E- GOVERNANCE ADMINISTRATION IN HARYANA

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Abstract: In the present days, the dream of each government is to achieve the goal of good governance. This dream can be achieved merely by promoting transparency, strengthening democracy and improving accountability and all these qualities can be attained by adopting ICT. ICT can convert old bureaucratic structure of government to e-government. E-governance is a very efficient and new concept for empowering the governments and citizens. The term e-government is used when utilize ICT to support resourceful, competent and efficient government, which is able to smooth the progress of accessible government services. It allows better access of information to public and makes administration more accountable to general public and it even entail services of delivery to general public by making use of ICT. Actually e-government leads to e-governance, a very broad and concise thought, which use ICT by government, general public and society so that better representation and participation of general public in the working of political organisation can be enhanced. Greater convenience, less corruption, cost reduction; transparency and revenue growth are some benefits of e- governance.

1.0 Introduction

On 1 November, 1996 the state Haryana, in the federal galaxy of Indian Republic emerged as a separate state, with just 44212-sq.km area, which is 1.37% of the total geographical area of the country. According to the 2011 censes, the population of the state is 2, 11, 44,564 with 1, 13, 63,953 males and 97, 80, 611 females and the rural population is 1, 50, 29, 260 and urban population is 61, 15,304. During the past three decades this state has carved a place of distinction, whether in the field of industry or agriculture, rural electrification or canal irrigation. This state has marched in the direction of modernity with leaps and bounds. In present days the state is enjoying the unique distinctions in the country with facilities of proper electricity, metal led roads and potable drinking water to all its villages within record time. This state is one of the most flourishing states in India, with the highest per-capita income in the country.

The government of Haryana (GOH) has outlined its Information Technology (IT) policy via stating in its preamble that, "The state Government recognizes the role of IT as an effective tool in catalyzing economic activity, in efficient governance and in developing human resource. This policy seeks a deep impact initiative by the state Government in encouraging replacement of traditional delivery system of public services by IT driven system of governance that works better, cost less and is capable of serving the citizen's needs with ease". A special emphasis on implementing mission mode e- governance projects under the National e- governance plan has given by Government of Haryana (GOH). E-governance vision statement of this state is "To achieve Efficiency, Transparency and Accountability in governance by providing ICT enabled access and opportunities for all, anywhere, anytime".

Under the governance plan the central and support infrastructure are:
- Common Services Centres (CSCs)
- State Wide Area Networks (SWAN)
- State Data Centres (SDCs)

1.1 Swan (Adhaar): On 6th February 2008, Haryana launch SWAN, under the project name ADHAAR. Under this project, local Area Networking (LAN) has been constructed in all chief buildings at State Headquarter and Districts Mini Secretariats. Computers with dedicated e-mail/ Internet access facility are provided to all offices in major buildings.

1.2 State Data Centres (SDCs):

At civil Secretariat with 8 Terra Bytes (TB) has been conducted at State Data Centres based on State Area Network (SAN) technology. Everyone critical servers of mission are installed in this data centre in a secure Demilitarized Zone (DMZ).

1.3 Common Services Centres (CSCs): The common services centres (CSCs) scheme in this state was implemented by GOH. It has successfully established 1159 rural common services centres (CSCs), which are also known as "E-DISHA EKAL SEVA KENDRA" in whole state as solo window services delivery point for government, citizen services and business. After than in urban areas 55 CSCs and at District Headquarter 49 show case CSCs have been made functional.

In Haryana this scheme comprises 3- tier implementation framework:

- For providing services to rural consumers in a cluster of 5-6 villages the local Village Level Entrepreneur (VLE) was constituted at first level.
- To efficiently operate, manage nd build VLE networks and business the Service Centre Agency (SCA) was constituted at second level.
- To facilitate implementation of scheme within state and to provide requisite policy content the State Designated Agency (SGA) was constituted at third level.

On 17th April 2007, Master Service Agreement (MSA) was signed in Haryana for execution of CSC scheme between Financial Commissioner (Information Technology) on the behalf of GOH and the Managing Director of Hartron. CSCs (E- DISHA EKAL SEVA KENDERA) have been integrated and offered for Birth & Death Certificate of Urban Areas; Social Welfare Schemes Application acceptance; Forms & procedures; House Tax Collection, Arms Licence; Billing and Query; Caste & Residence Certificate Issuing; Passport Application collection; License; Permanent Driving License/Duplicate/Renewal; Certificate; Touch Screen Kiosk for Revenue Records & House Tax Data query; Vehicle Registration; E-ticketing and Education consultancy services.

