

E –GOVERNANCE IN NAGALAND

**A Dissertation Submitted to the
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Of

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**Under the guidance of
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Declaration

I, Khriesekhono Nagi hereby declare that the work embodied in the dissertation entitled. E-Governance in Nagaland is carried out by me under the supervisor of Madam Muhmima Mumthaz Jahan.T Assistant Professor OF Political Science, Lovely Professional University, Phagwara, Punjab. This is an original copy and has been submitted in the partial requirement for the degree of the award in M.A, Political Science and all the idea reference presented here from the various sources are acknowledge and presented to the best of my knowledge. Also the contents of this are full or in parts are not submitted for the award of any Degree or course to any other Institute or University.

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CERTIFICATE

This is to certify that Miss Khriesekhono Nagi, bearing Reg. No. 11509566 has worked for the dissertation entitled “**e-governance in Nagaland**” as a fulfilment to M.A degree in Political Science from the Lovely Professional University. This dissertation represents her independent work and has not been submitted for any research degree of this or other university. The dissertation is fit for submission for the partial fulfilment of the requirements for the award of Master of Arts in Political Science.

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List of Abbreviation

AEPS.....	Aadhar Enabled payment System
BPR.....	Business Process Redesign
CSCs.....	Common Service Centres
C2G.....	Citizens to Government
CEO.....	Chief Executive Officer
CLR.....	Computerisation of Land Record
CCTNS.....	Crime and Criminal Tracking Network and System
CRCs.....	Computerised Registration Centres.
DARPG.....	Department of Administrative Reforms and Public Grievances
Deity.....	Department of Electronic and Information Technology
DISNIC.....	District Information System of the National Information Centre
DIT.....	Department of Information Technology
DOEACC.....	Department of Electronic Accreditation of Computer Course
DeGS.....	District e-Governance Society
DIPP.....	Department of Industrial Policy and Promotion
GON.....	Government of Nagaland
G2C.....	Government to Citizens
G2B.....	Government to Business

G2G.....Government to Government

GOI.....Government of India

ID..... Identification

ICT.....Information and Communication Technology

IT.....Information Technology

IVFRT..... Immigration, Visa and Foreigner Registration and Tracking

IGNOU.....Indira Gandhi National Open University

JNNURM.....Jawaharlal Nehru National Urban Renewal Mission

MCTS.....Mother and Child Tracking System

MoA.....Memorandum of Association

MOU.....Memorandum of Understanding

MMP.....Mission Mode Projects

NICNET.....National satellite based computer network

NeGP..... National e-Governance Plan

NIELIT.....National Institute of Electronics and Information Technology

NIIT.....National Institute of Technology

NIC.....National Information Centre

NSeGS.....Nagaland State e-Governance Society

NDSC.....Nagaland State Data Centre

NRHM.....National Rural Health Mission

PRIs.....Panchayati Raj Institution

SMART.....Simple, Moral, Accountable, Responsive, Transparent

SETAM.....School of Engineering and Technology

SWAN.....State Wide Area Network

SDC.....State Data Centre

SSDG.....State Service Delivery Gateway

SeMTs..... State e-Mission Teams

UID..... Unique Identification

ULBs.....Urban Local Bodies

CHAPTER 1

INTRODUCTION

1. Introduction

Information is vital to human beings and the twentieth century saw the fruition of the Information Technology (IT) through the advent of the internet. The revolutionized technologies aided the storeroom, broadcast, imitation and change of Information. The three main reasons behind the progression and increasing popularity of the Information technology are- sinking prices of electronic tools such as computer smart phones, the improved reach of internet, increase in computer and digital literacy.¹ IT has bringing an instant industrial revolution, and become the drivers of globalization where the drivers are- information, data and computers as well as connectivity.²

E-governance is not only meant the usage of technological instrument but instead it is a intermediary between the government and the populace. It tries to bring a change in the thinking of the populace and the work of the government process in order to serve the citizen a better way. In addition it uses a series of modern technology to provide information to bring improve in the services, efficacy and clarity in the government services and various departments.

¹Barthwal.C.P, *e-governance for good for governance*, the Indian Journal of Political Science, Vol.67. No.4(oct-Dec) 2000, Indian Political Science, [URL:https://www.jstor.org/stable/41855786](https://www.jstor.org/stable/41855786) Accessed:31-03-2017

² Report of the working Group on Convergence and e-governance for the Tenth Five Year Plan (2002-2007) Government of India, Planning Commission, November-2001 Accessed:

1.1. REVIEW OF LITERATURE

Dr.Kumar Sanjay, Ajay Dwivedi, Kumar Bharti (2010)³: The paper discuss regarding the governments as well as public division and organizations about the world, revolutionaries in public Administration plus in organization in delivering of services which is competent and charge useful for providing information and knowledge to the stakeholders. E-governance is an efficient tool of Information & Communication Technology to advance the structure and give enhanced services to the society. It is the main concern programme for the state which is determined toward development as well as functioning to harness the influence of Information and Communication Technology (ICT) building the business of governance reasonably priced, qualitatively approachable, and accurately encompassing. In this paper additional emphasize the essential problems and adequacy of e-Governance in India.

Khushboo Batra, Jasmeet Kaur (2012):⁴ the paper discusses the advantages of e-governance provided by the ICT, where the resident provided competent services more rapidly as well as empowerment through the right use of information, the plan to redefine ICT to SMART GOVERNANCE. These paper discusses the broad problems in India where most of the people were illiterate and are not aware the benefit of e- governance, there is also there is lack of infrastructure as well as –security along with privacy of individual plus financial data. Environmental, community and monetary difference are the main barriers of e- governance in the country. It looks the connection of application and information, along with knowledge and communication skill in the procedure of government. The paper also discusses the variety of initiatives that include to helpful in different states of the nation.

³Dr. Kumar Sanjay, Dwivedi Kumar Bharti, *e-governance in India- Problems and acceptability*, Journal of theoretical and Applied Information technology, 2010 Accessed: 14-11-2016

⁴Khushboo Batra, Jasmeet, *e-governance in India*, International Journal of Computing Research Accessed: 14-11-2016

Yadav Nikita, V.B.Singh (2013)⁵this paper discusses the online operational of a government given the services to its populace. The development of e-governance in technology with method provides a roadway for the well-organized use and can be judge by the scope of e- Governance. The present scenario rely on e- Governance and its widespread network which is less time consuming, easier, faster, cheaper. This paper provided a mechanism for improving e-Governance by new technologies like open source solutions and cloud computing and the latest trends of technology that the government of most of the country has adopted. This paper presented an exclusive list of e-Governance projects which is currently being used in India and International scenario and also the author talks about the working effectiveness of government which is more transparent to its citizen.

Dr.Mittal Pardeep, Amandeep Kaur (2013)⁶: This paper discusses the emergence of ICT which provided faster and better communication and utilisation of information to its user. The ICT provides government services to the citizen through internet. Developing country like India where most people living below poverty line and literacy rate is low and the public not aware the benefit of e- governance activities and people do not use the facilities of ICT provided by the government, there exit number of problems to implement e-governance activities. This paper highlight the main challenges related to the implementation of e-governance in the country.

Kumar Puneet, Dharminder Kumar, Narendra Kumar (2014)⁷: This paper discus the transformation of traditional modal of government services to technological involvement in the process of governance and the Information and Communication Technology transition. This

⁵Yadav Nikita, V.R. Singh, *e-governance: past, present and future in India*, International Journal of Computing Application volume 53-No.7, September 2012 Accessed: 14-11-2016

⁶Dr.Pardeep, Mittal, Amandeep Kaur, *e-governance- A challenge for India*, International Journal of Advance Research in Computer Engineering and Technology, volume 2, issue 3, March 2013 Accessed: 14-11-2016

⁷Kumar, Puneet, Dharminder Kumar, Narendra Kumar, *e-governance in India: Definition, challenges and solution*, International Journal of computer application volume 101-No.16, September 2014 Accessed: 14-11-2017

paper put forward the question whether the citizen are getting beneficial or not and these effort are going in proper direction or not? The perception of the people toward e- Governance, as government is spending an enormous amount of finances in deployment e-Governance and also the challenges confronting the deployment of e- Governance? The author suggested some plausible suggestions which may help in successful and sustainable deployment of e-Governance in India.

Yadav Kira, Sanatan Tiwari (2014)⁸: This paper discuss the role of ICT a revolution of governance in delivering the services to the public and government sector and has gained tremendous in terms of management of governmental structure to achieve rapid growth and improved the quality of life. The project of e- governance in technology and the method provide a roadway for the efficient use of delivery of services and the country can be judge by the scope. The transparent in the governing process, there is reduction of corruption, convenience and empowerment as there are many challenges creating problem to run e- governance effective. This paper explores the usefulness of e- governance for the government, business and citizen. This paper identified the sector those are benefited through e- governance policy and also presented an exhaustive list of e- governance projects which is currently being used in the country.

Khan Intekhala, Nadeem Khan, Nazia (2015)⁹: the paper discusses about when the government and political public sector organisation around the world to change their public Administration organisation and deliver more efficient, effective services and provide Information knowledge to their stakeholder. India a developing country, most citizens live under poverty line and literacy rate is low, the public are not even aware of benefit of e- Governance

⁸ Yadav, Kira, Sanatan Tiari, *e-governance in India: Opportunities and challenges* Advance in Electronic and Electric Engineering, research India publication <http://www.ripublication.com/acc.htm> Accessed: 14-11-2016

⁹Khan, Intekhab, Nadeem Khan, Nazia, *e-governance Reform in India: Issues, Challenges an Strategies- An overview* IJCSI Volume 12, Issues, 2015 www.IJCSI.org Accessed: 15-11-2016

activities and people do not use the facilities of Information and Communication Technology that the government provide. In India e- Governance is struggling to take a place in the Information Technology sector and it is to be the only means to delivery to the common public so that they can use it for their benefit. It is high priority agenda for the country is striving toward development and working to harness the power of Information and Communication Technology connecting the business of governance expensive, qualitative responsive and truly encompassing. Furthermore the paper highlights the e-Governance reform in India with special reference to the issues, challenges and strategies of e- Governance.

Suneel Kumar (2016)¹⁰: Development of Information Communication Technology, leads to e-Governance and changing rules of doing business. The author state that e- Governance can be attained in four steps- Information or Cataloguing where this stage focussed on establishing an online presence for the government. Secondly, Transaction this stage is a link between the live database and the online transaction. Fourthly, Vertical and Horizontal integration, vertical refers to local and central administration connected for any function and services of government. Horizontal integration refers to integration across different functions and services. The author says India is moving toward achieving e- Governance, as most of the scheme has reached second stages. Presently, the country is attaining the third stage, moving toward the final stage which is challenging. As the first and second stages has already attained. The author talks about the number of issues untouched as there were illiteracy, lack of infrastructure, security and privacy of personal and financial data. The mention geographical, social and economical disparities are the biggest barriers of full- fledged e- Governance. This article discuss the position of India in e-Governance environment and issues and challenges ahead as being the largest democracy and second population and diversified geographical in the ¹¹world.

