CHAPTER – 24

E-GOVERNANCE ISSUES AND CHALLENGES

Dyavappa L. Pawar

ABSTRACT

Development of ICT has lead to the transformation of how governments functions and provides its services to its citizens. In most of the developed countries e-governance has been implemented and exclusively used. In the light of this, Government of India has come up with an very ambitious programme Digital India with the tag line "A programme to transform India into a digitally empowered society and knowledge economy" which aims at transparent governance, saving time in providing services to its citizens, reduction in corruption, convenience, empowering citizens and economic growth. One of the nine pillars of Digital India is e Governance. Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between government-to-citizens (G2C), government-to-business (G2B), government-to-government (G2G) as well as back office processes and interactions within the entire government framework. This paper aims at study of issues and challenges in implementing e-Governance in India in general and Karnataka in specific by conducting small survey in few of the villages nearby to the IT city - Bangalore. This research paper highlights the main challenges related to the implementation of e Governance in India and Karnataka.

Key Words: *E-Governance, Digital India, E-Government, Issues and Challenges,*

1.0.INTRODUCTION

E-Government has become a popular focus of government efforts in many countries around the world. More and more governments around the world have implemented and introduced e-government systems as a means of reducing costs, improving services, saving time and increasing effectiveness and efficiency in the public sector. E-government and Internet has made an essential change in the whole society structure, values, culture and the ways of conducting business by utilizing the potential of ICT as a tool in the daily work. The purpose of e-government is not only the conversion of traditional information into bits and bytes and making it reachable via the internet websites or giving government officials computers or automating old practices to an electronic platform. But it also calls for rethinking ways the government functions are carried out today in order to improve processes and integration. Governments have different strategies to build e-government. Some have created comprehensive long-term plans. Others have opted to identify just a few key areas as the focus of early projects. In all cases, however, the countries identified as most successful have begun with smaller projects in phases on which to build a structure. E-government researchers divide the process of e government implementation into phases or stages. This paper presents different studies of e-government implementation; it will illustrate the advantages of implementing e

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e-Governance

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