Global Journals LaTeX JournalKaleidoscope™
Artificial Intelligence formulated this projection for compatibility purposes from the original article published at Global Journals. However, this technology is currently in beta. *Therefore, kindly ignore odd layouts, missed formulae, text, tables, or figures.*

Jaspreet Kaur[1]

[1] BABA FARID GROUP OF INSTITUTE, DEON-PUNJAB

Received: 14 December 2011 Accepted: 4 January 2012 Published: 15 January 2012

Abstract

The e-Governance (digital government or online government) refers to government?s use of information technology to exchange information and services with citizens, businesses, and other arms of government. E-Governance is a process of reform in the way Governments work, share information, engage citizens and deliver services to external and internal clients for the benefit of both government and the clients that they serve. This paper studies the current status of e-governance and future of e-governance in Punjab.

Index terms— E-Governance, IT, MMP.

1 Introduction

-Governance is a process of reforming the Governments work, share information, engage citizens and deliver services to external and internal clients for the benefit of both government and the clients that they serve. Government shares IT like World Wide Web (WWW), Internet and mobile computing to reach out to citizens to improve delivery of services to citizens [1].

There are many implications of implementing and designing e-governance including impacts on economic, social, and political factors. The Objectives of e-governance is to provide the services to citizens by implementing simple, steady and reliable registration process, by developing consistency in process, by implementing transparency in valuation of properties and automating all the back office functions. The major strengths of the e-government policies are to cover all administrative civic functions, to complete on-line functioning, providing anytime anywhere solution to citizens, to provide user, the internet technology with browser based interfaces, to provide an effective user technology for providing single window solution, to establish a proper workflow across departments, and computerization of municipal corporations [2].

As population in the cities increase in geometric progression, municipalities still have to extend their services to the citizen in an arithmetic progression. Generally, it is always desired to have smart sized corporation with able system in place. The manual system have their limitation and is not sufficient to meet the requirement. In the context of e-governance, many suitable information Technology Systems and for making appropriate arrangements to maintain the same. As per the orders of the government, the role assigned to the Department of Information Technology is that of a facilitator and the primary responsibility for the implementation, operations, management and use of computer systems, system software, and services rests with the each state Department concerned. The Department is also responsible for developing statewide policies, technical standards and procedures.

2 II. Defining e-governance

E-Government means different things for different people. Some simply define it as digital governmental information or a way of engaging in digital transactions with customers. For others e-Government simply consists of the creation of a web site where information about political and governmental issues are presented. These narrow ways of defining and conceptualizing e-Government restrict the range of opportunities it offers. One of the reasons why many e-Government initiatives fail is related to the narrow definition and poor understanding of the e-Government concept, processes and functions. E-Government is a multidimensional and complex concept, which requires a broad definition and understanding, in order to be able to design and implement a successful strategy.

Several dimension and related factors influence the definition of e-Governance. The word ”electronic” in the term e-Governance implies technology driven governance. E-Governance is the application of Information and communication Technology (ICT) for delivering government Services, exchange of information

communication transactions, integration various stand-one systems and services between Government-to-citizens (G2C), Government-to-Business (G2B), Government-to-Government(G2G) as well as back office processes and interactions within the entire government frame work.

According to the World Bank [5]:-"E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions." Thus, the stress here is on use of information technologies in improving citizen-government interactions, cost-cutting and generation of revenue and transparency.

UNESCO defines e-Governance as [6]:-"Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities." This definition visualizes the use of the electronic medium in the exercise of authority in the management of a country's affairs along with articulation of citizens interests leading to greater transparency and efficiency.

Dr. APJ Abdul Kalam, former President of India, has visualized e-Governance [7] in the Indian context to mean: "A transparent smart e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen."

UNPA & ASPA [8]:-e-Governance is the public sector's use of the most innovative information and communication technologies, like the Internet, to deliver to all citizens improved services, reliable information and greater knowledge in order to facilitate access to the governing process and encourage deeper citizen participation.

