

# e-Disha : An Analytical Review

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**Abstract**—The focus of e governance is on developing countries where Information and Communication Technology. Major emphasis is on building accountable and democratic governance institutions. Development of WWW has proved as a means to publish multimedia, other hyperlinked information and interactive information promise of the attainment of the goals of good governance. e- Disha has been an important aspect in this regards. More and more people are joining to get the services provided by e-Disha portals. The paper is an effort to carry out the consequences of e-Disha and their benefits and demerits. Effort has been made to make it a bias less study and aim is to provide a clear view of the e-Disha portal as a service provider.

**Keywords**— e-governance, e-disha, governance

## I. INTRODUCTION

The promise of E-Government (and its more recent spin-offs of E-Democracy, E-Participation, E-Procurement, and a range of other “E-’s”) is to engage citizenry in government in a citizen centered manner, but also to develop quality government services and delivery systems that are efficient and effective. Citizen-centered E-Government suggests that governments will provide services and resources tailored to the actual service and resource needs of users, including citizens, residents, government employees, and others. Efficient and effective E-Government suggests that governments will gain economies of scale, reduce costs, and provide technology-enabled user services [4]. The Government of Haryana has given a special emphasis on implementing Mission Mode e-Governance Projects, identified under the National e-Governance Plan(NeGP). The State is implementing, Common Service Center(CSC) Scheme for establishing and operating 1159 rural CSCs and 104 urban CSCs (including 49 Showcase CSCs)[3] under the state’s brand name -Electronic delivery of integrated services of Haryana to all(“e-Disha”). Rest of the paper is organized as under; section 2 describes e-gov in India , Section 3 gives an idea of e-Disha , Challenges have been described in section 4 and last section concludes the idea.

## II. E-GOVERNANCE IN INDIA

India is a country of great diversity accompanying varied culture, lifestyles, languages and beliefs and states having different social and economic development levels. It is a well-established fact that well being of community depends upon the choices made by the people and granted by the authority.

Moreover, the essential prerequisites for quality governance are that the system should be good and suited to the needs, aspirations, background and ethos of the people concerned and those selected for system operating

must be endowed with the character and competence and motivated by the feeling of public service. However, in times bygone the mechanism of service delivery of government departments left much to be desired in India. Traditional governance is characterised by inherent evils like inefficient working, discourteous dealing personnel, shabby surroundings, long queues, greasing the palm (bribe), complex procedures, jam-packed spaces, habitual absenteeism, procrastinating officials etc.[5] Table -1 refers to main idea of Governance versus e-governance. The government in India has been continuously endeavoring to provide citizen services in a better manner. There have been several successful initiatives and many noteworthy projects have been undertaken in various states of India. Some of the successful initiatives are; *Gyandoot*, *e-seva*, *SETU* and *SUDA*. The Government of Haryana has given a special emphasis on implementing Mission Mode e-Governance Projects, identified under the National e-Governance Plan(NeGP). The State is implementing, Common Service Center(CSC) Scheme for establishing and operating 1159 rural CSCs and 104 urban CSCs (including 49 Showcase CSCs)[3] under the state’s brand name “e-Disha- Ekal Seva Kendras” for the dissemination of various services to the citizens i.e. G2C, B2C on a single window system, under GOI scheme of establishing one lakh CSCs across the country. Table 2 reflects the various state level implementations of e-governance in India.

Table 1: Governance versus E-governance

Governance	E-governance
➤ Corruption at peak	➤ Transparency
➤ Discourteous Dealing Personnel	➤ Saving in Cost & Time
➤ Habitual Absenteeism	➤ Single Window Clearance
➤ Long Queues	➤ Reduction in Corruption
➤ Inefficient Working	➤ Procedural Simplification
➤ Jam-packed Spaces	➤ Efficient Management
➤ Complex Procedures	➤ Citizen Centric Services
➤ Dissatisfied Customers	➤ Better Customer Satisfaction

Table 2 : E-Disha Benefits

**III. ELECTRONIC DELIVERY OF INTEGRATED SERVICES OF HARYANA IN INDIA(E-DISHA)**

e-Disha ESK (Ekal Seva Kendra : Common Service Centers) initiative of Haryana Government is an effort towards creating a Citizen Services Network, a way to take the governance to the citizens and hence make it available even at the grass-root level. This is aimed to provide citizens access to information about government services and processes, knowledge about the local best practices and contents, and delivery of government services at their doorstep [3]. The project *e-Disha* is an IT-driven electronic interface between the government and the citizens that facilitates the general public to receive effective and timely.