Thus the GOH after announcing its IT policy has made serious efforts in implementing it by announcing series of measures. Although numbers of years have passed, no serious attempt has been made to study these initiatives. The present study is a step in this direction.

2.0 Review Of Literature

A large number of studies have been undertaken in the research field under consideration. Selected studies have been reviewed. Some of them are:

1. **Ahmed (2004)** has examined the current position about e-readiness in general and higher education in particular and prepossesses a tool for evaluating e-readiness in higher education in India. He has analyzed how e-readiness is emerging as a key for social development by providing higher education through ICT and highlights features of e-readiness in education. It discussed two challenges diffracted ICT in higher education: less awareness about technology and lack of coordination among different institutions.

2. **Aneja (2005)** stated that e-governance has an aim to create better government. Then he examined the objective of e-governance in government operations which helps in providing improved services to common people and highlighted how at global scale e- government is providing services and helping socio-economic development. He has also studied the political, social, economic and technological aspect of e-governance with the help of strengths; weakness, opportunities and threats (SWOT) analysis. In addition he discussed few principles to be used for reinventing the government.

3. **Asgarkhani (2005)** defined that providing better access of services and democratic process e-technology has become a catalyst for enabling more efficient government. He studied key aspects of e-government and e-services. He examined the standards and the efficiency by focus on four specific facets of effectiveness: social, cultural and ethical implications; the implication of lack of access to ICT; the view of management and ICT strategists and the view of citizens about utility and achievements of e-service initiatives.

4. **Bharti and Dwivedi (2013)** highlighted the use of ICT in public transportation for improving their mechanism for service delivery. Further study has explained the present situation of public transportation in

India and e-governance initiatives taken in this direction. They also defined that public transportation can be integration and nationalization during efficient execution of e-governance in this area.

5. **Dhindsa, Narang and Choudhary (2013)** stated that e-governance is source through which citizens access government services and information by electronics means. They further defined one of important dimensions of e-governance i.e. e-Portal. It is specially used to design webpage at website to bring all the information together. Further they highlighted the benefits of e-governance portal i.e. it allows sending 'mails' between different official departments.

6. **Malik, Dhillon and Verma (2014)** highlighted the function and potential of ICT for achieving good governance. They outlined the three main contributions of e-governance as well as two major challenges of developing countries. Further this paper has focused on the present status of e-governance and highlighted the visualization and objectives of the 12th Five Year Plan. The study concluded that despite language dominance, poor infrastructure poverty, illiteracy and all the other reasons India has been doing good in e-governance projects. The study suggested that efficient encouragement of e-governance by GOI can also be a boosting factor to provide quality services to their citizens.

7. **Milakovich (2010)** examined that Information and Communication Technology (ICT) play efficient role in promoting citizen participation. Further he suggested that how Information and Communication Technology make possible citizen participation and he also identified various problems which government is facing in adopting internet-based ICT strategies.

8. **Mittal and Kaur (2013)** said that government of Punjab has initiated various e-governance
9. projects in the state for providing public services. Further authors discussed that state has been facing a problem of digital gap. Study defined that rural area projects are suffering for poor implementation as compare to urban area. In the end authors also highlights various loophole in the implementation process of e-governance.

10. **Pathak and Kaur (2014)** observed that the adoption of e-governance is an essential for every government. Study says that e-governance has potential to provide variety of public service to both rural and urban area. Further authors said that today in India, e-governance has been empowering every sector. Government has initiated various projects in the area of education, police, Judiciary, administration and agriculture. At the end authors have said that various problems has been faced by these projects i.e. unavailability of fund and lack of IT awareness among the people.

11. **Rao and Bikshapathi (2007)** in their study authors have analyzed the role of e-governance to provide tender related service through e-procurement public private (PPP) partnership project in Andhra Pradesh. Authors define that project has increase the participation suppliers and empower small and medium sized suppliers. In addition project helping in reducing the processing time, cost and in term of social responsibility. It reduces cartel formation amongst contractors and suppliers.