Fraga [9]:-e-Government is the transformation of public sector internal and external relationships through net-enabled operations, IT and communications, in order to improve: Government service delivery; Constituency participation; Society.

About Punjab (Land of five rivers) Punjab is located in the northwest of India surrounded by Pakistan on the west, the Indian states of Jammu and Kashmir on the north, Himachal Pradesh on its northeast and Haryana and Rajasthan to its south. It covers a geographical area of 50,362 sq. km which is 1.54 % of country"s total geographical area. Punjab state is located between 29° 30' N to 32° 32' N latitude and between 73° 55' E to 76° 50' E longitude. Its average elevation is 300 m from the sea level. Chandigarh is the capital of the Punjab.

Sikhism is the predominant faith in Punjab. About 60% of the people in the state are Sikhs. The holiest of Sikh shrines, the Sri Harmandir Sahib (or Golden Temple), is in the city of Amritsar. The Sri Akal Takht Sahib which resides within the Golden temple complex is the temporal seat of Sikhs. Of the five Takhts (Temporal Seats of religious authority) of Sikhism, three are in Punjab. These are Sri Akal Takht Sahib, DamdamaSahib and Anandpur Sahib. Anandpur Sahib is where Guru Gobind Singh created the Khalsa in 1699 on the day of Vaisakhi. During major holidays on the(D D D D) G 2012

3 Year

Sikh calendar (suchas Vaisakhi, Hola Mohalla, Gurpurb and Diwali), many Sikhs gather and march in religious processions through virtually every city, town and village in Punjab.

According to India Today [10], Leading magazine in India, Punjab has been awarded best overall state since 2003, and has been able to retain the top position every year. It also affords best quality of life to its residents. Punjab has the best infrastructure in all of India [11]. Although it has a huge shortage of electricity due to high demand, all major cities in Punjab benefit from this and have some of the lowest tariffs in India. All of Punjab's villages have been provided electricity and connected to the state electrical power grid since 1974.

4 E-governance plan

Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them.

In India, e-Governance has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local levels, a program approach needs to be adopted, guided by common vision and strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens.

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP V.

5 Mission mode projects

The Government approved the National e-Governance Plan (NeGP) [13], comprising of 27 Mission Mode Projects (10 Central MMPs, 10 State MMPs and 7 Integrated MMPs spanning multiple Ministries/ Departments.) and 8 components, on May 18, 2006. The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.

The concerned Ministry/ Department is entirely responsible for all decisions related to their MMPs. However, decisions impacting NeGP as a whole are taken in consultation with DIT. Additionally, wherever required by the concerned Ministries/ Departments, DIT provides necessary support for project formulation and development.

Every State has the flexibility of identifying up to 5 additional State-specific MMPs (relevant for economic development within the State). In cases where Central Assistance is required, such inclusions are considered on the advice of the concerned Line Ministries/ Departments.

6 Mission Mode Projects (MMPs) CENTRAL MMPS STATE MMPS INTEGRATED MMPS

? BANKING ? CENTRAL EXCISE & CUSTOMS ? INCOME TAX (IT) ? INSURANCE ? MCA21 ? NATIONAL CITIZEN DATABASE ? PASSPORT ? IMMIGRATION, VISA AND FOREIGNERS REGISTRATION & TRACKING ? PENSION ? E-OFFICE ? AGRICULTURE ? COMMERCIAL TAXES ? E-DISTRICT ? EMPLOYMENT EXCHANGE ? LAND RECORDS ? MUNICIPALITIES ? GRAM PANCHAYATS ? POLICE ? ROAD TRANSPORT ? TREASURIES ? CSC ? E-BIZ ? E-COURTS ? E-PROCUREMENT ? EDI FOR E-TRADE ? NATIONAL E-GOVERNANCE SERVICE DELIVERY GATEWAY ? INDIA PORTAL

VI.

