Electronic Governance: Issues and Challenges in India and the future

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I.　Abstract

Electronic governance, commonly known as "e-governance", refers to the use of technology and digital tools to improve the efficiency, transparency, and effectiveness of government services and processes. In India, "e-governance" has been an important policy objective for several years, with the aim of enhancing citizen participation and reducing corruption. However, the implementation of "e-governance" has been met with several challenges and issues that hinder its success.

This paper discusses the issues and challenges faced by "e-governance" in India, including poor infrastructure, lack of digital literacy among citizens, inadequate legal and regulatory frameworks, and resistance from bureaucracy. It also examines the potential future of "e-governance" in India, discussing the role of emerging technologies such as block chain, artificial intelligence, and big data analytics in transforming government services and processes.

Furthermore, the paper argues that addressing the issues and challenges of "e-governance" in India requires a comprehensive and collaborative approach involving various stakeholders, including government, civil society, private sector, and academia. This approach must also take into account the diversity of India's population and ensure that "e-governance" solutions are accessible and inclusive for all. Ultimately, the success of "e-governance" in India will depend on how effectively these challenges are addressed and how the government leverages technology to deliver better services to citizens.

When providing services to the general public, the conventional means that predominated in the 20th century were unable to change with the times. The Indian government has taken steps to provide assistance to its residents using information, communication, and technology thanks to the "e-government" rebellion (ICT). Electronic-government is the change of both inner and peripheral relationships within

the civil service using internet-enabled activities. Information, communication, and technology play a significant and positive impact. Sharing of knowledge, information sharing, service delivery, cost reduction, digital offices, and several other things have all been made possible by ICT.

The idea of electronic-governance in India is explored in the existing paper. Numerous "e-governance" efforts in India have been successful, but there have also been failures that range from 60 to 80 percent of them. This is solely due to the difficulties India has in implementing these programs successfully. In this paper, an attempt has been made to analyse the main difficulties and prospects for "e-governance" in India.

Key words: "e-governance", challenges, ICT, digital India

II.   Introduction

Electronic governance, commonly referred to as "e-governance", has emerged as a critical aspect of modern-day governance. It involves the use of digital technologies to deliver efficient, transparent, and citizen-centric government services and processes.[1] In India, "e-governance" has been a significant policy objective for several years, with the government launching various initiatives to improve citizen participation and reduce corruption.[2] However, the implementation of "e-governance" in India has been met with several challenges and issues, hindering its success.[3]

According to a report by the World Bank, India's "e-governance" initiatives have made significant progress over the years, with the government launching several online platforms for citizen engagement, service delivery, and information dissemination. However, the report notes that these initiatives have been impeded by several challenges, including inadequate infrastructure, low digital literacy among citizens, and bureaucratic resistance.[4]

Furthermore, the report highlights the need for India to adopt a comprehensive and collaborative approach to "e-governance", involving various stakeholders, including

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[1] Singh, N., & Tyagi, V. (2016). Challenges and Opportunities in E-Governance: A Review. International Journal of Advanced Research in Computer Science, 7(1), 24-28.
[2] Raghavendra, N. N., & Basavaraj, Y. (2016). E-Governance Initiatives in India: Opportunities and Challenges. Journal of Indian Research, 4(4), 89-98.
[3] Agarwal, V., & Sharma, R. (2018). E-Governance in India: Challenges and Opportunities. Journal of Management and Science, 8(3), 50-57.
[4] World Bank. (2016). E-Governance in India: Opportunities and Challenges. Retrieved from https://www.worldbank.org/content/dam/Worldbank/document/SAR/e-gov_india.pdf

government, civil society, private sector, and academia.[5] This approach must also ensure that "e-governance" solutions are accessible and inclusive for all citizens, taking into account India's diverse population.[6]

This paper aims to examine the issues and challenges faced by "e-governance" in India and the potential future of "e-governance" in the country. It also seeks to provide insights on how India can overcome these challenges and leverage technology to deliver better services to its citizens.

The governing deficit is expanding more quickly due to India's rapid economic growth, which makes our woes worsen quicker than that of the remedies that have been tried. The latest uncovering of several elevated controversies serves as the most glaring example however that Indian government lags while behind country's growth there is a significant chance that it will destroy the country's potentiality. National E-Government program will adjacent the hole amongst both the work of administration agencies besides the people who will benefit from it most—citizens, the E-Government endeavours engaged by the Indian government. The additional elements of electronic-governance under this new approach may incorporate government to business (G2B), government to government (G2G), and government to employee (G2E) relationships channels.