12. **Sangita and Das (2007)** examined the reforms of e-governance, which is establishing smoother interface between government to business, citizen to government, government to citizen, business to government and government to NGO. Authors have analyzed that; e-governance initiatives have broadened the scope of government and increased the quality of public services. Authors suggested sound policy, adequate infrastructure, trained manpower; collaboration cooperative services and people participation is essential to promote e-governance.

13. **Sharma (2002)** explained how in recent times, use of IT is being practiced to make good governance. He said e-governance is not a more technological initiative but it is merely a part of the process of governance. The process prospective looks at governance beyond the analytical or technical dimensions and incorporates the organizational and behavioural dimension as well.

14. **Singla and Aggarwal (2012)** explored the initiatives taken by Punjab government to promote e-governance. Further study has attempted to be familiar with the impact of e-governance projects and the

scope of e-governance in Punjab State. In addition they highlighted that why in rural regions of Punjab execution of e-governance is not successful. Further authors have also indicated the factors of e-governance which control the corruption. But they pointed out that computer education is required to make e-governance projects more efficient. At the end they have made some specific recommendations for the efficient implementation of e-Governance in state of Punjab.

15. **Sudan (2000)** defined that Information Technology (IT) is helping in realizing simple, moral, accountable, responsive, transparent, (SMART) government. Author has presented the achievements of government through e-governance using state wide wireless communication networks. Study found that various IT based projects in Andhra Pradesh provide various services to the citizens. Author recommended that strong political will is required for successive e-governance.

3.0 Objectives

The Objectives of the current study are as follows:
1. To study growth and development of Information Technology (IT) in the State of Haryana.
2. To examine Policy and Administration of e-governance in state of Haryana.
3. To study initiatives regarding the promotion of e-governance in the state of Haryana.
4. To suggest measures to improve the e-governance Policy and administration in Haryana.

4.0 Research Methodology

The recent work is primarily based on both primary and secondary data. The source of primary data is collected via interviews of senior officials and employees of selected departments from government Haryana. The satisfaction level of citizens of Haryana towards the services being providing by Common Services Centres (CSC) was known via multi-stage random sampling method. The sources of secondary data are official documents of Government of Haryana; several official reports by committees and commissions submitted from time to time, books, statistical abstract, journals, online journals of e-governance, published proceeding of journals and websites of government both at central and state level and a variety of national and international agencies having interest on e-governance

5.0 E-Governance Policy And Its Implementation In Haryana

Policies are as old as government. Whatever be the form of government e.g. oligarchy; monarchy; aristocracy; democracy etc. policies have been formulated and implemented. Policy is a line of argument rationalizing the actions which should be taken by government. According to Cambridge Dictionary, "Policy is a set of ideas or a plan of what to do in particular situation that has been agreed officially by a group of people, a business organization, a government or a political party" Friedrich said that, "Policy as a planned course of actions of an individual, group or government within a given environment providing obstacles and opportunities which the policy was proposed to use and defeat in an effort to reach at certain aim or realize an objective or a purpose. Various scholars of public administration have attempted to provide a conceptual framework of policy making.

   Administration is a realistic human activity which is inherent in any organized social life- public or private. It comprises all those operation, which aim at the attainment of some rationale shared by two or more people. Luther Gulick observes "Administration has to do with getting things done; with the accomplishment of defined objectives." The above definitions make it clear that Administration is a cooperative effort of a group of people in pursuit of a common objective. In its general sense, administration is a universal process that can be found in various institutional settings such as business firms, a hospital, a university, a government department and so on. Recent study attempts have been made to examine the policy of e-governance and its administration of government of Haryana.

6.0 Information Technology (It) Policy Of Haryana Government

IT is a key driver of a progressively more understanding and knowledge based global economy. Now-a-days India is enhancing and leveraging its IT capabilities very efficiently. If we focus on enhancing economy of country, technology has this transformational power. After knowing this potential of IT sector, several economies in the Asia- Pacific region have invested in infrastructure and adopted proactive policies to foster adoption of IT

pervasively. Consequently their economies have experienced much faster and more equitable growth and their development indices have moved up rapidly.

