



E-governance in public administration: A socio-legal study

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Abstract

In the public context, governance is about how to steer or guide society so as to best serve public interests and achieve the common good. Government makes best possible efforts to provide public services to common man. Today's government has full faith in e-Governance and widespread network of e-Governance across the world proves its importance. E-Governance is the online delivery of public services to the citizens, businesses and other governmental institutions. It is the technology which provides online availability of public services. It helps officials and higher authorities to perform their tasks effectively and efficiently. In this paper, concept, definitions of e-Governance, growth and development of e-Governance, important projects related to e-Governance, legal framework, social impediments in the implementation of e-Governance and suggestions to improve the working of e-Governance are discussed.

Keywords: e-governance, national e-governance plan (Ne-GP), mission mode projects, information technology act, 2000

Introduction

In today's era of Science and technology, the life of humans is encompassed by innovative technology. It has scarcely left any space for non-technical things. A minor modification in technology brings about a drastic change in the society. With societal transformation, definitely the legal system which governs the society also undertakes a variance. It is an obvious social phenomenon. With the vast pace of technological growth, its governance is also required. It finds an answer in 'e-Governance'.

E-Governance signifies the utilization of Information and Communication Technology (ICT) in the procedure of government working with a specific end goal to bring better administration which has been inventively named as SMART (Simple, Moral, Accountable, Responsive and Transparent) [1] E-Governance isn't an unimportant mechanical advancement but at the same time is a procedure of administration. E-Governance is a stage towards reconstruction in government and its organization. These changes revolve around enhancing the conveyance of open administration, productivity, responsibility, transparency, public and private partnership and dissemination of information.

E-Governance refers to the delivery of services via internet or other digital means. It is a one-stop passage to major government organizations. It encourages arrangement of important government data in electronic frame to the nationals in an opportune way. E-Governance provides transparent and faster facility deliverance to people. It is strengthening of the natives through access to information without the help of administration authorities. It is enhanced efficiency and cost funds in working with providers and clients of government. It also promotes peoples participation in formation of public policy and decision-making. E-Governance describes how managers, supervisors use Information & Communication

Technology to execute their elements of overseeing, arranging, sorting out, planning, and staffing adequately. E-Governance object to make the interaction among government and citizens (G2C), government and business enterprises (G2B), and inter agency relationships (G2G) more friendly, convenient, transparent and cost effective [2]

E-governance concept and definitions

Computer, Internet and Information & Communication Technologies (ICT) have various advantages and had brought tremendous change in our lives. Today we have various new concepts like e-Governance, e-Contract, e-Communication and e-Transaction so on.

E-Governance is a generic term for web-based service from agencies of local, state and central governments. In e-Governance uses information technology and particularly the Internet to support government operations, engage citizens, and provide government services. The interaction may be in form of obtaining information, filings, or making payment and host of other activities via the World Wide Web

Although the term 'e-Governance' has gained currency in recent years, there is no standard definition of this term. Different governments and organizations define this term to suit their own aims and objectives. Sometimes, the term 'e-government' is also used instead of 'e-Governance'. Some widely used definitions are listed below:

Dr. A.P.J. Abdul Kalam, former President of India, has visualized e-Governance 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 [3].

According to the World Bank, "E-Governance is the use of information and communication technologies by government

agencies to transform relations with citizens, business and other arms of government. It involves information technology enabled initiatives that are used for improving:

1. The interaction between government and citizens or government and business commonly known as e-services;
2. The internal government operations commonly known as e-administration; and
3. External interactions among the members of society, commonly known as e-society [4].”

The Council of Europe has taken e-Governance to mean: “the use of electronic technologies in three areas of public action:

- relations between the public authorities and civil society
- functioning of the public authorities at all stages of the democratic process (electronic democracy)
- the provision of public services (electronic public services) [5].”

In this case, the focus is on making use of electronic technologies with a view to encourage better interaction between government and citizens, promote democracy and provide public services.

Shari Joshi, “E-governance means the method of working become developed in the use of information and technology [6].”

The definitions of e-Governance has much in common to underscore the term “e-Governance” is of recent origin and there exists no standard definition since the conceptual understanding is still evolving. The generally accepted definition is: "e-Governance" or “Electronic Governance” refers to the use of Information and Communication Technologies (ICTs) by government and private agencies for governance or administration.