The term "governance" describes the usage of dogmatic, financial, and administrative authority in the government of a state's matters. E-Government is the practise of this governance through electronic means to provide a quick, effective, and fair procedure for informing the public and for delivering the actions of the government. Simply put, the phrase "governance" refers to intricate procedures. the actions of the government. Simply put, the phrase "governance the actions of the government. Simply put, the phrase "governance" refers to intricate procedures. The networks and organisations that enable the public to execute its rights and responsibilities. E Governance, a paradigmatic change in comparison to conventional methods of public administration, makes the electronic medium used by the government for activities. This sparked a new revolution in providing the public with high-quality facilities.

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[5]ibid

[6] Bhatnagar, S. (2004). E-government: From Vision to Implementation - A Practical Guide With Case Studies. Sage Publications India.

In Kerala, AHSHAYA pioneered e-government in India. The task includes establishing over 5000 Akshaya e- Kendra's—multipurpose communal technology centres—all over Kerala. Every e-Kendra, which will be operated by corporate businesses and placed approximately 2-3 kilometres of any home, shall serve the needs of for the ordinary bloke to have access to the power of networking and connection, between 1000 and 3000 households. Mr. Akshaya, a societal and monetary reagent emphasising the diverse characteristics of information, e-learning, and e-transaction interaction, too. The utilization of the internet by the government to offer facilities to people and industries, further investors, too. In "e-government," the federal government utilises the internet as efficiently as possible for communication and enlighten both regular folk and business people. Power, water, phone, and other bills could be easily paid over the internet. People and government use and engage in all of this. All rely on the internet and when citizens use government online services, only e-government results.[7]

The foundation of the department of Electronics by the government of India in 1970 was chased by the setting up of the National Informatics Centre (NIC) in 1977 which is considered the very primary important stride towards the Electronic governance in Republic of India, however, in 1987 the National Satellite Based Computer Network which remained quickly tracked by the District Information System (DIS) program to automate all district bureaus across the nation with Hardware and software provided to state administrations.

Reforming the government administration and providing better services to residents has long been recognized as a significant yardstick for progress and today's push towards "e-governance" in many areas of the globe may be regarded as part of this larger objective even though the Term 'E -Governance' has secured popularity in current years the term '""e-governance" '' is derived from the ancient Greek word 'Keberon' meaning 'to Steer' to govern implies to steer, curb and impact from a place of power. In today's use "e-governance" or electronic governance is the most widely recognized definition.

The world of digitalization has lowered the load on the government to provide services to the citizens. Today an ordinary man may receive government services from the comfort of his own home using ICTs and the internet. "e-governance" affects

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[7]Paramashivaiah, P., & Suresh, B. K. (2016). E-governance: Issues and challenges in India. *OIDA International Journal of Sustainable Development*, *9*(08), 11-16.

practically every area including Health, Education, and Business and the most essential aspect of it is that it empowers individuals by allowing them to monitor their governments. "e-governance" is now bringing citizens closer to governments as seen by a fast-expanding number of internet users not just in industrialized nations but also in developing ones such as India.

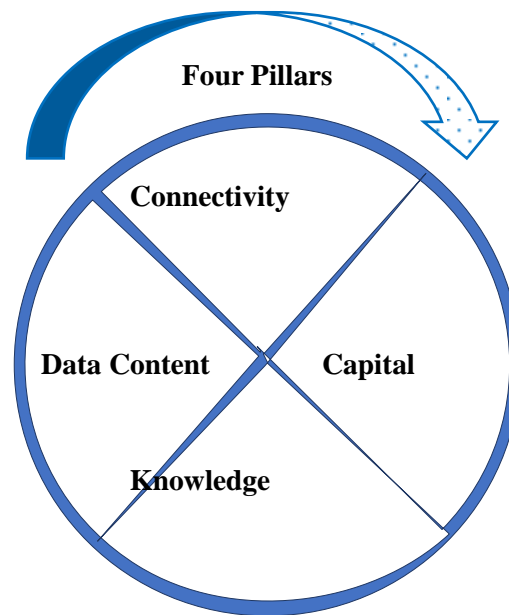### III.   Four essentials of "e-governance"

Fig 1: essentials of "e-governance"

1**. CONNECTIVITY:** To link the public with public facilities, interconnection is necessary. It is necessary to have good connectivity for efficient e-government.