Rising trends of technology will make it achievable for millions of general public to access services electronically in self-service mode using assisted service points such as Common Services Centres mobile, phones and Internet etc. Ubiquitous network connectivity based on mobile technology, fibre penetration to all villages, broadband Internet and software solutions, enables electronic access to services including e-payments. In maintenance with these trends, governments at all levels in the country are insistently adopting e-governance to improve efficiency, convenience and transparency.

6.1 Smart Cards:
Citizens ID such as SMART card has multi-functions that facilitate citizens to interact with services, act as a Voter ID, passport, obtain ration card, , make payments, driving licence and vehicle registration etc, shall be introduced in association with the private sector.

6.2 It Policy And Public Domain:
Intensive re-engineering and administrative reforms and recasting the structure and functioning of its administrative departments are promoted by state to facilitate adaptation to IT. As a part of this project a single point of contact is provided to citizens for electronic delivery of services would be put in place.

6.3 It Budget:
2% budget of each Department, Corporation and Board shall earmark for IT applications. Complete transition to e-governance is major goal to spend this budget. The allocated budget shall be spent on systems software, web technology, establishing IT centres networking, procurement of hardware, development of applications software, training and technical consultancy. Hartron and NIC supervised these instructions.

6.4 Use Of Hindi:
The GOH shall encourage use of Hindi in IT to enhance the outreach to the common man.

6.5 State-Wide Area Network:
Haryana State Wide Area Network (HARNET) for voice, data and video transmission and dissemination should be established. The network shall be utilised for inter department connectivity, multi-user and multi-service facilities, video conferencing, file transfer facility, e-mail, on-line application processing, query and response.

6.6 Government Tendering/Procurement Process:
Existing system shall be replaced by e-procurement and settlement system with supporting databases and transparent decision making.

6.7 Use Of Gis Technology:
Geographic Information System (GIS) shall be broadly used in analysing, visualising and integrating different types of data for environmental protection, spatial planning, utility management and traffic regulation etc.

6.8 E-Citizen Interface:
All public domain information such as acts, official gazette notifications, rules, regulations, policies, circulars and programme documents would be digitised and made available for electronic access on web.

6.9 Development Of Portal Website:
Hartron will set up a portal website of the state by interconnecting website of each department and organisation that in turn shall develop their own websites. All government tenders, employment news, public domain information and notices issued by government for general public shall be published on this website.

6.10 Public Information And Facilitation Counters (Pifcs):
PIFCs shall be set up in Government offices so that public domain information is available without any harassment. These PIFCs shall also function as e-mail access into grievance suggestion databases.

6.11 Delivery Of Public Domain It Services:

The state government proposes to establish electronic delivery of services in the public domain in its departments, boards and corporations using state-of-art technology. Such delivery of services shall be permitted on transaction fee basis to be charged from the users. Flexibility to individual departments to fix transaction fee shall be permitted. Quality assurance for such delivery shall follow well laid out norms.

7.0 Promotion Of Information Technology (It) Industry:

The state government recognised the need to give boost to investments by the private sector in IT industry. The role of the state government shall be to facilitate such investment by creating investor friendly environment, escort services, speedy clearances and reliable infrastructure. The IT industry has already been recognised as the major thrust area under the Industrial Policy, 1999. A special package of incentives should be allowed, which provide opportunity for competitive growth under this IT Policy.

8.0 Information Technology (It) Infrastructure, Communication Backbone:

The state government shall formulate policy on Right of Way (ROW) and shall facilitate backbone networks. The state government shall also promote private initiative in creating dedicated networks for use by research institutions, libraries, educational institutions and universities etc., having outreach to other centres of learning within the country and abroad.

8.1 Service Delivery Points (SDPs):

The SDPs shall be encouraged in the private sector for citizens to access services. This will include Information Kiosks, Public Tele Info Centres (PTICs), Interactive Voice Response Systems (IVRS) for interaction with databases.

8.2 Hi-Tech Habitat/Itt Complexes/Private Software Technology Parks (STP):

The state government will set up Hi-tech Habitat/ITT complexes at Gurgaon, Panchkula and other candidate sites in the state. In addition, the state government will promote setting up of private STPs by liberalising the government procedures and policies.