7 E-governance projects in punjab

The Department of Information Technology (DoIT) prepares and executes plans in collaboration with the concerned departments to leverage the power of Information & Communication Technology (ICT) as a vehicle for improved governance and service delivery to the citizens in different departments of the State Government.

8 MAJOR PROJECTS IN PUNJAB STATE Project Introduction:

The National e-Governance Plan (NeGP) of the Govt. of India aims to make all Government services accessible to the common man through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. Under this plan, a Government of India sponsored Mission Mode Project (MMP) called 'State Portal, State Service Delivery Gateway (SSDG) and Gap Infrastructure' has been entrusted to Punjab State E-Governance Society (PSEGS) for implementation **??**14]. For this purpose an administrative approval for the project at an estimated total outlay of Rs.1011.66 lakhs was accorded by GOI on 30. **??**.2009

9 VEHICLE ENQUIRY REQUEST. 5. ONLINE REGISTRATION OF COMPLAINTS (E-COMPLAINTS).

© About SUWIDHA project: Governments world over have been criticized for not delivering the services for which they were created. The giant machinery remains at work with virtually no output. In the past, several attempts have been made to improve its efficiency by introducing Information Technology (IT), however, the dividends have been minimal and the plight of the citizen remains the same. The citizen wonders at the very sight of the digital gadgets used in government offices. The computers are planted with great expectations of creating miracles, but the whole effort turns out to be mere hype and internal data processing.

Initiating IT activities with government dilatory procedures cannot yield the desired results. At best it can slightly increase the efficiency of the staff. The citizen friendly system can only be built after Reengineering government processes while keeping citizen convenience as the prime goal of the whole exercise. The government has to redefine and redesign itself at all levels. Today, for example, for every petty service charge, one has to go

to the bank and treasury for making payment before the application form is accepted in some other government office. The government needs to answer many questions such as:

? Why can't the petty fee be accepted at the counter itself and deposited in the treasury by the government office as a composite challan? ? What is the need to visit many branches for a single service? ? Why can't a citizen charter be defined with service delivery time frame depending upon the type of service desired? ? Why can't a control loop be included in each activity so that the delivery mechanism can be checked for quality? ? What is the need for verification again and again?

Can't the services be provided on the spot? ? When there is a single government, why to have a number of faces to talk to the citizen?

SUWIDHA has been conceived to facilitate citizen by capturing the input at a single point, defining a specified delivery date depending upon the type of service and accepting cash at the counter itself.

10 SERVICES

The following is the list of front-end citizen services covered under the SUWIDHA PROJECT **??** How SUWIDHA Works?

? The citizen approaches SUWIDHA Queue Counter and gets the Queue Token number. ? He waits for some time till his token number is displayed on the screen. On his turn at SUWIDHA Service Counter, he files his application. ? She/he is issued a receipt cum token number, which specifies the date of delivery of services. Each type of service has a pre-defined delivery time and system automatically calculates the service delivery ? All of payments for etc be made at the SUWIDHA counter. This further saves the inconvenience of the citizen caused to visit either bank or treasury office to deposit such payments. ? The application/case is then sent to the branch for action.

? In between the citizen can track the case with the help of SUWIDHA Token number through Dial CITI (which is IVR based system) or website, wherever implemented. ? In order to ensure the timely delivery, the DC monitors the progress regularly so that citizen does not have to visit the office un-necessarily. ? The delivery of documents/processed case is made on the specified date. The delivery of the documents is also from SUWIDHA Delivery Counter and not from the branch. This way the branches are able to concentrate on the backend work rather than attending to the citizens and this further helps in improving government services and the citizen are freed from inconvenience /harassment.

With this process, all applications received are recorded and monitored against the delivery due date, branch-wise. Computerized print, placement of processes has improved the quality of service. SUWIDHA Software provided the facility of local language (Punjabi) as well. The operators are available on the counters for the prescribed timings so easily accessibility to the citizens.