¹⁰Kumar, Sunel, *e-governance in India*, Imperial Journal of Interdisciplinary Research (IRIR), <http://www.onlinejournal> ,2016
Accessed: 16-11-2016

1.2. RESEARCH PROBLEMS

The working of e- Governance 2005 in National level the digital literacy of e- Governance in Nagaland is very low. The government of Nagaland not fully aware of e- Governance and government have no enough budgets to expand on e- governance. The peoples of Nagaland profession depend upon agriculture. The state is not fully well developed in the field of Information Technology.

1.3. OBJECTIVE OF THE STUDY

- To know the nature of e- Governance.
- To know the legislation of Information Technology Acts.
- To know the implementation of E- governance
- To present the problems and its suggestion of e- governance.
- To know the working and the effectiveness of e- Governance in Nagaland.

1.4. HYPOTHESIS OF THE STUDY

- The e- Governance legislation of Nagaland needs re-design.
- The people are not fully aware of the e- governance.
- The government policy of e-governance is not fully implemented in the Nagaland state.
- People face difficulties while doing online documentation work
- E- Governance reduces the burden of the people.
- E-governance helps in reducing corruption.
- People use-governance mostly for education purposes.

1.5. RESEARCH METHODOLOGY

The paper Study both primary and secondary methods to find out the result. In primary data was collected through people perception and enquiry through a questionnaire. And secondary data was collected from various internets and through various journals, reports etc.

1.6. SCOPE OF THE STUDY

The e-governance is an important tool to bring in delivering government services to the citizens. It is crucial as it bring about transparency, effectiveness and accountability and it has brought about immense impart for the benefits of the people. ICT has brought tremendous change in the functioning of day to day life providing the use of electronic resources to fulfil the need within a short span period of time. In fact e-governance makes a huge difference in the functioning of the government and other departments for good governance if it only uses more for universal public. In order to develop e-governance the awareness of the citizens is a must and the availability of services to them.

Chapter 2

AN OVERVIEW ON E-GOVERNANCE

Information technology allows the government to see the sights new ways of creating knowledge and getting citizens involved in the decision making process. One such initiatives is e-governance allows the government to make information easily accessible, clear, and in an interactive mode and also a move in the direction of creating smoother boundary between government, citizens and business for SMART (Simple, Moral, Accountable, Responsive, Transparent) governance. “Technology made large population potential; large populations at this time make technology essential” Joseph wood Krutch, American essayist, teacher and critics.¹²

By and large, governance refers to the system of directing, controlling the behaviour, dealings, policies and functions in the administration of an organisation or in political unit. E- Governance refers to the deliverance of government services and information to the public by using electronic resources.” The application of electronic means communication stuck between government and citizens (G2C), government and business (G2B), internal government operation (G2G), to comprehend and get better democratic government, and business aspects of governance”.¹³

The organization of e-governance is supported by five pillars- computer (hardware and software needs of government), connectivity (information carriers structure), content (information switch over between the customer), customer (human and substitutes system that access and use the

¹²Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

¹³ Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

content), and confidence building (way that helps the citizens enlarge confidence and persuade to acquire to e-transformation).¹⁴

“These technologies provide a diversity of ends: enhanced delivery of government services to citizens, improved communications, with business and industry, citizens, empowerment through access to information, more well-organized government management, reinforcement people’s voice, development partnership and alliance between diverse levels of government (local, state, central), breach bureaucratic barriers, sinking corruption, enlarged transparency, superior convenience, revenue expansion, costs cutback, easily reached government (instantaneous access to significant information), faster, cheaper and efficient government, recuperating the quality of services to people”.¹⁵

2.1. Stages of E-Governance

The five stages in the progress of e- governance are mention below-

Stage 1: Emerging Web Presence- at this stage there is partial online availability and the user offer with stationary information of basic information on government, ministers, agencies etc .like contact information, (address, phone numbers, office hours, calendars)etc.

Stage 2: Enhance Web Presence- at this stage the web existence expands. There is vibrant and specific information with rationalized and escalating number of websites. Government provides extra public information resources, such as policies, laws guideline, reports. But there is only in flow information of government to citizens rather than citizens to government, there is negative interactivity.

Stage 3: Interactive Web Presence- at this stage the government begins interactivity in their websites and the internet expands vividly as there is a boost in official websites. A national government websites often acts as portal directly connecting users with ministers, departments.

¹⁴ Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

¹⁵Barthwal.C.P, *e-governance for good for governance*, the Indian Journal of Political Science, Vol.67. No.4(oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41855786> Accessed:31-03-2017

Users can explore specialize database: download forms also application or submit them online, make arrangements among officials, take part in online town hall meetings, imbursement of bills, taxes and renewal of licenses. Secure sites and user passwords commence to appear. The websites updated frequently to maintain the information up to date for the public.

Stage 4: Transactional Web presence- allows two means communication connecting the citizens and government and the users have the capability to carry out transaction online like obtaining visas, passports, birth and death records, license or specialised government services. It also includes paying taxes, applying for ID cards, and license renewal also other C2G interaction by allowing the populace to succumb forms and application online 24x7. At this stage there is able to reimburse relevant public services such as motor violation, fees for postal services through their credit in addition to bank or debit card. Most crucially, digital signature is acknowledged.

Stage 5: Networked presence- present refined stage in online e- government initiatives, it provides every services and link through single stop portal. Every transactional service open by government is available online. At this stage the government encourages citizen's involvement, online participation decision making, and there is interface among G2G, G2C, and C2G.¹⁶

2.2. Scope of E- Governance

Governance is in relation to information connecting the government and citizens, government as well as businesses, government and government (G2C, G2B, G2B, and C2G). They are discuss below-

Government to citizens- the relation of a inhabitant with the government transact every part of an individual being, specifically birth, marriage registration and divorce or death registration, and as well the services provided by the government to the citizens such as telecommunication, transportation and post, medical facilities, electricity, education and in addition the domestic

¹⁶Barthwal.C.P, *e-governance for good for governance*, the Indian Journal of Political Science, Vol.67. No.4(oct-Dec) 2000, Indian Political Science, [URL:https://www.jstor.org/stable/41855786](https://www.jstor.org/stable/41855786) Accessed:31-03-2017

services relating to the citizenship such as certification, registration, licensing and taxation as well as passports and ID cards etc.¹⁷

An example – *Bhoomi Project* initiated in the state of Karnataka for delivering land records through online for self sustainable e-governance project. Through this project it eliminates the middlemen.

Gyandoot project initiated in the Dhar district of Madhya Pradesh in January 2000 with two objectives providing vital information to the rural population and perform as an intermediary among the districts administrations as well as the people.

Lokavi project initiated in Sitapur district of Uttar Pradesh in November, 2004 and it is a public Private Partnership Project aiming to provide self-sustainable e-governance, a solution to their problem and as well managed their grievances and land record maintaining and providing necessary services.¹⁸

Citizen to Government- includes the communication of people with the government in the democratic process. The ICT assist proper democratic process in voting, public opinion, and government responsibility as well enables online opinion to the government and online debates as to the government services.¹⁹

Government to Government- includes relationships between Central and State Government and also the bond among two or more Government departments. ICT reduces the communication time among the government departments and governments, plus reduces paperwork. It also reduce the response time of the police department, as e-police check on the performance on part

¹⁷Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

¹⁸What is e-governance and its importance in India-new initiatives of [www.elections.in/political-corner/what-is-e-governance-and its -important-in-India](http://www.elections.in/political-corner/what-is-e-governance-and-its-important-in-India) Accessed:

¹⁹Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

of the police officers and even criminal database. Technology in e-court helps distant hearing, online summons and warrants as well as online publication of judgements and decrees.²⁰

An example- *Khajane Project* initiated in Karnataka, online treasury computerisation project where the whole treasury performance of the state government and the system has the capability to track every activity from the approval of the state budget to the point of portrait accounts to the government.

SmartGov implemented in the state of Andhra Pradesh to build up more well-organized in operations, advance efficacy and workflow of automation and also in knowledge management.²¹

Government to Business- online taxing and online payment of taxes help cost and time. ICT play a key role to crosscheck the frauds and deficiencies in payment, bringing accuracy and revenue to the government. No doubt, Companies have to obtain license from the government as well as have to obtain registration.²²

An example- *e- procurement project in Andhra Pradesh and Gujarat* to reduces the time and cost of business, the trader as well as the government.

MCA 21 ministry of corporate affair aims to provide easy and protected online access to all registry services provided by the Union Ministry of Corporate Affairs to corporate and other stakeholders in various ways that suits them.²³

Initially, the contact between the government, citizens and the business take place in the government offices but with the growing in technological field (ICT) it has brought about the

²⁰Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

²¹E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues. Accessed:

²²Sumanjeet, e-governance: An overview in the Indian context, the Indian Journal of Political Science Vol...67. No.4 (Oct-Dec) 2000, Indian Political Science, URL:<https://www.jstor.org/stable/41856269> Accessed: 31-03-2017

²³E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues.

local services closer to the public. In the most recent few years e-governance get an impetus, an emerging force, as government provide access to services and information 24x7 days and week. Presently government is trying to project itself as a facilitator of business and not as a regulator, by bringing change in rules and regulations, organisational reform and modify in the governmental official manner in dealing with the public.

Today, e-government is useful in many ways.

