

INTEGRATION OF ICT AND E-GOVERNANCE IN RAJASTHAN

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Abstract

IT (Information Technology) is a term which is basically used to actions and technologies allied with the use of computer and communication resources. It was treated as an electronic technique to storage, retrieval and processing on various types of data. Now IT has moved ahead towards every citizen due to its great usability and much more benefits and it's also play a vital role in e-commerce and e-business, so IT became a necessary part of the life of every body. With the IT, various types of projects are running to provide the several types of facilities in the every area of all over the world towards the citizens. In recent digital era every Government also wants to maximum use of IT for the development of country. Indian Government also takes IT as very seriously and designs various types of projects to implement at every state level to every urban area as well as rural area. The combination of Government, IT and communication resources a concept came which known as e-Governance. The purpose of this paper is to explore e-Governance in Rajasthan which is the dramatic state of India. However, it's a typical task to explore integrated e-governance in Rajasthan, but this paper will try to represent the every aspect of e-governance in Rajasthan in summarized but understanding way. Thus, this paper will discuss from introductory definition of e-governance to implemented key projects under e-governance.

Keywords: IT, e-Governance, e-Mitra.

1. Introduction

“E-governance is the commitment to utilize appropriate technologies to enhance governmental relationships, both internal and external, in order to advance democratic expression, human dignity and autonomy, support economic development and encourage the fair and efficient delivery of services.” [1] “E-Governance offers a large opportunity for serving the citizens in better way. ICT promises lots of advantage in governance process but at the same time require efforts for changing process, building infrastructures, capacity enhancement etc.” [2]

E-Governance is about delivering improved services to citizens, businesses and other members of the society through drastically changing the way governments manage information [3].

E-Governance: “Information and Communication Technology (ICT) that empowers the Government, its citizens including the Government employees, weaker sections, women, people living in far flung and difficult areas and the business houses to transact businesses with government and its agencies online 24/7” [4]. There are a numerous of definitions for e-Governance. In the framework, E-Governance is defined as a great application of Information Communication and Technology (ICT) to get the better governance and develop a healthy communication between the government and various parts of the society.

“e-Governance is defined as the application of *electronic means* in [5] the *interaction* between *government* and citizens and government and businesses, as well as [6] in *internal government operations* to simplify and improve democratic, government and business aspects of Governance.” [5] “Electronic Governance (*eGovernance*) incorporates all those processes and structures by means of which the new information and communication technologies (ICTs) can be deployed by government to enable the following:

- Administration of government (*eAdministration*) and delivery of services to the public (*eServices*). This generically constitutes electronic government (abbreviated *eGovernment*);

- Informing, vote-enabling, representation-enabling, consulting and involving the citizenry in, among others, broad consensus making in society in matters pertinent to decision making in political, social and economic priorities in government.

This constitutes Electronic Democracy (abbreviated *eDemocracy*); Transacting business with its “supply chain”, namely, partners, clients and the markets. This constitutes Government Electronic Business (abbreviated simply *eBusiness*)." [6]

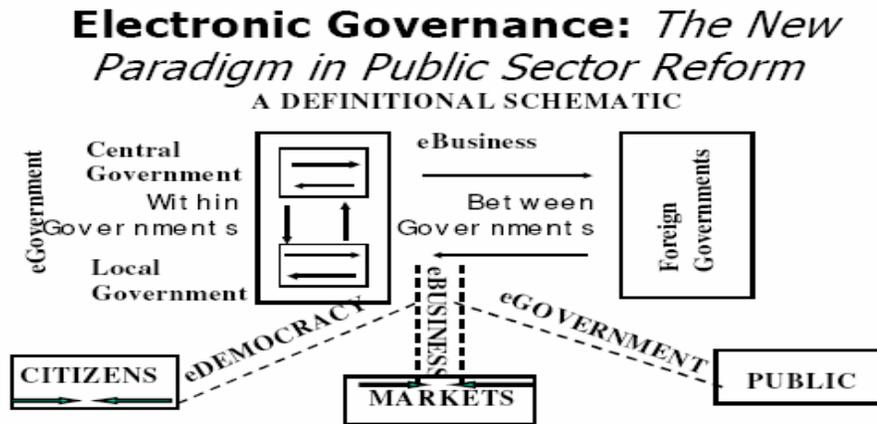


Fig.1. A Broad Definitional Schematic for e-Governance [6]

