the government services will be made available to the citizens in convenient, efficient, transparent manner. It is being deployed not only to provide citizens services but for public sector efficiency purpose improving transparency and accountability in government functions and allowing for the cost saving in government administration.

NeGP comprises of 31 Mission Mode Projects (MMPs) including central level MMPs, state level MMPs and local government level or integrated MMPs, where each MMP leads towards transforming a high priority citizen service from existing manual system to electronic system for delivering e-services. There are 11 central, 13 state and 7 integrated MMPs. [1]

1.1.1. Services Provided By Central Mission Mode Projects

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Projects</th>
<th>Nodal Ministry/Department</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>MCA21</td>
<td>Ministry of Corporate Affairs</td>
<td>Build up a secure portal that offers availability of all registry related services including filing of documents, registration of companies and public access to corporate information</td>
</tr>
<tr>
<td>02</td>
<td>Pensions</td>
<td>Department of Pensions and Pensioners Welfare</td>
<td>Provides the pension/ Retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a combination of interactive and non-interactive components</td>
</tr>
<tr>
<td>03</td>
<td>Income Tax (IT)</td>
<td>Ministry of Finance/CBDT</td>
<td>Have a single ITD application running over a single national database with BCP and DRS. Provide PAN card to citizens and improve authentication for all major financial transactions. To enable all taxpayers to fulfill their statutory obligation of filing their Income Tax Return electronically.</td>
</tr>
<tr>
<td>04</td>
<td>Passport and Visa</td>
<td>Ministry of External Affairs</td>
<td>The Consular, Passport and Visa (CPV) Division of the Ministry of External Affairs (MEA) provides passport and consular services to Indian citizens through the Central Passport Organization (CPO), and consular and visa services to foreign nationals and Indians residing overseas through the passport, visa and consular wings</td>
</tr>
<tr>
<td>05</td>
<td>IVFRT (Immigration, Visa and Foreigners Registration &amp; Tracking)</td>
<td>Ministry of Home Affairs</td>
<td>A secure and integrated ICT system for Immigration, Visa Registration &amp; Tracking and an interface with the e-Passport, Emigration and other relevant systems.</td>
</tr>
<tr>
<td>S.No</td>
<td>Projects</td>
<td>Nodal Ministry/Department</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>CSC</td>
<td>Department of Information Technology</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>e-Courts</td>
<td>Department of Justice</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>EDI</td>
<td>Department of Commerce</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>India Portal</td>
<td>Department of Information Technology &amp; department of Administrative Reforms &amp; Public Grievances</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>NSDG</td>
<td>Department of Information Technology</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>e-Biz</td>
<td>Department of Industrial Policy and Promotion</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>e-Procurement</td>
<td>Department of Commerce</td>
<td></td>
</tr>
</tbody>
</table>

1.1.2 Services Provided By Integrated Mission Mode Projects

- Online Registration of Central Excise assesses and online amendment, Online Registration of Service Tax Assesses and online amendment, Electronic filing of Central Excise Returns, Electronic filing of Service Tax Returns, Electronic filing of claims, permissions, intimations submitted by assesses in the course of business with the Department. Instant E-acknowledgement of documents with an Unique Document Identification Number View, file and track the status of documents filed online Processing of Claims, Permissions, intimations filed by the assessed
  - Revenue Reconciliation. (Receipt of payment information from Banks using EASIEST and
  - Reconciling with the information mentioned in the return submitted by the assesses)
  - Online Messages/ Alerts to users on business related matters Automated Report Generation Audit Module involving selection of units based in risk parameters and tracking of audit results Online filing of reply to Show Cause Notice Online filing of application for Provisional Assessment Online filing of Refund Claims Online filing of selected Export related documents

- IMG framework focuses creation of “Mobile linked “No frills” Accounts which can be operated using mobile phones. The basic transactions permissible over these accounts will include Cash Deposit, Cash Withdrawal, Balance Enquiry, Transfer of money from one mobile-linked account to another and Transfer of money to a mobile-linked account from a regular bank account.

