E-governance: Gujarat Initiative

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ABSTRACT

E-governance is the initiate by the government to make government process fast, transparent, citizen friendly. It decreases the gap between citizen and government. The State Government has been using ICT as an effective tool towards Good Governance and Gujarat is a frontline State in the Country for implementation of e-Governance projects. Gujarat has been a pacesetter in setting up of core ICT infrastructure like State Wide Area Network (SWAN), State Data Centre (SDC) andCommon Service Centre (CSC) as well to be used of advanced technologies like GIS and quality solutions, to provide smart Governance to its citizens and businesses. In this research paper how the government of Gujarat use E-governance as a governing platform.

Keywords-*E-governance, Gujarat, ICT*

INTRODUCTION

21st Century is a technology era. Technology makes work easier and faster. The government also use technology to work faster and transparent.The term e-Government came into existence with the advent of government websites in the late 1990s. e-Governance refers to the utilization of information and Communication Technologies (ICTs) to provide citizens and organizations with more convenient access to government services and information. E-Governance involves ICTs, especially to improve the delivery of government services to citizens, businesses and government agencies.

Department of government of Gujarat such as Gujarat Informatics Limited, Department of Settlement and Land Records, Registration and Stamps, Revenue Department, Commissioner of Transport, Directorate of Agricultural, Directorate of Animal Husbandry, Director of Municipal Administration, High Court of Gujarat, State Election Commission, Sales Taxes Department, Finance Department, Panchayat Rural Development Department, Police Department, Directorate of Employment & Training, Department of School Education, Food & Civil Supplies Department, Department of Health and Family Welfare, Directorate of Social Defence, Directorate of Scheduled Castes, Roads & Building Department are using E-governance as a working platform.

Gujarat is an aspiring leader with e-readiness Initiatives with the IT Policy 2006-2011. Gujarat has been position at L2 Stage in Information Communication Technologies (ICTs) that are categorized based on environment, Readiness, and Usage of Applications. It stands as an aspiring leader ranking to thirty-first top Hotspots within the World and minimizing to succeed in the goal.

E-governance Services:

1. e-City:

AMC improved the delivery of municipal services such as registration of births and deaths, approval of building plans, delivery of primary health and education, city cleanliness, water supply, sewerage, street-lights, parks and gardens, by duly facilitating the citizens through the operation of e-City Centres. AMC has effectively implemented 'e-City', i.e. e-Governance, to deliver most of the important services affecting the daily lives of the residents through 50 City Civic Centres located throughout the city. Each e-City Centre houses the sufficient number of nodes managed by well-trained Operators and System Managers, who promptly attend to the needs of citizens. Every node is equipped to handle all core activities, such as approval of building plan, grant of different licenses, redressal of complaints regarding civic amenities, payment of taxes.

2. e-Dhara:

After digitizing all land records, e-Dhara Kendra (e-DK) have been setup at Taluka Mamlatdar offices to take up day to day activities of land records such as mutations and issue of Record of Rights (RoR). Workflow based software (BhuLekh Soft) has been implemented since 2004-2005.By Integrating BhuLekh Soft with the e Gram Vishwa Gram (eGVG) project, that provides broadband connectivity through VSAT to village Panchayats, farmers can get RoR copies from the Village Panchayat itself. While Talati / Village Computer Entrepreneur (VCE) posts the request on the RoR portal, Deputy Mamlatdar, (e-DK) would process the RoR and upload it on to the Central server so that the print out is taken at the village. Since Jan 2006, RoR at Village has been operational in 2279 villages of 166 Talukas and the facility has been expanding with the availability of broadband under eGVG project.

3. SWAGAT:

On April 24th, 2003 Gujarat was the first State in India to launch a combination of digital and communication technology in the form of a programme named SWAGAT- State Wide Attention on Grievances by Application of Technology.

On the fourth Thursday of every month, applicants arrive at the C.M.'s office in the morning. Complaints are checked, registered and instantly transmitted online to the involved authorities at the District level and Sub-District level, whereat the authorities input their replies by afternoon on the same day. From 3.00pm on a similar day, the C.M. personally listens to the applicants one-by-one. The complaint also as the replies of the involved authorities is available through the system on a screen. The concerned secretaries are present together with the C.M., for direct interaction with the aggrieved citizen, and district authorities are connected through video-conferencing. After taking note of all the aspects of the case from all sides, necessary directions are given for break down the grievance.