- I. In relation to public namely: paying bills, voter information, birth and death certificates, and complaint tracking, reservations as well as status information etc
- II. Public Information in relation to Business: supplies, procurement, proposals and bids, permitting and licenses.etc
- III. Inventory management in relation to employees: intranet, Document Management Executive Information System, enterprise resource planning, geographic information systems.
- IV. Customer relationship management in relation to government: Information exchange, regional planning, transfer of funds, and joint power agreements.etc²⁴

²⁴ Barthwal.C.P, *e-governance for good for governance*, the Indian Journal of Political Science, Vol.67. No.4(oct-Dec) 2000, Indian Political Science, [URL:https://www.jstor.org/stable/41855786](https://www.jstor.org/stable/41855786) Accessed:31-03-2017

CHAPTER 3

E-GOVERNANCE IN INDIA

In India the main drive for e- governance was provided by the introduction of NICNET in 1987- the national satellite –based computer network, followed by the District Information System of the National Informatics Centre (DISNIC) programme to computerise all district offices and also offered free hardware and software to the state government. Later NICNET was extended to all district headquarters by 1990. As a result computerisation tele- connectivity and internet connectivity has established a numerous number of e-governance initiatives both at the Union and state levels.²⁵

The parliament of India passed the cyber law, “the Information Technology Act 2000” to uphold not only e-commerce but also e-governance in the country. The IT Act 2000 is supportive, as it is the intermediary part between the citizen and government offices. It establishes legal strength which is enforceable for digital signature plus as well as secure digital signatures and electronic records in the government offices plus its agencies.²⁶

Department of Electronics and Information Technology (Deity) plus Department of Administrative Reforms and Public Grievances (DARPG) make National e- Governance Plan (NeGP) in 2006, 16 May , with its slogan “ *Public Services closer Home*”,²⁷ taking an initiatives role “building all government services reachable to the common man in his region, through regular services delivery outlets and make sure there is an effectiveness, clearness and trustworthiness in the services, and also at a reasonable costs to comprehend the basic needs of the common being”;²⁸ basically e-governance take out the functions and attain the results of governance through the utilization of Information and Communication, keeping in mind protecting the rights of all citizens and concerning about equal access to public services and also

²⁵e-governance: initiative in India_2nd Administrative Reform arc.gov.in/11th report/arc_11threport_Ch4pdf Accessed: 28-1-2017

²⁶ E-governance: an overview in the Indian context author SUMANJEET the Indian journal of political science

²⁷ National e-governance plan Wikipedia https://en.wikipedia.org/wiki/National_e-governance_plan. Accessed 21 march 2017.

²⁸ E-governance in India: concept, initiative and issues-INSIGHT www.insight.com/2014/11/23/e-governance-india-concept-initiatives-issues/ accessed 21march 2017.

to bring about simplicity, answerability on part of the government bringing extra contact with the citizens and at the same time creating responsiveness and consciousness among the populace. Information and Communication Technology provides well-organized for storing and recovering of data, as well as transmitting of information in which processing of data is faster than the former paper work, there is speeding up of governmental processes, where decision is taken economically and thoughtfully which also helps in rising the accomplishment of government both geographically plus demographically²⁹. The Department of Information Technology (DIT) and Government of India created NeGP as sovereign business division to take up the work put forward by the Programme Management Unit National e-governance Plan at DIT for establishing State e Mission Teams (SeMTs) for decision making at state level.³⁰

The government permitted the National e-Governance plan, consisting of 31 Mission Mode Projects 8 mechanisms later 4 Mission Mode Projects have been initiated in 2011 covering an extensive range of domains. These projects intended to provide electronic services to society most of these projects have been functioning and undergoing providing services at the centre, state as well as in the integrated service level, which place the base and give for the growth of e-governance in the country, providing information on accurate governance and institutional mechanisms.³¹ On the other hand e-governance as a complete has not able to accomplish its objectives and yet to make required impact. India being acknowledged for powerhouse software, the accessibility of electronic government services to populace is reasonably low.³²

²⁹ E-governance in India: concept, initiative and issues-INSIGHT www.insight.com/2014/11/23/e-governance-india-concept-initiatives-issues/ accessed 21march 2017.

³⁰ Negp phone National e-Governance Division/Ministry of Electronics and.....meity.gov.in/content/national-e-governance-division Accessed:

³¹ E-governance/ national portal of India <https://india.gov.in/e-governance> accessed 25 November 2016.

³² Digital India/ National e-Governance DivisionNegd.gov.in/digital-India Accessed: 19-11-2016

3.1. MMP at central level

Some of the major project is mention below:

E-office aim to enlarge the use of labour flow, rule file routine, speeding up the search and retrieved files even other office order plus digital signatures for verification, forums and reporting components.

Secondly *Immigration, Visa and Foreigner Registration and Tracking (IVFRT)*, India been the tourist cone side and central business and services on the other. Checking of Immigration post has turned out to be the most important point of contact that makes popular insight about the state.

Thirdly *Unique Identification (UID)* a useful instrument of various programme plus schemes of the government, as it give identification for every inhabitant and also used as an competent of delivering welfare services to the state. It gives a clear evidence of identity.

. Fourthly *Pensionsa* retirement linked information and services in addition to grievances, managing device reachable online to the need of pensioners. It is a blend of interactive with non-interactive elements that Bridge the divide between the pensioners with the government.

Fifthly *banking* improved the working of competence and also reduces the delays of settling transaction as well as an effort in managing the transaction. The performance is done by the concerned bank, with the banking department giving a framework plus supervision.

Lastly *Posts* this service is under the Department of Posts, computerisation and network, where all offices use e-central server-based system, and set up computerised registration centres (CRCs).³³

³³E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues. Accessed:

3.2. MMP at state level

The various projects undertaken in the state level are mention below:

E-governance in municipalities distinctive initiative of the government of India in the umbrella of the National e-Governance Plan (NeGP), the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) aiming to improved effective efficiencies in Urban Local Bodies (ULBs).

Secondly *Crime and Criminal Tracing Network and Systems (CCTNS)* create a broad plus integrated system for enhancing the competence and successful policy at every level and also the police station level through acceptance the principles of e- Governance, and creating nationwide net infrastructure for development of IT enable state of tracking system.

Thirdly, *public distribution system*, envisaged the end project covering key efficient areas namely supply chain management plus allocation along with utilization reporting, storage as well with movement of food grains, issues redressed plus simplicity portal, digitalisation of beneficiary database, reasonable cost shop automation etc.

Fifthly, *health*, this programme and management is under the Ministry of Health and Family welfare in the Mother and Child Tracking System (MCTS) programme and the Ministry envisages extra comprehensive utilize of ICT counting for hospital information system, and provide a chain of management of National Rural Health Mission (NRHM) etc.

Sixthly, *e-panchayat*, the panchayati Raj Institution (PRI) faced the issues of insufficient of physical plus financial resources, along with technical capabilities of inadequate computerisation. The PRIs is chosen as the delivery channel of schemes for both state plus centre along with citizen services but its realisation is incomplete for this purpose the ministry of Panchayati Raj decide to put computerisation as an undertaking mode of PRIs. Even though NIC make an effort of computerisation for PRIs but the e-governance revolution has yet to bring important measure to the PRIs.

Seventhly, *e-district* project aims to provide support to the administration unit, namely District Administration to undertake computerisation allowing electronic delivering of people centric government services influencing and utilising by three infrastructures such as - State Wide Networks (SWAN) and State Data Centres (SDC) as well as Common Services Centres (CSCs) in providing services to the inhabitant at their place.

Lastly, *National Land Records Modernisation Programme (NLRMP)* a computerisation of Land records (CLR) launched in 1988-89, with the aim to eliminate inherent the manual system of protection along with updating of Land Records. In 1997-98, the schemes further move to tensile starting distributing records of right, landowners on demand. The centre of the project is to utilize the art of information technology to stimulate and convert the existing land records structure of the state.³⁴

3.3. Integrated Mission Mode Project

E-procurement, Ministry of Commerce and Industry (Department of Commerce) is chosen as the Nodal Ministry for implementing e-government procurement, with a view to create a nationwide plan realizing procurement reforms, with the utilize of electronic government to construct public procurement in every sectors extra clear and competent.

Secondly *e-court* projects a view to renovate the Indian Judiciary by creating the usage of technology. This project also developed report to be submitted by the committee in Supreme Court on national policy along with action plan to be implemented as the information communication equipment in the Indian Judiciary.

Thirdly, *e-biz* executed by Department of Industrial Policy and Promotion (DIPP), along with Ministry of Commerce and Industry, with its view to change the business surroundings in the

³⁴E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues.

nation state by providing well-organized, suitable, and clear and incorporating with electronic services to the investors, as well as the industries plus business all over the business of life cycle.

Fourthly, *Common Services Centres* offer an amply quality plus cost efficient video, as well as voice along with information content services, on the path of education plus health, tele-medicine, entertainment and other private services. The CSCs propose web e-governance services in remote areas, such as application forms, and certificates along with utility payments like electricity plus telephone as well as water bills.³⁵

The current initiatives are *direct cash transfer* such as NREGA plus social pension, as well as handicapped elderly age pension etc. using Aadhar and verification provided by UIDAI both in central as well as state government.

Secondly, Aadhar Enabled Payment System (AEPS) allows bank online fiscal transaction with the business of correspondent on several banks by means of the Aadhar verification. This helped in addition the four Aadhar basic types of banking transaction such as balance, plus cash withdrawal, and cash deposit even Aadhar - Aadhar money Transfer.³⁶

Digital India Program aims to change the nation into digital empowered state where there will be knowledge economy as well as the government services accessible online to carry out public responsibility mandated for delivering government services by electronic means, and a unique ID along with e-pramaan on applicable and standards interoperable and incorporated government applications with data base. The program aims to provide digital infrastructure as a utility to every citizens as well as high speed internet as a centre utility in every gram panchayat. Generally the range of this program is to “set up India a knowledge opportunity”, making

³⁵E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues.

³⁶E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues.

technology a central for change” and “develop into an umbrella program make technology a central of change” and to turn into an umbrella program covering numerous departments”.³⁷

³⁷E-governance in India: concept, Initiatives and Issues- INSIGHT www.insightsonindia.com/2011/11/23/e-governance-india-concept-initiatives-issues. Accessed:

Chapter 4

E-GOVERNANCE IN NAGALAND

Nagaland is the foremost state to set up e-governance reforms amongst the northeast state. State government wanted to transform the services to the populace through using the IT, so that this could bridge the gap and the remoteness that exist in the state. For the establishment of this infrastructure, state will offer financial³⁸



³⁸AboutNagaland/ NISG nisg.org/knowledge/237

The government of Nagaland aim not only to propose government services to the populace but to put IT industry sustaining and targeting the youth in IT division. The Government in order to deliver services which is more rapidly, consistent and clear administration through e-governance, the state indentify agriculture and treasuries along with accounts also commercial taxes as well as road transport plus employment for the first stage of its mission projects. Later, heath, education, rural development, and industries along with commerce, veterinary plus animal husbandry, tourism, personnel and administrative reforms and finance departments were implemented in the state mission projects. The key e-governance projects of Nagaland are e-Suvidha and transport department communication etc.³⁹

The Government of Nagaland (GON) visualise to implement e-governance in Nagaland with a view to improve clearness, effectiveness and provide excellence and bring about services to its citizens. National Informatics Centre (NIC) was entrusted to outline an Action Plan, about the existing status, proposed activities, roles and responsibilities and implementation methodology.⁴⁰

