

E-Governance in Mysore City-Issues, Challenges and Initiatives

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Abstract: This paper importance to ICT (Information Communication Technology) in providing benefits to delivery of services in public sector. e – Governance means electronic governance used in ICT's at various levels of government. It is also defined the delivery of government services to public using electronic media. e – Governance includes e-democracy, e-voting, e-initiatives in all e-government initiatives. This paper focuses on technological implementation and its impact on e-governance adopted initiatives in Mysore city. A case study on government and autonomous bodies have been identified initiatives and discussed. This research paper highlights the main challenges regarding implementation of e – Governance in Mysore. This encourages citizen's participation in decision making, transparency, effective governance, speedy delivery of services to the public.

Keywords: e-Governance, ICT, Initiatives

INTRODUCTION

E-governance is referred to as an application of information and communication technology in which activates related to government organization can be conducted in a simple, moral, accountable, responsive and transparent manner.

E-governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT. While governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for it activates and faster in its responses as part of good governance.

There is a requirement for the government to create awareness in public due to the changes in its process such as laws, rules and regulations and also the way of communication with public, business organization and any other government organizations. So the government uses a tool called information and communications technology (ICT) to achieve its goal. Thus e-governance is basically an application of ICT used carry out government related activities and achieves result of governance. E-governance uses the applications and communication technologies to support and provide public services.

OBJECTIVES OF THE STUDY

To analyze e-governance across Mysore city

To evaluate the acceptance of e-governance across Mysore city.

To strengthen the quality of government through e- Governance

II Need for the Study

With an attempt to find solutions to the above problems, the observations and conclusions made earlier, it is felt that there is utmost need for understanding an in- depth study for identifying the barriers and also the measuring steps that stands in the way of the promoting NMT's in Mysore cluster.

Very limited studies have been conducted exclusively on contribution of e-governance in governance in Mysore city.

The results derived from this study will contribute to effectiveness and management of e-governance projects for simple framework to evaluate competitiveness of e-governance projects that can have lot of applications and uses.

III Review of Literature:

e- Governance initiatives in state Government

E-governance initiatives of State Government Following are the major e-governance initiatives that have been taken after the formation of the State:

i) Bhuiyan - All land records are computerized under the scheme. At a nominal charge land records and related information can be obtained. This facility is implemented in all Tehsil (Block) headquarters of the state at present, but it is planned to be extended to the villages also eventually.

ii) E- Sangwari scheme has been implemented with an objective of providing 7 services to common citizen, launched at Bilaspur district only: 1.death certificate 2. Birth certificate 3.Caste certificate 4. Form (16) pertaining to income tax, 5. Khasara (land record) 6. Income certificate 7. Domicile certificate

iii)E-Kosh scheme was started in December 2004, to computerize all treasury transactions of the District Head Quarters.

iv) The E- Panchayat (local self-government unit) programme was launched on 26th January 2005. It is executed through Janpad Panchayats (local self-government units). Each Janpad panchayat is provided with two computers, which will be linked to the others by satellite. It is sought to be an informative programme, aimed at informing the rural people about the development and welfare schemes and making the application forms available online. It is sought to be interactive eventually.

v) Video Conferencing programme was launched in January 2001 and it is aimed at an interactive interface between the government agencies and the people by making it possible for the heads of various government departments to answer the questions asked by the common people through video conferencing.

vi) The Feed Back facility is aimed at enabling most of the Departments of Government to get a feedback through the web. Any citizen of the state can register complaints or suggestions related to any of the schemes or programmes of the state government through the internet. The complaint is directly forwarded to the concerned department /official on line for her/his attention. The status of the application / complaint can also be tracked on line.

vii) Wireless Loop Line Telephone (WLL) – Bharat Sanchar Nigam (the central agency providing telephone and Internet services all over India) has provided at least one phone to each village under this scheme with a 50% subsidy in the total expenditure. In some villages Internet facility is also sought to be made 133 Malathi Subramanian and Anupama Saxena / E-governance Initiatives in an Indian State available through this scheme.

