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## E-GOVERNANCE SERVICE AT PANCHAYAT LEVEL FOR HELP PEOPLE

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**Abstract:** Indian Government, at all levels, announces Welfare Schemes for a cross section of the society from time to time. These schemes could be either Central, State specific or a joint collaboration between the Centre and the States. In this section, we have attempted to provide you an easy and single point access to information about several welfare schemes of the Government and their various aspects including eligible beneficiaries, types of benefits, scheme details etc. The “e-Governance service at Panchayat level for help people” is a system which provides the welfare scheme at Panchayat level accessible to the citizens. Using this system any citizen can know what and all the Govt. Schemes available for Children, Women, Disabled People, Labor, etc. Based on this information, a citizen can register and apply for the scheme to get benefit from the Govt. The Govt. representative Officer will verify the necessary documents for the applied scheme and approves the request. A citizen can view all available schemes as well he/she can know the status of their request through this portal.

**Index Terms -** MMP, E-Government, ICT, GDP, Security, Cloud, Technical Challenging, Interoperability, Requirement Analysis.

### I. INTRODUCTION

In recent year Government has taken many step to improve its online services, like online payment ,collection of bills, providing information to its branches through internet and getting their response, online various exam form related to government job, but still we are lagging in rural sector whereas in rural area roads, electricity and water reached out. When we talk about technology used in rural area like computer based services many villages are totally depend on small city nearby that village, not only people of that village depend on that small city but also government officers also depend, To minimize dependency on small city as well as minimizing time taken by government services to complete its work, we are trying to build web based application which will help Gram panchayat to do following work: Gram panchayat Administration, Tax collection ,Birth registration ,Death registration ,Property assessment, Account of Gram panchayat , Issuing various certificate.

The “e-Governance service at Panchayat level for help people” is a system which provides the welfare scheme at Panchayat level accessible to the citizens. Using this system any citizen can know what and all the Govt. Schemes available for Children, Women, Disabled People, Labor, etc. Based on this information, a citizen can register and apply for the scheme to get benefit from the Govt. The Govt. representative Officer will verify the necessary documents for the applied scheme and approves the request. A citizen can view all available schemes as well he/she can know the status of their request through this portal.

### II. LITERATURE SURVEY

The literature on E-governance in the tourism industry was critically reviewed with a view to developing a framework suitable for this study. E- Governance can be defined as “the use of IT to improve the ability of government to address the needs of society. It includes the publishing of policy and programmed related information to transact with citizens. It extends beyond provision of on-line services and covers the use of IT for strategic planning and reaching development goals of the government.” [1].

“The term e-governance is primarily used to refer to the usage of IT to improve administrative efficiency; this is argued to produce other effects that would give rise to increased transparency and accountability of government processes” [2].

Arjan de Jager and Victor van Reijswoud (2006), E-Governance is a powerful tool for bringing about change to government processes in the developing world. E-governance operates at the cross roads between Information and Communication Technology and government processes, and can be divided into three overlapping domains: e- administration, e-services and e-society. In order to be successful, e-governance must be firmly embedded in the existing government processes, must be supported, both politically and technically, by the governments, and must provide users with reasons to use these on-line domains. In order to maximize the impact, process change needs to be considered part and parcel of e-governance [3].

Many researchers have highlighted the fact that e-Government has the potential to provide a one-stop solution for citizens' access to government information and services (Reddick, 2009) [4].

With rapid development and penetration of ICT tools, it has become a popular trend to create a web page/portal and quickly roll-out information and transaction services. Such isolated attempts without proper back-end integration of government departments and public/private agencies cannot achieve the desired end outcomes. It has been reported that 85% e-Government projects around the globe have ended up as failures (Heeks, 2001) [5].

Over the last few years, there has been a significant increase in both on the diversity of issues and the volume of articles dealing with e-Government (Gil-Garcia & Pardo, 2006) [6].

High failure rate of e-Government projects in India and elsewhere puts a question mark on the current approaches of monitoring, evaluating, and benchmarking e-Government initiatives. According to Kunstelj and Vintar (2004), existing benchmarking mechanisms should be improved in order to give policymakers better evaluation criteria for decision making [7].

In a study of contracting e-Government services, Ni (2007) highlighted the effect of economic and political factors on state government's decision on contracting e-Government services [8].

Further, Chen and Thurmaier (2008) have thrown light on the issue of financial challenges and sustainability of e-Government projects. Through their pricing policy model for e-Transactions, those authors have highlighted the fact that financial challenges and sustainability issues can be handled by generating the required financial resources by charging fees from users for availing e-Government services [9].

Padmapriya (2013) studies to focus on the initiatives taken by India, ways to build and deliver electronic government services, ways to develop and ensure interdepartmental collaboration and service delivery and critical factors required for successful implementation of e-governance [10].

This paper is published in 2013, title of the paper is "Smart E-governance for Grampanchayat". It avoids the corruption and reaches citizens directly. It gives the service in simple manner [11].