NeGP approved by the Government of India, significantly aim to change and improve the way government provides services to its populace. It imagine to move from government centric to a citizen- centric in services, provisioning to start treating citizens as government customers and to empower them demand convenient, cost effective and clear services from the government. E-district is a part of the MMPs in the NeGP, in order to achieve these objectives services, each of these services are laid along by the state, with a vision to improve competence, efficacy for the services delivery. In state the MMP envisages has four pillar e-infrastructure State Data Centres, and State Wide Area Network plus State Service Delivery Gateways as well as Common Services Centres to deliver public services.⁴¹

State Data Centre is the “shared, reliable and secure for hosting and supervising the e-governance application in state and also its constituent departments. The proposed Nagaland State Data Centre associated with the SWAN, which provides to access e-governance

³⁹ About Nagaland/ NISG nisg.org/knowledge/237

⁴⁰ E-governance plan of Nagaland/ Nagaland journal <https://nagalandjournal.wordpress.com/2013/03/24/e-governance-plan-of-nagaland/>

⁴¹National e-governance Plan/ National Portal/ National Portal of India <https://india.gov.in/e-governance-e-plan> Accessed: 20-2-2017

applications along with services to government employees through restricted network and to the citizens through public internet or CSCs etc. Through such a shared Services Centre implementation and the supervised by a competent Implementation Agency, the individual department focuses more on the services delivery rather than on the issues adjacent infrastructure.⁴²

The computer of India (CSI) declared Nagaland as a top performing state among the north-eastern states in IT as well as in e-governance sector. “Nagaland is the only state in India where the state is acting as Services Centre Agency without engaging private companies for running Common Services Centres and also the first state in India in the e-District Mission Mode Project K.D. Vizo Commission & Secretary, Information Technology & Communication.⁴³

4.1. Objectives of E-district

The objectives is to provide and access anytime to government services both information and transactional to ensure reliability, efficiency, transparency and accountability. Deliver all public services at district and sub district in electronic form through state portal by using the SSDG. It reduces the number of office visit of any government and departments availing the services and eliminating harassment and also reduces burden and cost for the government, citizens and business and also reduces direct interaction between the government and the people and later encourages the e-interaction and efficient communication through portal.

Computerisation at district and block level ensure direct electronic delivery centric services at the district level and this improve the undertaking Business Process Reengineering (BPR). SDCs are to be the development application of delivering g services.⁴⁴

⁴²National e-governance Plan/ National Portal/ National Portal of India <https://india.gov.in/e-governance-e-plan> Accessed: 20-2-2017

⁴³ Nagaland top IT, e-Governance sector declares computer Society of..... www.financialexpress.com> Accessed

⁴⁴e-District RFP Volume/-government of Nagaland <https://www.nagaland.gov.in/nagaland/.../e-District-Nagaland-> RFP_VOL-1pdf. Accessed:

4.2. Objectives of NSeGS

Design and site preparation of the Nagaland State Data Centre (NSDC) in terms of the civil, electrical and mechanical work and all other necessary components required to build the data Centre in line with the SDC guideline given by Department of Information Technology, government of India. Secondly, supply and installation and setting up of the necessary basic infrastructure, state of the arts UPS and Air-conditioning system, fire detection and control system, diesel generator units, lighting system, power and network cabling etc. Thirdly, supply and installation and setting up of the multi-physical security infrastructure like, bio-metric/ smart card etc based access control system, CCTV/ surveillance systems. Fourthly, establish effective and efficient infrastructure monitoring and management practise to ensure reliability, availability, quality of services and security of the information systems. Fifthly, help in freeing the government departments from the problems relating the vendor management, infrastructure, and security and performance management to a competent implementation partner identified for the entire state. Lastly, the NSDC integrated with the SWAN for providing access to the information system hosted in the SDC to all stakeholders across the state.⁴⁵

4.3. Function of NSeGS

It collaborate Memorandum of Understanding (MOU) and Memorandum of Association (MoA) partnership and have intact with Indian and foreign individuals as well as companies and organisation in terms of sale, transfer, purchase of an equipment such as technical and other assistance for carrying out the objectives to the state. It even hires the professional or other agencies that can conduct and handle the business in an appropriate manner. It issues the receipt and collects revenue on behalf of various departments as well as an organisation and provides the IT resources as well as support needed by the department of IT and e-governance application. It

⁴⁵ Nagaland state e-Governance Society (NSeGS) / Nagaland Journal <https://nagalandjournal.wordpress.com/.../nagaland-state-e-governance-society-nsegs/> Accessed: 28-3-2017

notifies the standard of services as well as service legal agreement in e-governance and IT for people's services.

The MOU signed between the Software Technology Parks of India in the Department of Electronics and Information Technology, Ministry of Communication and Information, Government of India and Department of Information Technology and Communication, Government of Nagaland, this was signed by R. Omkar Rai Director General STPI and Commissioner Secretary IT and C, K.D Vizo.

It takes the means for safety and security of data in addition lays down policies, procedures as well as guidelines and rules to achieve its objectives of security along with authentication. It also put the use of digital signature and public key infrastructure. It produces reserve fund and other funds for improving, repairing as well as extension and maintenance of properties and transfers any funds to other funds in this mention.

Government department as well as public and private organisation work with NSeGS to analyse the problems of e-governance, finding solution and also build up action plan. It is the finest to carry out of storing knowledge in e-governance both nationally along with internationally. It delivers services and deploys new services per requirement as NSeGS perform the groundwork providing direction and uniformity through program management of e-governance initiatives in the state both central and state funded.⁴⁶

The Nagaland State –governance Society is headed by Commissioner and Secretary IT and C as Chief Executive Officer (CEO), Additional Secretary and Director IT and Member Secretary and Administrative Officer. The society has four programme officers; four project Engineers, one Finance officer, one Documentation officer and one officer Assistant.⁴⁷

The implementation of e-governance Projects is manage by the Nagaland State e- Governance Society for the benefit of the public and to set up necessary administrative, financial, legal, and

⁴⁶e-District RFP Volume/-government of Nagaland https://www.nagaland.gov.in/nagaland/.../e-District-Nagaland- RFP_VOL-1pdf. Accessed: 4-3-2017

⁴⁷e-District RFP Volume/-government of Nagaland https://www.nagaland.gov.in/nagaland/.../e-District-Nagaland- RFP_VOL-1pdf. Accessed: 4-3-2017

technical framework, implementation mechanism and resources in the state. In order to put this region IT on the map of the world a project is undertaken in the state called Community Service Centre in April 2000 which was also extended to Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Sikkim and Tripura. The government of Nagaland has designated the Nagaland e-governance Society as the State Nodal and implementing Agency for e-governance initiatives⁴⁸

The registered office of the state is at the Directorate of Information Technology and Communication, Kohima and Nagaland, all DeGS affiliated to the mother body that is NSeGS across 11 districts of Nagaland and these districts has already constituted the DeGS under the chairmanship of the respective Deputy Commission. ⁴⁹

This project focuses to overcome the problems by providing IT related facilities and services, as this region faced lack communication infrastructure and also there is cost of setting up communicating equipment. The various services like NICNET, CSCs offer internet access facilities for entertainment in order to reach the unreached areas. IT literate has become an important for employment in any organisation, bridging the digital divide. CSCs provide IT education and Certificate from Department of Electronic Accreditation of Computer course (DOEACC), Indira Gandhi National Open University (IGNOU) raising IT knowledge for youth, children and elderly. The Government departments have also set up their own websites containing their detail information which help the people to access the information. On the other hand, the lacks of information communication facilities make it difficult for the citizens to keep up to date with the government information. The citizens- centric application or the application online for documents form are available. This project provides a platform for sharing of knowledge of various communities like sharing of information and exchange knowledge. State

⁴⁸Nagaland state e-Governance Society (NSeGS) / Nagaland Journal <https://nagalandjournal.wordpress.com/.../nagaland-state-e-governance-society-nsegs/> Accessed: 28-3-2017

⁴⁹e-District RFP Volume/-government of Nagaland https://www.nagaland.gov.in/nagaland/.../e-District-Nagaland-RFP_VOL-1pdf. Accessed: 4-3-2017

wide Area Network (SWAN), is the backbone of the state for e- Governance and IT activities, providing connectivity to the government offices, ADC/SDO headquarters.⁵⁰

4.4. Implementation Framework

Method of implementation: In the implementation of e-district project, the district plays a crucial role. The process work according to the NeGP principle of “centralised planning and decentralised “in this the planning is done by the state IT department or Nodal agency while the implementation process is done in collaboration with the district.

Development infrastructure: The regulatory body Deity under the edges of Government of India plays an important role in the introduction of e-governance at the national level, issuing guidelines providing funds, supporting, and monitoring the state to implement the project. Further the state take up the responsibility of the implementation at the state or district level.

Method of services delivery: All public services are eventually to be delivered to the district/ sub-district level electronically this will be done in two phases. To initiate this transition initially ten high volume citizen centric public services will be taken up for electronic delivery at the district sub district level. In the following phase 15 more services will be taken up for implementation. In July 2012, all the state has been provided with an integrated service delivery framework designed by Deity.

Benefits: Business Process Redesigned (BPR) based on one standard the purpose of ensuring interoperability and intended to enable simplification and significant value addition to citizens. The solution to architecture of the e-district envisaged a centralised application and database and will envisage the core infrastructure of State Area Network, State Data Centre and State Service Delivery Gateway. E-district service integrated a mobile service delivery gateway and Aadhaar number of the Unique Identification Authority. Localisation of the application will be carried out the requirement of the state in term of their languages and other need. The system integrator is responsible, to implement this project as per the Deity, Government of India guidelines.

⁵⁰ Nagaland stae governace society (NSeGS) Nagaland journal
<https://nagalandjournal.wordpress.com/tag//Nagaland-state-e-governace-societynegs>

Regulation: e-district should adhere to technical specification and standard set but e-E-district MMP centralised architecture the state level with common application software for each of the identified services for all the district of the state. This application is look upon by the SDC.⁵¹

“To increase the delivery of e- governance services to citizens, the government have adopted the strategy of strengthening the core infrastructure” K.T Sukalu, Commissioner &Secretary, Information Technology &Communication, Government of Nagaland.⁵²

The status of the core e-governance infrastructure SWAN and SDC in the state, under the NeGP has been considerable progress except CSC because of the poor rate of progress in the PPP business of the model leading them to terminate the SCA and temporarily suspended the operation of CSCs. Nagaland State Data Centre is operating since 16th September 2011 and various applications have been hosted at the SDC. The State Wide Network (SWAN) launched on 31st March 2012 has been rendered functional. The state Portal and state service delivery gateway has been made operational with 25 citizens centre- services from 7 user departments. State level MMP under NeGP taken up till date by the state government in the commercial tax, transport Mission Mode project are already in operation, while other MMP CCTNs, e-district, treasury computerisation are currently in implementation state.⁵³

To increase the delivery of e- governance services to citizens adopted the strategy of strengthening the core infrastructural, increase the implementation of MMP projects for delivery citizens services, creating legal framework and providing statutory support to delivery public services.