8.3 Cyber City:

For nucleating the IT concept and germination of medium and large software companies, a world class cyber city shall be set up at a suitable location in the state. The self-contained 'Intelligent City' shall be planned with high quality infrastructure, attractive surroundings, high-speed communication access, uninterrupted power, clean and hygienic living spaces, institutional areas, hotels and entertainment facilities etc. This city shall be planned using the best international talent on highly futuristic concept and design. The project shall be implemented in joint sector with HUDA/ Hartron/ HSIDC in association with international/private partners as lead entrepreneur.

9.0 Information Technology (It) Based Human Resource Development

Human resource development shall occupy highest priority with the state government. The HRD up-gradation will be with the twin objectives of providing necessary manpower to the IT sector for its growth and to improve the employability
of the residents in IT.

1. Information Technology (IT) literacy in government schools and colleges shall occupy high priority. Enhancement of IT literacy shall be carried out jointly by Hartron and education department in association with the private sector. The basic courses shall be so designed as to provide ready employment opportunities in low end IT enabled services.
2. Information Technology (IT) module in engineering and non-engineering degree and diploma courses shall be introduced.
3. The government shall encourage setting up internet clubs for students in all educational institutions.
4. The output of students in IT in technical institutions shall be tripled in the next three years to meet the growing market demand.

5. Promotion of Distance Education - In order to enable access to centres of learning 'anywhere-anytime' initiative will be taken for promotion of distance education using electronic classrooms. Universities, other educational institutions, vocational training and technical education centres will be encouraged to create infrastructure throughout the State to achieve this objective. Private sector contribution and other feasible sources of investment including local initiative shall also be encouraged.
6. Networking of Centres of Learning - The State Government shall promote networking of all the universities and other centres of research and learning. The HARNET shall be made freely available for this initiative.
7. For making the e-citizen interface successful, citizens will be trained in information retrieval and transmission.

10.0 Indian Institute Of Information Technology (IIIT):

The state government has approached the government of India for setting up of Indian Institute of Information Technology (IIIT) in the state. The government is committed to providing necessary support like adequate land and other infrastructure for setting up IIIT in the government sector. The State Government shall also encourage setting up of Advanced Institutes of Information Technology and specialized schools of IT by private promoters. Such institutes shall be developed for providing high-end education in IT, research and development.

11.0 Institutional Frame Work:

The IT developments in the state shall be governed on the philosophy of maximum facilitation and minimum interference by creation of investor friendly environment. The state government shall set up a separate Secretariat for Information
Technology (SIT) which shall monitor the implementation of IT initiative and take necessary steps to remove hurdles in successful implementation of the IT policy. After study the Information Technology (IT) policy of Haryana government, an attempt has been made to see the level of their adoption of e-governance by the departments of Haryana government. The brief overview and current status for each initiative & projects of e-governance is given below.

12.0 Implementation Of E-Governance In Haryana:

After the announcement of its policy on e-governance the state government in Haryana has undertaken several initiatives which are discuss below:

State Sector Mission Mode Projects (MMPs) of NeGP
- **Property Registration MMP - HARIS:** Haryana Registration Information System facilitates registration of properties and land. HARIS has been implemented at all Tehsils and Sub-Tehsils in the state. Biometric and photograph of sub-registrar along with buyer and seller has been introduced to bring greater transparency. HARIS provide multiple services like collector rates of property, stamp duty calculations, deeds writing – standard deed templates, buyers/sellers photographs capturing, registration of property deeds, issuance of copy of registered deed, issuance of mutation notice, information on registered deeds, and property dealers registration etc. Introduction of the project has significantly increased the revenue collection in the state.
- **Land Records MMP:** Haryana is one of very few states, where property registration system and Land Records System have been dynamically integrated. Haryana Land Records Information System (HALRIS) is a complete Integrated Workflow Automation system of land record components. HALRIS provides a single Window Interface for deed writing, registration, mutation, jamabandi and copy of Records-Of-Rights (ROR).
- **Transport (Vahan, Sarathi and National Permits) Mission Mode Project:** Sarathi and Vahan projects are being implemented under the transport MMP in the state. The project Sarathi, has been used for the issuance of computerized driving licenses while the VAHAN software is being used to issue the registration certificate of vehicles. At present, more than 50 authorities across the state are contributing the data of registered vehicles from VAHAN to State Register. Also, permits are being issued from all the 21authorities of Haryana through national permit portal. An additional SMS alert service has been initiated under VAHAN and SARATHI at Hisar, Panchkula, Kurukshetra and Yamunanager to provide SMS alerts to the applicants under different levels/mode.