As simpler translated diagram is as follows:

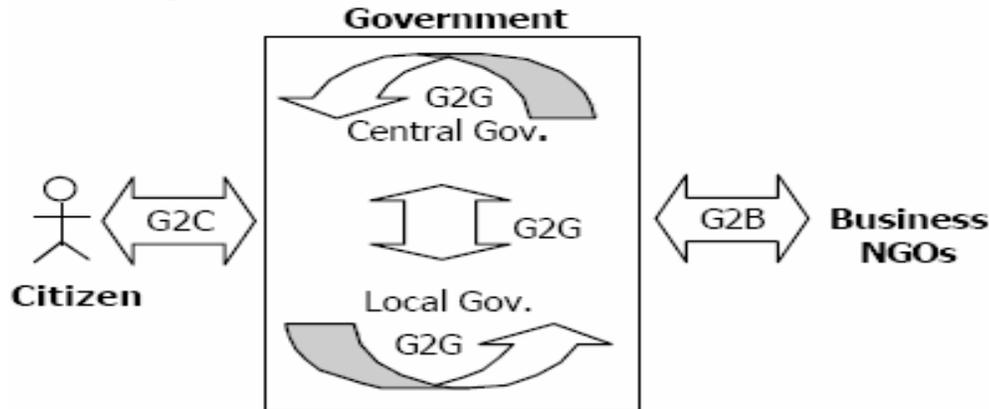


Fig.2.e-Governance [5]

It is clearly showing that several benefits of IT which can reach the public at large as the development of e-Government services. The major components for e-Governance project are reengineering government. E-Governance is not just an ICT enabled, efficient and effective public service with enhanced revenue generation for the Government and also not just an application of certain technology but also a way of providing a great citizen services through the use of ICT.

Rajasthan (*the land of colours*) the land of Rajasthanis, is the largest state of the Republic of India by area. It encompasses most of the area of the large, inhospitable Great Indian Desert (Thar Desert), which has an edge paralleling the Sutlej-Indus river valley along its border with Pakistan. The state is bordered by Pakistan to the west, Gujarat to the southwest, Madhya Pradesh to the southeast, Uttar Pradesh and Haryana to the northeast and Punjab to the north. Rajasthan covers an area of 132,150 sq mi or 342,239 km². The proportion of the state's total area to the total area of the country is 10.41 per cent. **Jaipur** is the **capital** and the largest city of the state.

It is a land rich in music, Dance, Art & Craft and Adventure, a land that never ceases to intrigue & enchant. There is a haunting air of romance, about the state, which is palpable in its every nook and corner. This abode of kings is one of the most exotic locales for tourist world over. The state has not only survived in all its ethnicity but owes its ethnicity but owes its charisma and color to its enduring traditional way of life. [9]

2. Vision and Blue Print of E-Governance in Rajasthan

Government of Rajasthan state is taking E-Governance as a major key idea to develop towards the various factors. Rajasthan Government working very seriously on e-Governance and try to starts various different types of projects the E-Governance concept those are beneficial to the state under. Government of Rajasthan has developed a broad vision towards the e-Governance.

According to Detailed Project Report Capacity Building for Rajasthan the Vision of the Government of Rajasthan is articulated below [7]:

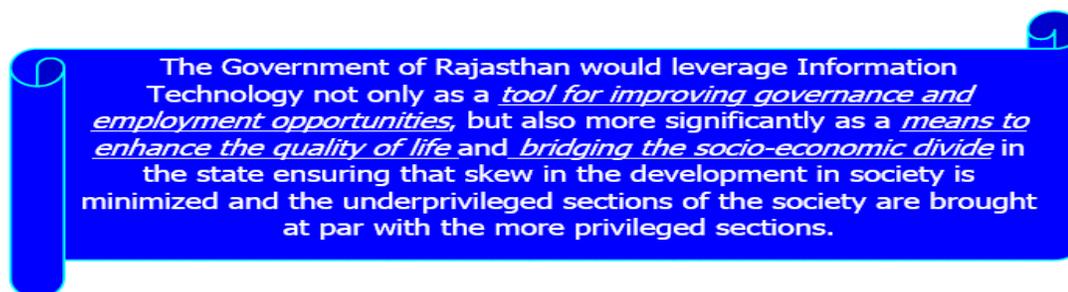


Fig.3. Rajasthan e-Governance Vision ^[7]

