

Investigation of e-Governance Services for successful Communication to Citizens in the State of Odisha

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Abstract:

In the present data innovation climate, e-administration has become the fundamental part for the residents to associate with the legislature. Through e-administration, residents of India might want to spare their expense and time for profiting various administrations gave by government. Govt. of India comprehends the interest of resident's point of view and arranged the National e-Governance Plan (NeGP) with a mean to make all Government administrations open to the average person in his area, through basic help conveyance outlets and guarantee effectiveness, straightforwardness and unwavering quality of such administrations at moderate expenses to understand the fundamental needs of the everyday person. Counting with GOI methodology of NeGP, Odisha state government have likewise found a way to advance e-Governance for IT execution and conveyance of administrations to the residents on the web. The main point of this work is to discover and examine all the resident driven e-administration administrations accessible in Odisha state regarding its cost, simple entry, extension and straightforwardness.

Key Words: e-Governance, Citizens, e-District, OSWAN,CSC,G2C,NIC,OCAC,NeGP

1. Introduction

The present world is web driven and everything will be web empowered. The normal residents are getting internet providers inside ease and they are looking for all the administrations gave by government ought to be e-empowered. Government reformers are changing their procedure towards e-administration as it is the best channel to impart residents and to accomplish great administration and straightforwardness. Since a decade ago, Government of Odisha mechanized numerous resident driven administrations to e-Governance administrations. Numerous public level and state level e-Governance administrations which incorporate G2G and G2C were actualized with the assistance of National e-Governance Division, National Informatics Center (NIC) and Odisha Computer Application Center (OCAC). The resident driven e-administration administrations can be arranged dependent on the idea of administration and government division conveying the administrations. **Fig.**

1 shows the identified major citizen centric-governance services facilitating by government to citizens of Odisha state.

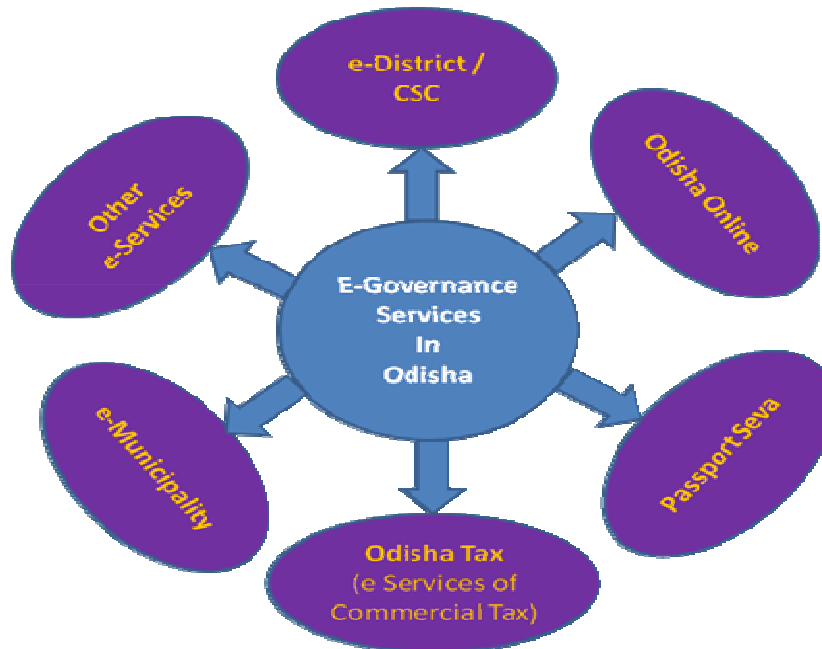


Fig. 1 Categories of e-Governance Services in Odisha state

2. Literature review:

2.1.1 e-Governance in Odisha State

The legislature of Odisha has taken activities to give all the administrations to residents of Odisha through e-Governance. Administration of Odisha executed the National e-Governance plan with intend to improve conveying all resident driven administrations with more straightforwardness, simple access, whenever access and to arrive at distant residents. Administration of Odisha set up its own framework to give e-Governance administrations to its residents. Odisha State Wide Area Network (OSWAN) has been set up to associate government workplaces, everything being equal, squares and tahasils of Odisha state. The fundamental worker arranged midway at Bhubaneswar and it is fit for dealing with 30 area collectorates, 314 square workplaces and 317 tahasil workplaces.

Basic Service Centers (CSCs) have been made over the state basically centering to arrive at the e-administration administrations to the provincial zones of Odisha state. As of now around 9000 CSC focuses are operational and expanding step by step on open interest. The fundamental point of CSCs are to diminish the quantity of visits to government workplaces and to dodge direct contact with authorities. The quantity of administrations offering by CSCs are at first exceptionally restricted and including more administrations step by step.

3. CitizenCentricServicesinOdisha

Past the administrations recognized by the classifications referenced in **Fig. 1** there are numerous different administrations by implication go about as G2C however considered as G2G. Those administrations were not contemplated for examination in this paper. The administrations which are legitimately useful to the residents of Odisha state just were investigated in this paper.