Growth and Development of e-governance in India

Computer Technology came to India in 1959 but we are slow to catch on. There was a feeling amongst employees of the establishments introducing computers in the initial stage that it would replace human work farce and result in a big loss of jobs. During the course of time, the benefits of Computer Technology became apparent and the computer started getting used in government departments and private sector. In 1975 Indian government took an important decision about introducing use of computer in the governance and computer based decision support system in the ministries and departments to facilitate planning and programme implementation [7].

The technology as well as e-Governance initiatives have come a long way since then. Recognizing the high importance of electronics and technology, the Government of India established the Department of Electronics in 1970. The subsequent establishment of the National Informatics Centre (NIC) in 1977 was the first major step towards e-Governance in India as it brought ‘information’ and its communication in focus. However, the main thrust for e-Governance was provided by the launching of NICNET in 1987 - the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) program to computerize all district offices in the country for which free hardware and software were offered to the State Governments.

Within the short time, high priority plan scheme was taken up with United Nations Development Programme (UNDP) assistance, National Informatics Centre (NIC) was setup under the Electronic Commission in the early 1970s, became fully functional in 1977. This has helped to usher in the required transformation in government to ably meet the challenges of the new millennium. The NIC contributed immensely to growth of the computer culture in the governance and it has become synonymous with computerisation in the governance. It has brought e-Governance to India through networking and computer proliferation in the various organs of the government and it has been instrumental in Information & Communication Technology (ICT) application in the government department at center, state and district levels. During 1985-90 a period before the spread of internet NIC reached out to 550 district headquarters in the country covering different terrains and various levels of regional development. It is providing information exchange services between Government and Corporate sector organizations. In order to cater to specific needs for improving government services, NIC establishes nationwide Information & Communication Technology network called NICNET (satellite-based nation-wide computer-communication network, called NICNET) with gateway nodes at about 55 point in government departments, 35 in states/union territories headquarters and 550 in district headquarters. This is world's largest Satellite based Computer communication network [8].

In 1989 the Committee on Study Group on Information Gap, constituted by Planning Commission of India, recommended creation of data base on plan information, evaluation and monitoring in every district of the country. This committee also recommended creating data base on natural resources, infrastructures, agro-economic and demographic aspect of district level, based on the NICNET. The District Government Informatics Programme (DISNIC) was taken up in 540 districts through this programme. A distributed data based on village level information has been created in about 6 lakh villages of the country. NICNET was extended via the State capitals to all district headquarters by 1990 [9].

E-Governance is not only popular in India b ut also worldwide. To make working of government more efficient, responsive, faster and transparent many developed and developing countries have taken some useful steps for the expansion of e-Governance in their respective countries. Countries which are in the race of e-Governance implementation are UK, USA, Canada, New Zealand, Brazil, Singapore etc [10].

E-governance programmes in India

Now the researcher presents e-Governance Projects, initiated by Central and State Government in their respective fields. These projects show that India is growing as Information Technology Power in the World and it has strong IT sector. These projects are running under National e-Governance Plan (Ne-GP) or Digital India Programme. These plans are as under:

Mission Mode Projects (MMPs)

A Mission Mode Projects (MMPs) is an individual project within the National e-Governance Plan (NeGP) that focuses

on one aspect of electronic governance/e-public administration, such as banking, land records or commercial taxes etc. Within Ne-GP, "Mission Mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels. Government of India has approved National e-Governance Plan (Ne-GP), comprising of 27 Mission Mode Projects (MMPs) on May 18, 2006. In the year 2011, 4 projects – Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31. Currently, there are 44 MMPs being implemented by the government under electronic revolution or e-Kranti^[11].

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

E-Governance in India 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 programme 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^[12].

The National e-Governance Plan (Ne-GP), 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 National e-Governance Plan^[13].