11 c) Punjab Wide Area Network (Pawan)

The National e-Governance Plan (NeGP) has identified various Mission Mode Projects, which are to be implemented in a phased manner over the next 3-4 years by the Line Ministries/Departments concerned at the Central and State level, as applicable, in addition to the various other e-Governance initiatives being taken by the respective States and Central Ministries. State Wide Area Network (PAWAN) has been identified as an element of the core infrastructure for supporting these e-Governance initiatives. The Government of Punjab views NeGP as a chance to take its e-Governance vision to greater heights.

The Government of Punjab is establishing the Punjab State Wide Area Network (PAWAN). This Wide Area Network (WAN) is envisaged as the backbone network for data, voice and video communications throughout the State. PAWAN would act as the vehicle for effective implementation of Electronic Governance (e-Governance) acro PAWAN would follow a 3 Tier structure through Point of Presence (POP) across the various levels:

12 Present Status

? GOI has approved the project at a project cost of Rs. 62.23 Crores over a span of five years. ? GOP has received Rs. 12 Crores as a first installment for the project. ? PwC has been appointed as the consultant.

? BSNL has been appointed s the Bandwidth Service provider.

? RFP has been sent to GOI for approval.

13 PAWAN Services

PAWAN shall cater to the information communication requirements of the entire state government and its departments. PAWAN shall facilitate the following minimum services to its entire user community [16] (2) The Government of Punjab has invested in and implemented many e-Governance initiatives. The experience gained from these initiatives and the active support of government officials at all levels, the State departments are well prepared to support provisioning of services through the CSCs.

(Common Services Centers are envisioned as the front-end delivery points for Government, private and social sector services to rural citizens of India. The idea is to develop a platform that can enable Government, private and social sector organizations to integrate their social and commercial goals for the benefit of rural populations in the remotest corners of the country through a combination of IT as well as non-IT services.)**3**

CSCs are meant to be the front end delivery points for delivery of G2C and B2C services Objectives: 1. The aim of the Scheme is not merely to roll out IT infrastructure but to build a network of 100,000+ rural businesses across India. To that effect, the CSC Scheme has been designed to create a value proposition for all stakeholders and alignment of their economic interests. 2. But beyond a delivery channel the CSC can play a role of an effective "change agent" that would provide a structured platform for socially inclusive community participation for collective developmental activities. Such change, it is proposed, would be undertaken through three important components: ? A Public

14 e) Punjab Government Personnel Management System

The software has been got prepared in consultation / discussions with various departments of Punjab Government keeping in view that the same will be required by every office for the automation of employee's records. The new computerized system covers the following 6 functions related to Punjab Government employee's information:? Personnel Information System ? Pay Accounting System ? Leave Accounting System ? Loan Accounting system ? General Provident Fund Accounting System ? Pension Accounting System (D D D D) G 2012 Year Present Status of Automation

Phase I (Implementation at Offices in Chandigarh and Mohali) Data Entry related to service books, leave details, GPF and Loan details of approx. 15,000 employees has been completed. Training to Employees has been completed Computerized payroll of 54 departments/offices is being generated, data updating/migration is under progress at the remaining 18 locations.

Phase II (Implementation in 33 selected departments in all districts) Implementation is under progress for approximately 40,000 employees Phase III (Implementation in remaining department in all districts of Punjab) Implementation in remaining departments in Phase III will start after the completion of Phase II.

15 Benefits of the Project

? Improvement in utilization of resources ? Provides accurate and timely information at various levels to assist the concerned authorities in effective decision making ? Makes information readily available for the benefit of the employees and the pensioners ? Reduces redundancy of efforts f) E-District in Punjab E-District has been envisaged by Government of Punjab (GoP) as automation of workflow backend digitization, integration of multiple applications of different departments and process reengineering of the participating line departments like Revenue (Certificates, Revenue Court services, licenses, etc), Social Security (pension related services), Food and Civil Supply (PDS), Municipal department (Utilities), etc. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual department services through COMMON SERVICE CENTERS (CSCs) which would be the primary front end channels as envisaged in the project.

