A Step towards Rural Development in Panchayats through E-Governance in Chhattisgarh

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Abstract - In today's scenario e-governance is the medium between the government and the citizens. E-Governance primarily includes Information Technology into connectivity, networking and delivery services. These tools make citizens focusing on better livelihoods. The Government of India (GOI) has formulated National e-Governance Plan (NeGP) to promote the growth of modernization of government and service delivery to citizens through adaptation of ICT.

The ruler of population is not getting advantages from modern ICT services in comparison to the urban population. There are many reasons for this gap. It is due to the local language problems, lack of awareness of public service and sometimes proper infrastructure. They should be trained in such a way that knowledge about the government services is shared among them.

The aim of this paper is to find and analyse all the citizen centric E-Governance services available in Chhattisgarh in terms of people in awareness at Panchayat level through dedicated ICT that makes them aware about proper use of available resources, e learning.

Keywords - E-Governance, Panchayat, ICT, Rural, Citizen, NeGP, NIC, G2C, GOI.

1. Introduction - E-Governance is the need of 21st century. The Information and Communication Technology play an important role in country's development. E-Governance refers to the electronic governance. It is basically associated with achieving the results of governance. It is the use of wide range of modern Information and Communication Technologies such as Internet, Mobiles, Local area network (LAN) by government, in which ICT play an active and significant role for efficient and effective governance making government more accessible and accountable to the citizens.

As part of National e-Governance Policy (NeGP), GOI has identified 27 Mission Mode Projects (MMPs), covering across Central, State and Local government administration in India. The National e-Governance Plan has identified Panchayat as one of the Mission Mode Projects (MMPs), through Panchayat provide a large number of basic services for millions of citizens living in India's rural areas. The second round table conference of State Ministers of Panchayati Raj, organised by the Ministry of Panchayati Raj (MoPr) held at Jaipur in Dec. (2004) recommended taking e-Governance in Panchayati Raj Institutions as Mission Mode through National Informatics and Centre (NIC).

Since last decade government of Chhattisgarh state has initiated among citizen centric services to E-Governance services which includes Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B), and Government to Employee (G2E), with the help of National e-Governance Plan (NeGP), M/S Aisect, M/S TCS. District e-Governance Society (DeGS) has been set up in every district of the state. Fig. 1 shows some of the major e-Governance initiatives of government of C.G. are:-

Figure: 1 shows the identified major citizen centric e-governance services to citizens of Chhattisgarh state.
2. Literature Review

2.1. E-Governance in Chhattisgarh State

Chhattisgarh is now focussing critical infrastructure sectors and keeping in view the advantages in terms of resources and business environment it offers to the rural areas.

Chhattisgarh provides for a unique location advantage with direct physical access to markets of seven states: Telangana, Andhra Pradesh, Uttar Pradesh, Maharashtra, Jharkhand and Odisha. This gives the industry unique market. Approximately 70 per cent of our state’s population lives in rural areas and when it comes to literacy rate it is 74 per cent.

2.2. E-Governance initiatives in Chhattisgarh

To provide opportunities, information and easy access of the rural India, several steps at various levels (National, State, Block and Panchayat) have been taken in the ministry of rural development through the ICT infrastructure. Table 1- shows the different types of e-Governance services in C.G. State.

Table 1. List of services under different categories of e-governance services in Chhattisgarh state

<table>
<thead>
<tr>
<th>e-District CSC</th>
<th>e-Municipality</th>
<th>CG Online</th>
<th>CG Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caste certificate</td>
<td>Birth and death certificate</td>
<td>Electricity bill</td>
<td>e-Transit pass</td>
</tr>
<tr>
<td>Resident certificate</td>
<td>Trade licence</td>
<td>Water tax</td>
<td>e-VAT clearance certificate</td>
</tr>
<tr>
<td>Legal heir certificate</td>
<td>Property /holding tax</td>
<td>e-No deduction certificate</td>
<td></td>
</tr>
<tr>
<td>Certify copies of ROR</td>
<td>Water connection and charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solvency certificate</td>
<td>Building plans</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Research methodology

Study is related to the rural development in panchayat through e-Governance in Chhattisgarh state. A semi-structured questionnaire and interview made to collect data from respondents. Various sources like journals, government reports and websites have been chosen for collecting secondary data.

Table 2 Proposed methodologies:

<table>
<thead>
<tr>
<th>Population</th>
<th>Sampling frame availability</th>
<th>Sampling Size</th>
<th>Sampling Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bilaspur Citizens</td>
<td>1 Block</td>
<td>Panchayat and Informatics Officers</td>
<td>100</td>
</tr>
<tr>
<td>Government employees</td>
<td>7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Data analysis and interpretation is done on the basis of collection of data from the different age group.

4. Limitations- There is the certain limitations:

4.1. Area- Due to limitation of area the study is restricted to E-governance services in Chhattisgarh state of one block only.

4.2. Literacy- Employees who deal with E-Governance services in block level have been considered for survey purpose only instead of grassroots level of employees.

Conclusion- In the last decade, the Internet and telecommunication services shell India has increased and this gives the ray of hopes to the citizens of India to fight with the problem of poverty, corruption but the same time due to slow pace of project it has not given the desired result.

References


Websites

1. http://governmenttoday.co.in/marching-towards-progress