The CSCs designated to set up in 200 locations covering all the districts of the state. The projects initially rolled out on a Public Private Partnership business model under the guidelines of the Nation e- governance. The success and failure in the state has brought in a better understanding

⁵¹ Nagaland state e-governance society (NSEGS) directorate of information Technology and communication government of Nagaland kohima

⁵² Bringing e-governance to Nagaland/e-governance magazine e-gov.eletsonline.com/2012/10/bringing-governance-to-nagaland

⁵³Bringing e-governance to Nagaland /e-Gov Magazine e- gov.eletsonline.com/2012/1o/bringing-e-governance-to-Nagaland.

of the challenges and issues in the implementation of the CSCs, especially in the rural and remote areas.⁵⁴

There is need to increase and continuously improve IT education in order to bring quality in the state to achieve this objective the National Institute of Electronics and Information Technology (NIELIT), School of Engineering and Technology (SETAM) and National Institute of Technology (NIIT) has been set up.⁵⁵

4.5. E-Naga Summit

The first e-Naga Summit was held in 2015 and Nagaland was the first state to seize the opportunity provided by the Modi government for opening Business Process Outsourcing (BPO) call centre also set up online payment through state portal namely – NSWAN and State Data Centre and also the e-district project. The programme started by Modi government digital India, it gives the populace offering the usefulness to everyone, which led to digital empowerment to the citizens.

The Department of Information and Technology and Communication, GOI take part to organise the second e- Naga Summit 2016, theme “Towards making the state of Nagaland as the next IT centre in South East Asia” aiming to bring entrepreneurs as well as Academia, along with Industries plus Government together at one roof. This summit builds the base to identify the existing gaps and work out with the solution of the needs of the people so that it will ultimately lead to development and prosperity. The e-governance play a significant role in bringing the society into more clarity, efficacy as well as competent in delivering services to the populace apart from that e-governance has brought about the paradigm shift in all spheres of life whether

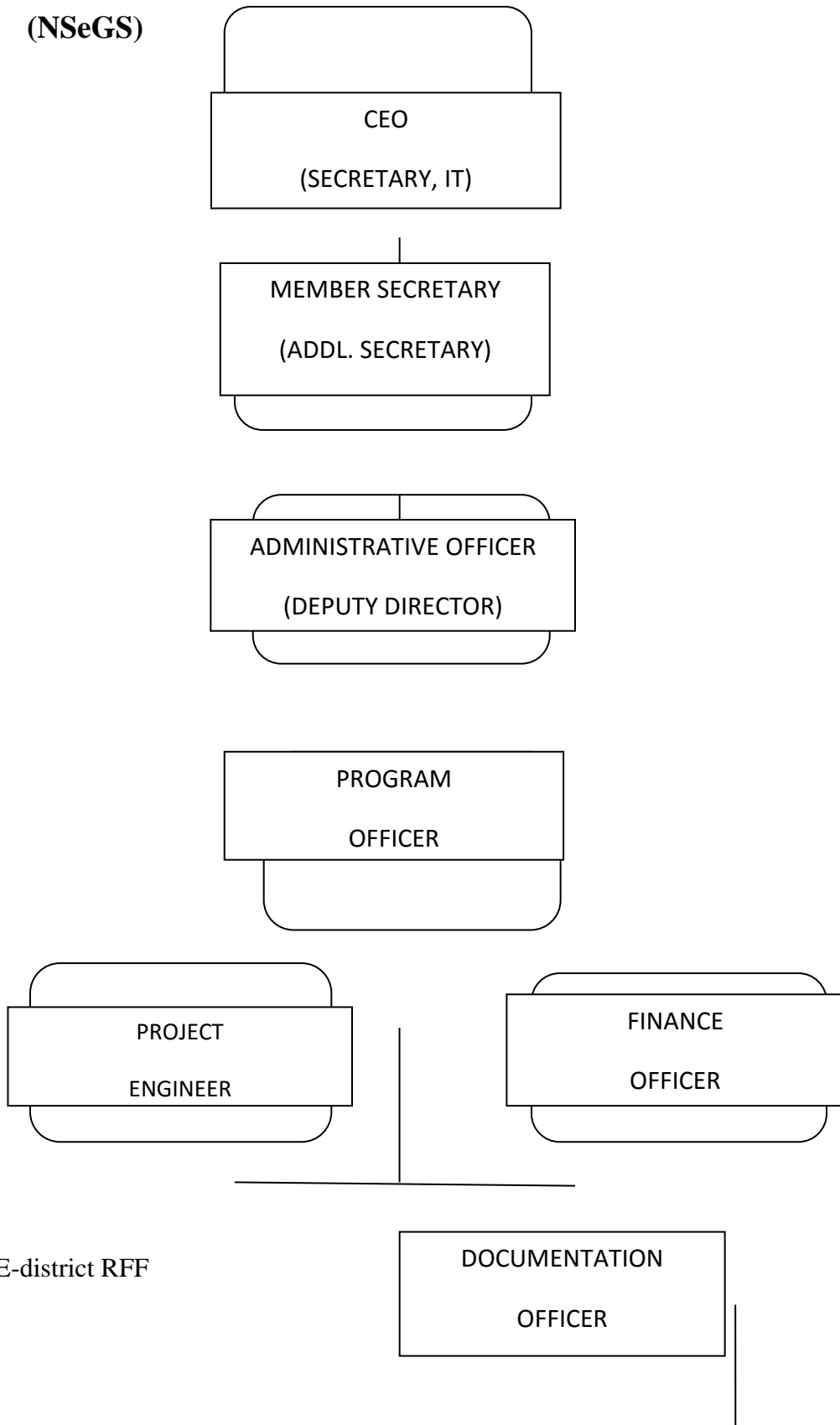
⁵⁴Bringing e-governance to Nagaland /e-Gov Magazine e- gov.eletsonline.com/2012/10/bringing-e-governance-to-Nagaland.
Accessed: 15-4-17

⁵⁵Bringing e-governance to Nagaland /e-Gov Magazine e- gov.eletsonline.com/2012/10/bringing-e-governance-to-Nagaland.
Accessed: 15-4-17

commerce or media IT as well as electronic media playing a significant role in transforming the role and building up a knowledge economy.⁵⁶

⁵⁶ E-Naga Summit 2016 from Nov-the Morung Express/the..... morungexpress.com/e-naga-summit-2016-nov-28
Accessed:

4.6. Organisation structure of Nagaland State e-governance Society (NSeGS)



Source: E-district RFF

Nagaland for economic growth need to boost up economic progress and prosperity it need the networking collaboration and take part in the innovation by focussing ICT and through e-governance it is enable for radical change. It is also an opportunity for Nagaland open up the passageway for South East Asia for transformation.

4.7. ADVANTAGES

The advantages of e-governance are many .It is one of the foundation stones of a developed nation. Digitalization is the backbone of any nation that is walking on the path of progress. Governmental activity when digitalised gives the people and the administration a better and easier platform to interact. E-governance is a medium of communication that provides public services at a higher speed and with greater efficiency.

Previously people had to visit government offices, stand in long cues and wait endlessly for paying taxes, registering births and deaths, enquiring about policies, rules and regulations and every other thing related to the government. But with the advent of e-governance all this can be done with just one click of a button sitting at your home.

The virtual platform of e-governance also makes the working of the administrative body transparent and leaves less scope for corruption. Bribe has become synonymous to government offices. Transactions made online will not leave any scope for middle men and officials to extort and harass the public. People will get to know about the details of government activities. Similarly government too shall have a clear record of the transactions taking place in various departments. Records too can be maintained more easily and will be accessible to everyone at any point of time.

E-governance shall reduce the bulk of paperwork for the government bodies. Storage of years of records and files and archiving them for future use is a mammoth task. The virtual platform will reduce the real world space and it can be accessed through the interface. A room-full of paperwork can be stored in a storage device which is the size of the little finger.

Distance has always been a major problem in communication. Far fringed places could not get access to proper information and were always deprived from facilities. The e-governance shall

bridge this gap and would prove to be a successful means of administration at the grass root level.

The government can save a lot of money by implementing e-governance as it will replace a large number of manual work forces. To maintain this army of government officials and workers the state has to spend a lot of money on salaries and resources. The funds saved could be used for further development of the nation.

4.8. DISADVANTAGE

E-governance like every other technological advancement has certain disadvantages associated with it. The first and foremost disadvantage of this is the rise in cyber crimes in India. For transactions and operations through the internet an extremely secured network and interface is required. This can only be ensured by making stricter laws and regulations in terms of usage of internet.

The use of the virtual medium also creates a problem. The digital divide present in between the urban and rural sector reduces the efficacy of e-governance. The computer-illiterate mass is huge in the country. This will prevent the aged, uneducated and rural folks to use the facility of e-governance.

A large number of people do not have access to computers and other digital communication devices. The cost of such technologies is unaffordable to a large portion of the Indian society. This will prevent them from being able to use e-governance facility. Also, the absence of a high speed internet connection at the disposal of people will hinder the effectiveness of a virtual program like e-governance.

The e-governance faced barriers on the path of the implementation like security, unequal access to the computer, high cost for setting up the e-governance, trust, and digital divide. *Trust*, the user must be confident, comfortable and trusting of the tool or technology with which they will interact, and secondly the trust of the government this trust can also be compromised as the information get lose and erode the trust and confident in government systems.