viii) Choice The latest, most ambitious and citizen centric inclusion in E-Governance initiatives of the state government is CHOICE, which is an acronym for Chhattisgarh Online Information for Citizen Empowerment. This project deals with online disbursement of Government services to the citizens and it is said to be one of the most comprehensive solution covering 130 services. CHOICE is presently being operated in Raipur and would be rolled out in the remaining districts of the State. Not a single woman is working as a choice agent.

ix) Another very ambitious project in the vicinity is Common Service Centre Scheme (CSC) to provide EGovernance services and other value added services to the people living in rural areas at their doorsteps through more than 3000 such Centers in rural areas. The implementation of e-governance schemes in the state has been facilitated by:

- Government Agencies like National Informatics Centre whereby the services are free
- (CHIPS): Chhattisgarh Infotech Promotion Society is an autonomous registered society, set up by the State Government
- Public Private partnership enterprise wherein the services are paid ones

Karnataka (www.karnataka.gov.in): Karnataka shows 100% presence at the first four stages. Like Andhra Pradesh, Karnataka also has e-tendering/procurement facility. Citizens of Bangalore can avail numerous services of several government departments, through one window facility called Bangalore one (www.bangaloreone.gov.in). Some of the services at Bangalore one are available on the portal, and an array of other services is available through Bangalore one centers. Bangalore one portal provides transactional services like Electricity bill payment for Bangalore Electricity Supply Company (BESCOM), Water Bill of Bangalore Water Supply and Sewerage Board, online statement of Electricity Bill, online filling of grievances and complaint and a number of online services of Bangalore Mahanagar Palike. The site has strong security features. •

Himachal Pradesh (himachal.gov.in): This portal provide two unique features related to the highest stage Networked Presence. These are Opinion poll and Discussion forum, indicating evolution of the site towards participatory democracy. Online Booking of HPTDC Hotels is fully transactional service, where payment can be made through Credit Card or online money transfer facility of banks. The Himachal Road Transport Corporation provides facility for online Booking of Bus tickets. Among other online services, the portal provide facility for filling up Sales Tax return for any registered dealers under the HP GST Act/CST (still the dealer need to take a print-out of the online return, sign and send it to the concerned Assessing Authority), online electric bill details, stolen/recovered vehicle details, various examination results, online electoral roll etc. This is probably the only site, which accepts Grievances, suggestion, proposals etc addressed directly to the Chief Minister and guarantees a reply within seven days. Downloadable forms at this site are arranged department wise with details of the procedure of availing that service.

Delhi (delhi.gov.in): Delhi has 100% category utilization in the first, second and third stages and provide facility for online payments and transactional service of the fourth stage. It is one of the sites, which we found most intuitively designed and services well-arranged under different categories.

Tamil Nadu (www.tn.gov.in): Tamil Nadu provides maximum number of online services. Most important of online transactional services are Online Booking of TTDC Tours and Hotel Accommodation by Tamil Nadu Tourism Development Corporation (payments through Credit Card or Banks), Online Bus Seat Reservation (no payment required, while reservation, actual tickets to be collected from the reservation counter, by providing the code number generated by the online reservation system) by Tamil Nadu State Transport Corporations, Water & Sewerage Tax, Water Charges & Sewerage Service Charges (Payment through Online money transfer of Bank) by Chennai Metropolitan Water supply and Sewerage Board, Online payment of Property Tax (Payment through Online money transfer of Bank and Credit Cards) .

Chandigarh (www.chandigarh.gov.in): Chandigarh has 100% utilization at stage I and stage II. Have 83% utilization at the Interactive Stage and about 50% utilization at the transactional stage. Among the transactional services the e-gov portal (sampark.chd.nic.in/pls/esampark_web/home) provides online services for Bill Payment, Traffic Challan Payment. Also provide services line online tenant registration, servant registration etc. It has a facility for online grievance submission as well. District web

sites of Jammu & Kashmir are much more developed than the state portal. The district sites contain downloadable forms and FAQ on filling them. But as the state portal have not provided any links do the district; no point has been assigned to the state on that count. Daman & Diu does not have official web site for the state, however websites for Daman district and Tourism department are found (The district site has since been upgraded to official state site).