Table-1

Listofservicesunderdifferentcategoriesofe- GovernanceservicesinOdishaState

e- District/ CSC	e - Municipality	Odisha Online	Passport Seva	Odisha Tax
Caste Certificate	Birth/Death Certificates	Electricity Bill	Fresh/Re-issue of Passport	e- Waybill
Residence Certificate	Trade License	Water Tax	Track Application Status	e- Transit Pass
Income Certificate	Property/Holding Tax			e-VATClearance Certificate
Legal Heir Certificate	Water Connection & Charges			e-filing (VAT/CT/EST)
Certify Copies of ROR	Building Plan			e-No Deduction Certificate
Solvency Certificate				

Therearemanyothere-Governanceservicesfewservices
Iaregivenbelow

notcategorizedinTable-

- e-Procurement
- e-Abhijoga
- eNijukti
- Transport(Vahan&Sarathi)
- e-Counselling
- PRERANA(e-Scholarship)
- StandardizationofDistrictPortals

4. Research methodology:

We have utilized review based examination technique for this exploration study. The examination is identified with the utilization of e-administration administrations accessible in Odisha state. The examination is predominantly center around discovering all resident driven administrations in Odisha and its effect on profiting residents. Additionally it centers on the productivity level of government associations in the wake of changing over from the manual administrations to the e-administration administrations. I have utilized meeting and survey techniques for information assortment. Different sources like diaries, government reports and sites have been decided for gathering optional information.

Table-2
Research Methodology Applied

Types of Respondents		
	Citizens	Employees
Population	Odisha Citizens	Government Employees
Sampling Frame Availability	30 Districts	District Informatics Officers & District Managers
Sample Size	600	60
Sampling Method	Purposive-Quota	Purposive- Convenience

Various measures of central tendency (mean, mode, median) and measures of dispersion (standard deviation) are used appropriately. For measuring reliability of the instrument I am using "Cronbach's Alpha Reliability test". Statistical techniques such as averages, percentages comparison and cross-tabulation were used.

4.1.1 Analysis of e-Governance Services

Different departments of Odisha Government offering e-Governance services to the citizens. The following Table-3 shows the number of services offered by each department.

Table-3
Number of Services offered by each department

Sl. No.	Department Name	No. of Services
1	Commerce & Transport	13
2	Finance	3

3	Fisheries & Animal Resources Dev	3
4	Health & Family Welfare	2
5	Higher Education	5
6	Home	15
7	Housing & Urban Development	22
8	Revenue & Disaster Management	12
9	Rural Development	1
10	ST & SC Development, Minorities & Backward Classes Welfare	2
11	School & Mass Education	7
12	Women & Child Development	1

Fortheyear2014approximatelytenlakhs of applications were received from the citizens of different district of Odisha for availing e-governance services. Out of 30 district Mayurbhanj and Balasore districts received maximum number of applications around 2 lakhs each. Malkangiri,Nuapada,Deogarh,JharsugudaandBoudh districtsreceivedverylessapplicationsonanaverageof 7000applications.Thisshowstheawarenessofcitizensin 70% of districts are very less compared to rest 30% districts.

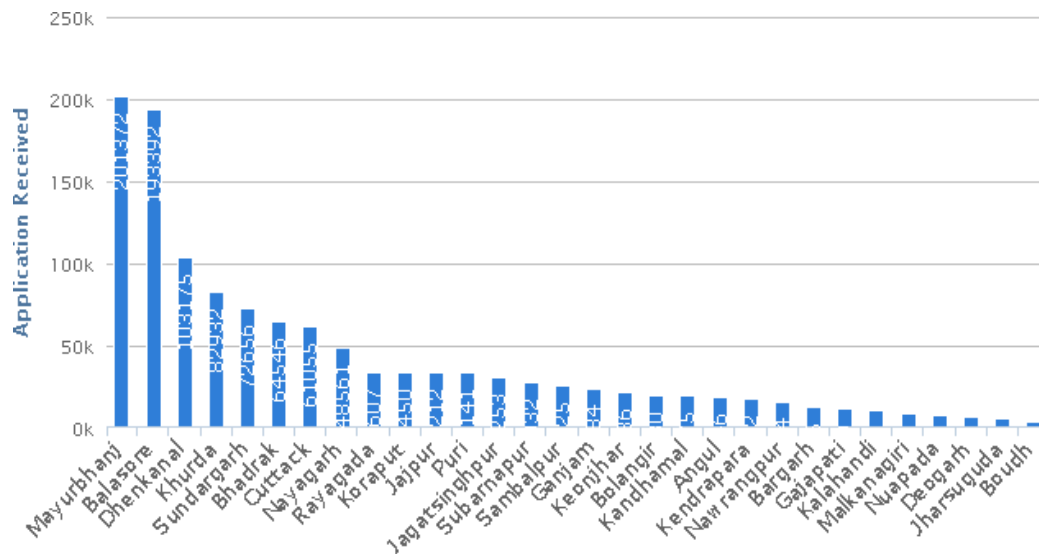


Chart-1: Districtwise applications received

5. Observations

After analyzing the data collected from different population the following observations have been made.

- 1) Awareness of citizens about e-governance services is very high in urban areas and very low in rural areas.
- 2) The services provided in the e-governance system are user friendly.
- 3) Citizens of Odisha are giving priority to avail e-governance services instead of manual services.
- 4) The cost of availing e-governance services is comparatively less than manual services.
- 5) E-governance services are more transparent than manual services.
- 6) Government organizations reduced their cost and time to provide services to citizens after converting the manual services into the e-governance services.

6. Limitations:

There are the following limitations under this study:

- 1) Due to limitation of time in obtaining data from general public, the study will be restricted to e-governance services in Odisha state only.
- 2) Common services implemented in all over Odisha have been considered for research purpose. The district level services were not taken into consideration.
- 3) Employees who dealt with all e-governance services in district level have been considered for survey purpose instead of all root level employees.

7. Delimitation

The study can be expanded to e-governance services implemented in all other states in India. Including with government-to-citizen services, the study can be delimited to government-to-government and government-to-business e-governance services.

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