



Abstract

E-Governance refers effectiveness, transparency and accountability of government . Traditionally, the interaction to the use of information and communication technologies (ICTs) to improve the efficiency between a citizen or business and a government agency took place in a government office. With the emergence of ICTs , it is possible to locate service centers closer to the citizens (clients) . In India e-governance is an application area where IT has made considerable progress and it offers vast potential to provide good governance. Through e-Kiosk , cast certificate , domicile certificate, income certificate, ration card patwari works and non-creamy layer certificates observations as per 132 e-governances cases were found against the 57 manual cases. From the above all 6 category minimum time is taken by non- creamy layer certificate that is minimum time 3 days for the both process and maximum time was taken by Ration card process which average time was 8 days. From the above all 6 category least time is requires to get Non- creamy layer certificate in manual form and maximum time required to get domicile certificate i.e. 5 days in e-governance form in the study period .

E-Governance a Framework of e-kiosks in Ramtek Tehsil of Nagpur District (Maharashtra State)

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I: Background of the study

E-Governance refers to the use of information and communication technologies (ICTs) to improve the efficiency, effectiveness, transparency and accountability of government . Traditionally, the interaction between a citizen or business and a government agency took place in a government office. With the emergence of ICTs , it is possible to locate service centers closer to the citizens (clients) . In India e-governance is an application area where IT has made considerable progress and it offers vast potential to provide good governance. Under ICT there are several projects being run across the states in the country by various agencies in both public and private sectors. These projects are in the area of land management , transport grievance handling, education, health and so on . IT can be immensely helpful in on-line monitoring ,transparently, accountability, direct peoples, participation in governance, and contribution to bridging geographical divide. With the setting up of Kiosk at the village level, citizens can utilize them as one stop shop for availing basic services at the village level. The village level Kiosk provide scope for timely availability of service and access to vital information as may be needed on a routine basis.

Key Research Questions

- 1.How e-Governance has helped in accessing the services?
- 2.Whether the delivery system has adequate capacity services efficiently ?
- 3.What is the process efficiency rate (%) in service delivery system in Ramtek Tehsil Dist Nagpur

III: Literature Review

Becht, Bolton, Röell (2004). this paper focused on documented use of the word "corporate governance" is by Richard Eells (1960,) to denote "the structure and functioning of the corporate polity". The "corporate government" concept itself is older and was already used in finance textbooks at the beginning of the 20th century.

Bertelsmann (2009) this paper studied in 2009 the Bertelsmann Foundation published the [Sustainable Governance Indicators](#) (SGI), which systematically measure the need for reform and the capacity for reform within the [Organization for Economic Co-operation and Development](#) (OECD) countries. The project examines to what extent governments can identify, formulate and implement effective reforms that render a society well-equipped to meet future challenges, and ensure their future viability. **WGI (2009)**. this paper discussed about worldwide Governance Index (WGI)^L was developed in 2009 and is open for improvement through public participation. The following domains, in the form of indicators and composite indexes, were selected to achieve the development of the WGI: Peace and Security, Rule of Law, Human Rights and Participation, Sustainable Development, and Human Development. **Kharpas A.B. and Singh Nisha (2010)** this paper discussed the Cassiman the Solvin case demonstrations through understanding of the impact of a specific merger or acquisition on the innovation process, along with management practices that are appropriate for integrating the companies can control the impact of merger and acquisitions on the process of innovation.

IV : Methodology

Data source: Present research primary and secondary data has been used for this study..

Time Frame :- The time frame chosen of the study from Jan 2020 to March 2021

Model and Test Specifications:- Descriptive statistics is employed

Sampling Frame : - Cast certificate, Income certificate, Domicile certificate, Ration card Patwari work , Non creamy layer certificate

Observations : 187

Sample Procedure :- Stratified random sampling procedure has been used for this research

Area of Research : Ramtek Tahsil Dist Nagpur (Maharashtra)