2**. KNOWLEDGE:** In this case, knowledge is IT knowledge. Government should hire qualified engineers capable of managing "e-governance" in an effective manner. Additionally, those engineers work with all of error that might arise while governance is in operation

3. **CONTENT OF DATA:** To transmit whatever type of data or knowledge on the internet, there must be database of it. This database ought to include the information's government-related content services.

4. **CAPITAL:** Private or public capital is available partnership. It speaks of funds utilised by the government, to offer their services or to that industry area economic system based on its operations.[8]

IV.   Four pillars of "e-governance"

The concept of "e-governance" is based on four pillars - people, process, technology, and policy. These pillars are essential for the success of "e-governance" initiatives as they ensure citizen participation, transparent and efficient processes, appropriate technology, and a legal and regulatory framework.[9]

The first pillar, people, focuses on the citizen's role in "e-governance" initiatives. It involves creating awareness, enhancing digital literacy, and building trust among citizens. The second pillar, process, emphasizes the importance of streamlined and efficient processes.[10] It involves simplifying procedures, minimizing delays, and improving service delivery.[11] The third pillar, technology, focuses on the use of appropriate technology to deliver government services and processes. It involves the use of secure and robust platforms, integration of data, and the use of emerging technologies such as blockchain, artificial intelligence, and big data analytics.[12] The fourth pillar, policy, is concerned with the legal and regulatory framework that governs "e-governance" initiatives. It involves enacting appropriate laws, policies, and guidelines to ensure privacy, security, and accessibility for all citizens (World Bank, 2016).

In India, the implementation of "e-governance" initiatives has been impeded by several challenges, including poor infrastructure, low digital literacy among citizens, bureaucratic resistance, and inadequate legal and regulatory frameworks.[13] These challenges have led to a lack of citizen trust in "e-governance" initiatives, hindering their success.

[8]Yadav, N., & Singh, V. B. (2013). E-governance: past, present and future in India. *arXiv preprint arXiv:1308.3323*.

[9] Bhatnagar, S. (2004). E-government: From Vision to Implementation - A Practical Guide With Case Studies. Sage Publications India.

[10] Chand, D. K., & Sahay, S. (2015). E-governance initiatives in India: A framework for implementation. Journal of Information Technology Management, 26(4), 35-47.

[11] Singh, N., & Tyagi, V. (2016). Challenges and Opportunities in E-Governance: A Review. International Journal of Advanced Research in Computer Science, 7(1), 24-28.

[12] Agarwal, V., & Sharma, R. (2018). E-Governance in India: Challenges and Opportunities. Journal of Management and Science, 8(3), 50-57.

[13]ibid

To address these challenges, the Indian government has launched several initiatives aimed at improving citizen participation, enhancing digital literacy, and creating a legal and regulatory framework for "e-governance". For instance, the Digital India program aims to provide digital infrastructure, universal access to digital services, and digital literacy to all citizens. The program also seeks to create a policy framework for "e-governance" initiatives.[14]

In conclusion, the four pillars of "e-governance" - people, process, technology, and policy - are crucial for the success of "e-governance" initiatives in India. Addressing the challenges faced by "e-governance" in India requires a comprehensive approach involving various stakeholders, including government, civil society, private sector, and academia.[15] By leveraging appropriate technologies, enhancing digital literacy, and creating an enabling policy framework, India can overcome the challenges of "e-governance" and deliver better services to its citizens.

V.   Why "e-governance"?

During emergencies the administration can play a crucial role, however, technology has proven its worth by allowing us to efficiently utilize it throughout the crisis. The use of technology has demonstrated that emergencies may be handled more effectively while still ensuring efficient workflow. Technology has enabled people to "Work from Home'' so that the lockdown does not prevent them from completing their jobs and making a livelihood. Companies in the IT industry have online meetings. People can also buy insurance online only because of E-facilities has grocery delivery been made possible at home. District Administration authorities such AS the Commissioner, DC, SDM, and core Covid Group have used the NIC video conferencing technology extensively in the government sector. Technical assistance has also been offered for conducting desktop-based VC's using several Apps notably The Vidyo App in officer's home