- The National Resident Database aims to create a robust source of authentic real time data which would help in better targeting of the benefits and services under various Government schemes programmes, improve infrastructural planning, and provide a fillip to strengthen the security of the country by preventing identity fraud.

- To improve efficiency, consistency and effectiveness of government responses To reduce turnaround time and to meet the demands of the citizens charter To provide for effective resource management to improve the quality of administration . To reduce processing delays. To establish transparency and accountability.
1.1.3 Services Provided By State Mission Mode Projects

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Projects</th>
<th>Nodal Ministry/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Land Records</td>
<td>Department of Land Resources</td>
</tr>
<tr>
<td>2</td>
<td>Road Transport</td>
<td>Ministry of Road Transport and Highways</td>
</tr>
<tr>
<td>3</td>
<td>Agriculture</td>
<td>Department of Agriculture and Cooperation</td>
</tr>
<tr>
<td>4</td>
<td>Police</td>
<td>Ministry of Home Affairs</td>
</tr>
<tr>
<td>5</td>
<td>Treasuries</td>
<td>Ministry of Finance</td>
</tr>
<tr>
<td>6</td>
<td>Municipality</td>
<td>Ministry of Urban Development</td>
</tr>
<tr>
<td>7</td>
<td>e-District</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>8</td>
<td>Commercial</td>
<td>Taxes Ministry of Finance</td>
</tr>
<tr>
<td>9</td>
<td>Gram Panchayat</td>
<td>Ministry of Panchayati Raj</td>
</tr>
<tr>
<td>10</td>
<td>Employment exchange</td>
<td>Ministry of Labour &amp; Employment</td>
</tr>
</tbody>
</table>

II. Literature reviews:

1) ICT for Rural Development: An Inclusive Framework for e-Governance By Charru Malhotra, V. M. ChariarL.K. Das'a and P. V. Ilavarasan
   This paper summarizes that intervention of information and communication technologies (ICT) in rural development initiatives are not successful. Lack of community participation, absence of an integrated approach and non-inclusion of traditional knowledge systems (TKS) in the project designs are the major impediments. They focused that
   1. The goal of governance “should be to develop capacities that are needed to realize development that gives priority to the poor and creates needed opportunities for employment and other livelihoods”
   They therefore suggest a systems-based approach in the design of e-Governance projects,
   2. Community participation is critical for customization of e-governance projects.
   3. Community participation in design of ICT initiatives could be mobilized only if these initiatives are bi-directional.
   4. Synergy between various stakeholders of rural governance is imperative for success of ICT initiatives.
   Rural e-governance projects would lead to rural development only if they are customized as per the needs of local communities.

2) ICT in Local Self Governance: A Study of Rural India by Puneet Kumar, assistant Professor MITS University Laxmangarh, Rajasthan, Dharminder Kumar Professor & Chairman Department of CSE GJUST, Hisar, Haryana Narendra Kumar Assistant Professor MITS University Laxmangarh, Rajasthan-International Journal of Computer Applications (0975 – 8887) Volume 83 – No 6, December 2013
   In this paper researchers have focused that India comprises of millions of people which are not able to fulfill even their basic needs. In such circumstances their query is that will it be rational to think about usage of ICT or adoption of electronic services with various objectives for such populace?

