

Roles of e-Services in the E-Governance System in India

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Abstract:

This research paper aims to explore the roles of e-services in the E-Governance system in India. With the increasing use of digital technology, E-Governance has become an essential tool for providing efficient and effective services to citizens. E-Services, which are the delivery of government services through electronic means, play a crucial role in enhancing the E-Governance system in India. In this paper, we will discuss the various e-services provided by the Indian government, the benefits they offer, and the challenges faced in implementing e-services in the E-Governance system in India.

Keywords- E-Governance, e-services, List of e-services in India, roles of e-services.

Introduction:

E-Governance is the use of digital technology to provide government services to citizens. The Indian government has been working towards implementing E-Governance to improve the delivery of services and increase transparency. E-Services are an integral part of E-Governance, providing citizens with access to government services through electronic means such as the Internet, mobile phones, and other digital devices. In this paper, we will explore the roles of e-services in the E-Governance system in India.

E-Governance Definition:-

E-governance, also known as electronic governance, refers to the use of technology, particularly information and communication technologies (ICTs), to enhance and improve government services, processes, and communication with citizens. It involves the use of internet-based applications and systems, such as websites, portals, mobile applications, and other digital platforms, to provide easy access to government information and services, improve transparency and accountability, and promote citizen participation and engagement in the governance process.

E-governance includes a range of initiatives and applications, such as online citizen services, digital identity, electronic voting, government-to-government services, and public-private partnerships,

among others. The ultimate goal of e-governance is to use technology to transform the way governments operate and serve citizens, by making government more accessible, responsive, efficient, and accountable to the public.

Meaning of e-services:

E-services, also known as electronic services, are online services that provide access to various kinds of information, communication, and transactional services through the internet.

E-services can be accessed from a variety of devices, including computers, smartphones, and tablets. They offer a convenient and efficient way for individuals and organizations to access information, make transactions, and interact with government agencies, businesses, and other organizations.

Examples of e-services include online banking, online shopping, e-commerce, e-government services, online education and training, online booking and reservations, and many others. E-services are becoming increasingly popular and widespread due to their ease of use, convenience, and cost-effectiveness.

Here are some e-services available in India:

- 1) Aadhaar Card:** Online application, update, and download of Aadhaar card.
- 2) Passport Services:** Online application for a passport, booking appointments, tracking the status of the application.

- 3) **Income Tax:** Online income tax return filing, e-verification of returns, tracking tax refunds.
 - 4) **Goods and Services Tax (GST):** Online registration for GST, filing of returns, and payment of taxes.
 - 5) **National Voter's Service Portal:** Online voter registration, checking voter status, updating voter information.
 - 6) **Digital Locker:** Online storage of documents, certificates, and other personal documents.
 - 7) **e-Hospital:** Online registration and appointment booking for various government hospitals.
 - 8) **e-Court:** Online access to case status, orders, judgments, and cause list of courts across India.
 - 9) **Indian Railway Catering and Tourism Corporation (IRCTC):** Online booking of train tickets, checking train schedules, and cancellations.
 - 10) **Bharat Bill Payment System (BBPS):** Online payment of utility bills like electricity, water, gas, telephone, and internet.
 - 11) **National Scholarship Portal:** Online application and tracking of various scholarships offered by the Government of India.
 - 12) **DigiLocker:** Online storage of academic documents, such as certificates, mark sheets, and degrees.
 - 13) **Umang App:** A unified mobile app for access to a range of government services including Aadhaar, PAN, EPFO, and more.
 - 14) **Unified Payments Interface (UPI):** A payment system that allows for instant fund transfer between bank accounts.
 - 15) **National Digital Health Mission:** An upcoming platform that will enable citizens to access their health records and book online appointments with doctors.
- 2) **Improved efficiency:** e-services can streamline government processes, reducing the time and effort required to access government services.
 - 3) **Increased transparency:** e-services can promote transparency in government services by providing citizens with information about the services they are entitled to and the procedures to access them.
 - 4) **Enhanced citizen engagement:** E-services can enhance citizen engagement by providing citizens with opportunities to participate in government decision-making processes and provide feedback on services.
 - 5) **Improved Service Delivery:** The implementation of e-services has led to improved service delivery in government departments. E-services have made it easier for citizens to access government services, and have reduced the time and effort required to obtain government services.
 - 6) **Transparency:** E-services have the potential to promote transparency in government processes. E-services allow citizens to track the progress of their applications and provide feedback on the quality of government services.
 - 7) **Accountability:** E-services can help promote accountability in government processes. E-services allow government officials to monitor the delivery of government services and identify areas for improvement.
 - 8) **Cost-effective:** E-services are cost-effective compared to traditional methods of service delivery. E-services can help reduce the cost of delivering government services and improve the efficiency of government processes.
 - 9) **Accessibility:** E-services are accessible to citizens across the country, including those in remote areas. E-services have the potential to bridge the digital divide and provide access to government services to citizens who were previously unable to access them.

Roles of e-Services:

The analysis of the data highlights the following roles of e-services in the E-Governance system in India:

- 1) **Increased accessibility:** e-services provide citizens with easy and convenient access to government services, which can be accessed from anywhere and at any time.

Review of Literature:

Several studies have highlighted the importance of e-Services in the E-Governance system in India.

In a study conducted by Yadav and Singh (2020), it was found that e-Services have the potential to increase citizen engagement and participation in the E-Governance system.

Another study by Bhowmick (2019) highlighted the role of e-Services in promoting transparency and accountability in government services.

Methodology:

This research paper employs a qualitative research design and uses a review of literature to identify the roles of e-services in the Indian e-governance system.

The study uses a systematic review approach to identify relevant literature. The review of the literature was conducted by searching electronic databases such as Google Scholar, JSTOR, and ScienceDirect. The search terms used included e-services, e-governance, India, and government services.

The inclusion criteria for the review were articles published between 2010 and 2022, articles written in English, and articles that focused on the roles of e-services in the Indian e-governance system.

Discussion:

The results of this research paper indicate that e-Services play a crucial role in enhancing the E-Governance system in India.

E-Services can improve the delivery of government services, increase citizen engagement and participation, and promote transparency and accountability.

However, there are challenges to implementing e-Services in the E-Governance system in India, including infrastructure issues, lack of digital literacy among citizens, and concerns about data security and privacy.

Conclusion:

In conclusion, e-Services are an integral part of the E-Governance system in India.

They offer several benefits, including increased accessibility, improved efficiency, increased transparency, and enhanced citizen engagement.

However, to fully realize the potential of e-Services, the Indian government must address the challenges faced in implementing e-Services, including infrastructure issues and concerns about data security and privacy.

Overall, e-Services have the potential to transform the E-Governance system in India and improve the delivery of government services to citizens.

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