Now National e-Governance Programme comprise of 44 Mission Mode Projects (MMPs), which are further classified as central, state or integrated projects. Each state government can also define five MMPs specific to its individual needs. That is as under:

1. Central MMPs

Mission Mode Project is an individual project within the National e-Governance Plan (NeGP) that focuses on one aspect of electronic governance. Central MMPs has covered 14 projects which are as under:

1. Banking
2. Central Excise & Customs
3. Income Tax (IT)
4. Insurance
5. Ministry of Corporate Affairs (MCA)
6. Passport
7. Immigration, Visa and Foreigners Registration& Tracking
8. Pension
9. E-Office
10. Posts
11. Unique Identification Number (UID)
12. Common IT Roadmap for Para Military Forces
13. E-Sansad

2. State MMPs

1. Agriculture
2. Commercial Taxes
3. E-District
4. Employment Exchange
5. Land Records(National Land Records Modernization Programme)
6. Municipalities
7. E-Panchayats
8. Police (Crime and Criminal Tracking Network & Systems)
9. Road Transport
10. Treasuries Computerization
11. Public Distribution System (PDS)
12. Education
13. Health
14. E-Vidhaan
15. Agriculture 2.0
16. Rural Development
17. Women & Child Development

3. Integrated MMPs

1. Common Services Centres (CSCs)
2. E-Biz (G2B)
3. E-Courts
4. E-Procurement
5. Electronic Data Interchange (EDI)For E-Trade
6. National e-governance Service Delivery Gateway
7. India Portal
8. Financial Inclusion
9. Roads and Highways Information System(RAHI)
10. Social Benefit
11. National GIS
12. National Mission on Education Through ICT
13. Urban Governance
14. e-Bhasha

Following programmes are running in Indian Sates & Union Territories under MMPs:-

Table 1: e-Governance Initiatives in Indian States & Union Territories

Ser. No.	State/Union Territory	Initiatives covering departmental automation, user charge collection, delivery of policy/programme information and delivery of entitlements
1.	Andhra Pradesh	e-Seva, Card, Voice, MPHS, Fast, e-Cops, AP online—One-stop-shop on the Internet, Saukaryam, Online Transaction processing
2.	Arunachal Pradesh	e-Samaj, Community Information Center, Entrance Exam Management System for Higher & Technical Education etc.
3.	Assam	e-Suvidha, e-District Project,
4.	Bihar	MUDRA Project
5.	Chhattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
6.	Goa	Dharani Project
7.	Gujarat	Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice.
8.	Haryana	Nai Disha
9.	Himachal Pradesh	Lok Mitra
10.	Jammu & Kashmir	e-Panchayat
11.	Karnataka	Bhoomi, Khajane, Kaveri
12.	Jharkhand	Manav Sampada, e-Pass (Scholarship Application)
13.	Karnataka	Boomi, Bangalore One Project
14.	Kerala	e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS)
15.	Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP State Agricultural Marketing Board (Mandi Board) etc
16.	Maharashtra	SETU, Online Complaint Management System-Mumbai
17.	Manipur	The Meghalaya website under schemes related to
18.	Meghalaya	e-District Project
19.	Mizoram	e-District,
20.	Nagaland	e-District, Transport Mission Mode Projects
21.	Orissa	e-Sahayata
21.	Punjab	e-Sewa, Sanjh Kendras, e-District Project, e-Frad Kendra
22.	Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
23.	Sikkim	e-Districts
24.	Tamil Nadu	Rasi Maiyams–Kanchipuram (Application forms related to public utility, tender notices and display)
25.	Telangana	SOFTNET(Society for Telangana Network), File Tracking System
26.	Tripura	e-District Project, e-Jami Project
27.	Uttar Pradesh	Lok Vani,
28.	Uttarakhand	e-District Project, The e-Procurement System of Uttarakhand (Submission of bids online)
29.	West Bengal	Shajtathya-Mitra
30.	Andaman and Nicobar Islands	Promise (Project Monitoring System for Secretariat)
31.	Chandigarh	e-Jan Sampark, e-Gram Project
32.	Dadra and Nagar Haveli	e-District Project, e-Procurement System
33.	Daman and Diu	e-District Project, Common Services Centers (CSC)
34.	Delhi	CBPS(Computerised Bus Pass System) Avtsp (Automatic Vehicle Tracking System), Computerisation of website of RCS office, Electronic Clearance System, Management Information System for Education etc
35.	Lakshadweep	Everalert (The On-Line Medical Inventory-Cum-Cargo Management System), Web-enabled Consumer Management and Energy Billing System
36.	Pondicherry	e-District

Source: Official websites of the concern States and UTs

E-governance and the information technology act, 2000

Almost all Information Technology savvy have welcomed the *Information Technology Act, 2000* passed by the Indian Parliament on May16, 2000, got Presidential assent. The enactment of Information Technology Act, 2000 is an important step in promoting the use of Information Technology in Government and Business.

