

# Effectiveness of ICT in E-Governance with Special Reference to Jharkhand State

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**Abstract-**This paper describes the effectiveness of the role of Information communication Technology in electronic governance in India and its genesis with special reference to Jharkhand State. It Highlights essentials of e-governance in current scenario, Influences of ICT in governance process & Implementation of e-governance in Jharkhand are also discussed. This article is based on the secondary sources like Journals, Newspaper Article, through Govt. Websites & personal communication. This paper throws light on the present scenario of e-governance in Jharkhand

Keywords-ICT, E-Governance , e-Governance in Jharkhand

## I. ICT – INFORMATION COMMUNICATION TECHNOLOGY

ICT has become an indispensable part of our daily life. It has the potential to streamline procedures, inculcate discipline among workforce, and bring transparency and accountability and reduction of costs. The benefits are tremendous provided we have the will, insight and knowledge to use it. Information and Communication Technology (ICT) is a mixture of hardware (equipment), software (operating system, applications, etc.), and communications facilities (local area networks, wide area and backbone networks, communication protocols, etc.

## II. E-GOVERNANCE INTRODUCTION

E-governance is used as a synonym to describe an it driven system of governance that works better, costs less and is capable of servicing the needs of the citizens and businesses as never before. Its goal is to create a more responsive, productive and effective administration. E-governance is also referred to as smart governance because it aims at using it to the processes of government functioning to bring about simple, moral, accountable, responsive and transparent governance. The citizens to government (c2g) and government to citizen (g2c) are the core pillars of not only e-governance but electronic commerce (e-commerce) as well The most common interactions in e-governance are

- G2C – Government to Citizen
- G2B – Government to Business
- G2E - Government to Employee
- G2G – Government to Government

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1) Importance of e-Governance

a) Introduction

India has been harnessing the benefits provided by the Information and Communication Technologies (ICT) to provide integrated governance, reach to the citizens faster, provide efficient services and citizen empowerment through access to information. To this effect, the Union Budget for the year 2008 had an increased allocation to the Department of Information Technology, amounting to INR 1,680 crore in 2008-09, up from INR1,500 crore in 2007-08. The National e-Governance Plan of Indian Government provides the impetus for long-term growth of e-Governance within the country. Several significant and successful e-Governance initiatives have already been taken at the centre and the state level in this direction. Some of these include: MCA 21 Project, Passport Project, IndianRailway Catering and Tourism Corporation computerization Project, at national level; and e-Seva and e-Cops, government of Andhra Pradesh project, Bhoomi, government of Karnataka project, Akhaya project of government of Kerala, Gyandoot project of government of Madhya Pradesh; among others at state level. There is an enthusiastic participation from the private sector in taking forward the e-Governance agenda of the government. The applications that have been implemented are targeted towards providing G2B, G2C and B2C services.

*ndian e-Governance Genesis*

Year	Mile-stones for E-governance	Goal
1970	Origin in India	In house development
1984	New Computer Policy	Spread of computer Use
1986	Policy on Software Export, Development and Training	To promote Sectoral growth in IT's. Business process outsourcing
1987	Setting up of NICNET, DISNIC	Setting up of IT infrastructure in government Sector
1994	Policy on National Telecommunication (NTP 94)	To ensure better Tele-density focus on Rural Telephony.
1995	Launching of Internet Allocation and Release.	Web Access and bandwidth allocation for use
1997	Establishment of Telecom Regulatory Authority (TRAI)	To unbundled telecommunication services (last mile)
1998	National Task Force on IT	To formulate an IT policy document.
1999	Creation of Ministry of IT	To oversee implementation of IT Policy
1999	Policy on National Telecommunication (NTP 99)	To accelerate Tele-Density
2000	Formulation of IT Act	To provide legal status to use of IT in business, government and governance systems.
2000	Telecom Disputes settlement and Appellate Tribunal (TDSAT)	Fair and Transparent Telecom services
2000	Corporatization of Dot formation of BSNL	Unbundling of the telecommunication sector, private sector investments and managing USO
2004	Formulation of Broadband Policy	To implement broadband services in the last mile.
2006	National E-Governance Plan (NEGP)	To formulate, Plan, design and deploy e-government solutions and establish citizen interfaces.
2007	Mission 2007	To consider each village a knowledge centre.

