

# CHALLENGES FOR E-GOVERNANCE IN ANDHRA PRADESH - A HOLISTIC VIEW

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Received: February 02, 2019

Accepted: March 20, 2019

**ABSTRACT:** *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-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back office processes and interactions within the entire government framework. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. This paper deals with the challenges faced in implementing e-governance in Andhra Pradesh, Various e-governance projects taken by the government for successful implementation of e-governance in Andhra Pradesh.*

**Key Words:** *E-governance, ICT, Andhra Pradesh, G2C, G2E*

## Introduction

E-governance means the application of information and communication technologies in the government business and transactions to deliver better government services, to provide free information to the citizens and to make government most efficient in its functioning by using electronic means. People are able to get better services and access to government information which would lead to a better interaction between the government and citizens. Therefore, e-governance facilitates better interface between government and citizens. Information Technology (IT) is the lifeline of e-governance. There is an interconnection between e-governance, good governance, economic development and democracy. E-governance can improve the governance can facilitate economic development (due to better services, better evaluation, monitoring, better implementation and easy access to information) and democracy (due to accountability transparency, efficiency, responsiveness etc.). E-governance is an instrument of good governance because it facilitates efficiency, accountability, transparency, reliability and responsiveness in governance through interface. It would be useful to define clearly governance and good governance to have a better understanding of e-governance. Generally governance includes the management of public affairs (resolving conflicts, providing services, maintaining law and order etc.) according to established rules and procedures by exercising power.

The World Bank by keeping in mind economic liberalization has defined governance as the manner in which power is exercised in the management of country's economic and social resources for development. Good governance should ideally have following features: government should be democratic to have legitimacy political should be accountable for their actions; bureaucracy should be efficient and capable of adjusting to changing social needs; policy making should be open and transparent; rule of law should be maintained, protection of basic rights and property rights should be upheld, there should be special protection for women, minorities and deprived sections of society, etc. Good governance emerged as a powerful idea when multilateral and bilateral aid agencies like the World Bank, UNDP, OECD, ADB, etc..

## E-Governance and Development.

The public service delivery system in the developing nations' costs too much, delivers too little, and is not sufficiently responsive or accountable. Good governance reforms aim to revamp this delivery system. E-Governance offers new solutions, helping improve government processes, connect citizens, and build interactions with and within civil society. E-governance has the power of ICTs, which provide three basic change potentials for good governance for development:

**Automation:** It means replacing the human-executed processes which involve accepting, storing,   
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processing, outputting or transmitting information.

**Informative:** It means supporting human-executed information processes. Like, supporting current processes of decision making, communication, and decision implementation.

**Transformation:** It creates new ICT-executed information processes or supporting new human-executed information processes.

E-governance becomes more feasible, adaptable with the probability of real time processing to make the policies work in a better with a higher quality standard.

### **E-governance project management in India**

India is the largest democratic country in the world. It has got numerous government organizations working in various departments. Therefore it is required to have better E-Governance for effective governance procedures. By using the same it will be possible to increase the efficiency of the governance in terms of both internal and external operations. The Government tries to fulfill its objective to address its role for development of the society through

various centrally sponsored schemes. Such schemes are managed through various E Governance - applications. These schemes are usually not so successful due to inefficient plan for project implementation. As a result the benefits of such projects are out of reach of the citizen. It is required to develop an effective framework in order to solve the problem. The framework will enable the project implementation team in implementing the project successfully.

### **E-Governance in Andhra Pradesh:**

Andhra Pradesh is the new state which is having 13 districts and having population of 4.9 cores in that 67 percentages are literate. 70 percentage people are lives on agriculture basis. Even after the Government of Andhra Pradesh has a comprehensive view of ICT as a vehicle for transforming Andhra Pradesh into a knowledge-based, economically vibrant, democratic and inclusive society. By the term inclusive, the Government means that the benefits of the socioeconomic transformation possible through ICT should reach every single citizen of the State. State has a vision of empowering with the latest technology, in all sections like High Quality Education, e-Governance, Healthcare, Institute of excellence, Infrastructure etc.

### **E-Governance Vision of Andhra Pradesh:**

The Government of Andhra Pradesh is committed to build a people-centered, inclusive and development-oriented Information Society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and people to achieve their full potential in promoting sustained development and improving their quality of life.

### **E-Governance Projects under taken by government of Andhra Pradesh**

Andhra Pradesh is the state that harnessing the power of project management in e-governance and stands front line in India to use the information technology in government functionaries for providing better services to citizens with less expenditure.