3) Smart e-governance for grampanchayat By POOJA S BHAGAT, PORNIMA B.NIRANJANE
   The researcher has focused that for online purpose digital signature will be the safest way for preventing tampering and any misuse. A digital signature or digital signature scheme is a mathematical scheme for demonstrating the authenticity of a digital message or document. In this paper they have seen a very good example of a successful e-government project initiated by the village community. They stated that if all the actors, who are involved in the project have their clear-cut idea, interest and perception towards the system in the right way then success of the project is more likely to happen.
4) E-Governance: Past, Present and Future in.
By Nikita Yadav, Research Scholar, Singhania University, Pacheri Bari, Rajasthan, V. B. Singh Delhi College of Arts & Commerce, University of Delhi, Delhi
In this paper, researcher has given a framework and application of e-Governance along with a list of e-Governance projects run by state and central governments. Researcher has also proposed future technology for e-Governance with pictorial representation of working of e-Governance with new technology. Researcher has also proposed benefits of clouds with a graph showing how clouds reduce labor cost. Also stated that there are four pillars of E-Governance:- education, panchayats, health, education etc.
Researcher also stated the different areas of e-governance such as agriculture, disaster management Clouds provide services (IaaS, PaaS and SaaS means Infrastructure as a service , Platform as a service and Software as a service) which in turn are consumed by e-governance. These services are used by e-governance and in turn provide services to its number of customers at the same time. With clouds, when load increase a lot even then its performance doesn’t decrease.
5) E-Governance in Rural India: Need of Broadband Connectivity Using Wireless Technology By Kalpana Chaudhari, Upena Dalal, Rakesh Jha -Department of Electronics Engineering, Sardar Vallabhbhai National Institute of Technology, Surat, India.
The paper examines the current status of electronic governance in Jalgaon district in India. It focuses on development of the model using ICTs/wireless technologies for e-governance of Jalgaon district. This paper aims to explore the nature, role and relevance of the Electronic/Digital Governance using ICTs and wireless technologies for agriculture and rural development in the rural regions.
Connectivity is vital in business and society in India. There is rapid growth in information technology related business in India. But only a few percentage of Indians have internet access that meet their residence. India has more than 9000 internet cafes having uninterrupted internet access enabling communication and interaction with other actors in e-governance through ICTs and wireless technologies such as e-mail, audio or video chat etc. It also enables utilization of the various public services to collect the information about education, opportunities, to search jobs for seeking employment etc by browsing the internet. Indians are generally enthusiastic about the Internet. Mostly rural India is lagging in development, education, health, entertainment services and the general living standard due to lack of Government support in creating ICT and Wireless infra-structure to reach rural masses. India is a land of geographical diversities.
7) “E-Governance at Village Level Administration (In Rural India) By Santosh Shingare , Pratik Shinde , Depankar Sarkar , Priya Uttarwar and Rashmi Dusane” –
In this research paper author has expressed that in the world of 21st century there is vast development of urban areas, but still there is a question mark i.e. mystery of rural area development. This is because centralization of industries in urban areas that has suppressed the growth and development of rural areas which constitutes a major part of any developing country. They proposed web based system that supports all the activities and governance modules of Gram Panchayat having different modules which are similar or exactly same as the administrative modules of Gram Panchayat like meetings, property tax, planning, etc.,
9) Value-proposition of e-governance services: Bridging rural-urban digital divide in developing countries Gyanendra Narayan
The researcher proposed a model in this article on the “time-to-public” and “time-in-public” of egovernance services. It seeks to formulate a framework for delivering value-proposition to rural populace and equipping them for the better use of e-governance. The model describes two time horizons viz. the horizontal and vertical time horizon in implementation of e-governance projects. Horizontal time horizon describes the means to bridge the gap between rural and urban implementation of the projects.
They explained about the value proposition Service value, Economic Value and Social Value. in all these three fronts of awareness is necessary to create a “Value Proposition” for the rural poor. In many cases, the local municipalities encourage kiosk operators to personally contact the households within the village to tell them about the kiosk and its services. The mass media can also be used to create awareness. While conducting the awareness programs the government or agencies should emphasize on the affordability of the services to the rural poor.

III. Need/Reasons for e-governance at Grampanchayat Level:

1. Rural e-governance projects would lead to rural development only if they are customized as per the needs of local communities. Panchayat Raj Institutions are focusing on the e-governance services at the same level for all the Indians, but rural populace are not having awareness of accessing these services. Awareness of e-governance services depends totally on the citizen’s age, education, occupation, internet literacy parameters. So it is necessary for the government to develop capacities that are needed to realize development that gives priority to the poor and creates needed opportunities for employment and other livelihoods.