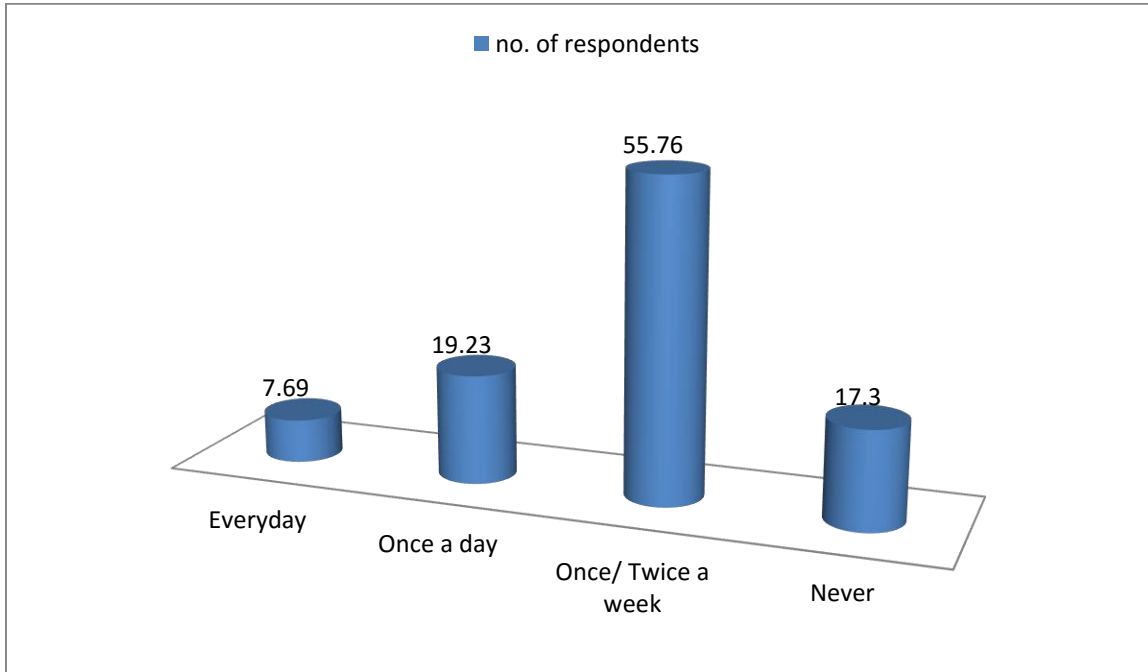
Digital divide exists between individuals, communities and business to access information technology and those who do not have such technology to access. Economic poverty other criteria for digital divide within the society as living below poverty line cannot afford such technology and on the other hand lack of awareness among the people as they were unaware of the scope of e-governance.

Cost implementing in a poor country like India *is* hard as most of the people living under poverty line in this way officers and politicians are not interested to implement e-governance in the state

4.9. Appendix

Q1. How often do you access to internet fore-governance services?

Table no :01



Explanation: Respondents were asked whether they access to internet for e-governance services of which 7.69 percent said every day, 19.23 percent said once a week, and 55.76 percent said once or twice a month, while 17.3 percent were in the category of never.

Q2. E-governance means online government, are you aware that Indian government is offering many e- government project.

Table no: 1.1

No. of respondents	Yes	No
52	39	13
Percentage	75%	25%

Explanation: Respondents were asked whether they were aware of the Indian governments offering e-government project, of which 75 percent said Yes and 25percent said No.

Q3. Are you aware about National e- governance Plan?

Table no: 1.2

No. of respondents	Yes	No	Few
52	12	15	25
Percentage	28.84%	23.07%	48.07%

Explanation: Respondents were asked whether they were aware about National e-governance Plan, of which 28.84 percent said Yes, and 23.07 percent said No while 48.07 percent were on the category of Few.

Q4. Do you trust online services?

Table no:1.3

No. of respondents	Yes	No
52	35	17
Percentage	67.30%	32.69%

Explanation: Respondents were asked whether they trust online services, of which 67.30 percent said Yes, while 32.69 were on the category of No.

Q5. Would you say that every Government services should be re-designed?

Table no:1.4

No. of respondents	Yes	No
52	33	19

Explanation: Respondents were asked whether every government services should be re-designed, of which 63.4 percent said Yes while 36.6 percent said No.

Q6. Before obtaining any government services do you check websites of concern department?

Table no: 1.5

No. of respondents	Yes	No
52	41	11
Percentage	78.84%	21.15%

Explanation: Respondents were asked whether before obtaining any government services do they check websites of concern departments, of which 78.84 percent said Yes while 21.15 percent said No.

Q7. Do you think e-governance helps in reducing corruption?

Table no:1.6

No. of respondents	Yes	No
52	32	20
Percentage	61.53%	38.46%

Explanation: Respondents were asked whether they think e-governance helps in reducing corruption, of which 61.53 percent said Yes, while 38.46 percent said No.

Q8. Does e-governance reduce the burden of visiting different government offices?

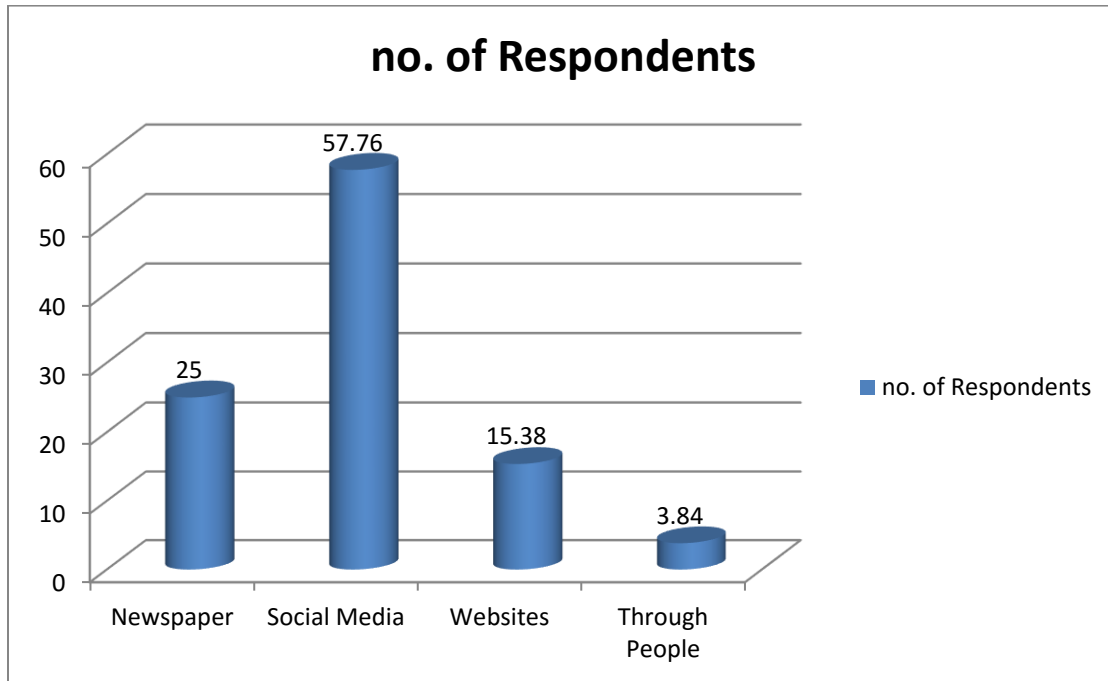
Table no:1.7

No. of respondents	Yes	No
52	43	9
Percentage	82.69%	17.30%

Explanation: Respondents were asked whether e-governance reduce the burden of visiting different government offices, of which 82.69 percent said Yes and 17.30 percent said No.

Q9. How do you get information about the new governmental schemes and laws related to it?

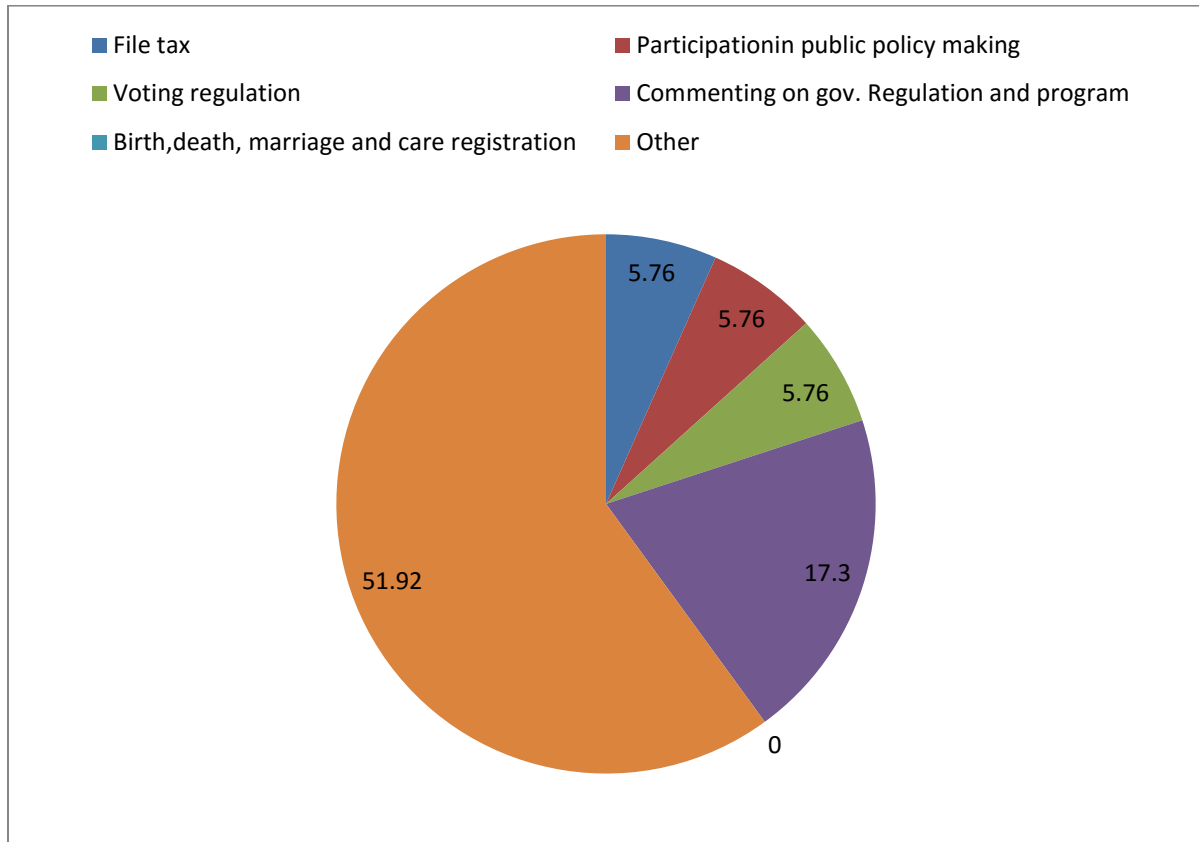
Table no: 1.8



Explanation: Respondents were asked whether they get information about the new governmental schemes and laws related to it, of which 25percent said through Newspaper, 55.8 percent said through social media and 15.3 percent said through websites while 3.4 percent were in the category of through people.

Q10. For which purpose you have used the government websites?

