

Use of ICT to Analyze the Requirement and Issues for e-Governance Model in Rural Areas of Uttarakhand

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Abstract:Over the past decade, Information and Communication Technologies (ICT) have proved as a good tool for serving the rural user. The importance of e-Governance arises from prolonged absence of self-sufficiency in rural areas, which has created an encompassing dependency of rural residents on locally elected officials and bureaucrats. There is a great need to offer e- Governance application for Indian citizens of rural area in all states. This paper discusses some urgent needs to undertake like the needs to parse the general rubric of e-Governance into components based on type, such as: (a) Generic information services about government projects and employment opportunities; (b) Customized information such as land records and birth certificates; (c) Approvals, such as for 'below poverty line' status, and grievance redress; (d) Social services: health, education, entitlement and other social services; (e) Mandatory services: taxation, updating land and population databases; and (f) Exchange services: postal, banking and utility services. Some major findings of this paper that help to rethink about the implementation of e-Governance services in rural areas are poor infrastructure, high deployment and maintenance costs of the ICT infrastructure and inadequate content for e- Governance. A less expected finding is that e-Governance services are overwhelmingly the most needed but the least provided services – instead, most projects provide informational services, i.e. generic, non-customized services such as agricultural practices, weather forecasts and contact information; and, secondarily, they provide transactional services, i.e. the exchange of specific, customized informational services or funds between two or more parties, such as email or e-Commerce. Some new models of rural e-Governance are also discussed in this paper.

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Introduction

Governance is a need of any developing country. To protect an individual's fundamental rights and to provide him social and economic freedom, country has to think about increasing the efficiency of its governing bodies. The time has change the way of working of governmental organizations not only in the developed nations but also in the countries who are heading towards development. We are living in a knowledge based economy and the role of information and communication technology (ICT) is an essential part of this development. Information and Communication technologies (ICT) are key enablers of development process in the emerging information economy in developing countries like India. In today's Knowledge-based world, Information and Communication Technology (ICT) has a decisive role in boosting efficiency and productivity^[1]. Since the advent of the Internet, government agencies, management consulting firms, and IT companies have led the way in not only exploring e-government initiatives, but also documenting best practices. Academic researchers have conducted case studies and surveys to support the development of e-government. Both streams of literature are useful in understanding

the development of e-government and supporting government agencies in their strategic planning of e-government initiatives. Existing e-government offerings actually go beyond merely facilitating or transforming the interaction between government and individual citizens. E-government serves a variety of other actors. For instance, some e-government initiatives aim at enabling government agencies to more efficiently work together and provide one-stop service to citizens and businesses. In this context, this paper is an attempt to look upon the advantages of e-Governance and think about its implementation in the E-Governance framework to increase its efficiency and productivity.

E-Governance

E-Government (short for electronic government, also known as e-gov, digital government, online government, or connected government) is creating a comfortable, transparent, and cheap interaction between government and citizens (G2C – government to citizens), government and business enterprises (G2B –government to business enterprises) and relationship between governments (G2G – inter-agency relationship). There are four domains of e-government

namely, governance, information and communication technology (ICT), business process re-engineering (BPR) and e-citizen. According to^[2], these new styles of governance represent a change from traditional bureaucratic systems to public-centric systems. E-Governance requires several elements of good governance such as transparency, accountability, participation, social integration, public financial management reforms and development. It includes a very broad range of services for almost all segments of society. The most common areas of E-Governance applications are:

- Education
- Agriculture
- Transport
- Health

Challenges for Implementing in e-Governance Technology in Rural: Government faces their own set of challenges. The key challenges with electronic governance are not technology or internet issues but organizational issues like:^[10]

- Redefining rules and procedures
- Information transparency
- Legal issues
- Infrastructure, Skill and awareness
- Access to right information
- Interdepartmental collaboration
- Tendency to resist the change in work culture

E-Governance Projects in India: Out of the 27 Mission Mode Projects, under the National e-Governance Plan (NeGP), 14 MMPs has already started delivery of services while the remaining 13 MMPs are expected to begin services from 2014. Clearly the government is taking the e-governance mandate rather seriously, considering that the NeGP was approved only 4 years back in 2006. And out of the 13 MMPs, 8 services have to be developed and implemented by the state government. While the state governments have been assigned the target of rolling out the e-district and agricultural services by 2011, municipality, policy, land records, and employment exchange will be implemented by 2012 and the treasuries and commercial tax services by 2013 in electronic mode.^[5] The last program of immigration e-services has to be delivered by 2014.