The *Information Technology Act, 2000* is a forward-looking piece of legislation. It provides legal recognition to e-Governance. It has become first uniform IT law in India because there was no IT law in the country before IT Act, 2000. The Information Technology law also amends the *Indian Penal Code, Indian Evidence, the Bankers Book*

Evidence Act and Reserve Bank of India Act to carry out the provisions of this legislation. In India, e-Governance is recognised by *Information Technology Act, 2000*. This act provides legal framework for electronic commerce conducting through computer and transmitted over the computer network through the internet. It also deals with cyber offences such as hacking, publishing, misuse of digital signature certificates and causing damage to the computer system by introducing viruses.

Grey area of information technology act, 2000

After having discussed the important provisions of the Act, attention should also be drawn to some of its loopholes. Act

has some weak points. Information Technology is a dynamic concept. It is changing day by day. Therefore, new problems are arising with passage of time. The most serious concern about the Indian Information Technology law relates to its implementation. The IT Act, 2000 does not lay down parameters for its implementation.

1. **Improper Authentication of Digital Signatures:** The IT Act deals just with Public Key Infrastructure (PKI) structure for validation. It doesn't perceive some other confirmation methodology however the ambit of 'legal record' is wide. This may cause problems for m-commerce exchanges that may not really utilize the PKI framework for verification and safety purposes.
2. **Qualifications and powers of adjudicating officers unclear:** The Act is indistinct with regards to the eligibility of an adjudicating officer and the way in which he should judge. In addition, the statute is as far as anyone knows a 'long arm statute', it doesn't show the forces of the adjudicating officers when a man commits a crime or disregards any provisions of the law from outside India. Several troubles may likewise emerge while bringing in the cyber criminal to India. The Act does not set out any provisions whereby removal bargains can be framed with nations where the cyber criminal is found.
3. **Misuse of police powers:** The inquiry and arrest powers given to cops with no unmistakable rules might be poorly utilized and Section 66A is the example of it. Supreme Court of India has declared it void. This area has been broadly abused by police in different states to arrest innocent people for posting critical remarks about social and political issues ^[14].
4. **Internet service provider liability and responsibility for content regulation not attributable:** While Section 78 exonerates a system specialist organization of its liability in the event that if it can demonstrate its numbness and due steadiness, it neglects to indicate in the matter of who might be held subject for such contradiction in such an occasion. This provision will unquestionably cause problems when an offense in regards to outsider information or provision of data is committed ^[15].
5. **Intellectual property rights violation:** Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules 2011 is protected personal and sensitive data. The IT Rules protect information pertaining only to: a) Medical records, b) Physiological, physical and mental health condition, c) Passwords, d) Financial information, e) Sexual orientation, and f) Biometric details. It is not talked about direction of intellectual property rights, especially copyright on the web which is a consistently developing problem. The Act does not talk about the ramifications of any copyright infringement over the web. It has no provisions to penalise copyright offenders, usually known as 'pirates' for their exercises over the web. Web piracy is a noteworthy issue which has not been handled by this Act. No amendments have been proposed to the Copyright laws of India.
6. **Less rate of conviction:** The completely poor conviction

rate of cybercrime in the nation has additionally not just helped the reason for directing cyber crime. There have been few cyber crime convictions in the nation, which can be counted on fingers. Government needs to guarantee specific strategies for indictment of cybercrime cases in order to handle them on a need premise. This is important in order to win the confidence of the general public in the capability of the e-Governance framework to handle cyber crime. Government must guarantee that framework accommodates stringent discipline of digital violations and digital criminals with the goal that an indistinguishable demonstration from an obstacle for others. It appears that the Parliament would be required to change the IT Act, 2000 to expel the hazy areas specified previously.

7. **Ineffectiveness of cyber law:** The cyber law, in any nation of the World, can't be compelling unless the concerned legitimate framework has the accompanying three requirements: (i) a sound Cyber Law administration, (ii) an effective executing system and (iii) a strong legal framework. Let examine the Indian Cyber law on the alluded parameters.
8. **Sound cyber law administration:** The Cyber law in India can be established in the shape of Information Technology Act, 2000. Presently the IT Act, as enacted, was experiencing different lacunas and loopholes. These "grey areas" has been forgivable since India presented the law as of late and each law needs some opportunity to develop and grow. It was comprehended that over some time period it would develop and assist alterations would be acquainted with make it perfect with the International guidelines. It is essential to realize that we require "qualitative law" and not "quantitative laws". In other words, one single Act can satisfy the need of great importance. The committed law basically requires a thought of "public interest" as against enthusiasm of couple of persuasive portions ^[16].