16 Objectives:

? To provide easy access to government services to common man, especially the people belonging to Scheduled Castes, Scheduled Tribes and women. ? Reengineering of the internal processes of District Administration, Subordinate offices and participating departments to increase functional efficiency.

17 ? IT enabling of internal processes of District

Administration and its subordinate offices to increase operational efficiency ? Creation of IT infrastructure for rolling out e-Governance plan right up to Block levels ? Develop capacities of human resources of Government to operate and maintain IT enabled systems and applications with confidence and provide services to the people effectively and efficiently.

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place. The e-District project was conceptualized to improve this experience and enhance the efficiencies of the various Departments at the district-level to enable seamless service delivery to the citizen.

Front-ends under the scheme, in the form of citizen facilitation centers, are envisioned to be built at District-, Tehsil-, Sub-division-and Block-levels. Villagelevel front-ends would be established through GRAM SUWIDHA CENTRE (GSCs) for delivery of services.

Indicative services planned to be delivered through this MMP include: Future of E-governance in Punjab E-Governance is said to be pill of all ills of Governance. However many e-Governance projects are not succeeding or are facing bottlenecks. There is resistance to change or duplication of efforts in many initiatives. There are local language issues in some cases and lack of planning in others. Lack of infrastructure is a bottleneck and Universal Access is an issue. Lack of Process and Legal Reforms is hindering the projects and lack of technology and architecture is leading to slow implementation in Punjab.

There has been a lack of critical examination of process of strategizing; choice of applications; process of design and implementation. Often a supply side view is taken. tool kits) needs to be created to support capacity building. 7. There is considerable scope for regional cooperation in sharing telecommunication infrastructure for creating access points, build content and exchange best practices. Moreover regional and cross-border development issues such as natural resources and disaster management, trade and transport, tourism etc are areas where regional

e-government cooperation could be of significant mutual benefit. Mechanisms need to be evolved for developing such cooperation.

8. The e-Governance application in Punjab needs to build the trust of citizens in the system. It needs to ensure that the data and transactions of the citizen are secure. The information shared by the citizens should also remain safe and the privacy of the citizen needs to be protected. Whenever a citizen gets into any transaction with a Government agency, he shells out lot of personal information, which can be misused by the private sector and anti-social elements. Secured ways of transactions for the Government services are another issue of concern. The identity of citizens requesting services needs to be verified before they access or use the services. Here digital signature will play an important role in delivery of such services. But the infrastructure needed to support them is very expensive and requires constant maintenance. Hence a pertinent need still survives, compelling the authorities to ensure the authenticity in their transactions thereby gaining absolute trust and confidence of the citizen. 9. Cost Benefit Analysis:-Any e-Governance initiative must start with a clear understanding of the various costs involved in the project. We must also look into the Cost-Benefit-Analysis of the project. The investments in a project must look forward to the returns on the investments. Short term and long term plans with expected expenditures, income streams and deadlines may be worked out. The projects that are part of the e-governance initiatives need to be funded either through the Government sector or through the private sector. For the private sector to step into the funding activity their commercial interests needs to be ensured. Also the Government interest of Value Addition in services also needs to be taken care of while transferring the services to private sector. Advertising, sharing of Government information etc could be a few revenue generators for the Government. 10. Clear project objectives need to be set and projects need to be evaluated based on those objectives. The success of the project will depend on how far the stated objectives have been met. Another parameters which may define project success is the sustainability of projects over a long period and return on investments. The projects need to be evaluated as a constant improvement model even while implementation is underway. The interventions may be carried out at each stage of implementation.