The vision statement clearly elucidates the key theme of Rajasthan's desired e-Governance direction, which is: [7]

- Use e-Governance as a tool for improving Governance and employment opportunities: Use of ICT will facilitate the improvement in monitoring and implementing various welfare schemes while increasing the accountability and transparency in government. Moreover, employment opportunities for entrepreneurs would be generated through the establishment of CSC's and kiosks.
- Improve the quality of life of citizens: e-Governance would help in attaining this objective through the provision of citizen centric service delivery thereby providing better turnaround times and convenience in demanding and availing services.
- Leverage IT to empower masses and promote equitable development thereby eliminating the socio-economic divide: ICT offers a compelling tool for the government to empower the masses by decreasing the time and cost required for demanding and availing services. Mechanisms like citizen feedback, grievance handling systems, provision for citizen forums on the web portal and increasing the number and breadth of access channels are some means of attaining this objective.

By the visualization of e-Governance Blueprint for Rajasthan we can better understand the E-Governance in Rajasthan. The following figure depicts the e-Governance blueprint for the state of Rajasthan [7]:

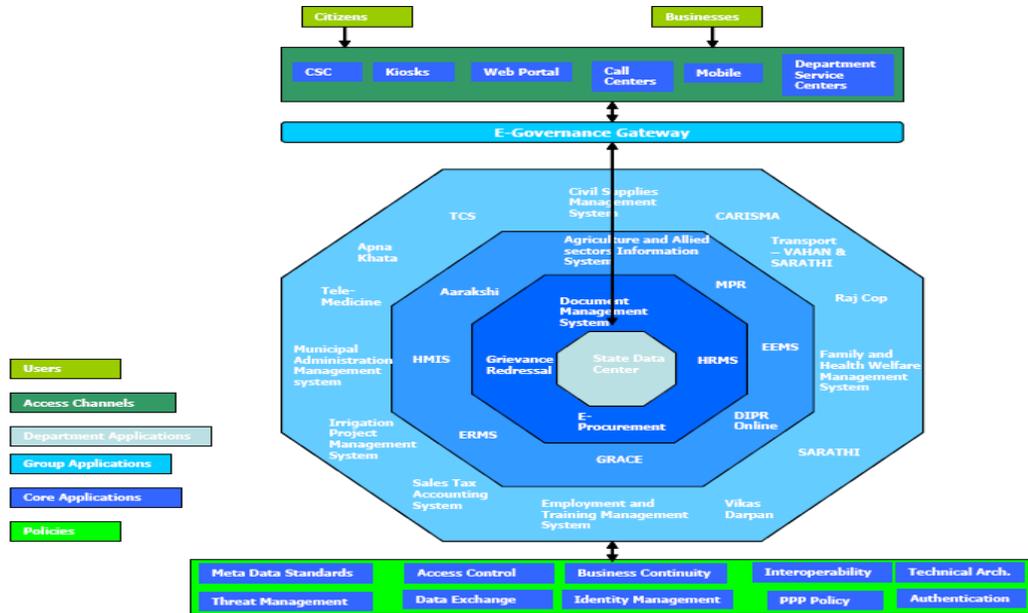


Fig.4. e-Governance Blueprint for Rajasthan^[7]

3. Expectations and Opportunities towards e-Governance Customers

The key customer expectations and e-Governance opportunities to meet the legitimate aspirations and expectations of the customers may be summarized as given in the next few pages:

Table 1. Expectations and e-Governance opportunities of Customers^[8]