IV Collection of Data and sampling

In this paper primary method has been used as a tool for sampling methods. The secondary data used through e-Governance as a source of information with different perspectives. The selection of data criteria for is the primary data an interview method at a particular location in the city of Mysore. The selection was done on interview with officers and the public was done at entry and exit points of certain tourist destinations of palace, Zoo, Chamundi Hill etc. Hence this is a better choice of collecting general information covering the several aspects.

The application of e-Governance is an electronic way of representation of knowledge, exchange of communication and use of ICT services between government to government, governments to business and business to public domain.

- **NIC (National Information center)**

NIC is a part of the Indian Ministry of Communications and Information Technology's Department of Electronics and Information Technology and established in 1976. This district NIC is situated in Zilla Panchayat, Mysore. This center has data of all information pertaining to district designed for e-governance website. This includes taluks, districts, state and central government as a source of data.

- **Ambavilas Palace:**

The world famous Mysore palace or Ambavilas Palace, in Mysore city. As a part of the best practice palace entry had made with electronic/digital tickets for the public. The tourists can buy tickets through on line ticketing system. The tickets can be purchased online will have a validity of six months from the date of purchase and any number of tickets can be purchased. Even the tickets can be purchased during the visit by e-ticketing.

Discrimination between Indian and foreigners removed through online ticketing system and they will pay the same charge as Indians. The website and the online ticketing system is hosted and maintained by e-governance portal. E-Ticketing system provided by him has passed the security audit done by CERT (Computer Emergency Response Team) empaneled security auditor and added that this is the only ticketing system in city which has got this certificate.

- **The Public Distribution system (PDS) in Alanahalli, Mysore.**

The government is running PDS outlets on PPP model. The government is providing rice and ragi for free of cost for BPL card holders. APL card holders will be provided on subsidised rates. The biometric identification covers under e-PDS about 92 percent of the outlets in the whole state. The data is stored at state Data Centre at Bangalore.

No offline storage facility for biometric identification. As a result, consistent availability of internet connection is required at PDS outlets for ration distribution to be recorded and updated in central data base. People can buy in of PDS shops thorough out the state.

- **Indira Canteen:**

In another study was on Indira Canteen at Alanahalli, where the breakfast, lunch and dinner will be served for the urban poor in subsidised rate. (Breakfast Rs.5 lunch and Dinner at Rs.10.00). This canteen has a kitchen and serves for 6 other canteens, in Mysore we have 2 such kitchens and serves all 11 canteens across Mysore city. The token vending machine is fitted with GPS instrument to trap misuse, transparency and accountability of food. The contract system is awarded to private firms who will be responsible for selecting and remunerating/ paying the employee's salary. The subsidy will be paid to the contractor. This canteen caters for nearly 450 to 500 persons a day in this area.

- **Karnataka One Project**

It was taken up for implementation by Government of Karnataka for replicating Bangalore One to other cities of Karnataka for delivering services of multiple Government Organizations and Private Companies under one roof in a citizen friendly manner. Currently Karnataka One is operational at 14 cities in Karnataka to facilitate online payments. The Vision of the Karnataka One project is to provide a single interface for anytime anywhere citizen centric services of the Government and private Businesses in an integrated, convenient, fair, effective, secure, and sustainable and citizen friendly manner using multiple delivery channels through the use of IT tools.

This is made under PPP model payments were done through AXIS bank payment gateway. Under integrated citizen service center (where Sakala is used), one stop service delivery centre for various government departments and private companies 57G2C and 5B2C. This is the initiative of department of e-governance under citizen services. Once the application is received they will be transferred to respective government departments, semi government CHESCOM, Vanivilas Water Works, LIC, KSRTC, Indian railways, ADHAR etc) without extra charge as per the government fees. After the successful processing, he/she may collect

deliverable from Karnataka One or through online. For every process SMS alerts is provided and the stages and can be tracked based on the system. If application is rejected, fresh application needs to be submitted.