E-commerce has provided us with the ability to order and purchase vital items as well as non-essential things in green and orange zones via Apps such as Amazon, Flip-kart, and others, we may now use digital banking to pay our water and electricity

[14] World Bank. (2016). E-Governance in India: Opportunities and Challenges. Retrieved from https://www.worldbank.org/content/dam/Worldbank/document/SAR/e-gov_india.pdf
[15] Mansoor, S. I. U., & Chopra, M. (2020). Article XX Of GATT: Territoriality Of Unilateral Trade Measure And Sustainable Development. Ilkogretim Online, 19(4), 7784-7792.

bills as well as our phone and internet bills. Online banking offers services such as Online Money transferring, Phone Recharges, and more.

VI.   Objects of the study

1. To understand the concept of "e-governance" in India.

2. To discuss the major challenges of the "e-governance" in India.

3. To analyses the future of "e-governance" in India.

VII.   Research Methodology

The research methodology involve a mix of qualitative and quantitative research methods. The qualitative methods could include a review of existing literature on the topic, including academic papers, government reports, and policy documents. This review could help identify key issues and challenges faced in the implementation of "e-governance" in India, as well as provide insights into the current state of "e-governance" and its future prospects in the country.

This descriptive study aids in understanding "e-governance" in India and its difficulties. This study relies solely on secondary information sources that have been gathered from academic publications, newspapers, magazines, government websites, news stories, and relevant studies.

VIII.   Limitations of the study

Although the IT rebellion is likely being led by India, but "e-governance" in India continues to be in its infancy. Various "e-governance" initiatives are still to be executed, whereas others have already been put into action. The practical application of "e-governance" requires greatly needed planning, redesign, regreening, and regular review. Since "e-governance" has already been incorporated in many other countries, but it is a new idea in India, not much data is accessible, hence this descriptive and analytical research has been produced with the existing facts.

IX.   Main challenges of "e-governance" in India

Although it presents a significant chance to provide facilities to all individuals, "e-governance" execution in India remains a significant problem. The main elements of every effective e-government program are reliability and usability.[16] The individual's

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[16] Mansoor, S. I. U., & Chopra, M. (2020). Article XX Of GATT: Territoriality Of Unilateral Trade Measure And Sustainable Development. Ilkogretim Online, 19(4), 7784-7792.

prime concern is security, and the main problems that needs to be handled are authentication and confidentiality. India is having some real-world issues with the adoption of e-government and some of them are discussed below.[17]

Infrastructure: Disruptions in velocity will result from a lack of essential infrastructure, such as electricity, the internet, and advanced communication methods putting it into practise.[18]

Security: Modern times, the security of internet transactions is a major concern; "e-governance" is used to provide services like financial, reinsurance, and electrical billing. In reality, individuals are still unhappy with using public infrastructure because of an inadequate level of security.[19]

IT illiteracy: IT illiteracy is a significant problem since it prevents consumers from using technology effectively. In particular, in India, where such a lot of the programmes introduced by the governments include rural populations are included in AGMARKNET, Bhoomi, and other consumers, as well as due to a technical being aware that they cannot use the services made available by the authorities.[20]

Different Languages: People from all civilizations and religions can be found in India. People from various states speak various languages. The language variety among the people is extremely diverse. Due to the fact that e-Government apps are designed in English, enactment of e-Government wits can be difficult. In addition, the majority of people may not comprehend English. They are utilising their native tongue for receiving assistance. Consequently, it becomes difficult for the government to create electronic government software that is to be put into practise for the entire country in more than one language. [21]

Trust: Trust can be characterised in two ways: as an evaluation of the present circumstance or as a give a clear idea feature or inclination. The use of e-government for public administration duties necessitates the availability of having two levels of faith. The first requirement is that the user must feel at comfort with and protected in

[17] Paul, A., & Paul, V. (2011). Challenges and Strategies of e-Governance in India. International Journal of Interdisciplinary Studies and Research: Baselius Researcher, 12(2), 472-480.

[18] Malik, P., Dhillon, P., & Verma, P. (2014). Challenges and future prospects for E-governance in india. International Journal of Science, Engineering and Technology Research, 3(7), 1964-1972.

[19] Nagaraja, K. "E-governance in IJdia: issues and challenges." IOSR Journal of Economics and Finance 7, no. 5 (2016): 50-54.