2. Governments have begun developing strategies to not only enhance efficiency and effectiveness, but also to strengthen the relationship between government and citizens. While e-government has been largely a one-way street—with government delivering and citizens receiving—these new e-Government strategies enable government and citizens to engage and partner with each other and other stakeholders.

3. In a developing country like India, where corruption has been an important matter of concern that hinders the development of the nation, e-Governance can certainly improve the condition. With a transparent Governance system, it can improve the relationship of citizens and the Government. Providing a direct communication between the citizens and the Governing body, it eliminates the middle-man concept, serving the Government in a better and correct assessment of citizen’s needs and requirements.

IV. Objectives:

1. To study Use & Usability of various e-governance services to rural populace at grampanchayat level.
2. To study & evaluate impact of e-governance services on rural populace at grampanchayat level.
3. To study which services are less used & how to optimize these services so that their use is increased.
4. To study which services need to be included newly to fulfill needs of rural populace.
5. The evaluation of extent of use of different grampanchayat services by rural populace at grampanchayat level.

V. Research Methodology

A Research methodology or strategy is an overall approach to perform the research. This research study is related with finding the use, usability, impact of e-governance services on the ordinary person’s life & extent of use of these services. So research utilizes both primary and secondary data. survey, Case Study & design & creation.

1. Primary Data: Researcher will obtain it through a survey of various e-governance services in rural region of Palus taluka (Sangli District). such data is first hand & original in nature. Several methods he may need to use for collecting primary data like telephone survey, mail survey, mail questionnaire, personal observation and interviews. Particularly in survey, the important ones are observations and interviews, questionnaire, schedules, e-mails survey, telephone survey etc.

2. Secondary Data: The secondary data is collected from reputed journals and magazines, newspapers, articles, internet websites and archives. It can be used to study the awareness and usage of e-governance services with the help of earlier research studies made by others.

3. By exploring all these parameters/factors a researcher will try to design a optimized framework for the same using Design & creation methodology.

VI. Panchayat or e-Panchayati Raj Institutions:

India is spread over 3,287,240 sq. KM geographical area with 1,210,193,422 people and 871,339,264 people living in villages (Census INDIA, 2011).
e-Panchayat is the flagship project of rural development department which aims to automate 33 Zilla Parishads, 351 Panchayat Samitis and 27896 Gram Panchayats across the state. It’s for:
- Enabling panchayats to better deliver its mandated services to the Citizens through IT.
- Enabling panchayats to use IT as a tool for transparency, disclosure of services to Citizens and social audit.
- Improving internal management processes and decision making in Panchayats.
- Enabling panchayats to use IT for electronic tagging and tracking of funds transferred to Panchayats including rapid bank transfer of funds, tracking fund transfers to, expenditures of the Panchayats.

Under scheme “Bharat Nirmaan” computerization of all Panchayat Raj Institutions is carried out to bring the transparency, uniqueness in their working, To make all transactions and working online an ambitious scheme is started by government of India: “Sangankiya Gramin Maharashtra” (Sangram) in collaboration with TCS.

Objectives of e-Pachayat Raj Institution:
1) To make automation of all government services & connect them online.
2) To prepare a central database for all services.
3) To have a review online on various rural development schemes.
4) To implement online tendering facility (e-Tendering) & conduct proper training program at various levels.
5) To make data entry & fill up information related to the scheme NREGA(National Rural Employment Guarantee Act) & Indira Aawas schemes.
6) To build the capacity building program in rural populace.
7) To conduct the training programmes in the villages through rural service centers.
8) To make the technical skill holders more capable.
9) To spread/cultivate various businesses at rural level.

When survey is made of the e-Panchayat schemes researcher got the information that following 11 applications has been developed and implemented in collaboration with NIC (National Informatics Centre).