### **Mee-seva**

It is a good governance initiative that corporate the vision of National Plan "Public Services-Closer to Home" and facilitates single entry portal for entire range of G2C& G2B services. The objective of Mee-Seva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and non-discriminatory delivery government services to citizens & Businessmen of all strata and improved efficiency, transparency and accountability for the government. The initiative features transformed government-citizen interface levels of administration along with a shared governance model.

### **Mee- bhoomi**

The Government of Andhra Pradesh has come up with a public portal which can help the farmers/ general public and revenue officials to check the land records very conveniently. The portal [meebhoomi.ap.gov.in](http://meebhoomi.ap.gov.in) can be used to check village map for personal and official purposes. The state government has introduced an online program 'Mee Bhoomi' for checking the land records quickly and easily. The computerized technique is really helpful for the residents, officials and also the farmers as they

can effortlessly check the land records, village maps, land status details. AP Mee Bhoomi is available on <http://meebhoomi.ap.gov.in> and for more convenience of the state citizens.

### **Mee-kosam**

**Mee-kosam** a portal for people to report grievances, problems and give Suggestions, was launched by **Andhra Pradesh Chief** Minister N. Chandrababu Naidu. The portal [www.meekosam.ap.gov](http://www.meekosam.ap.gov), in will record grievance based on Aadhar number. The person who posted grievance or suggestion could also track the progress of his/her application. An acknowledgement will be received via SMS/ e-mail once a grievance is registered. Meekosam also provides an option to classify complaints.

### **E-Pragati**

E-Pragati is a new paradigm in governance based on a Whole-of-Government framework, transcending the departmental boundaries. It adopts a Mission-centric approach in its design and implementation and seeks to realize the Vision of Sunrise AP 2022, by delivering citizen-centric services in a coordinated, integrated efficient and equitable manner."

### **E-POS**

E-Pos in the public distribution system white ration cards are stream lined, the quantity of supply is making transparent and also increased the accountability of the dealer in the distribution. APTS on behalf of Civil Supplies Department, Government of Andhra Pradesh invites bids from eligible Service Providers for "Implementing Aadhar Enabled Public Distribution System (AePDS)" for Consumer affairs.

### **E-Office**

E-Office will be introduced on a pilot basis in all 13 districts in June followed by a full-scale launch in July. The project aims to improve productivity, quality, resource management, turnaround time and increase transparency by replacing the old manual process with an electronic file system. The new e-office system is an integrated file and records management system that allows employees to manage content, search for data internally and collaborate. The file system also enables the electronic movement and the tracking of files, and the archival and retrieval of data. The system is planned to be secure and confidential, automating routine tasks, capable on handling the required workload, with the facility of monitoring work and auto-escalation when there are delays

### **Online booking for sand purchase**

Consumers in Andhra Pradesh can get sand at their doorsteps using the state government's online booking system. As per the system, consumers could either go to the nearest 'Mee-seva' citizen services centre or order sand online through [www.sandbyshg.ap.gov.in](http://www.sandbyshg.ap.gov.in) website. An SMS would be sent to the consumers about delivery of sand and a receipt would also be issued to them. Consumers would be able to find out the status of sand delivery online by using a transaction ID.

Consumers could register complaints, if any, to a toll-free number '18001212020'.

### **Online MPHS (multi purpose house hold survey)**

Citizens in Andhra Pradesh can get Birth certificate, Caste Certificates, Nativity Certificates from online IPHS services

### **Online Citizen Friendly Services of Transport department**

The online service provide to citizens Issue of learner licenses, Issue of driving licenses, Renewal of driving licenses, Issue of duplicate driving licenses, International Driving Permit, Registration of vehicles, Issue of Duplicate Registration Certificate, Effecting Transfer of ownership, Endorsement of Hire, purchase agreement / termination, Effecting Change of residence / place of business, Issue of tax tokens, Issue of Fitness Certificates.

### **Online compliant registration**

Available services in the online services are complaint/issue are send through online to district official and Track status for complaint/issue to the government of Andhra Pradesh provide a link <http://www.aponline.gov.in/apportal/> for more information about online complaint registration.