- **Panchayats MMP:** In order to facilitate Panchayats IT has been used as a toll for the effective delivery of services to the citizens. For this Panchayat MMP has been undrtaken under NeGP. At present, e-Panchayat is being implemented as a web enabled village information system for model villages. Two other projects have been implemented in the identified districts of the state under the e-Panchayat MMP i.e. National Rural Employment Guarantee Act (NREGA) and Backward Area Rural Fund (BARF). The recent census for BPL (Below Poverty Line) households has been computerized for all the districts. Village level database with GIS integration and analysis will be created and further linked with DISNIC Plan project. In addition the website of the department has been launched8.

- **Commercial Taxes MMP:** VATMaCS: Value Added Tax Management, Assessment, Collection System has been implemented at all Duty Excise and Taxation Commissioner of Excise (DETC) offices to provide services like VAT Return Processing, Dealers Registration, Fact Sheet Compilation, Statuary Forms Inventory, Road Side Checking.

- **Agriculture MMP: (AgMarkNet):** All Mandies and Sub Centers of Agriculture Marketing Board are helping to disseminate prices of agriculture commodities on daily basis. Exclusive website of Haryana State Agriculture Marketing Board (HSAMB) and Agriculture department has been launched for this purpose.

- **Police MMP**: Police G2G Suite of software packages was developed for facilitating police functioning. Therefore, Common Integrated Police Application (CIPA) project was conceived and launched at most of the police stations across the state. Under this project all district police head offices websites were proposed to be developed and facilitate Daily Diary Report (DDR) & Selected FIR Status on website that can be checked by the individuals. Apart from it, Mobile Phones Interception System for Home Department was developed for granting the permission for taping of mobile and Land line phones. This was complete work flow system from registering application received from different agencies of the government, granting permission, monitoring the result and revoking the permission etc. However, later on in the year 2009, government of India announced a more broad-based project under the name Crime and Criminal Tracking Network and System (CCTNS) and project CIPA to subsume in the CCTNS project. Government of Haryana has taken serial initiatives to implement CCTNS in the state.

- **E-District Rohtak Pilot Mission Mode Project:** The e-District project has been controlled and managed by Department of Information Technology, Government of India. The purpose of the project has been to setup the citizen facilitation centres across the country that will serve as front-ends. These centres will functional at district-, tehsil-, sub-division- and block- levels. The Rohtak district of the state has been used for the pilot launched. The e-district integrated software shall offer e-services such as certificates issuance; grievance redress and revenue court cases.9.

- **Health Informatics: e-Health.Net Project:** Suite of software packages e.g. Medicine Inventory Monitoring System (MIMS), Doctors Leave Accounting System and Family Welfare MIS, Malaria Monitoring Software, Software for National School Health Programme was developed and implemented at civil surgeon's offices in the state.

- **Doctors Self – Appraisal System (DSAS):** The project designed, developed and hosted for on-line monitoring of performance of all specialists and MBBS Medical Officer's. This project watch exhaustive details of all the work done by the doctors during the month and constraints if any in performing as per the bench marks set for the minimum performance of all specialties. All the Health Institutions of state are implementing the project. It has started at 380 Primary Health Centres and it has been already running at all 114 Community Health Centres, extended across all districts of Haryana.

- **Technical Education Informatics:** The government of Haryana successfully implemented on-line off-campus counselling project for all engineering admissions since 2006 in all respects for courses. Haryana is first state to implement such a system in India. State has also successfully implemented on-line paperless entrance exam system for admission to MCA, B. Pharmacy, B.E/ B.Tech (Lateral Entry), B. Pharmacy (Lateral Entry), BHM&CT professional since 2007. Project also performs activities included online registration, allotment of centres, conductance of exam, rank generation, exporting ranks data to counselling system & MIS reports.