Srivastava (2015) this paper deals with the challenges faced in implementing e-governance in rural areas of India, various e-governance projects taken by the Government for successful implementation of e-governance in rural India [12].

Dhillon and Laxmi (2015) here the author said that the developments in the field of ICT have helped a lot to the governments and the people. The people have been capable to use the services provided by the governments with no difficulty. They said that E-Government is a multidimensional and complicated consideration [13].

This paper is published in 2016, name of the title of the paper is "Sustainable development of gram panchayat through e-governance". It can reduce use of paper in gram panchayat. Villager and gramsevak work under and get information on their account. Villager will get message from gram panchayat about the schemes and related document, through the SMS, e-mail [14].

This paper is published in 2017, name of the publisher is Dwivedi Sanjay Kumar. In the title of the paper is E-Governance Transforming the Rural India. In this the government of India and several states governments have been continuously endeavoring and provide citizens services in better manners in all area of public administration such as public services, Rural services, Social services, Agriculture and Revenue services, etc. [15].

This paper is published in 2019, in the title of the paper is "E-gram panchayat using ICT", Its main benefit is its showing transparency between government and people all database maintain in only Marathi font that's why it is much user friendly for the user [16].

### III. PROJECT CONCEPT

#### 2.1. Existing System

In various state government have also taken various innovative steps to promote e-government and drawn up a roadmap of IT implementation various projects are being implemented for improving the service delivery to the citizens through e-governance. But still most of work in gram panchayat is done on paper; most of the documents issued by Gramsevak are on the paper, delay in the process lead to the loss of villager related to this work. Schemes may avail by the bogus people there is chance of misuse of the scheme find documents and information related to the scheme related to villages may be lost and then villagers will have to again apply for the related documents. Which not only increase workload of the Gramsevak it also creates problem for the villages. Villagers don't know whether scheme money transferred to his amount or not. So the villagers have to face many problems related to documents on for applying documents villages have to take the leave for the process of document to their whole day get spend in the documentation. They have to stand in a line for an hour or whole day. These problems can be solved by using E-governance at panchayat level.

#### 2.2. Proposed System

To overcome such challenges, a well-designated Architecture Governance has to be put in place considering all factors/sources of roadblocks which hinder the success of projects related to e-Governance. A Strategic framework for designating and implementation of e-government may be helpful. On the basis of the study of e-readiness in India and the challenges faced during implementation of e-government in India, a conceptual framework for the effective designing and implementation of e-government projects in India is suggested. This conceptual framework/model can be divided into five stages:

- Vision for E-Government Implementation – In the first stage, the overall vision for the effective implementation of e-government has to be in this level it must be planned that to what extent the e-government can be implemented.
- Assessment of E-Readiness – To fulfil the vision, e- readiness of India must be assessed. It must be compared with respect to other countries. The e- readiness reveals the position of Indian environment with respect to the other countries e-governance
- Overcoming Challenges of E-Government – In the assessment process the challenges for effective framework of implementation of e-government must be exposed. These challenges are low literacy, non-awareness of IT, low per capita income and limited financial resource in India. The challenges should be overcome for the effective implementation of e-government. This can be done in various ways:
- Making a policy choice in favour of computerization. It may require huge investments for the purchase of hardware and software solutions but should still be.
- Sincere efforts would be required to mobilize resources for this arduous job. One way to deal with the situation could be that government enters into arrangements for leasing of
- Establishing the best optimal connectivity between various ministries and departments of government of India so that transfer of documents, papers and images could be done through Internet thereby choosing better speed as an alternative to manual effort Supplying information to citizen in their local language that they understand and are comfortable with, for example their local dialect language.