### **Challenges for E-governance**

Poor people and poor infrastructure are major challenges Andhra Pradesh. It poses a major challenge in reaping the full benefits of service provision under e-governance. The various barriers can be enumerated as follows:

**1. Poverty:** Accessing Internet is a costly affair for the poor who struggle for their livelihood in developing countries like India. Required infrastructure in the form of installing the necessary telephone lines needed for internet or email access is equally unaffordable in most poor countries.

**2. Technical Knowledge:** The e-governance process is mainly through internet therefore it is mandatory to learn how to use internet both for employees and to the citizens. The citizens who are not having knowledge about the Internet are not in a position to use the e-governance and there will be a chance to cheat them easily because of dependency. The process of e-governance is through the computer and its accessories for that reason learning about the computers is mandatory. Present the government of A.P distributed tablet PCs to all the department employees for doing the process. But the employees do not know how to operate the tablet PCs.

**3. Language Dominance:** The dominance of English on the internet constrains the access of non-English-speaking population. In the case of India, 95 percent of the population does not speak English. Due to such overwhelming dominance of English over these communication channels, computers and the internet are quite useless in Indian villages.

**4. Infrastructure:** E-Governance depends on the internet, computers, printers, tablet PCs, furniture, without these it is not possible to implement the e-governance. The net work problem is the major issue in the e governance at village level and mandal level. The employees who are working at village and mandal level are facing the connectivity problem at the time of updating. The net speed also very slow which it is not possible for the employees to complete the task in the given time. The building and furniture to place all the computers and its accessories is major problem, these facilities are not available at village and mandal level. Therefore before implementing of e-governance providing the infrastructure facility will get good result.

**5. Finance:** Government of A.P is the new state which was started its journey from deficit budget. The facilities that are mandatory in implementing the e- governance involve lot of financial support. Designing of Software to the applications of e-governance requires huge amount. Providing the financial support to implement e-governance successfully is also a challenging aspect for the government.

**6. Implements for the Re-Engineering process:** Implementation of E-Governance projects requires lots of restructuring in administrative processes, redefining of administrative procedures and formats which finds the resistance in almost all the departments at all the levels.

### **Suggestions for improving E-governance**

#### **I.The Literacy rate needs to be increased**

Literacy is considered an important factor in economic development. Government initiated many programs for increasing the literacy rate. In fact Government has set up many primary schools in various areas. But this has not been successful as most of the schools are not functioning properly and students studying in these schools are still unable to read or write. So, more emphasis is to be given on the improvement of these schools. Reasons cited for so is lack of proper infrastructure and basic needs in schools like no drinking water, lack of proper toilet facility, teachers absent from school etc. which discourage students from attending school.

#### **2. ICT Development**

Removing barriers of cost, language and accessibility and provide equitable access to Internet and its benefits to all. Formulate and implement a national digitization plan and a digital information literacy campaign for enabling the common man to use ICT optimally. This move of Government will also help in reducing the digital divide.

#### **3. Cloud Computing**

Today, cloud computing plays an important role in IT field. Cloud computing is beneficial for all those areas where technological infrastructure is not proper. Cloud computing can also help in internet proliferation.

#### **4. More projects like Speech**

Based Automated Commodity Prices Helpline for needs to be developed .All the e-governance projects initially initiated used English as the medium of communication. But in rural areas where the people are not at all educated and cannot read and write their native language dealing in English is definitely a problem. This is also a cause of failure of many e-governance projects.

## **5. Business Process Re-engineering**

Although e-governance emphasizes on ICT, it is not the only factor in its success. For good e-governance reengineering is essential. The processes, procedures need to be restructured so that there is a great leap in the performance of the e-governance. For this Strategy, Processes, Technology, Organization and Culture the five components of the business need to be changed.

## **6. Setting up of more CSCs**

For the benefit of villagers more CSCs should be set up, so that they have easy access to the facilities provided. Nearer the CSC more a person will use it.

### **Conclusion:**

There are various challenges for the implementation of e-government in Government of Andhra Pradesh. These challenges are like low literacy, lack of awareness, low broadband penetration, lack of system integration within a department, and all other reasons. Government of A.P realized that the starting investment in e-governance is huge but after implementing the e-governance the government get not only financial benefit but also the serving the subsidy to right people .It also avoid the duplications and misuses. The government of A.P has strong will to implement the e-governance to reduce the gap between the government and public. The Andhra Pradesh government received three gold awards at the 20th National Conference on E-Governance. The first award was for excellence in government process re-engineering in loan charge creation model, the second was for outstanding creation of Aadhaar-linked public distribution system and the third was for Aadhar-linked cashless payments.

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