- **Social Welfare Informatics:** HaPPIS: Haryana Pensions Processing & Information System implemented for more than 21 lakhs beneficiaries under 8 schemes of Social Justice and Empowerment (SJE). System has been helping in timely disbursement of pension to old age and other pensioners every month. It has been linked with Birth & Death, Ration cards & Photo ID cards. Now the system has been shifted to web

enabled technology. Individual beneficiaries' data was ported for transfer to Banks for EBT (Electronics Banking Transfer) scheme for pension disbursement.

- **Food & Civil Supplies Informatics:** Government of India has selected Haryana along with Chandigarh as first pilot state for implementation of e-PDS project. Off-line data digitization of existing ration cards of 7 districts was got digitized. In the first phase, the e-PDS implementation process was started in 4 blocks namely Ambala, Sonipat, Gharaunda and Sirsa. The aim of the project was to increase accountability, efficiency and transparency in the whole system of Public Distribution.

- **PWDs Informatics:** Web based Software for monitoring of works done by Haryana Irrigation Department, is implemented in all the circles and divisions of state. Project has been implemented at 68 locations in PWD (B&R) and at 107 locations in Irrigation department.

- **Finance Department Informatics:** e-Finance.Net Project has been developed and implemented in the finance department. It is helpful in state annual budget preparation, budget revision, and release monitoring & expenditure control. Project automates the preparation of budgetary procedure so as to avoid redundancy of data and generation of complex reports immediately. It interfaces with Accountant General Office and treasury for monitoring day to day receipt and expenditure. It facilitates department to get their budget allocations on-line and automate the process of loans and advances disbursal to employees of the state government by reducing manual effort in generating seniority registers, earmarking registers, sanctions and noting/drafts.

- **Tourism Informatics:** An on-line reservation system for tourist complexes rooms & facilities with payment gateway interface was developed and being implemented on continuing basis. This project has facilitated on-line reservation of facilities on anytime, anywhere basis. It has brought about transparency in availability of facilities and cost components. It has also helped in increased number of tourists and collection of more money.

- **RTI Act 2005 Informatics Project:** An interactive website has been developed and launched for State Information Commission. All the judgments & orders of Central Information Commission (CIC) and ICs are uploaded through a CMS. A workflow based, Integrated RTI-MIS solution has been developed for facilitating citizens to file applications through e-Disha Centres.

- **Common Services Centres (CSCs):**

Table-1 Common Services Centres Allocation in Haryana

Division	Service Centre Agency	District	Rural CSCs	Urban CSCs	Show case-CSCs
Ambala	Sark Systems India Ltd.	Ambala	64	1	3
		Panchkula	28	2	3
		Kurukshetra	55	3	2
		Yamuna Nagar	76	3	2
		Kaithal	52	3	2
Gurgaon	3i-infotech Ltd	Gurgaon	44	3	5
		Rewari	57	2	2
		Mewat	77	3	1
		Faridabad	58	3	5
		M'garh	58	3	1
Hisar	Sark Systems India Ltd.	Hisar	74	4	3
		Sirsa	58	4	2
		Bhiwani	82	4	2
		Fatehabad	45	1	2
		Jind	64	3	2
Rohtak	Hughes Communication India Ltd. and Hughes	Rohtak	40	3	3
		Jhajjar	48	1	2
		Karnal	72	4	3

	Network Systems Ltd	Sonipat	68	3	2
		Panipat	39	2	2
			1159	55	49
			Total	1263	

Source: http://www.hartron.org/CSC/CSC%20Write%20up-Final.pdf accessed on 10/8/2013

Status of implementation of CSCs

As per the plan of establishment of CSCs throughout the state, the government of Haryana has implemented 21 e-disha centres at district mini-secretariats of the state. In recent years efforts have also been made to establish e-seva centres at the block level to provide services to the people at their doorsteps residing in villages. It shows remarkable performance of the state. At present, the following services are being offered from CSCs (E-DISHA EKAL SEVA KENDERA) centres for the people: Forms & Procedures; Birth & Death Certificate of Urban Areas; House Tax Collection, Billing and Query; Social Welfare Schemes Application acceptance; Caste & Residence Certificate Issuing; Passport Application collection; Arms Licence; License: Permanent Driving License/ Duplicate/ Renewal; Vehicle Registration Certificate; Touch Screen Kiosk for Revenue Records & House Tax Data query; E-ticketing and Education consultancy services. Information regarding this has been shown in Table 3.2