Bottlenecks and causes of delays should be documented, even though they may be removed later. Staff need to be trained to handle new processes and activities; they have to be given incentives (not necessarily monetary) to prevent the brain drain of skilled people; and they need to feel part of the organization by engaging in the decision making process. Some basic training needs necessary to be provided to community members, in general, in order for them to be able to use new facilities for accessing electronic information and services.

A community of professionals (policy makers, project implementers, academics, development practitioners) who can champion the need for pro-poor e-Governance need to be build **??**17]. The community can be built around a rich web site that provides knowledge resources and promotes an off line dialog within the community. Periodic face-to-face workshops focused on specific tools, policy frameworks can catalyze the process of community building.

18 Conclusion

E-governance helps to reform the way the Governments work, share information, engage citizens and deliver services to external and internal clients for the benefit of both government and the clients that they serve. The government should try to practice egovernment practices through these city centers so that it could be proved beneficial to the people. But connecting and bringing all the city centers on line is a very difficult task to do. But the need of hour for government is to concentrate not only on software and hardware, but to implement this strategy with honesty. Experts states that it better to first create strong administration, to bring all government employees under confidence, only then we can think to bring egovernance, to connect each and every person to this e-Governed world and to provide basic facilities to the citizens while sitting at home. Thus from above discussions we conclude that a long term and a shortterm strategy for E-Governance implementation is the need of the hour. For successful implementation Standards, Infrastructure, Legislations, Strategy all needs to be in place. It also requires establishment of various institutions under the Ministry of Information Technology. It requires a Global Vision and local implementation. And above all it requires e-readiness in the minds of citizens and the Government employees.

IX. [1] [2]

[1] © 2012 Global Journals Inc. (US)Global Journal of Computer Science and Technology

[2] © 2012 Global Journals Inc. (US)


OPEN
ASSOCIATION
OF RESEARCH
SOCIETY, USA
RESEARCH | DIVERSITY | ETHICS

Figure 1:

Implementation Status and Timelines: A State Project Committee (SPC), comprising of the following memb
implementation of project:

1. Principal Secretary, Information Technology-

Chairman

2. Director IT-Member Secretary

3. Project Coordinator, DIT, Punjab

4. Representative from NIC Punjab 5. Nodal Officers of the concerned 8 Departments 6. Representatives fro

required M/s KPMG, empanelled by DIT, Govt. of India was appointed as Project Consultant by PSEGS a

PSEGS. M/s KPMG performed the assessment study of
the following eight departments in scope of the project
for finalization of departmental services, understanding
the process flow and gap infrastructure:
1. Agriculture
2. Rural Development and Panchayat
3. Food and civil supplies
4. Health and family welfare
5. Social Security
6. SC/BC Welfare

7. Local Government

8. Punjab Police

? State Head Quarter or State Network Centre (SNC) - Tier I
? District Head Quarter or District Network Centre (DNC) -Tier II
? Sub Divisional Head Quarter or Sub Division Network Centre (SDNC) and the Block Head Quarters or Block Network Centers (BNC) -Tier III
Departmental offices of

Figure 3:

? Dedicated access to applications hosted at
State and Central Department.
? Providing Internet access to all PAWAN users
through Internet Gateway at SNC
? Voice over IP for government offices through IP
Phone
? Point-to-point and point-to-multipoint video
conferencing through High quality video
equipments & Multimedia PC
2012 2. Security Services ? Secure data departmental offices. ? Secure access to
Year centralized applications transmission between ? Access rule for departments
to be connected to
34 PAWAN
? Access rule for VPN access to departmental
Volume network on PAWAN ? Gateway Level Antivirus protection for SNC NOC ?
XII Perimeter Security for SNC NOC Additional Services ? Help Desk Services for
Is- incident handling ? Provide departmental network from remote ? Centralized
sue Network Monitoring System ? Messaging services d) Implementing the
XI Common Service Centre (Csc) Scheme in Punjab
Ver-
sion
I
D
D
D
D
)
G
(