- **Mysore Taluk office (Tashildar):**

The taluk office visit is most important as a part of their bhart dharshan. As the revenue department has adopted Bhoomi software for computerization of land records. The Bhoomi software will be updated from sub registrar office for transfer inheritance, partition of land, will be sent to taluk office. The application will be processed from top to bottom i,e tashildar, deputy tashildar, Revenue inspector for verification. For this process it takes 30 days' time under sakala.

- **Application of Sakala:**

Every citizen shall have right to obtain citizen related services in the State in accordance with this Act within the stipulated time specified in the Schedule. A bill has been passed by the Karnataka state legislature to provide guarantee of services to citizens. The act is called the Karnataka Guarantee of services of citizen's act 2011. The sakala is applied to state government departments, files will be given specific time based on their availability of data in their departments. The sub registrar has to provide the documents in 24 hours or one day and the pension paper will have the maximum duration of time is 72 days from the date of receiving the application.

- **Visit to District Treasury Office:**

The officers were taken to district treasury office in Mysore. The Deputy Director of treasury, Ms. Yashoda has explained about process of bills at different stages and the difference between Khajane I and Khajane II software. Later in the office they showed the preparation of bills and their clearance. They also showed the rejection of bill due to technical reasons.

- **Chamundi Temple, Chamundi Hills:**

The chamundi temple board has adopted two seva through e governance. The two projects are e-seva and e-hundi, e-seva is a ticket for praying gods with different rates.(commonly called as Pooja and Archana tickets).This can be done by online by their websites on different dates and time. E-hundi is offerings given to the god through debit, credit, ECS for the temple account. The offerings can be done from rs. 1 to no limit maximum offerings. The temple executive officer is a group a officer of the state government named as Executive officer. The deputy Commissioner is head of committee. The money received by temple is subject to CAG audit. The temple with their deposit amount will provide breakfast, lunch and dinner to the devotees in the name of 'Anna Dasoha'. The temple will sale prasadam (Ladu) will get profit. The offerings such as saree will be sold at 75 of the original price. The gold offerings will be deposited in treasury. For the maintenance of the temple the amount will be provided by the board on daily basis and the salary for

- **Mysore City Corporation:**

We had an interactive and informative session by Joint director of town Planning and Health officer of Mysore City Corporation. The presentation was made by the town planners, Assistant joint Director of town planning and health officials of corporation.

- **Subregistrar Office, Mysore South:**

This comes under the department of Stamps and Registration, Government of Karnataka.KAVERI app (Karnataka Valuation and E-Registration) is used for issuing stamps and registrations.for immovable properties as well as marriage which has 128 documents are listed under the application. Major transaction includes sale, partition, gifts, transfer etc of immovable properties. As the department comes under sakala the files will be disposed with in 24 hours or one day.Once the application is processed the documents will be printed for getting physical signature. Later the physical files were is scanned and uploaded to application. At the end of the day all the documents will be put to CD and sent to District registrar office.. The district registrar inturn collects all the subregistrar and send it to State Data Centre, Bangalore. The KAVERI server works on KSWAN an official server and net provided by the state government. This system works through internet, it doesnot work offline unless there is active internet connection.

- **NADA KACHERI, Ramakrishnanagar, Mysore or populaly known as Atal JanaSneha Kendra:**

This is the initiative if the revenue department with decentralisation of common service of application and issue of various certificates. The department has 33 services under this roof. The certificates includes, Caste, income, religios certificates. The city ahs got at least one such servie centre in each corporation wards. Once after filing application it go to tashildar and returned to deputy tashildar and reveue inspector, who will verify and submits with a report to tashildar.Most of the certificates will be delivared with in 21 days.

Once the verification is done SMS alert will be made to their mobiles the cerifcates can be collected in the same office or any office or even through internet centrs.This saves time nd

- ITS, Mysore:**

The application of ITS is called as Mysore Intelligent Transport System (MITRA). KSRTC is the first in the country to introduce ITS with world bank fund. The software was developed initially by TCS. After the expiry of contract the software is maintained by ITS.

ITS helps in real time dynamic report of location, schedule, arrival and departure of buses. The accuracy of arrival and departure of buses is displayed in bus stops and inside the buses.