Table-2 Services being delivered through CSCs centres in Haryana

S.NO.	DEPARTMENT	SERVICES
1	Land Records	• Nakal Services • Deed Writing • Encumbrance Certificate
2	DHBVNL/UHBVNL	• Electricity Bills • Out Standing Bill Statement
3	Food and Civil supplies	• Ration Cards
4	DC/ADC/SDM Office	• Income Certificate • Domicile Certificate • Handicapped Certificate • SC/ST/OBC Certificate • Senior citizen Certificate • Marriage Certificate
5	Food and Civil supplies	• Ration Cards
6	PWD Public Heath Department	• Water Bills • Sewerage Charges
7	Transport Department (Regulatory)	• Driving License – New/Renewal • Vehicle Registration Certificates-New/Transfer
8	Grievance Department / RTI	• Online Grievances System
9	Police Department	• Tenant Registration • Servant Registration • Challans
10	Education	• Admission Process • Examination Results
11	Transport Department (Roadways)	• Issuance of Bus Passes • Long Distance Bus Tickets
12	DC/ADC Office/DRSAs	• BPL Cards
13	Excise & Taxation Departments	• Payments of Taxes
14	BSNL	• BSNL Bills, Phone Cards
15	Urban Development Department	• House/property Tax • Fire Tax

16	Regional Passport Office	• Collection of Passport Applications
17	Registration and Stamps	• Sale of Stamps, Market Value Assistance
18	Municipal Committees /Health Department	• Birth Certificate • Death Certificate
19	Employment	• Registration • Job Opportunities
20	Agriculture	• Agri Consultancy
21	IT Department	• IT Returns Filing

Source: http://gurgaon.gov.in/edisha.htm accessed on 15/11/2013

13.0 Suggestions

On basis of above findings a number of policy prescriptions have been proposed to strengthen the impressive policy initiatives of the Haryana government for promoting e-governance. The policy prescriptions cover the various aspects like IT policy, e-readiness, implementation of e-governance and public private partnership. The policy prescriptions also suggested the measures for citizen satisfaction through e-governance services.

1. **Training to personnel:** Personnel are the most important part for any organisation. Training to personnel is of utmost significant for the organisation in order to perform as per the goal. So it is suggested that the personnel should be trained to make optimum utilization of the Information Technology. For this purpose regular and relevant training should be imparted by the respective departments. The existing training programmes duration should be increased.

2. **Availability of variety of services:** Availability of variety of services can attract large group of people which in turns beneficial for government in terms of revenue generation and citizens to availing services at one stop. So it is recommended that e-disha centres should include additional services in the list of services already offered by them. The suggested additions are the issuance of bus pass, pensions, issue of voter card and sale of stamp paper etc.

3. **Increase time duration:** Long hour opening of e-disha outlet can provides more services to the large number of people. During the study it was found that working hour of these e-disha centres is 9:00 am to 5:00 pm, which is not suitable for service man and students to avail services. It is suggested that timing should be 8:00am to 8:00 pm all seven days.

4. **Improvement of basic amenities:** During the study it was found that condition of washroom, canteens, drinking water and parking was very poor. Government should improve the washroom facility for female; should make arrangements for hygienic drinking water; clean and hygienic canteen facility and there must be proper parking arrangements for vehicles at e-disha centres.

5. **Availability of security system:** There is a need of security arrangement at every e-disha centres, for that there should have an alarm system to protect burglary attempt.

6. **Citizen friendly:** It is recommended that of every e-dsiha centre should be made citizen friendly. There should be proper sitting arrangement, ramps for elders and physically challenged people, proper ventilation, suitable temperature and separate service counters for elders and physically challenged.

7. **Awareness campaigns:** More awareness campaigns and proper advertisement need to be brought about the e-disha centre with respect to their location, services provided by them and the timing of operations etc.

8. **Performance appraisal:** Regular evaluation of the progress and effectiveness of e-governance initiative should be undertaken. This would enable to determine the gap between stated and attained objectives.

9. **Gender sensitive:** It is recommended that these centres should be made more gender sensitive so that females also use their services in greater number. For this, centres should setup separate counters for them and these should be easily approachable.

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