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Application</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Panchayat Portals</td>
<td>Web site for each Panchayat to share information in public domain</td>
</tr>
<tr>
<td>2</td>
<td>Area Profiler</td>
<td>Captures the geographic, demographic, Socio-Economic and natural resources profile of a village/panchayat</td>
</tr>
<tr>
<td>3</td>
<td>PlanPlus</td>
<td>Helps Planning units such as panchayats, urban local bodies and line departments in preparing Perspective, Annual, Action Plan</td>
</tr>
<tr>
<td>4</td>
<td>PRIASoft</td>
<td>Captures receipt &amp; expenditure details through voucher Entries and automatically generates cashbook, registers, Utilization Certificates etc.</td>
</tr>
<tr>
<td>5</td>
<td>ActionSoft</td>
<td>Facilitates monitoring physical &amp; financial progress of works taken up under Plan</td>
</tr>
<tr>
<td>6</td>
<td>Asset Directory</td>
<td>Maintains details of assets created/maintained; helps avoid duplication and provide for O &amp; M</td>
</tr>
<tr>
<td>7</td>
<td>ServicePlus</td>
<td>A dynamic metadata-based service delivery portal that can provide electronic delivery of services</td>
</tr>
<tr>
<td>8</td>
<td>Social Audit</td>
<td>Details of statutory meetings held at ZP/BP/GP, requests for reports for social audit</td>
</tr>
<tr>
<td>9</td>
<td>Training</td>
<td>Training portal to address training needs of stakeholders including citizens, their feedback, training material etc.</td>
</tr>
<tr>
<td>10</td>
<td>Grievance</td>
<td>Facility for citizens to easily lodge their grievance and efficient Redressal system with facility for escalation and monitoring by Higher authorities</td>
</tr>
<tr>
<td>11</td>
<td>GIS</td>
<td>A spatial layer to view all data generated by all applications on a GIS map</td>
</tr>
</tbody>
</table>

VI.1 Sangram Kendra:
Common Man can access e-governance services in his locality through Common Service Delivery Outlets (Gram Seva Kendra).

All the 33 Zilla Parishads, 351 Panchayat Samitis and 27900 Grampanchayats in Maharashtra are equipped with Desktop computer Printer cum Scanner machine and internet connections to enable improved service delivery. These front end service delivery centers have been named as Sangram Kendra in Maharashtra. The key features of the Sangram Kendras are:

1. The Sangram Kendras across Maharashtra have been designated as (Common Service Centres), with MahaOnline as a SCA. These will offer Panchayat as well as other CJob card, Permission certificate for tap connections services.

**Following are the services provided at grampanchayat level:**

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Certificates</th>
<th>Sr.No</th>
<th>Certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Birth Registration &amp; Certificate</td>
<td>11</td>
<td>Unemployment certificate</td>
</tr>
<tr>
<td>2</td>
<td>Death Registration &amp; Certificate</td>
<td>12</td>
<td>NOC electricity for connection</td>
</tr>
<tr>
<td>3</td>
<td>BPL(Below Poverty Line) certificate</td>
<td>13</td>
<td>Job card</td>
</tr>
<tr>
<td>4</td>
<td>Resident proof application &amp; certificate</td>
<td>14</td>
<td>Toilet certificate</td>
</tr>
<tr>
<td>5</td>
<td>Living Proof certificate</td>
<td>15</td>
<td>Construction Permission certificate</td>
</tr>
<tr>
<td>6</td>
<td>Marriage Certificate</td>
<td>16</td>
<td>Permission certificate for tap connection</td>
</tr>
<tr>
<td>7</td>
<td>NOC for Employment and Business</td>
<td>17</td>
<td>Character certificate</td>
</tr>
<tr>
<td>8</td>
<td>Property tax certificate</td>
<td>18</td>
<td>Old Age certificate for Niradhar scheme</td>
</tr>
<tr>
<td>9</td>
<td>Property Mutation certificate</td>
<td>19</td>
<td>Non beneficiary certificate</td>
</tr>
<tr>
<td>10</td>
<td>No dues certificate</td>
<td>20</td>
<td>e-banking facility</td>
</tr>
</tbody>
</table>

It is observed that out of these services following services are less used by rural populace:

1) Permission certificate for tap connection
2) Property tax certificate
3) Property Mutation certificate
4) NOC electricity for connection

Only following services are used largely:

1) Birth Registration & Certificate
2) Death Registration & Certificate
3) Non-beneficiary certificate
4) Living Proof certificate
5) Marriage Certificate

Following services need to be implemented in future this – government Plan:

1) Gram Panchayat Administration: Schedules of Gram Sabhas – Gram Panchayat Cleanliness Monitoring,- Self-help groups and other villagers welfare schemes - Assets management, property tax assessment and management, Property lost/found reporting system, Gram Mart (Online Shopping)
2) Agriculture: 7/12 facility. to manage the farmers' grievances. It facilitates rendering educational services on the best agricultural practices to enhance the yield and reduce expenditure and enhance the quality of product for the farmers. Also it facilitates its agriculture and related departments to provide season-specific, region-specific information services to the farmers, apart from offering of counseling services to the farmers by agriculture experts.
3) Irrigation and Water Conservation: The module - will report problems on pipelines, canals, etc. and
subsequent review of problems by Sarpanch. Besides these, the module facilitates the appraisal of the status of water cess payments and reporting on the dues.

4) Dairy and Animal Husbandry: This module may facilitate the appraisal of the status of water cess payments and reporting on the dues.

5) Elections: This module provides the following information services: Registration of voters, Objection to voters list, Elected presentative information, Publication of electoral role, Dissemination of electoral roles.

6) Small Scale Industries: Health This module provided following information:
- Diseases information, Communicable disease, Attendance of doctors in PHC, States of medicines consumables, Medical demography updation, Prevention care, Experts information

7) Family Welfare: This module makes information available:
- Benefits of welfare, Eligible couples information, Status of implementation of family welfare schemes.

8) Women and Child Welfare:

9) Also it is necessary to provide rural populace B2C type of services like online shopping so that people can make bulk purchasing of seeds, fertilizers and other products related to their daily life.

10) Community participation in design of ICT initiatives could be mobilized then only these initiatives are bi-directional. Government is providing services to rural populace (G2C), in turn Rural populace should be able to make inquiry, ask query to government (e2G).

VI.ii Advantages of e-Governance:
1. Quality Service: In the initial phase, information can be made available with respect to simple aspects of governance such as forms, laws, rules, procedures etc. Later extended to the detailed information including performance reports, public database, decision making processes etc. Impact is observed in terms of saving time, effort and money, resulting from online and one-point accessibility of public services backed by automation of back end processes.

2. Integrated Services: Different types of services offered by different government departments like collecting taxes & utility bills, granting licenses, administering regulations, paying grants and benefits can be availed at one point.

3. Anytime & anywhere Services: Online access to stored information from a government office located in any part of state or country. Citizens can obtain information related to government processes and procedures through an online official. There is no pressure on individuals to physically visit the government office.

4. Increased Speed: Technology makes communication faster and easier.

5. Cost Reduction: The internet dtv and phones makes communication cheaper saving valuable money for the government.

6. Transparency: Implementation of e-governance maintains transparency between government & Citizens. It helps to reduce the corruption and maintain a corruption free society.

7. Improved Productivity: e-governance will contribute to improved productivity.

VII. Conclusions for Current e-Governance at Grampanchayat Level.
1) Current e-governance services are G2C type. It is necessary to provide C2G type of services.

2) Also It is necessary to provide rural populace B2C type of services like online shopping.

3) Rural populace are not having internet awareness. Panchayat Raj Institutions are facing problems with inadequate physical and extremely limited computerization. But this is out of the scope of the present study.

4) Psychic cost is more related with the mental harassment emerging out of normally tedious and long government procedures. It also discourages use of government services even though knowledge is widespread in the society. It also mutes the expectations of citizens thus leading to deterioration in government and citizen communication. [10],

5) If technology bias, gender bias, caste bias is not removed then there is no wider diffusion of services into the society.

VIII. References:


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