V: Data Analysis and Discussions

**(Table No 1.1) Process Efficiency Ratio(%) in manual and e-Governance projects
Ramtek Tehsil Dist. Nagpur**

Particulars	Cast certificate		Domicile certificate		Income certificate		Ration card		Patwari works		Non-creamy layer Certificate	
	manual	e-governance	manual	e-governance	manual	e-governance	manual	e-governance	manual	e-governance	manual	e-governance
OBS (a)	7	22	8	22	9	22	10	22	11	22	12	22
No of visits(b)	min-max 6-15	min-max 6-15	min-max 4-17	min-max 6-16	min-max 6-16	min-max 6-16	min-max 8-16	min-max 4-10	min-max 6-15	min-max 6-15	min-max 3-9	min-max 3-9
Time spent by citizen to get work done (max time) (c)	12	22	15	20	12	20	15	20	15	25	5	8
Min time (d)	6	6	4	4	6	6	8	8	6	6	3	3
Process efficiency ratio(%) (c) to (d)	2.0	3.67	3.75	5.0	2.0	3.33	1.88	2.5	3.75	6.25	1.67	2.67

From the table no 1.1 and Table no 1.2 reflect that the number of activities in the process of delivery total 189 observations were taken for the study work . It is classified in different activities i.e cast certificate 29 (manual 7 and e-governance 22) Domicile certificate 30 (manual 8 and e-governance 22) Income certificate 31 (manual 9 and e-governance 22) Ration card 32 (manual 10 and e-governance 22) Patwari work 33 (manual 11 and e-governance 22) Non-creamy layer 34 (manual 12 e-governance 22).

Table no 1.1 and Table 1.2 time spent time spent time spent time maximum (in days) spent by the citizen to get that work done cast certificate (manual 12 and e-governance 22) Domicile certificate (manual 15 and e-governance 20) Income certificate (manual 12 and e-governance 20) Ration card (manual 15 and e-governance 20) Patwari work (manual 15 and e-governance 25) Non-creamy layer (manual 5 e-governance 8).

From the Table no 1.1 and Table no 1.2 calculation of process efficiency ratio indicate cast certificate (manual 2.0% and e-governance 3.67%) Domicile certificate (manual 3.75% and e-governance 5.0%) Income certificate (manual 2.% and e-governance 3.33%) Ration card (manual 1.88 % and e-governance 2.5%) Patwari work (manual 3.75% and e-governance 6.25%) Non-creamy layer (manual 1,67 % e-governance 2.67%).

VI: Key Research findings of the study

1. Through e-Kiosk , cast certificate , domicile certificate, income certificate, ration card patwari works and non- creamy layer certificates observations as per 132 e-governances cases were found against the 57 manual cases .
2. Above all 6 category cast certificate , domicile certificate, income certificate, ration card patwari works and non- creamy layer shows that e-governance process efficiency ratios is greater than manual process.
3. From the above all 6 category cast certificate , domicile certificate, income certificate, ration card patwari works and non- creamy layer shows that e-governance process takes more time than manual process because documents has to send through courier which means consuming more time in the e-governance process.
4. From the above all 6 category minimum time is taken by non- creamy layer certificate that is average time 3 days for the both process and maximum time was taken by Ration card process which average time was 8 days.
5. From the above all 6 category least time is requires to get Non- creamy layer certificate in manual form and maximum time required to get Domicile certificate i.e. 5 days in e-governance form in the study period .

VII : Concluding Remarks

From the above study drawn the conclusions based on the data analysis and discussions of the study . Study shows that e-governance process takes more time than manual process because documents has to send through courier which means consuming more time in the e-governance process. The time required in availing the services and the cost incurred by the citizens is not much different before and after introducing e-Kiosks rather there is an increase in time in e-Governance project due to significantly more time taken by courier . Through e-Kiosk , cast certificate , domicile certificate, income certificate, ration card patwari works and non-creamy layer certificates observations as per 132 e-governances cases were found against the 57 manual cases which means computer through applications and attachments significantly got attention towards to issues certificate and received. From the above all 6 category minimum time is taken by non- creamy layer certificate that is average time 3 days for the both

process and maximum time was taken by Ration card process which average time was 8 days because attachments are required more. It reflect about the touch points and the number of visits made by citizens in the e-kiosk Project but for application there need an increase due to routing of the application via head –end and collectorate through courier .

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