Table: 1 Genesis of e-Governance

## III. ORIGINS IN INDIA

E-governance originated in India during the seventies with a focus on in-house government applications in the areas of defense, economic monitoring, planning and the deployment of ICT to manage data intensive functions related to elections, census, tax administration etc. The efforts of the National Informatics Center (NIC) to connect all the district headquarters during the eighties was a watershed. From the early nineties, e-governance has seen the use of IT for wider sectoral applications with policy emphasis on reaching out to rural areas and taking in greater inputs from NGOs and private sector as well. Practically Mr. Rajiv Gandhi (based on the expensive IT proposal sent by bureaucracy from each ministry and state Govt during eighties) has created NIC to bring uniformity and transparency in the investment in IT.

Following are the ranking of Asian Countries according to UN survey on e-government

Table 2 UN survey on e-government of Asian countries

Country	2010	2008 Ranking	2005 Ranking
<b>Maldives</b>	92	95	<b>77</b>
<b>Srilanka</b>	111	101	<b>94</b>
<b>Iran</b>	102	108	<b>98</b>
<b>India</b>	119	113	<b>87</b>
<b>Pakistan</b>	146	131	<b>136</b>
<b>Bhutan</b>	152	134	<b>130</b>
<b>Bangladesh</b>	134	142	<b>162</b>
<b>Nepal</b>	153	150	<b>126</b>
<b>Afganistan</b>	<b>168</b>	<b>167</b>	<b>168</b>

## IV. E-GOVERNANCE IN JHARKHAND

Jharkhand was formed as a separate state on November 15th, 2000 with Ranchi as its capital. Government of Jharkhand took conscious decision to make greater use of IT in governance. Thus in 2002 process of e-governance started.

## Genesis of e-governance in Jharkhand at a glance

Year	Mile-stones for E-governance	Goal
2000	Origin in Jharkhand	Decision to make greater use of IT in governance
2000	Setting up of NIC	To provide Intranet and Internet connectivity to the State Administration through NICNET.
2002	New Computer Policy	Process of e-governance started
2002	Setting up of JharNet	State wide High Speed, Reliable & Scalable Communication links will be set up by the state government.
2003	Passport Control and Issuance System	Online passport System
2005	Treasury Computerization	Computerize the functioning of all the treasuries departments.
2007	CSC	plans to set-up 4562 Common Service Centres (CSC) through out all the panchayats in the State in first phase a
2007	E-Nagrik Seva	To provide good governance to the common citizens through the usage of ICT, for providing G2C services from the Kendra

Table 3 Genesis of e-Governance in Jharkhand

## 1) Objectives

IT policy of the State of Jharkhand will provide guidance to all agencies involved in the goal of overall development of the state using IT as the enabler. Agencies in the state who are likely to use the IT policy are Citizens, various ministries, legislative, IT entrepreneurs, business & professional associations and other stakeholders.

## 2) Initiatives for "Improved Communications &amp; Infrastructure"

- JharNet State wide High Speed, Reliable & Scalable Communication links will be set up by the state government.
- Internet connectivity across the state
- Seamless connectivity among various govt. organizations
- Internet connectivity across the state

During the past few year's with the active support of various agencies , following are the some of the achievement of Govt. of Jharkhand towards e-governance.

- Treasury Computerization
- Transport Computerization
- Land Records Information System
- Election Support System
- Prison Management System
- Video Conferencing based Public
- Justice in jails of Jharkhand

- City Civil Court Computerization
- High Court Computerization
- Computerization Support to the Raj
- Bhawan and CM Secretariat
- Training Support
- Public Grievances Monitoring System
- Human Resource Management System (e-Personnel)
- DM's Court Monitoring System
- Online Project Monitoring
- Online Passport
- Other District Activities E-Nagrik Seva
- Pragya Kendra

According to Dataquest IDC Survey in 2008 Jharkhand comes in a last position. Jharkhand is a worst State in Satisfaction level of Business with e-governance services and also the satisfaction level of citizens with e-governance services in the Agriculture, Healthcare, Transport Services, Employment Exchange& Land Property Department.

## V. CONCLUSION

Information and Communication technology is no longer an Alice in Wonderland" in any part of the world. Some ray of hope can be found in successful projects like MCA21 and modernisation of intellectual property rights offices in India. Other projects are also in pipeline but in the absence of transparency and accountability they are taking twice the time originally allotted to them. We hope the Government of

India would do the needful as soon as possible. We have to empower the citizens with the power of ICT.

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