- Bhoomi**

Land record forms the base for all land reform and therefore regular online updating of land record is essential. Bhoomi is an initiative of Karnataka government to computerize land records. This leads to transparency in land record.

V Issues and Challenges in e-Governance

- Trust
- Privacy and Security
- Low literacy
- Service unavailability
- Awareness of e-Governance services
- Lack of expertise
- Lack of awareness among citizens
- Low confidence of technology
- Lack of resources
- Resistance to change

VI Conclusion:

E-Governance is the need of the hour so that basic facilities are provided to rural people at the cheapest rate. There are various projects which were already started by government of India like ICT, e-governance, digital India. It is evident from above discussion that government of Karnataka has taken commendable initiatives towards e-governance. The e-governance has increased the efficiency by providing secured, fool-proof tools for both citizens and officials. This processing method will encourage the citizens to do their civic duty in a more responsible way. This system is reliable, straightforward, and user-friendly and takes less amount of time. It makes the lives of the citizens much comfortable and happier. It holds authentication, accountability, confidentiality and transparency in governance. At the same time it saves time and cost. It needs good network administrative rules, power supply and initial investment because it needs electronic gadgets. The developed system provides a better approach of handling the big data in the organizations.

The paper highlights the different services and challenges of e-government implementation of e-government system. It is clear that e-government involves multiple stages or phases of development and it has many advantages to all sectors of government, citizens and business. However, the implementation of e-government is not an easy job; it faces many challenges and barriers which have to be treated very carefully. The success of e-governance measures largely depends on the availability of high-speed internet and the nationwide rollout of 5G technology. In the near future will strengthen our resolve.

VII Areas of Further Research:

One of the objectives of this exploratory paper was to identify areas of further research. Exploratory research has its own limitations, never the less it has some useful value. Here are few areas for researchers interested in doing work in areas related to e-governance for competitiveness.

- There is urgent need for studies that establish relationships among different components of e-governance and specific factors of competitiveness, so that areas of focus of e-governance can be identified depending on the context.
- Context of India is quite unique and hence will demand indigenous innovations to implement and sustain scalable projects. The projects should bring benefits to masses at the costs that are a fraction of the same in the developed world. Significant indigenous inputs can enhance value multifold. Study of relationship between such input costs and benefits and competitiveness of e-governance projects can provide useful learning. Hence, databases that capture costs of e-governance projects, including import content should be developed.
- Simple framework to evaluate competitiveness of e-governance projects can have lots of applications and uses.
- States play a key role in some domains of e-governance. Framework to evaluate e-governance competitiveness of states on select parameters can be used.

VIII Concluding Remarks:

The exploratory research hints at huge e-governance opportunity for India, if the contribution of e-governance to competitiveness can be evaluated and enhanced. That will demand deeper understanding of the role of e-governance for competitiveness in context of India. Historical trends in competitive large countries clearly indicate that economic progress is a necessity for scale-up in modern approaches of e-governance. At this stage of competitiveness journey of India, e-Business & e-Commerce may provide superior opportunities for increasing wealth creation through exports and development of sophisticated related and supporting industries in India. Hence, business-focused e-governance projects can have better chances of generating revenues to support other type of e-governance projects. E-Governance can also be of value, if very effective and efficient projects are executed to take benefits to masses. Strategic questions that have been evolved can provide insights for sustainable contributions of e-governance for competitiveness. Ultimately, e-governance projects must contribute to rapid scale-up in competitiveness for relevant departments, governments—state as well as centre—and country as a whole. All the advantages that governance and technology offers in improving quality of life for masses can be sustained, if we have balances and global contributions in development of systems and technology also. Enlightened and capable teams have a vital role to play in leveraging e-governance and many such opportunities of e-enablement for competitiveness across levels.

Acknowledgement I am thankful to several faculty colleagues who have encouraged research in strategy and competitiveness at the Department of Management Studies, IIT Delhi. I am also grateful to Dept. of Scientific and Industrial Research (DSIR) for financially supporting a Competitiveness project. Technical support from members in the Strategy and Competitiveness Lab, particularly Ms. Anuprita Singh and Mr. Pravat Nayak is appreciated.

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