[20] Srivastava, N. (2015). E-Governance in rural India. International Journal of Computer Science and Information Technologies, 6 (1), 741-744.

[21] Kumar, K. A. (2017). Rural development through E-Governance in India: Initiatives and Challenges. National Journal of Multidisciplinary Research and Development ISSN, 2455-9040.z

the instrument or technology, which they will communicate. The second characteristic of trust is confidence in the administration. A system must strike a balance between preventing fraudulent transactions and the burden that people can be thoroughly vetted if they are honest. Veteran's private information was recently jeopardised when a computer carrying their private data was misplaced. This kind of situation could weaken the trust.[22]

Population: Population: One amongst India's biggest problems is managing its booming population. Due of India's population, executing the "e-governance" initiative has proven challenging. Due to the large number of users, it is very challenging to maintain updates for each individual. In comparison to other nations, are higher. Every time we engage in an E-Government operation, we must preserve a unique identification for each individual in enormous database. Large datasets make administering them increasingly difficult and give birth to all kinds of data system issues.[23]

Problems of confronting stakeholders: Many difficulties arise as a result of many aspects of stakeholder engagement. According to (Kanungo, V. 2006) Lack of IT literacy and inadequate knowledge of the advantages of e-government, underuse of current technology infrastructure, improper governmental departmental behaviour, and officials against implementing e-government, and lack of collaboration amongst government agencies. Creators of solutions, opposition to reengineering government departments and related procedures. The major issue is a lack of adequate infrastructure for managing E-Government initiatives at the national scale, implementing an e-government initiative presents problems[24].

Hesitation to change: Human beings are notoriously resistant to change. "e-governance" now as well refers to the computerization of the current manual working system. Approaches that are typically rejected by the both workers and regular people. I n general, people despite it because they must acquire new information in it, which they must have invest additional time and resources.[25]

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[22]Iqbal, A., &Bagga, R. K. (2010). E-Governance: Issues in implementation. In *Proceedings of the International Conference on E-Governance* (pp. 1-7).
[23]Dhumal, P. S. (2015). E-governance-an Application Uof Information and Communication Technology. *International Journal of Engineering Research and General Science*, *3*(2), 648.
[24]Moharana, C. R., & Rout, D. (2013). Barriers in Good Governance: A Study of Various E-Governance Projects in India. Asian Journal of Business and Economics, 3(3.1).
[25]Aggarwal, D. S. Overcoming the Challenges in implementing e-Governance in Rural India. *International Journal on Recent and Innovation Trends in Computing and Communication*, *5*(6), 1252-1255

Digital divide: The term "digital divide" describes the division that occurs within people, groups, and organisations that have access to technological advances and those that do not. Evidence from the social, economic, infrastructure, and indigenous ethnic fields explain why the digital age exists. Limited information technology resources have a tight connection to poverty trap. A person who is residing a computer for himself to take advantages because they are below the poverty level. Electronic services Board adoption of e-government in the communal division becomes additional important as the digital divide closes conceivable. The digital gap is not solely a result of economic disadvantage. It may also be brought on by ignorance amidst the populace. Even some economically established individuals are unaware of.[26]

Lack of Integrated services: The majority of governmental services provided by the state or federal governments stand not unified. A deficiency of communication exists among many governments. Hence, the data that is contained in just one Agency means nothing or very little to Various other governmental agencies.[27]

X.   Important solutions to overcome the Challenges

1. Program management resources must be available to governments.

2. Instead of generating progress reports with merely lengthy text sections, task management systems must be connected with both the objectives and activities of the project and they ought to be tracked.

3. There needs to be total openness.

4. Information on the problems impeding development ought to be included in the project management software and analysed at key checkpoints.

4. Cost, scheduling, and quality need to be examined at each stage.

5. The project's fundamental knowledge should be flawless.

Improve digital literacy: One of the biggest challenges of "e-governance" in India is the lack of digital literacy among citizens. To overcome this, the government can

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[26]Gautam, A., Jain, S., & Gautam, I. (2017). E governance: a potent tool for effective governance. *International Journal of Science Technology and Management*, *6*(2), 503-516.