Background of the Project:
(1) The State of Punjab intends to use
Information & Communication Technology (ICT) as a
vehicle for effective governance and to empower its
citizens, with requisite wherewithal to contribute towards
economic growth of the State.
Core Services
1. Converged Network Services (Data/Voice/video)
? Seamless end to end connectivity for all
government offices across Punjab
? Inter departmental connectivity at each location
? Allow horizontal connectivity facilities at each
POP of PAWAN

Figure 4:

Vision and Objectives of various successful countries and suggests guidelines for same. The following points are worth considerable for future of the e-governance in Punjab:

1. State should define as to which sections of the population constitute vulnerable group that needs to be targeted. Their geographical spread needs to be mapped. Participatory approaches need to be used in developing e-Government programs and plans, so that the needs of the poor are well articulated and can be reflected in the choice of applications and their design.

2. Existing national and State e-Government programs and e-Government projects should be audited in a systematic way to determine the potential and actual impact on poor and the vulnerable. A Tool Kit can be designed for the purpose of carrying out such an audit. 3. Policy makers need to be sensitized to the fact that the digital divide will be further exacerbated unless e-Government specifically focuses on the poor and the vulnerable and that e-Government has the potential to deliver significant benefits to the vulnerable/poor. 4. Capacity needs to be built for e-Government program designers to: ? To promote participation by relevant stakeholder groups from civil society in formulating e-Government plans and strategies. ? Define policy frameworks that promote the use of different technologies that are relevant for the poor; provide incentive for creation of appropriate content, and create affordable and convenient access points.

? Make application choices that can potentially impact the poor/vulnerable.

? Create partnership with NGOs, media, and Private Sector in implementing pro-poor e-Governance.

5. Capacity needs to be built for project implementers to use participative methods in design and implementation of projects/ applications focused on the poor/vulnerable.

6. A large amount of training material (case studies,

Figure 5:

2012
D D D D) G
(

Figure 6:

.1 Acknowledgments

The authors are thankful to the management of BABA FARID GROUP OF INSTITUTIONS (Bathinda) for economic support and providing the facilities to prepare the research article. The authors are also thankful to all the faculty members of computer department for encouragement and co-operation in the preparation of this paper.

[Unpa ()] *Benchmarking e-Government: A Global Perspective*, Aspa Unpa . 2001.

[E-government standards for interoperability, Government of India, Department of Information Technology] *E-government standards for interoperability, Government of India, Department of Information Technology*, National Informatics Centre, Training division

[Electronic Governance -A Concept Paper Ministry of Information Technology (MIT) ()] 'Electronic Governance -A Concept Paper'. http://egov.mit.gov.in/ *Ministry of Information Technology (MIT)*, (India) 2001. (Ministry of Information Technology)

[Kochhar and Dhanjal ()] *From governance to egovernance: An initial assessment of some of India's best projects*, S G Kochhar , Dhanjal . 2004. New Delhi: Skoch Consultancy Services. (Technical Report)

[Government of India 2001 E-governance. Ministry of Personnel, Public Grievances and Pensions] *Government of India 2001 E-governance. Ministry of Personnel, Public Grievances and Pensions*, http://persmin.nic.in/arpg/egov1.htm p. 17.

[IIT Delhi during International Conference on e-Governance] *IIT Delhi during International Conference on e-Governance*,

[National E-Governance Plan] National E-Governance Plan . http://www.mit.gov.in/default.aspx?id=827 *Ministry of Communication & Information Technology, Government of India*,

[Chhabra (2009)] 'Punjab: Progressive by nature: India Today'. Arvind Chhabra . *Indiatoday.intoday.in. Retrieved* 2009-09-18. 2010. p. .

[Fraga ()] 'Trends in e-Government How to Plan, Design, Secure, and Measure E-Government'. E Fraga . *Government Management Information Sciences (GMIS) Conference, anta Fe*, (New Mexico) 2002.

[Welcome to Official Web site of] *Welcome to Official Web site of*, Punjab, India.