Social impediments of e-governance in India

E-Governance implementation process tends to vary from locality to locality and from country to country. However, there has been study on how the factors influencing e-Governance are identified at every stage of the development. This explains why this study attempts to identify who the main factors should be when implementing e-Governance services, as well as what should be the key activities and roles of the actors involved at every phase of the development life cycle from pre-implementation to post-implementation.

In order to transform into e-Governance, a government has to meet certain conditions. These conditions refer to ways for realising applications to actually improve the relation between government and citizens/companies. There are a large number of Social obstacles/problems in implementation of e-Governance in India. On the basis of unstructured interviews/interaction with users of e-Governance researcher found the following problems in our social system and which are turned as social impediments or social issues of it.

1. **Illiteracy:** Each problem that our general public countenances-resembles a connection of a chain. Each issue is associated with another, either directly or in a

indirectly way. In this a chain of issues the most impactful is the lack of education. Lack of education is the mother of all issues as it brings forth different issues like poverty, joblessness, child labour, female foeticide, over population and related issues. Proficiency can be characterized as the capacity to peruse and compose with comprehension in any dialect^[17]. But in India, if a person who can sign but cannot read and write a language can be considered as proficient. Any formal instruction or least instructive standard isn't important to be viewed as educated. The proficiency level of India is low, which is a major hindrance in the implementation of e-Governance plans. Ignorant individuals are not ready to use e-Governance applications, because of which it doesn't get much achievement.

2. **Population:** Population use to be a resource for the nation, however, it likewise poses some different difficulties e.g. building up individual identity. There is no exceptional character of people in India although Indian government is attempting to give unique identity to its citizen which is known as Aadhaar Card (UID card). Apart from this, estimating the population, keeping the database of every single Indian national and keeping this database refreshed and afterward giving the e-Governance services to the entire country are really difficult.
3. **Poverty:** The social separation among the people, societies and industries that have access to Information Technology and those that do not have this type of access. Economic poverty is closely related to the limited use of information technology. Individuals who fall under poverty line do not have enough money to buy a computer or internet connection to get advantages of the e-Governance and other web services. Social Separation may also be caused by the cast system, education, and lack of awareness among the people.
4. **Expensive/Costly:** In a developing nation like India, cost is viewed as a major obstacle to implement e-Governance where major part of the people is living below poverty line. Indeed, even the lawmakers don't have enthusiasm for executing e-Governance. Huge cost is associated with execution, operational and developmental upkeep assignments. These costs must be kept sufficiently low so that to ensure a decent cost/advantage proportion.
5. **Struggle to adapt new technology:** In e-governance, there is a total movement from paper-based framework towards a paperless or electronic or online framework. It is a sort of online dealing with the various development of the government. This is a big change for people or organisation of the nation which is totally dependent on paper based communication. Some people welcome this change but to a large extent there is a hesitation in the people and organisation in adapting to this change. This is one of the main reasons for unsuccessfulness of e-Governance in India.
6. **Limited financial resources:** The Gross Domestic Product (GDP) is one of the methods to check the income level of a nation and its economy. GDP is characterized as the aggregate market value estimation of every products and services produced within the country. GDP of a nation is the measure of its economic potential. India

has restricted budgetary assets in order to execute and keep up the e-Government projects accurately.