[27]Nagpal, V., Sharma, A., &Rajotiya, R. N. Implementing e-Governance in India–Challenges, Opportunities and Prospects.

launch awareness campaigns and training programs to educate citizens on the use of digital platforms for government services.[28]

Ensure connectivity: Another major challenge is the lack of internet connectivity in certain regions of the country. The government can work on improving internet infrastructure and connectivity to ensure that citizens have access to "e-governance" services.[29]

Ensure security and privacy: Ensuring the security and privacy of citizens' personal data is crucial for the success of "e-governance" initiatives. The government can implement robust security protocols and data protection policies to safeguard citizens' data.[30]

Encourage public-private partnerships: Collaboration between the public and private sectors can be an effective way to overcome the challenges of "e-governance". The government can work with private companies to improve the design and delivery of "e-governance" services.[31]

Simplify processes: "e-governance" processes should be simplified to make them more user-friendly and accessible to citizens. The government can work on streamlining processes, reducing the number of steps required to access services, and making interfaces more intuitive and user-friendly.[32]

Promote interoperability: Different "e-governance" systems used by different government departments should be able to communicate with each other to provide a seamless experience to citizens. The government can work on promoting interoperability among different "e-governance" systems.[33]

[28] Bhatnagar, S. (2004). E-government: From Vision to Implementation - A Practical Guide With Case Studies. Sage Publications India.

[29] Goyal, A., &Puri, R. (2019). Digital India: Opportunities and Challenges. In Emerging Technologies for Economic Development (pp. 51-68). Springer, Singapore.

[30] Jyoti, K., & Mehta, S. (2017). E-Governance Security and Privacy Concerns: An Analysis of Current Trends and Future Directions. In Handbook of Research on Emerging Technologies for Effective Project Management (pp. 326-345). IGI Global.

[31] Singh, N., & Tyagi, V. (2016). Challenges and Opportunities in E-Governance: A Review. International Journal of Advanced Research in Computer Science, 7(1), 24-28.

[32] United Nations Development Programme. (2016). E-Governance in India: Opportunities and Challenges. Retrieved from https://www.in.undp.org/content/india/en/home/library/democratic_governance/e-governance-in-india--opportunities-and-challenges.html

[33] World Bank. (2016). E-Governance in India: Opportunities and Challenges. Retrieved from https://www.worldbank.org/content/dam/Worldbank/document/SAR/e-gov_india.pdf

XI.   Digital divide in Indian e-governance initiatives

During the inaugural quarter, a projected US$3 trillion was consumed. Information from the government in the twenty-first century mechanisms, yet the latest research indicates that between 60-80 % e-government initiatives fail in certain way, resulting in "a heavy economic, human, and political waste assets, as well as a failure to fulfil possibilities advantages of e-government to its users" the structures breakdowns remain understood to result from a intricate interplay between human and technical components with within a social context instead of as a result of one failing in a particular situation certain element either (technical or human).

If we adopt the stance that an e-government project fails if it fails to meet even one of the underlying requirements contained in such a reasonable definition of success, then it is not unexpected that the majority of initiatives are classified as failures. But in order to comprehend failing, we must look at the framework for academic writers, who typically adopting a scholarly tone when evaluating, select to provide such a description and a diagnosis of the projects under consideration Several diagnosing techniques are categorised into three categories: factor analyses, continuous improvement and discover knowledge. Heeks (2002) used a factor-based tactic to analyse the considerable numeral of e-government mishaps initiatives. An examination of pertinent literature reviews in the Using literature, he was able to name seven parameters required and adequate to determine the gap that lies in between "design" and "present reality.[34] According to him, the greater the disparity between these parameters, the greater the project's chance of failing.

The abbreviation ITPOSMO summarises the seven scopes of probable design-reality breaches that must be investigated on an e-government venture and is provided as follows:

1. **Information:** both the formal information that the digital system holds and the unofficial data that organisation users use.

2. **Technology:** primarily concentrates on digital information systems, but may also include traditional information-handling technologies like paper or analogue. cell phones.

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[34] Mansoor, S. I. U. (2022). WTO and Developing Nations: Disparities in the WTO Dispute Settlement Mechanism. International Journal of Early Childhood Special Education (INT-JECSE) DOI: 10.9756/INT-JECSE/V14I2.490 ISSN:1308-5581 Vol 14, Issue 02, 2022, 14(2), 4441–4449. https://doi.org/10.9756/INT-JECSE/V14I2.490

3. **Processes:** Both data procedures and more general business operations are operation carried out by the pertinent stakeholders for whom the eGovernment system is operational.