Some of the successful running E-Governance projects in India are depicted in following:

1. **Concerned for Working Children (CWC) in Karnataka:** Concerned for Working Children (CWC): One of the first organizations to work exclusively on the issue of child rights, CWC runs a residential vocational training school at Namma Bhoomi, Kundapur in Udipi District. The children, ex-

child laborers, were to be equipped with appropriate and viable vocational skills as well as formal education, which would help them to find appropriate vocation. The training period lasting for 18 months offered courses in weaving, carpentry. Tailoring, cane and bamboo craft amongst others.^[3]

2. **Digitization of Land Records: Bhoomi Project in Karnataka:** Bhoomi project is an attempt made by Karnataka State Government for Computerization of Land Records. This project is sponsored jointly by Ministry of Rural Development, Government of India and State Government of Karnataka. Under the Bhoomi E-Governance project all 20 million land records of 6.7 million land owners in 176 taluks of Karnataka have been computerised. This system works with the software called "BHOOMI" designed fully in-house by National Informatics Center, Bangalore.^[4]
3. **AADARANA (The Home for Orphaned Needy Students) in Hyderabad:** Funds are requested to provide support for the orphan kids in going to school and for their educational expenses per year. All the kids are going to local private school and are studying in various schools and mostly in Telugu medium of instruction. Aadarana helps to orphan and poor children, who desire to continue their studies Aims at providing facilities to the orphanage children's education, training in personality development Aims at development of orphanage children in all levels that is physical, mental and psychologically through physical exercises and strengthening their minds.^[6]
4. **Adarsh in Kerala:** Adarsh is a center for children with mentally disability. Asha sent them funds to buy a van that would be used to pick up the children from neighboring areas and bring them to the center. There is only one such organization in the area that caters to such children.^[7]
5. **Pathri in Uttaranchal:** The primary goal of the project is to bring economic changes in the lifestyle of the nomadic and illiterate by providing basic education and healthcare. The school run by FOD at Pathri is a Hindi medium middle school with classes from grades 1 through 7. There is also an adult literacy program and vocational training for women. The school has almost 300 students of whom about 50% regularly attend classes. It follows the curriculum prescribed by the Uttaranchal State Board and is recognized by the state education board. This is a major achievement as children who pass out from this school can easily seek admission in other schools for higher studies.^[8]
6. **RDI (Rural Development Institute) in UTTARANCHAL:** RDI seeks to run Non-

Formal Education Centers (NFE) for youngsters and a Functional Literacy program for adults, Project Based Education (PBE) programs to supplement the education given in schools, a scholarship program targeting bright, needy students as well as running a mobile library catering for far flung villages in the mountainous region.^[9]

Major Issues in Uttarakhand: Some issues as follows:

1. **Education:** We should mobilize the power of the new media, like the Internet, as well as traditional media such as television, radio and the vernacular newspapers. The combination of the Broadband Internet and community (FM) radio can be particularly powerful to provide better education / awareness timely across to those who need them. The simple literacy (basic reading, writing and numeracy) and the functional literacy had been presented as panaceas in the 1950s and the 1970s, respectively, with a view that if everybody learned how to read and write or learned this would enhance development. The literacy, also including functional computer literacy, is still being presented as panacea by the governments of developing countries, UNESCO, World Bank, IMF and numerous aid organizations, with a view that this will solve development problems. On the other hand, education plays an important role in the progress of an individual's mind and country. Ignorance and poverty, the two major speed-breakers in the swift developing country, can be overcome easily through education.
2. **Self employment:** Through the establishment of rural information centers like Cyberdhabas, Suchanakutir, Kisanghar etc., Employment generation, especially the self employment generation in rural sector attaches great importance to poverty alleviation and mitigation specifically of the wide variations across States and the rural-urban division. ICT will create employment opportunities in rural areas by engaging cyberdhabas, Suchanakutir, Kisanghar, telecentre managers, subject matter specialists, information managers, translators and information technology technicians. Such centers help bridge the gap between urban and rural communities and reduce the rural-urban migration problem. The centers will also provide training and those trained may become small-scale entrepreneurs. That helps in socio – economic development of a village. A set of prudentially selected programs of self employment in rural sector plays as the

panacea to remove multi-dimensional nature of poverty through helping a lot the anti-poverty strategy's three broad components - promotion of economic growth, promotion of human development and targeted programmers of poverty alleviation.

3. **Health awareness:** The goal of health awareness programs of rural development is to create awareness, a stirring of both heart and mind, about health care conditions, challenges, and solutions among the rural people. Giving awareness of opportunities availability for them:- Awareness of opportunities availability in rural sector means to provide relevant and usable information to the rural youth regarding (both the skilled and the unskilled) labor markets and access to relevant training to help them make decisions about the labor market options available to them.
4. **Rural Electrification:** Rural electrification means to facilitate availability of electricity for accelerated growth and for enrichment of quality of life of rural population. It is argued that rural electrification is essential in the longer term perspective of rural development since electricity is considered as a prerequisite for economic development and improvement of overall standard of living of the rural inhabitants. Electricity is also considered as a potent force capable of elevating and providing the much needed dynamism into the rural economy.

Conclusion:

There are several Technologies available to help the rural development. Current available technologies are much sufficient to carry out the development process and government also takes many projects to growth and development of rural areas. It is very important for Indian countries. If rural area is not developed then countries are not developed because mostly population is in rural areas. So if rural areas is developed then India is developed.

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