4. GHMIS:

Gujarat Hospital Management Information System (GHMIS) is provided for efficient and quality health services to the citizens through Medical Colleges Hospital/District Hospitals/Sub District Hospital in Gujarat by the Department of Health & Family Welfare.

The GHMIS has been predict to not only help the administrators to have better monitoring and control of the functioning of hospitals across the state using decision support indicators however also assist the doctors and medical staff to improve health services with readily reference patient data, workflow-enabled less-paper process and parameterized alarms and triggers during a patient treatment cycle.The GHMIS is progressive healthcare solution to provide better care to patients by addressing all the most important functional areas of the hospital variety. Each hospital is exclusive in its necessities and priorities.

5.SICN:

Sachivalaya Integrated Communication Network(SICN) is provided by the Information Technology Department.

SICN is a network owned by Government of Gujarat for their Voice Communication needs. This network is spread in capital of Gujarat Gandhinagar connecting almost all the Govt. Boards & Corporations Offices.The core of this network is Lucent make DEFINITY G3r EPABX with the capacity of 8500+ lines and 650 trunks working on E1 R2 MFC and ISDN-PRI, expandable up to 25000 lines.Through OFC this EPABX is connected to 11 remote units.As a backbone around 100 Kms. Of Optical Fibre has been laidand 150 Kms. Of JFC has been laid with Structured cabling for Voice & Data nodes. There are 8500+ Voice Nodes and 5000 Data Nodes.

6. BISAG:

To establish and to carry on the administration and management of the Bhaskracharya Institute for Space Applications and Geo-Informatics, BISAG Gandhinagar,so that the various planning & development activities pertaining to Agriculture, Soil and Land use, Urban Land use, Water Resources, Watershed, Marine applications, Forest and Environment, Geology as well as training of grass-root level functionaries through satellite communication etc. can be carried out effectively and economically.

7. GSDC:

Gujarat State Data Centre(GSDC) is provided for consolidate services, applications, and infrastructure so as to ensure efficient electronic delivery of G2G, G2C and G2B services by Science & Technology Department.

GSDC will provide much functionality such as Central Repository of the State, Secure Data Storage, Online Delivery of Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc. GSDC would additionally give better operation and minimize the overall cost of data Management, IT Resource Management, deployment and alternative costs.

8. e-Procurement:

It is initiated by the Industry & Mines Department.Objectives of the Government is to secure efficiency benefits from the e-enablement of the business process. Purchasing is often the area where the greatest savings can be

made within any organization. E-enabling Purchasing helps to achieve those savings sooner as well as bringing other benefits such as best practice processes and quality management information. eProcurement project initiated with the vision of achieving above stated goals.

e-Procurement system introduced for all the purchases and procurements in all the government departments, Nigams and Societies below the administrative control of the state government and that are funded by Government.

Form Book &GR Book, E-databank, e-Nagarpalika, Gyan Ganga, Mahitishakti, Sales Tax and Treasury, Talimrozgar, Tele-Fariyad, Centre of Excellence, Computerization of Kami jastiPatrak, Computerization of Cadastral Maps and GIS-based system, City Survey Record Computerization, Computerized Registration of Documents, Registration of Documents (ReD), Land Records Management Information System (LRMIS), Property Card Information System, Smart Chip License, Krishi Mahotsav, Weather Watch Module, Farmers Insurance, Agriculture Portal, Pension Case Status Online, e-PRIMA –Panchayati Raj Institution of Maintenance of Accounts are also provided by Government of Gujarat.

CONCLUSION

The government of Gujarat initiated numbers of a programme which are used by citizen anytime and anywhere. By using services online work completed faster and the connection increase between government and citizen. also, decrease paperwork. The economy is also increased. Citizen is not aware of services. Lack of Advertisements is about services. Also, the government have to increase trust to the citizen for using services. So, a vision is required to implement the e-government in Gujarat. To meet the vision of the challenges in the implementation of e-government should be overcome. Then, the environment must be developed for the effective implementation of e-government. And the participation of people can play a vital role in the implementation of e-Governance.

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