4. **Objectives and values:** are frequently first most crucial factor after missions' self-interest and organisational politics are covered in this element, and structured hierarchical methodologies could even be seen to be incorporated; Culture is covered by the values component stakeholders believe are the proper and improper methods to take action.

5. **Conscription and skills:** refer to the numeral of employees working on the e-government structure as well as their as well as other individuals' capabilities.

6. **Mechanisms and frameworks for management:** The overall organization procedures necessary to organise the utilization of the maintenance of the e-government system, as well as how stakeholder Organizations and associations have formal and informal structures and casually.

7. **The time and money:** needed to set up and run the e-government arrangement are resources available.

It is well known that the bulk of eGovernment initiatives have failed to deliver the advantages that would have been generally feasible with the use of ICT in the community organizations. There really are sufficient surveys conducted on e-Government programs, which typically come to an end that numerous e-government efforts fall short of planned goals or advantages. High failure rate between emerging nations.

Administrations are progressively under compression to display case 'fruitful projects! The catastrophe of a vast majority of e-Government ventures in developing countries including in India raises important and serious questions about the justifiability of the huge investments in financial and human resources being made in these projects.[35]

XII.   **Developing successful "e-governance"**

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[35]Malik, P., Dhillon, P., & Verma, P. (2014). Challenges and future prospects for E-governance in india. *International Journal of Science, Engineering and Technology Research*, *3*(7), 1964-1972.

Increasingly favoured initiatives have to be able to get new registered users in addition to attracting those who are already connected to the Internet. To do this, the capacity to offer residents and enterprises real worth offerings, based the key focuses on the e-Government infrastructures. a network of unified government services.[36] The best approach to connect with citizens is also through the development of technologies that the digital world's populace. Internet-based bankers should be able to make payments. through their online financial institution, they pay their bills and taxes. someone who purchases their one should be able to purchase their hunting permit from an online retailer of fishing equipment.[37]

XIII.   "E-governance" in India: The future

The future of "e-governance" in India is promising, as the government is making efforts to leverage technology to improve the delivery of public services. Here are some potential developments in the future of "e-governance" in India:

- **Artificial Intelligence (AI) and Machine Learning (ML):** AI and ML can help in automating processes, detecting fraud, and improving decision-making in "e-governance". The Indian government has already started using AI and ML in some areas, such as predicting weather patterns and crop yields, and is expected to explore further applications in "e-governance".[38]

- **Blockchain Technology:** Blockchain technology has the potential to increase the security and transparency of "e-governance" systems. The Indian government has already initiated pilot projects to explore the use of blockchain in areas such as land records, supply chain management, and vehicle registration.[39]

- **Mobile Governance:** The widespread use of mobile phones in India provides an opportunity to deliver "e-governance" services directly to citizens' mobile devices.

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[36]Mansoor, S. I. U. (2021). GLOBALIZATION AND ROLE OF WTO IN BRIDGING THE INEQUALITIES BETWEEN MEMBER COUNTRIES.http://www.ensembledrms.in/wp-content/uploads/2022/11/Article_7.pdf

[37]Reffat, R. (2003). Developing a successful e-government. *Proc. Sympos. e-Government: Opportunities and Challenge, Muscat Municipality, Oman, IV1–IV13*.

[38] Ministry of Electronics and Information Technology. (2018). National Strategy for Artificial Intelligence. Retrieved from https://www.meity.gov.in/writereaddata/files/national_strategy_for_ai-_report.pdf

[39] Ministry of Electronics and Information Technology. (2018). Blockchain: The India Strategy. Retrieved from https://www.meity.gov.in/writereaddata/files/Blockchain_India_Strategy_V1.pdf

The government is expected to leverage mobile technology to improve the accessibility and convenience of "e-governance" services.[40]

- **Augmented Reality (AR) and Virtual Reality (VR):** AR and VR technologies can enhance the user experience in "e-governance" by providing immersive and interactive interfaces. The Indian government has already started exploring the use of AR and VR in areas such as tourism and education, and may consider their application in "e-governance".[41]

- **Cloud Computing:** Cloud computing can help in improving the scalability and efficiency of "e-governance" systems by providing a cost-effective and flexible infrastructure. The Indian government is already using cloud computing for some services, and may consider expanding its use in the future.[42]

In a nutshell, whenever we discuss "e-governance" in India, we are referring to a regular interaction seen between individual and the administration. In this G2C interaction, the government is accountable for offering services in a wide range of industries, including healthcare, transportation, education, and telecommunications.[43] Instead of Digital India, the nation is undergoing a transformation and wave of transformation. It goes without saying that products that are not current in present era are regarded as outdated.