Table no: 1.9

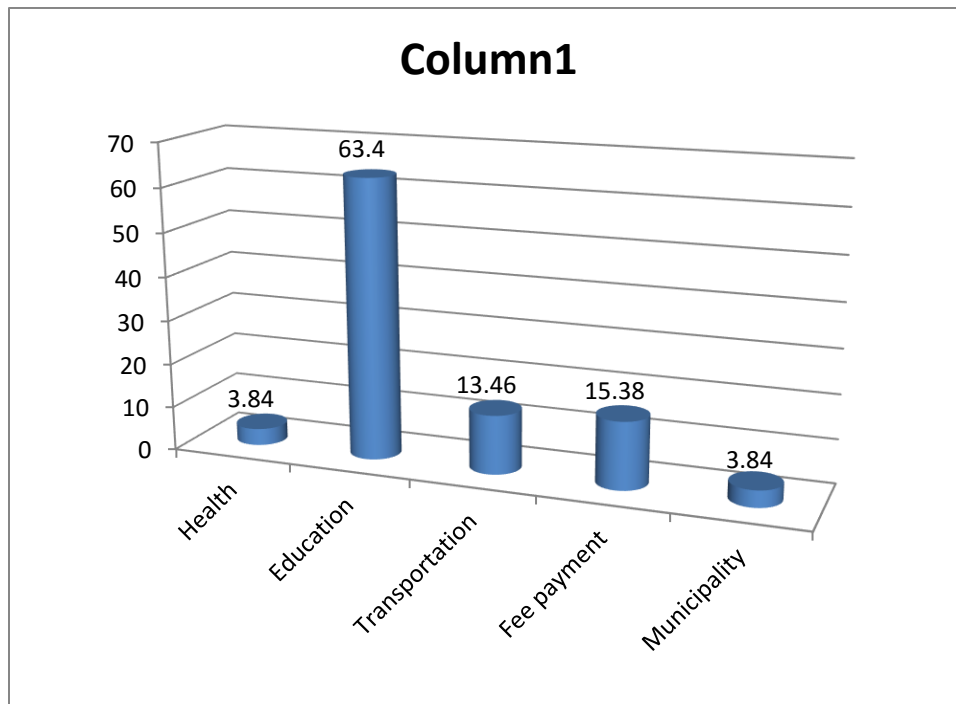


Explanation: Respondents were asked whether the purpose they used the government websites of which 5.76 percent said for file taxes, 5.76 percent said for participation in public policy making, 5.76 percent said for voting regulation, and 17.3 percent said for commenting on government regulations and programs while 51.92 percent were in the category of other.

Q11. Which type of e-governance services have you accessed?

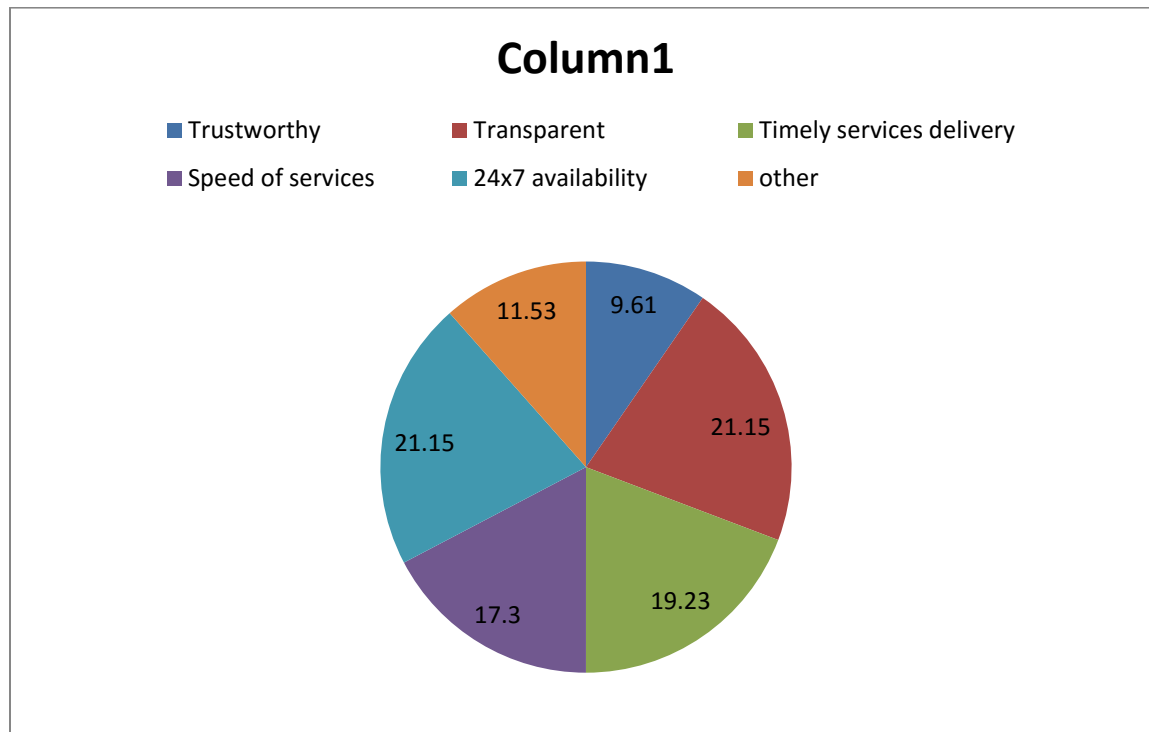
Explanation: Respondents were asked whether which type of e-governance services have they accessed of which 3.9 percent said for health, 63.4 percent said for education, 13.4 percent said for transportation and 15.3 percent said for fee payment while 3.9 percent said for municipality.

Table no: 02



Q12. Why do you choose e-governance services as a mode of communication?

Table no: 2.1



Explanation: Respondents were asked why they choose e-governance as a mode of communication, of which 9.61 percent said there are trustworthy, 21.15 percent said there is transparency, and 19.23 percent said there is timely services delivery, 17.3 percent said there is speed of services delivery and 21.15 percent said there is 24x7 availability of services while 11.53 percent were in the category of other.

Q13. Is all the government services available through e-governance?

Table no: 2.2

No. of respondents	Strongly agree	Agree	Neutral	Disagree
52	1	4	27	20
Percentage	1.92%	7.69%	51.92%	38.46%

Explanation: Respondents were asked whether all the government services available through e-governance of which 1.92 percent were strongly agree, 7.69 percent said were agree and 51.92 percent were neutral while 38.46 percent in the category of disagree.

Q14. The e-government services are easy to use?

Table no: 2.3

No. of respondents	Strongly agree	Agree	Neutral	Disagree
52	3	31	18	
Percentage	5.76%	59.61%	34.61%	

Explanation: Respondents were asked whether e-government services are easy to use of which 5.76 percent were strongly agree, 59.61 percent were agree while 34.61 percent were in the category of neutral.

Q15. Would you say that the e-governance services satisfy your needs?

Table no: 2.4

No. of respondents	Strongly agree	Agree	Neutral	Disagree
52	2	19	27	4
Percentage	3.84%	36.53%	51.92%	7.69%

Explanation: Respondents were asked whether e-governance services satisfy their needs of which 3.84 percent were strongly agree, 36.53 percent were agree and 51.92 percent in neutral while 7.69 percent were in the category of disagree.

Q16. Do you agree that the e-government websites are user friendly?

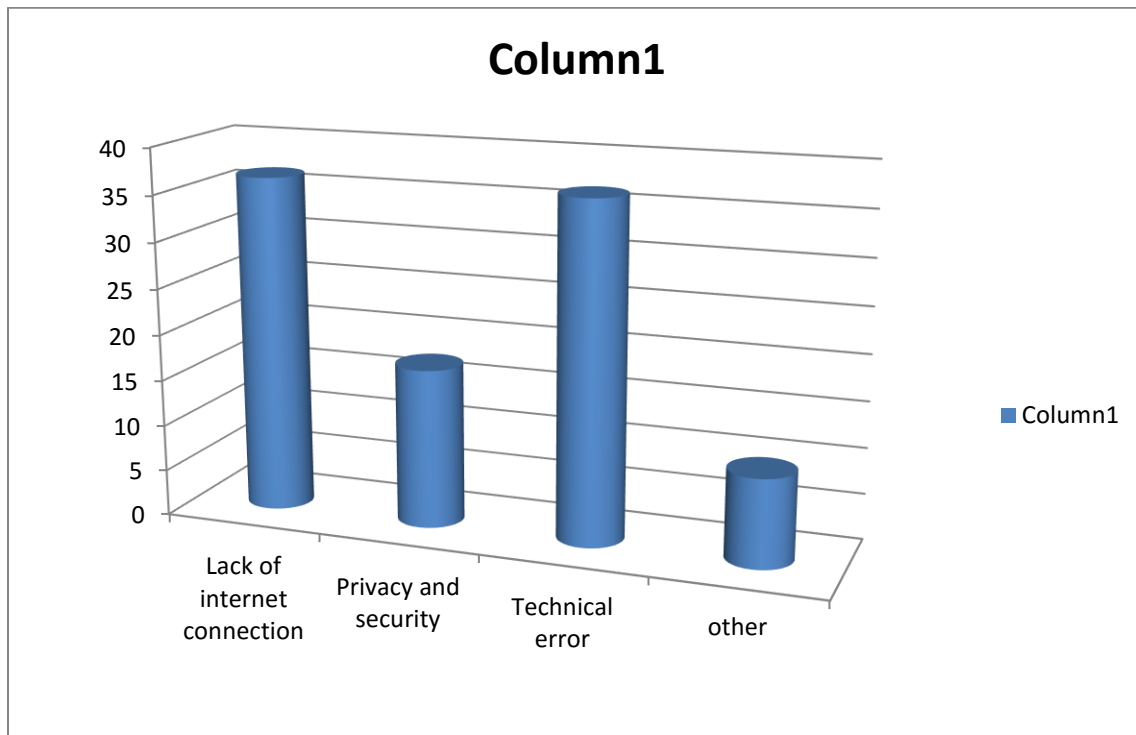
Table no:2.5

No. of respondents	Strongly agree	Agree	Neutral	Disagree
52	1	28	23	
Percentage	1.92%	53.84%	44.23%	

Explanation: Respondents were asked whether they were agree that e-government websites are user friendly of which 1.92 percent were strongly agree, 53.84 percent were agree while 44.23 percent in the category of neutral.

Q17. Which kind of barriers you face while trying to do documentation work through e-governance?