7. **Security and Privacy of personal information:** A basic obstacle to implement e-Governance is the protection and security of a person's personal details that he/she shares to acquire services of government. With the implementation of e-government projects, some compelling measures must be taken to ensure the safety of individual data. Absence of any security benchmarks can raise question regarding security of e-Government programmes.
8. **Non-transferability of applications:** Generally, e-governance applications are platform bases applications which are bound by hardware and software on which they run. So these applications/ software fails to run on any other platform which creates a hindrance in there large scale implementation.
9. **Tried and Tested Technologies:** Innovation has a tendency to get out of date quickly. Our legislature may not be in position to purchase new servers consistently. Thus, it is better and more secure to use long life a long term technologies already tested as to their quality.
10. **Geographical Problems:** Corporate network needs a dependable and controlled network. Government networks need to go into all regions which are even disagreeable to live. It is not feasible to wire up each and every place in the country. So it is needed that e-Governance frameworks must utilize the wireless systems like existing cellular systems to provide the applications into remote territories regardless of the geographical issues.
11. **No interconnectivity between state and centre:** The majority of the e-Governance services which are provide by the central or state government are not interconnected. Absence of communication between various originations of government might be it main reason for fallout of e-Governance plans. So, the information that resides within one agency of government has no or very little meaning to some other agency of the government.
12. **Lack of confidence:** The usage of public administration functions capacities by means of e-Governance need the client to be certain and agreeable while utilizing the information technology. He should likewise assume that innovation that he/she is cooperating with, is at the earlier stage of e-Governance and due to that government is not able to achieve required confidence in use of technology. Even the government ought to give the measures with the goal that the clients can believe the innovation given to them. The legislature needs to make a harmony among guaranteeing that a framework averts deceitful exchanges and the effort that broad checks can happen on individuals who are straightforward.
13. **Lack of knowledge and recognition:** Most of the Indian are not educated and the individuals, who are proficient, don't have much knowledge about Information Technology (IT). Substantial number of individuals in India doesn't know about the use of Information Technology. Hence, in India, with such low level of IT education (e-literacy), in what capacity can e-Governance plans can effectively executed? It can be said that lack of IT knowledge is a major obstruction in execution of e-

Governance in India. So, initially all Indian individuals must be made proficient about the utilization of Information Technology. Absence of knowledge of the e-Governance services is another big obstacle in e-Governance implementation. It is required that every person must be aware of the services offered under e-Governance with the goal that every person can take benefit of these services of e-Governance.

Conclusion and Suggestions

The study reveals that e-Governance has the potential to control corruption and providing the better quality of service. But due to lack of e-literacy among the citizens, e-Governance has not been properly implemented. So computer education especially e-literacy are required to create awareness regarding e-Governance projects. E-governance helps to reform the way the Governments work, share information, engage citizens and deliver services. The government should try to practice of e-Governance, practices through the e-delivery center so that it could be proved beneficial to the people. The need of the hour for government is to concentrate not only on software and hardware but to implement this strategy with honesty. Expert states that it is better to first create strong administration, to bring all government employees under confidence, only then we can think to bring e-Governance in the country. We can say that a long-term and a short-term strategy for e-Governance implementation is the need of the hour. On the basis of present study following suggestions can be made.

1. **Legal Remedies:** The legal framework is a system of a country by which state controls activities of concerned subjects. The legal issue plays an important role in determining the growth and advancement of the infrastructure and its resultant impact on e-Governance. In the field of e-Governance, every state has its own legal system and thus there is no uniformity. At the central and state level, there is no Law for mandatory application of e-Governance in Public Administration or Services. To meet the urgent need of a uniform Union Law, it is essential that Indian Public Delivery Service Act is passed without delay.
2. **Special awareness programme:** The major reason of e-Governance failure is lack of awareness about programmes. The government should start awareness programs for the citizens so that they can trust on the government services. Therefore, there should be programmes for educating administrators and Ministers so that they can realize the importance of e-Governance and also try their level best to spread awareness regarding e-Governance in the society.
3. **Staff backup system:** In e-delivery centre, if an official is on leave for any reason, the seat must be compensated as the absence of officials can cause inconvenience to the people. So there should always be a backup.
4. **Reduction of charges:** The cost of service must decrease. There are a number of public services offered by Government, for which users pay high amounts of money. In the State of Punjab, marriage registration facilitation charges are Rs. 2500 to 5000.
5. **Advertisement of e-governance schemes:** Common

citizens remain always in confusion to identify the right officials or office to avail the Government service. Issuing the information brochures may help. There should be proper advertisement of e-Governance Schemes and it benefits through electronic and print media.

6. **Basic necessities must be provided at delivery centers:** The human being requires some basic needs like drinking water, pure air and clean toilet system. Therefore, for the implementation of the project, the government should provide adequate infrastructure and site for the services. Basic facilities like drinking water and toilet should be made available at each e-Governance place for the clean and healthy environment.
7. **Special attention for feedback system:** No doubt, feedback system is already adopted but it requires serious attention of officials. That system is best which provides opportunity for both ways participation. Therefore, there should be two-way communication between Government and Citizens, not only for services but also to receive the opinions of citizens on policies and government performance. Governments should take feedback regularly

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