

e-Governance: Smart Government for Smart People

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AS AN INCREASINGLY assertive populace demands greater operational efficiency, transparency and accountability from their government, e-Governance is seen as a partial solution. While there is no standard definition of the term e-Governance, it basically means the application of information and communication technology platforms such as wide area networks, internet and mobile phones to enable interaction between the government and citizens (G2C), the government and business enterprises (G2B), inter-agency relationships (G2G), and government to employees (G2E)¹. India has made significant progress on e-Governance with the implementation of the National e-Governance Plan (NeGP).

Under the NeGP, 14 mission mode projects (MMPs) of the 31 MMPs are delivering the full range of services, while nine have started delivering some services to citizens². According to e-TAAL, a portal that aggregates and analyses the transaction statistics of central and state level e-governance projects on a near real-time basis, the number of e-transactions increased from 5.1 million in 2012 to 1.9 billion in 2013.

Seven states are offering more than 100 services through its e-platforms, with Andhra Pradesh leading with as many as 552 services. Gujarat reported the highest number of e-transactions per 1,000 people, while Arunachal Pradesh the lowest.

Table ICT.1 starkly brings out the digital divide in India. Plus, supply may not necessarily create demand. For example, Andhra Pradesh has three times the number of e-services as Madhya Pradesh, but e-transactions per 1,000 people is lower. Therefore, complementary inputs are needed to increase usage. The e-Readiness Reports of the NCAER and DeitY³ discuss the need for equal emphasis on environment (market, regulatory and infrastructure), readiness of households, firms and government and usage to make a state e-Ready.

Table ICT.1: e-Services and e-Transactions – Summary 2013, 1st January 2013 – 31st December 2013

State/Union Territory	Number of Services	No of e-Transactions (in thousands)	e-Transactions Per 1,000 People	Thousands of e-Transactions Per Service
A&N Islands	17	50	131	3
Andhra Pradesh	552	4,13,662	4,886	749
Arunachal Pradesh	27	40	29	1
Assam	57	22,167	711	389
Bihar	73	8,992	87	123
Chandigarh	68	2,023	1,918	30
Chhattisgarh	40	23,083	904	577
D&N Haveli	35	122	357	3
Daman and Diu	19	35	145	2
Delhi	84	31,993	1,910	381
Goa	21	976	669	46
Gujarat	198	3,99,967	6,624	2,020
Haryana	96	49,883	1968	520
Himachal Pradesh	67	4,063	593	61
Jammu and Kashmir	76	1,977	158	26
Jharkhand	65	8,187	248	126
Karnataka	98	37,949	621	387
Kerala	118	31,127	932	264
Lakshadweep	14	2	39	0
Madhya Pradesh	179	3,91,693	5,395	2,188
Maharashtra	201	2,04,837	1,823	1,019
Manipur	50	924	339	18
Meghalaya	45	1,333	450	30
Mizoram	44	687	630	16
Nagaland	53	1,246	629	24
Odisha	67	19,912	475	297
Puducherry	62	435	350	7
Punjab	98	4,434	160	45
Rajasthan	153	77,066	1,123	504
Sikkim	34	135	222	4
Tamil Nadu	100	49,752	690	498
Tripura	79	1,335	364	17
Uttar Pradesh	138	100,660	504	729
Uttarakhand	74	6,853	677	93
West Bengal	88	14,794	162	168
Total	3,190	1,912,394		11,365

Source: e-Transactions Aggregation and Analysis Layer website. Department of Electronics and Information Technology, Government of India. <http://etaal.gov.in/etaal>. Accessed on January 27, 2014.

1. Adapted from World Bank definition of e-Government.

2. Press Information Bureau. 2013. PM Reviews National e-Governance Plan. <http://pib.nic.in/newsite/erelease.aspx?relid=96938>. July 1.

3. DeitY: Department of Electronics and Information Technology.