A STUDY OF IMPLICATION OF E-GOVERNANCE SERVICES FOR EFFECTIVE COMMUNICATION TO CITIZENS IN CHHATTISGARH STATE

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Abstract: In contemporary IT world and computerized information environment, e-governance has become the vital part for the common people to interact with the government through e-governance. People of India inclined to save their cost and time by utilizing different services provided by government. Govt. of India understood and realized the demand of citizen's perspective and introduced the National e-Governance Plan (NeGP) with an aim to make all Government services within the reach of common man in his vicinity & locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at most reasonable costs to fulfill the basic needs of the common man. In accordance with GOI strategy of NeGP, Chhattisgarh state government has also taken various innovative steps to promote e-Governance for IT implementation and delivery of services to the citizens online at their door step. This paper aimed to find and analyze all the citizen centric e-governance services available in Chhattisgarh state in terms of its cost, ease of access, scope and transparency.

Index Terms - **Information communication technology (ICT), E-Governance**

I. INTRODUCTION

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) as well as back office processes and interactions within the entire government framework.

In today's IT environment, e-governance has become the essential part of a citizen's communication channel. Hence as citizens, they want to interact with the government through this channel thereby saving their time and the cost for availing governance services. This demand forced the government to transact different citizen centric services online through implementation of e-governance system. Since last decade, Government of Chhattisgarh automated many citizen centric services to e-Governance services. Many national level and state level e-Governance services which include G2G and G2C were implemented with the help of National e-Governance Division and National Informatics Centre which is shown in Figure 1. There is a need to study the significance of these services for effective communication to citizens in Chhattisgarh state.
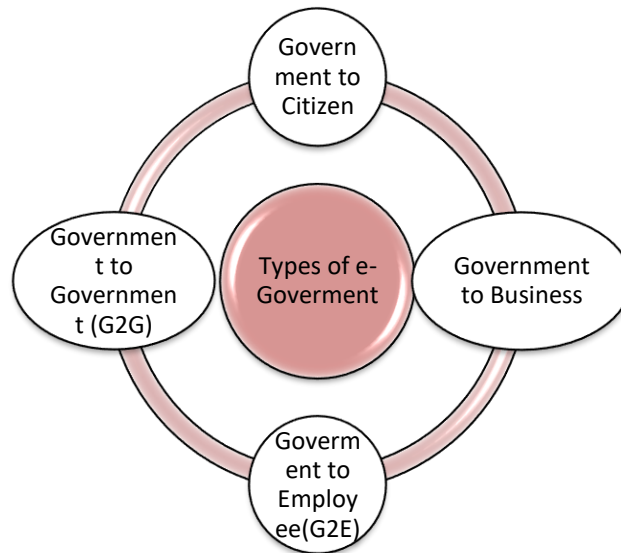
Fig 1: Types of e-Governance

II. REVIEW OF LITERATURE

I had found numerous research studies pertaining to implementation of e-governance services. I had done a literature review on various features of e-governance like impact assessment of e-governance services on citizens, e-governance initiatives in Chhattisgarh and India, Citizen centric service delivery through e-Governance portal – present scenario in India, a citizen's perspective of availing e-governance services, comparative study of e-governance vs. manual services and future prospects for e-governance implementation.

Most of the studies reveal citizens satisfaction with e-governance service and how they become free from the cumbersome manual system and save their valuable time, effort and money. Some study also considered as per government organizations point of view and how implementation of e-governance helps them to increase their efficiency by delivering quality oriented services to satisfy more citizens.

After reviewing the literature, identified several e-governance services available in Chhattisgarh state and categorized as shown in Fig 2.

Fig 2: Categories of e-Governance Services in Chhattisgarh state

Citizen Centric Services in Odisha: Beyond the services identified by the categories mentioned in Fig 1 there are many other services indirectly act as G2C but considered as G2G. Those services were not taken into consideration for analysis in this paper. The services which are directly beneficial to the citizens of Odisha state only were analyzed in this paper

Table -1: List of services under different categories of e-Governance services in Chhattisgarh State

e-District/CSC	e-Municipality	Chhattisgarh Online	Passport Seva	Chhattisgarh TAX
Caste Certificate	Birth & Death Certificates	Electricity Bill	Track Application on Status	e-Transit Pass
Residence Certificate	Trade License	Water Tax		e-VAT Clearance Certificate
Income Certificate	Property /Holding Tax			e-filing (VAT/CT /EST)
Legal Heir Certificate	Water Connection & Charges			e-No Deduction Certificate
Certify Copies of ROR B	Building Plan			
Solvency Certificate				

There are many other e-Governance services few services not categorized in Table-1 are given below • e-District

- e-Certificate Services
- e-License Services
- e-Revenue Services
- Transport (Vahan&Sarathi)
- e-Counselling
- PRERANA (e-Scholorship)
- Standardization of District Portals

III. RESEARCH METHODOLOGY

I would like to use survey based research methodology for this research study. The study is related to the use of e-governance services available in Chhattisgarh state. The study is mainly focus on finding all citizen centric services in Chhattisgarh and its impact on availing citizens. Also it focuses on the efficiency level of government organizations after converting from the manual services to the e-governance services. I would like use interview and questionnaire methods for data collection. Various sources like journals, government reports and websites have been chosen for collecting secondary data.

Table 1:-Research Methodology at a glance

Types of Respondents		
	Citizens	**Employees**
Population	Chhattisgarh Citizens	Government Employees
Sampling Frame Availability	28 Districts	District Informatics Officers & e-District Managers
Sample Size	560	60
Sampling Method	Purposive-Quota	Purposive-Convenience

Various measures of central tendency (mean, mode, median) and measures of dispersion(standard deviation) are used appropriately. For measuring reliability of the instrument, I will use "Cronbach's Alpha Reliability test". Statistical techniques such as averages, percentages comparison and cross-tabulation were used.

ANALYSIS OF E-GOVERNANCE SERVICES: Different departments of Odisha Government offering eGovernance services to the citizens. The following Table-3 shows the number of services offered by each department.

Table-3 services offered by each department.

S.NO	Department Name	No.Of.Services
1	Revenue & Disaster Management	12
2	Commerce & Transport	13
3	Finance	3
4	Health & Family Welfare	2
5	Higher Education	5
6	Home	20
7	Housing & Urban Development	22
8	Rural Development	1
9	ST & SC Development, Minorities & Backward Classes Welfare	2
10	School & Mass Education	7
11	Women & Child Development	1

For the year 2019 approximately ten lakhs of applications were received from the citizens of different district of Chhattisgarh for availing e-governance services. Out of 28 district durgand Bilaspur districts received maximum number of applications around 2 lakhs each. Bijapur, Kondagaon, kawardha, Korea and narayanpur districts received very less applications on an average of 7000 applications. This shows the awareness of citizens in 70% of districts are very less compared to rest 30% districts.

IV. OBSERVATIONS

After analyzing the data collected from different population the following observations have been made. 1) Awareness of citizens about e-governance services is very high in urban areas and very low in rural areas. 2) The services provided in the e-governance system are user friendly. 3) Citizens of Odisha are giving priority to avail egovernance services instead of manual services. 4) The cost of availing e-governance services is comparatively less to the manual services. 5) E-governance services are more transparent than manual services. 6) Government organizations reduced their cost and time to provide services to citizens after converting the manual services into the egovernance services

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