Governments throughout the world are making a lot of effort to integrate information and technologies into their activities. E-government is shattering together all myths in order to make administration outreach effective, extensive, and reactive. India has advanced in the area of electronic governance since 1970. The emerging India has forged its path in the realm of "e-governance", using communication and information technology (ICT) for voting, the surveys, requirement is fulfilled all government departments, digital lockers, e-Kranti portals, and e-seva Kendra's, among other things.[44]

[40] Department of Electronics and Information Technology. (2013). National e-Governance Plan. Retrieved from https://web.archive.org/web/20140601064629/http://negp.gov.in/Writereaddata/negp/docs/National_eGovernance_Plan.pdf

[41] Ministry of Electronics and Information Technology. (2018). Report of the Committee on Digital Payments. Retrieved from https://www.meity.gov.in/writereaddata/files/digital_payments_report_jan2018v2.pdf

[42] Ministry of Electronics and Information Technology. (2016). Policy on Adoption of Open Source Software for Government of India. Retrieved from https://meity.gov.in/writereaddata/files/Open_Source_Policy.pdf

[43] Mansoor, S. I. U. (2021). Trips Agreement's Obligations And Their Repercussion On Developing Countries During Emergency Situations. *Ilkogretim Online*, *20*(1), 6021-6031.

[44] https://www.akalinfosys.com/blog/future-of-e-governance-in-india/last retrieved Oct 2, 2022

XIV.   Future Prospects of "e-governance" in India

Objectives and the vision of Twelfth Five Year Plan (2012-17)

•Delivering all government services electronically will render government operations clear, citizen-focused, effective, and simple to reach.

• To eliminate informational barriers and build quality that can be shared by all management agencies.

• To provide informational and transactional government services via mobile devices while fostering innovation in the administration of mobile.

• To create a common service platform that will speed up "e-governance" acceptance and shorten "turnaround time" of the e-government project's execution.

• To support and enhance the viability of current programs via creative business models; by a steady inflow of cutting-edge technology.

• To encourage the appropriate usage of data and technology and to build a harmless and safe e-government online environment.

• To establish an environment that fosters ICT invention for technologies that might improve governance and gain.[45]

XV.   Conclusion

In conclusion, electronic governance or "e-governance" is a crucial component of India's digital transformation. The Indian government has made significant progress in implementing "e-governance" systems and services to improve the delivery of public services and promote transparency and accountability. However, there are still several challenges that need to be addressed, such as improving digital literacy, ensuring data privacy and security, and addressing the digital divide.

The future of "e-governance" in India is promising, with the government exploring various technologies such as AI, blockchain, mobile governance, AR/VR, and cloud computing to enhance "e-governance" services. The successful implementation of these technologies will require a collaborative effort between the government, private sector, and citizens.

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[45]Paramashivaiah, P., & Suresh, B. K. (2016). E-governance: Issues and challenges in India. *OIDA International Journal of Sustainable Development*, *9*(08), 11-16.

Overall, the potential benefits of "e-governance" in India are significant, including increased efficiency, transparency, accessibility, and citizen participation. However, it is essential to ensure that "e-governance" systems are inclusive and accessible to all citizens, regardless of their socioeconomic background. Therefore, the government must take a comprehensive and inclusive approach to "e-governance" to ensure that the benefits of digital transformation are realized by all citizens of the country.

Despite its subpar equipment, lack of wealth, illiteracy, domination of one language, and some other challenges, India nonetheless has a large number of digital initiatives that have won awards. The Indian government's efficient marketing initiatives will also help them to better serve their population. "e-governance" has enormous potential to expand across a number of industries.

According to the Skoch consultancy in New Delhi, 81% of residents there statement less bribery, 95% think the cost of "e-governance" is reasonable, and 78% prefer quick service delivery.Consequently, we may assert that "e-governance" is essential to "GOOD Governance" in order for emerging countries like India to diminish corruption and bargain their population with first-classfacilities.

XVI.　References

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