Customer of E-Governance	e-Governance Expectations	e-Governance opportunity
C I T I Z E N S	<ul style="list-style-type: none"> – Single and easy point of contact for each service. Customers should be able to quickly and easily learn about the different services offered by various departments and how to request such services. – Clear and accurate information about each service and transaction. Customers should be able to use the E-Government channel to followup and track the progress of their transactions remotely and conveniently. – Efficient and effective resolution of complaints. Complaints should be resolved promptly and customer must be kept abreast of the progress made in resolving their complaints. – Customer-oriented and transparent service delivery processes. Customers should be shielded from the various internal operations and activities involved in delivering a service. Customers should not be required to interfere in inter-departmental communications to expedite the processing of their transactions 	<ol style="list-style-type: none"> 1. Develop a portal which provides services directory such that the citizens may avail the services without the need to know which department provides that service. 2. Provide information on procedures and downloadable forms on the internet and make them available through various channels. 3. Re-engineer processes and redesign forms to make it easier for the citizens to demand and avail services 4. Devise a feedback mechanism so as to get constant feedback and adapt to citizen needs and demands 5. Increase the number of access channels to enable the citizens to demand and avail service at the time of their liking and place of their choice. 6. Develop and follow standards and guidelines for interdepartmental data transfer to expedite flow of information between departments. 7. Develop content in the local language as well as English. 8. Create and follow formal content management processes to ensure that the content is regularly updated and correct. 9. Establish single window multiple service counters or CSC's throughout the state 10. Service levels should be defined for every service, to measure the quality of service delivery. A service level should be agreed upon by the responsible authority for each of the measurable outcomes. 11. Market e-Government initiatives and benefits. Incentives to promote channel shift could also be provided to citizens 12. Establish data privacy and protection laws and online

		transaction mechanisms to develop confidence and trust
B U S I N E S S E S	<p>– Single and integrated view of the business relationship across all departments and services. Businesses expect the government departments to take a consolidated view of their transactions across all departments. Businesses should no longer be required to provide the same information repeatedly and follow-up transactions across departments.</p> <p>– Simplified decision cycles. Businesses require the E-Government services to be supported by simplified decision cycles to facilitate faster turnaround</p> <p>– Electronic exchange of information with other governmental organizations. Businesses require the government to integrate electronically with other governmental organizations. This would help minimize the time required for compiling, endorsing and validating official documents collected from various governmental organizations (e.g. Department of industries, Registration and stamps, Income tax department, etc.)</p>	<p>1. Develop a G2B portal for businesses for information on all types of procedures and requirements regarding approvals, clearances etc.</p> <p>2. Make e-procurement for procuring items mandatory or make it mandatory for departments to buy a certain % of their annual procurement online.</p> <p>3. Re-engineer processes and redesign forms to make it easier for the Businesses to demand and avail services</p> <p>4. Develop and follow standards and guidelines for interdepartmental data transfer to expedite flow of information between departments so that the businesses are not required to furnish the same information to multiple agencies.</p> <p>5. Enhance the participation of the Private sector through PPP.</p> <p>6. Establish data privacy and protection laws and online transaction mechanisms to develop confidence and trust\</p>
E M P L O Y E E S	<p>-Reduce the workload of the employees, who need to perform the same task repeatedly</p> <p>– Better MIS systems for improving the internal efficiency of the departments</p> <p>– Better system for availing the government benefits for the employees</p>	<p>1. Computer and IT awareness training, project management and vendor management training</p> <p>2. Develop a comprehensive Human Resource Management System including a portal for employees to monitor their benefits accrual, leave entitlement etc.</p> <p>3. Automate the routine tasks to facilitate government staff to undertake higher value work.</p> <p>4. Regular trainings and seminars for career development, skills addition etc. to motivate employees and enhance their service delivery skills</p> <p>5. Establish data privacy and protection laws</p>

4. Key Applications/Projects Developed ^[9]

Key Applications/projects which are developed toward e-governance implementation in Rajasthan state are fully integrated and categorized into four parts such as:

4.1. Key Applications For Government To Government

- a. Chief Minister's Information System (www.cmis.rajasthan.gov.in)
- b. Disaster Management System (<http://dmrd.rajasthan.gov.in>)
- c. Right to Information portal (<http://rti.rajasthan.gov.in>)
- d. Digitization and e-cataloguing (<http://ancientdocuments.rajasthan.gov.in>)
- e. (<http://ancientcoins.rajasthan.gov.in>)
- f. Video Conferencing
- g. Mobile Video Conferencing
- h. SI & PF: <http://sipf.rajasthan.gov.in>.
- i. LITES (<http://lites.rajasthan.gov.in>)
- j. Vikas Darpan : <http://gis.rajasthan.gov.in>

4.2. Key Applications For Government To Business:

- a. Excise Department (<http://rajexcise.org/>)
- b. VAT system automation (www.rajtax.gov.in)
- c. Mines & Geology Department (www.dmg-raj.org)

d. e-Procurement (<http://eproc.rajasthan.gov.in>)

4.3 Key Applications For Government To Citizens:

- a. e-Mitra (<http://emitra.gov.in> & <http://urban.emitra.gov.in>)
- b. 'Anytime, Anywhere Registry' (<http://www.rajstamps.gov.in>)
- c. Aarogya-online
- d. Transport Department (<http://www.transport.rajasthan.gov.in>)
- e. Revenue Department (Land Records) (<http://apnakhata.raj.nic.in>)
- f. Municipal Corporations: E-Governance Project has been implemented in 6 municipal corporations at Divisional HQs under RUIDP viz, Jaipur(<http://jaipurmc.org>), Jodhpur(<http://jodhpurmc.org>), Udaipur(<http://Udaipurmc.org>), Kota (<http://kotamc.org>), Bikaner(<http://bikanemc.org>) and Ajmer(<http://ajmermc.org>).
- g. Mandi Online (<http://www.http://rajamb.com>)
- i. RSRTC (<http://www.rsrc.gov.in>)

4.4 It Infrastructure Projects:

- a. State Data Center (SDC)
- b. Secretariat Networking Project Sec-LAN-MAN

5. List of Participating Departments ^[8]

There are various departments in Rajasthan state for whom e-Governance is very necessary due their nature of work and direct dealing with public and citizens. At the initial level high preference gives to revenue related department. The list of 40 departments that participated for the development of the e-Governance Roadmap for Rajasthan is as follows ^[8]:

Table 2: List of Participating Departments in Rajasthan ^[8]

1. Agriculture	11. Higher Education	21. Panchayati Raj	31. Rural development
2. Animal Husbandry	12. Information Technology	22. Personnel	32. Settlement department
3. Commercial Taxes	13. Industries	23. PHED	33. Social Welfare
4. Cooperatives	14. Irrigation	24. Planning	34. State Agricultural Marketing Board
5. Election	15. Information and Public Relations	25. Police	35. Technical Education
6. Employment department	16. Jaipur Development Authority	26. Primary Education and Sanskrit	36. Transport
7. Excise	17. Labour	27. PWD	37. Treasury
8. Finance	18. Local Self Government	28. Power	38. Tourism
9. Food and civil supplies	19. Medical and Health	29. Revenue	39. Urban Development and Housing
10. Forest	20. Mines	30. Registration and Stamps	40. Women and Child Development

Conclusion

Though the several projects a large number of services provided towards the citizens, business, employee and itself government with e-governance to develop social and economical era of the Rajasthan state. At final we

can say, benefits of the e-Governance includes well-originated, efficient, transparent and reliable delivery of public services in a definite and time-saving way to citizens. The skill-sets identified as being necessary for handling programmed/ project level issues are Business Process Reengineering, Change Management, Financial Management and Technology. Government of Rajasthan is creating a path to for develop e-Governance in various departments by launching several key projects. RajComp (Rajasthan State Agency for computer services) and DOIT (Department of Information Technology), Jaipur (Rajasthan) working with the Government of Rajasthan to implements various type of projects as initiative with the better use of ICTs.

The customers or end users of e-governance are citizens, business, employee and itself government so services delivery through various channels & level of computerization of deliverance is main concern. various departments are participating in this initiative for success of the e-governance in Rajasthan, however, several questionnaire are founds which shows the insufficiency, less security, departmental co-operations more cost in infrastructure and much more but as the move ahead in implementation of different types of projects.

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