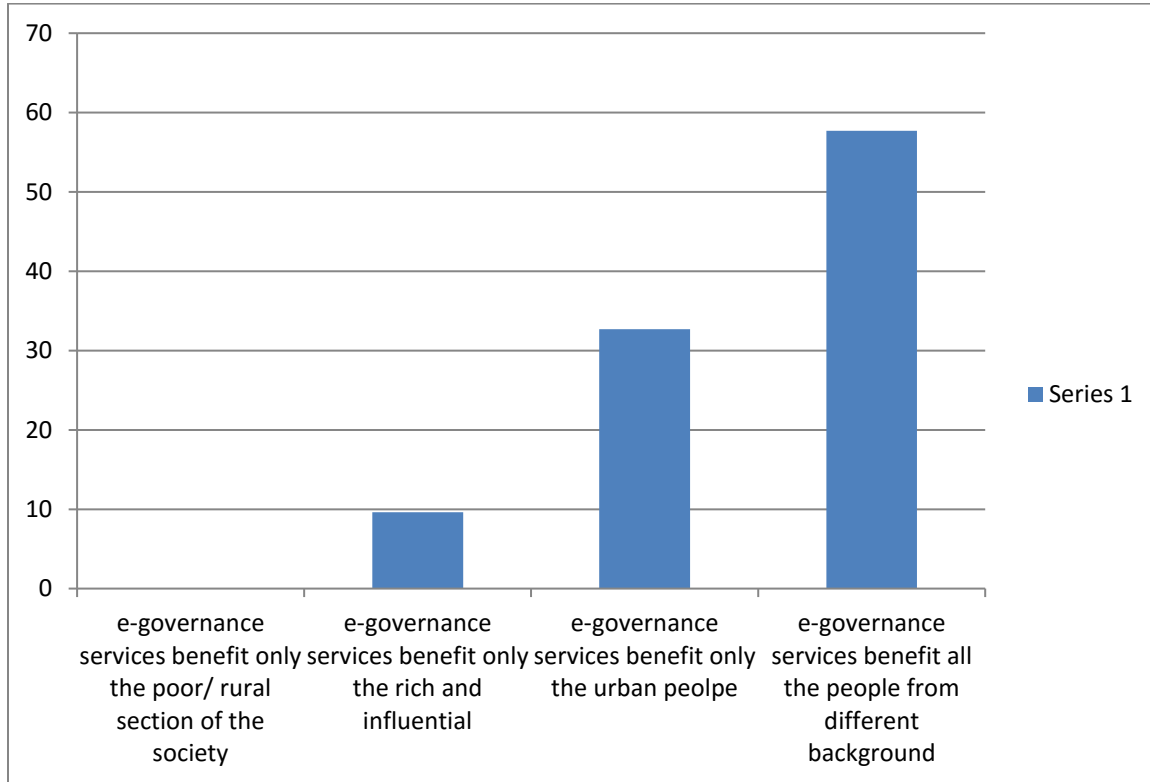
Table no: 2.6



Explanation: Respondents were asked what kind of barriers they face while trying to do documentation work through e-governance of which 36.6 percent said lack of internet connection, 17.3 percent said privacy and security, and 36.6 percent said technical error while 9.7 percent were in the category of other.

Q18. Whom do you think e-governance services benefit the most?

Table no: 2.7



Explanation: Respondents were asked whom they think e-governance services benefits the most of which 9.7 percent said e-governance services benefit only the rich and influential, 32.7 percent said e-governance benefit only the urban people and 57.7 said e-governance benefits all the people from different background.

4.10. HYPOTHESIS TESTING

Hypothesis1: The e-governance legislation of Nagaland needs re-design.

Table No 1.4 Respondents were asked whether every government services should be re-designed, of which 63.4 percent said Yes while 36.6 percent said No.

Conclusion: the tables' show that 63.4 percent are in the need of re-designing the government services so the hypothesis is true and proved.

Hypothesis 2: people are not aware about the e-governance.

Table No 1.1 respondents were asked whether they were aware of the Indian governments offering e-government project, of which 75 percent said Yes and 25percent said No.

Table No 1.2 respondents were asked whether they were aware about National e-governance Plan, of which 23 percent said Yes, and 28.9 percent said No while 48 percent were on the category of Few.

Table No 1.4 respondents were asked whether every government services should be re-designed, of which 63.4 percent said Yes while 36.6 percent said No.

Table No 2.2 Respondents were asked whether all the government services available rough e-governance of which 2 percent were strongly agree, 7.7 percent said were agree and 52 percent were neutral while 38.4 percent in the category of disagree.

Conclusion: the data shows that 75percent are aware about the e-governance and also 28.9 percent of respondent know about the National e-governance plan. And also it shows that 63.4 percent responded in the need for re-designing of government services while 52 percent remain neutral about the availability of all the services online. Hence, it can be said that they are aware about the e-governance system and supported for its re-design so the hypothesis stands null.

Hypothesis 3: the government policy of e-governance is not fully implemented in the state of Nagaland.

Table No 2.2 respondents were asked whether all the government services available through e-governance of which 2 percent were strongly agree, 7.7 percent said were agree and 52 percent were neutral while 38.4 percent in the category of disagree

Table No 2.4 : respondents were asked whether e-governance services satisfy their needs of which 3.9 percent were strongly agree, 36.6 percent were agree and 52 percent in neutral while 7.7 percent were in the category of disagree

Conclusion: In table 2.4 it shows that 52 percent are neutral about the satisfaction provided by e-governance and also in table 2.2 52 percent are neutral about the services available so it can be interpreted that the hypothesis is null.

Hypothesis 4: people face difficulties while doing online documentation work.

Table No 2.4 : respondents were asked whether e-governance services satisfy their needs of which 3.9 percent were strongly agree, 36.6 percent were agree and 52 percent in neutral while 7.7 percent were in the category of disagree.

Table No 2.5 respondents were asked whether they were agree that e-government websites are user friendly of which 2 percent were strongly agree, 53.9 percent were agree while 44.2 percent in the category of neutral.

Table No 2.6 respondents were asked what kind of barriers they face while trying to do documentation work through e-governance of which 36.6 percent said lack of internet connection, 17.3 percent said privacy and security, and 36.6 percent said technical error while 9.7 percent were in the category of other.

Conclusion: the table 2.4 shows that 36.6 percent were satisfied with the e-governance system and 53.9 percent agree on its friendly use more over people face difficulties due to lack of internet connection with 36.9 percent while technical error counts to 36.6 percent and 17.3 fell threaten to their security and privacy. Therefore it can be concluded that despite of the

satisfaction with e-governance system and user friendly people do faces difficulties while doing their work. Thus the hypothesis is said to be proved and true.

Hypothesis 5: e-governance reduces the burden of the people.

Table No 1.7 respondents were asked whether e-governance reduce the burden of visiting different government offices, of which 82.7 percent said Yes and 17.3 percent said No.

Table No 2.3 respondents were asked whether e-government services are easy to use of which 5.8 percent were strongly agree, 59.7 percent were agree while 34.7 percent were in the category of neutral.

Table No 2.5 respondents were asked whether they were agree that e-government websites are user friendly of which 2 percent were strongly agree, 53.9 percent were agree while 44.2 percent in the category of neutral.

Table No 2.7 respondents were asked whom they think e-governance services benefits the most of which 9.7 percent said e-governance services benefit only the rich and influential, 32.7 percent said e-governance benefit only the urban people and 57.7 said e-governance benefits all the people from different background.

Conclusion: in the tables 1.7 shows that 82.7 percent said yes e-governance reduces the burden of visiting different government offices and table 2.3 shows that 59.7 percent agree that the e-governance services are easy to use and are user friendly. Table No 2.7 shows e-governance benefit all the people from different background. The data can be interpreted as e-governance helps people to do their work efficiently by reducing their burden of going to different offices and waiting for their outcomes. So the hypothesis is true and proved.

Hypothesis 6: e-governance helps in reducing corruption.

Table No 1.6 respondents were asked whether they think e-governance helps in reducing corruption, of which 61.6 percent said Yes, while 38.4 percent said No.

Conclusion: the data shows that 61.6 percent are agree on e-governance helps in reducing corruption. Thus the hypothesis is true and proved.

Hypothesis 7: people use e-governance mostly for education purpose.

Table No 1.9 respondents were asked whether the purpose they used the government websites of which 5.8 percent said for file taxes, 5.8 percent said for participation in public policy making, 5.8 percent said for voting regulation, and 17.3 percent said for commenting on government regulations and programs while 52 percent were in the category of other.

Table No 02 respondents were asked whether which type of e-governance services have they accessed of which 3.9 percent said for health, 63.4 percent said for education, 13.4 percent said for transportation and 15.3 percent said for fee payment while 3.9 percent said for municipality.

Conclusion: as we can see from that above data, more than half percent said yes. Hence the hypothesis is proved and true.

Chapter 5

Conclusion and suggestion

Electronic Governance is the tool of Information and Communication Technology (ICT) for providing government services in exchange of information and communication. It aims at bringing clearness, faster in the services of information and also in government process, in order to bring in SMART governance.

Today's the country looks for transparency and effectiveness for their respective states. It is an acknowledged that the e-governance imparts a crucial role in the function and progress of every aspect of life whether politically and socially. The effectiveness of e-governance can only be possible if the people are aware about the ICT and use it in an effective and purposeful manner. Creating awareness is the doorstep for bringing about good governance in the society through e-governance in ICT, and also it has brought about tremendous transformation in today and day of the relation between the government, citizens and the business. ICT is the tool that gives the people the power to know the detail information of the government as well as every department of the state and central. E-governance brings the services of delivering to the public which is more useful, well-organized, quick, responsible, available, approachable, clear and noticeable this is because there is people's participation and people control.

The issues facing for development of e- governance in the state because there is lack of security and privacy to protect the data and also absence of protection law for data even in some areas shows the challenges of cyber security. To bridge the gap that exists between urban and rural, as one digital India is until now attaining its goal wholly.

There is a need to re designed the government services giving IT an important structure to play a magnificent role in the state so that the digital India objectives can be achieve, till now most of the offices work are still done by paperwork which consume lots of time this shows a negative aspect on both part of the government and the citizens for their illiterate in the IT tools and some because of their ignorance. No doubt this can be chosen a platform to reduce corruption as there will be transparency in the government services where all department information can be accessible to all the public.

Nagaland still be short of of ICT structure to implement e-governance fully therefore it required more 3G and 4G connection so there is faster in connectivity along with promoting more internet cafe this not only to be done by government alone but the private as well as individual need to take initiatives to promote the required internet connectivity.

The institution should be guided with more IT knowledge or expertise, even there need to give training to government and employees so that there is balance between the IT sector the services, while later can brought about transparency in the government services and department giving more detailed information about the services and department. Therefore the information of the government should be known to the citizens as government is of the people by the people and for the people.

Spreading of awareness is necessary toward e-governance for good governance as e-literate people in Nagaland is comparatively low and there is need of IT law which will be flexible enough to adjust with the changing technology.

Therefore for the smooth functioning of democratic process in the country there need a centre-state corporation is necessary later extended to interstate and inters state department.

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