#### IV. SYSTEM ARCHITECTURE

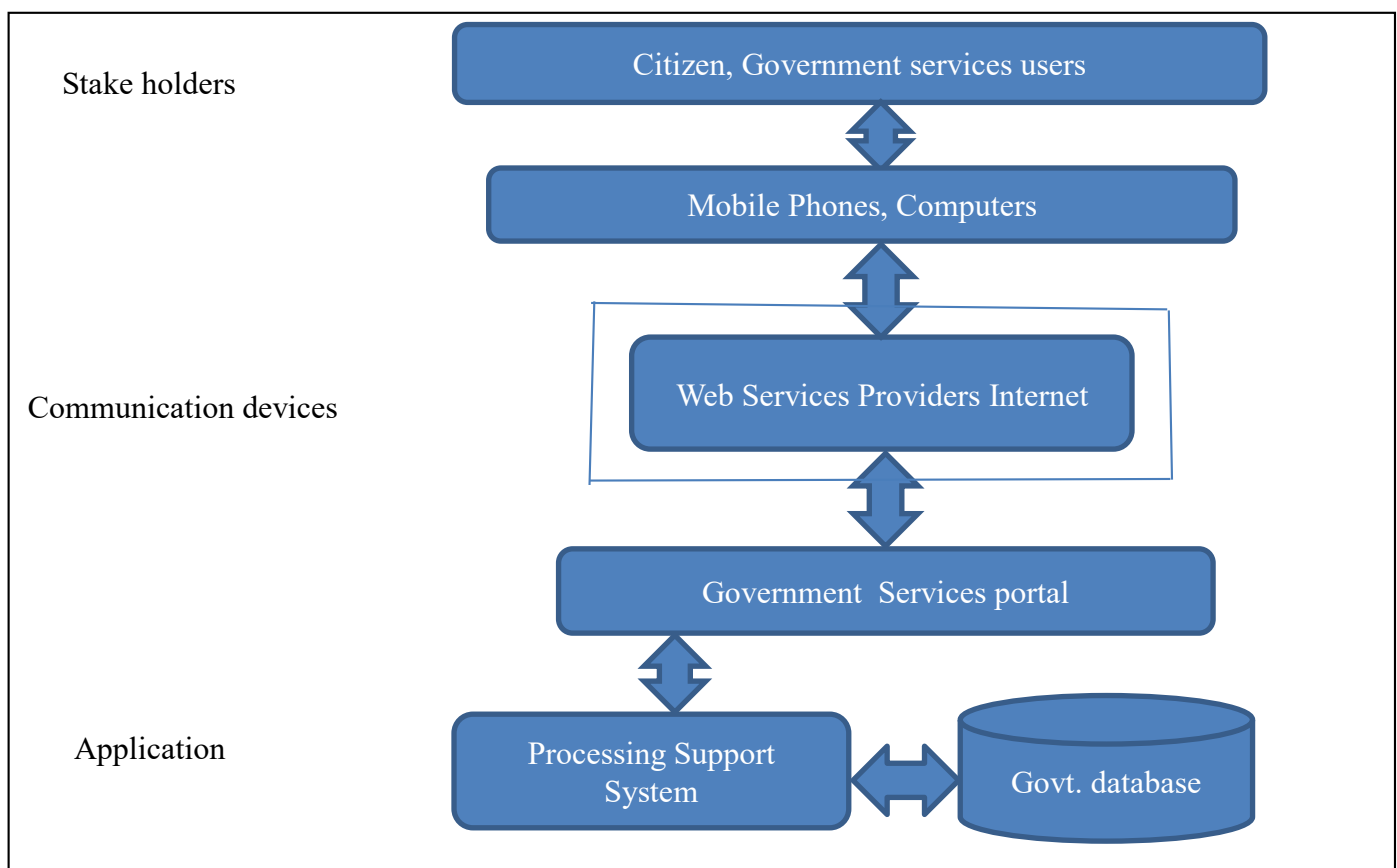


Fig. 1 Architecture of System

#### V. MATHEMATICAL MODEL

##### Equation:

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water_tax=1000;
home_tax=700;
tax=water_tax+home_tax;
remain=no of yr+tax;
if (tax==0)
then tax=clear;
else (tax>0)
then remain=no of yr+tax;
  
```

**1) Tax calculation method:**

In Gram panchayat includes two types' first water tax and second home tax. We calculate this tax in one input variable Name as "tax". As it stores water tax as well as home tax.

Tax=water tax +home Tax

**2) Remaining tax calculation method:**

In village some people could not able to pay tax in time for some reasons. This system helps out to calculate the remaining tax first the system check how many year the tax is been pending for particular person. The tax is calculate in remain variable as its inputs are no of yr. and tax.

**3) Success condition**

Admin can check all the data through aadhar card. If the particular person has clear the tax then the person can get the document they requested.

**4) Failure condition:**

When a particular person applies any type of document then request goes to the admin panel. The admin check the data if the person has clear tax then admin generate person applying document. If tax is not clear then the person has to pay the remaining tax and get the document.

**VI. CONCLUSION**

This web based application will not only helpful to the local Government but also the villagers of that village. In this project the manual system is replaced by the computerized Environment. So the manual error is minimized. This makes the process fast and take the process time. This system provide ID and password for the Gramsevak and villager, villages can only download the document with the approval of Gramsevak permission. This application will help to maintain all daily transactions which takes place in Gram panchayat. Hence the digital signature will play an important role in deploying such services. In day to day transaction E-governance has become fast of every activities. Gram panchayat transactions realizing is important the government of India, also focus is given to deliver the services in simple manner. The basic aim of system used in E-governance can be used to give quick response and delivery of the document which is needed for villager. This will help to minimize corruption in the system, also save efforts and time of common man and government officers.

**VII. FUTURE SCOPE**

To make E-Governance more efficient and powerful. This system has been designed keeping in mind the requirement of an administrator of Gram panchayat records and enables the administrator to make entries in the data about villages, pass on detail for certificate. Records get easily as compare to manually. It helps the government cut red tapism avoid corruption and reach citizens directly. It can support the government departments. In terms of leading on being part of team responsible for E-governance. This system also provides him the authority to manipulate his account. We can add much more feature in the system i.e. about systems, message from the Gram panchayat for transaction. By using this system data collected from different Gram panchayat will be helpful for implementing different scheme will help in natural calamities and data can be useful in order field.

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