

Available online @ [www.iaraindia.com](http://www.iaraindia.com)  
 SELP Journal of Social Science - A Blind Review & Refereed Quarterly Journal  
 ISSN: 0975-9999 (P) 2349-1655 (O)  
 Impact Factor: 3.655(CIF), 2.78(IRJIF), 2.77(NAAS)  
 Volume. X, Issue 40  
 January - March 2019  
 Formally UGC Approved Journal (46622), © Author

## ISSUES AND CHALLENGES OF E-GOVERNANCE IN TAMILNADU

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### Abstract

*E-governance is the application of information and statement with proper planning, implementation, training and good management, the confuse infrastructure can greatly reduce overall charges for government departments maintaining and handling E-Services for E-Governance, and help in efficiently applying the tax payer's money. The strategic importance of E- Governance Standards is now broadly recognized globally. Standards and specifications with well-defined plans help to achieve inter-operability of information and communication systems. Each of these projects appears to be promoting the citizens to a greater extent. In spite of this process, yet, there are some challenges regarding implementation of e-governance. In other words, these challenges appear to be sprints to achievement of e-governance. Namely, socio-economic, traditional, technical restrictions, secrecy, safety concerns and etc. Even though, there are many challenges and restrictions, Government has lot of faith on overcoming of obstacles and existing the way for success of e- governance. This paper describes about evolution, initiatives, issues-challenges and future scenarios of e-governance in India. This paper discusses about evolution, initiatives, benefits and problems of e-governance in Tamilnadu.*

**Key Words:** E-Governance, E-Services.

### Introduction

The “e” in e-Governance stands for ‘electronic’. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology).

Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. E-Governance is defined as “the application of

ICT to transform the efficiency, effectiveness, transparency and accountability of exchange information and transaction between government, between government agencies, between government and citizens, between government and business”.

### Review of Literature

**Nagaraja. K (2016)**<sup>1</sup>in his article titled “E-Governance in India: Issue and Challenges” stated that there are several issues in e-governance like technological issue,

Economic Issue and Social issue are hindrance to the e-governance.

**Nasrulla Khan K and AnithaKumari N (2016)<sup>2</sup>** in their article titled "Implementation of E-Governance: Issue and Challenges" they stated that those country e-governance top ranked country are rich country.

#### **Objectives of the Study**

- To know the evolution of e-governance in Tamilnadu.
- To study the initiatives of e-governance by using Aadhaar card in Tamilnadu.
- To identify the benefits and problems of e-governance in Tamilnadu.

#### **Methodology**

This study is a descriptive only. Data collected from secondary sources for this study. The main intention of this paper is to review about e-governance in India with its objectives.

#### **Services Provided by E-Governance**

##### **Government to Citizen (G2C)**

- Apply for Birth certificates-Chennai Corporation
- Apply for Death certificates-Chennai Corporation
- Online application for Social Welfare and Nutritious schemes
- BC, MBC and Minorities Welfare Scholarship Status
- View A-Register copy
- View Web Issued Chitta copy
- View Chitta – Patta copy
- Verify Land Ownership
- View Driving License details
- Bus Routes of Chennai Metropolitan Transport Corporations
- Chennai Metrowater –Online payment of Water Tax and Charges
- E-Services of Land Records
- Find Land Guideline Values
- List of Websites of Municipalities
- Online booking for flight
- Online filling of Learners License Application
- Online property Tax Payment- Chennai corporation
- Online property Tax - Sales corporation
- Social security schemes
- Suspended (or) Cancelled Driver Licenses

##### **Government to Business (G2B)**

- E-Tendering System
- Tenders Information System of

Government Departments

#### **I. Government To Employee (G2E)**

- ECS payment details for TN State Government Employees
- E-Request for Refund Claims (Form-W)
- E-Request for Saleable form
- Find the remittance particulars of Employers
- Know your Employees Provident Fund Organization (EPFO)
- Professional Tax – Salem Corporation

#### **Challenges of E-Governance**

Although the government has come up with several initiatives to promote the process to public services, the desired outcomes are yet to be fully realized. It can be mostly attributed to different front-end and back-end challenges that the government ongoing to face.

Front-end challenges associate to user specific issues such as, high illiteracy levels, non-availability of user friendly interfaces, inadequate power supply in rural areas, low broadband penetration and most importantly, lack of awareness of e-governance initiatives.

On the other hand, back-end challenges associate to technical, process or human resource issues within the government. These issues include lack of systems integration within a departments, lack of integration across government departments, limited knowledge of using computers at different level of bureaucracy and development of technology without proper process re-engineering.

#### **Recent Initiatives by Aadhaar Card**

##### **Direct Cash Transfer**

To promote disbursements of Government entitlements like social security pension, NREGA, Handicapped old age pension etc. of any central or state Governments bodies, using Aadhaar and authentication thereof as supported by UIDAI.

##### **Aadhaar Enabled Payment System ( AEPS )**

Aadhaar Enable Payment System is a bank led model which sanction online interoperable financial inclusion transaction through the business correspondent of anybank using Aadhaar authentication. This has helped infinancial inclusion. The four Aadhaar enabled basic types of banking transactions are follows:

- ❖ Balance enquiry
- ❖ Cash withdrawal
- ❖ Cash deposit
- ❖ Aadhaar to Aadhaar funds transfer

**Benefits of E-Governance**

- ❖ Reduced fraud
- ❖ High transparency
- ❖ Better convenience
- ❖ Growth in GDP
- ❖ Direct involvement of constituents
- ❖ Lessening in overall cost.
- ❖ Extended reach of government

Through e-governance, the government plans to increase the coverage and value of information and services provided to the general public, by the use of ICT in an easy, economical and efficient manner. The process is very complicated which requires, the proper arrangement of hardware, software, networking and definitely re-engineering of all the processes to make easy better delivery of services.

**Problems of E-Governance****Loss of Interpersonal Communication:**

The main disadvantages of e-governance are the loss of interpersonal communication. Interpersonal communication is an aspect of communication that many people consider vital.

**High Setup Cost and Technical Difficulties:**

Technology has its disadvantages as well. Specifically, the setup cost is very high and machines have to be regularly maintained. Often, computers and internet can also break

down and put a dent in governmental work and services.

**Illiteracy:**

A large number of people in India are illiterate and do not know how to operate computers and smartphones. E-governance is very difficult for them to access and understand.

**Leakage of Personal Information:**

There is always the risk of private data of citizens stored in government servers being stolen. Cybercrime is a serious issue, a breach of data can make the public lose confidence in the Government's ability to govern the people.

**Conclusion**

E-governance plays a vital role in this digital era. India is moving towards digital economy most of the government sector is lacking behind in providing digital services. E-governance is the need of an hour. In this paper various opportunities and challenges are discussed to achieve complete e-governance all these problems need to be addressed.

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