The project e-Disha is an IT-driven electronic interface between the government and the citizens that facilitates the general public to receive effective and timely services. e-Disha offers a wide spectrum of citizen-friendly services to save them the bother of running around various departments to avail different services.[7] Around 39 G2C services of departments such as the Public Health & Engineering

Sr. No	Project Name	State Launched	Services Offered
1.	“At your service” or “mee seva”	Andhra Pradesh	Servicing 50,000 requests per day involving departments like revenue, registration, municipality, education etc.
2.	FRIENDS (Fast, Reliable, Instant, Effective Network for Disbursement of Service)	Kerala	Payment of telephone, water, electricity bills, university exam fees, licence, ration cards etc.
3.	Sampark	Punjab(Chandigarh)	Providing online services like tax payments, paying electricity, water and sewage bills, issuing birth/death certificates, passport applications etc.
4.	Warana	Maharashtra	Providing agricultural, medical and educational information to villagers.
5.	Smartgov(Smart Government)	Andhra Pradesh	Improving decision making and introducing paper less file processing system in Andhra Pradesh secretariat.
6.	Bhoomi	Karnatka	Facilitating computerisation of entire 20 million records of land ownership of 6.7 million farmers.
7.	SARI(Sustainable access in rural	TamilNadu	Providing email, voice-mail and

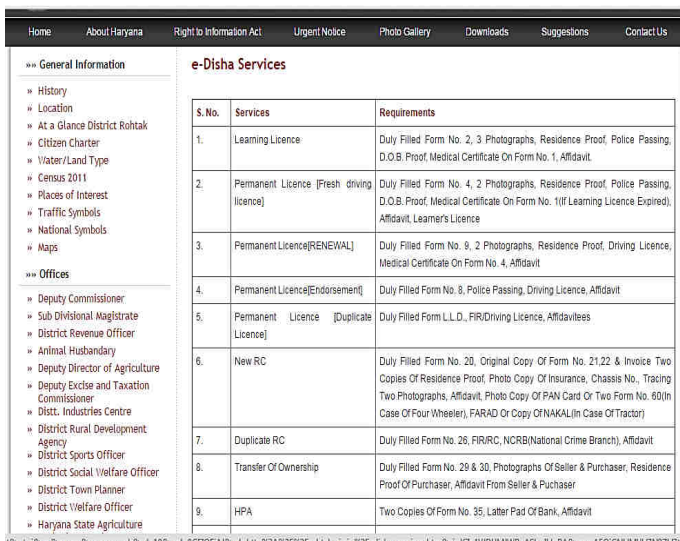


Fig 1. E-disha services portal

Department, RPO, city corporations/municipal offices, Road Transport, Registration & Stamps, Revenue, Social Justice & Empowerment, District Administration, and Health has been covered and one district level e-Disha center has been established in district mini secretariats of Haryana in the first phase. Figure 1 is representation of e-Disha various services available under one window scheme.

	india)		webcam services in rural Tamil Nadu at very descent rates.
8.	Gyaandoot	Madhya Pradesh	Information regarding current crop-rates, land records, total families below poverty line, domicile/income/ caste certificates etc.
9.	Single window clearance system	Rajasthan	All facilities at one place, reducing time required for obtaining licence/statutorily approvals etc. from various government departments and agencies.
10.	RajSWIFT(rajasthan statewide intranet on fast track)	Rajasthan	All facilities at one place, reducing time required for obtaining licence/statutorily approvals etc. from various government departments and agencies.
11.	E-khajana	Bihar	Sales tax Administration Management information.
12.	E-linking	Chattisgarh	Chattisgarh info tech promotion society, treasury office.
13.	LOKMITRA	Himachal Pradesh	provide the benefits of Information Technology to general public especially living in distant rural areas of the State.
14.	“Nai Disha” or “e Disha”	Haryana	Driving license, vehicle registration, birth and death certificates, passport, and services related

			to arms licenses
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Table 3 :State level Implementations of E-governance

Birth certificate	Vehicle registration	Property registration	Web based information
Financial assistance to various categories	Peshi(Court)	Old age pension	Driving license

**IV. CHALLENGES TO E-DISHA**

There are large numbers of potential barriers in the implementation of e-governance. These can be Environmental, Geographical, Social Challenges, Economical Challenges and Technical Challenges. Some hindrance in the path of implementation, like security, unequal access to the computer technology by the citizen, high initial cost for setting up the e government solutions and resistance to change[5]. Some of the reasons of failure of e-governance projects and its challenges are:

- Problem of citizen’s access to the available information sources such as the internet. The major problem is the low rate of internet connectivity, though price is not a major hindrance in this context.
- E-government initiatives in India have gained momentum in the past decade but citizen participation is missing in this sector.
- Language is one of the major barriers in implementation of G2C e-governance projects in India. Dominance of English on the internet constrains the access of non- English speaking population like Hindi and Punjabi [9].
- Cost, Illiteracy, lack of infrastructure, security and privacy of personal and financial data are other constraints that hamper e-governance efforts.
- E-governance has also focused towards investment in hardware and very little on developing software and services, which could maximize hardware investments.
- Basically mindset of the people involved in the processes and the technical problems involved in using Indian languages in IT sector are the major impediments to e-governance in India.
- The recipient of information i.e. user is not allowed to have a participatory role in the present system of Governance.

**V. CONCLUSION**

e-Disha has been evaluated using various aspects. It is expected that the time bound service delivery will result in improving the efficiency of delivery of the services and elimination of corruption and middlemen from the

process. By providing a wide range of services at a single window has helped in saving citizens time and energy. e-Disha is also helping in integration of databases of Government departments and organizations. This integration has also forced the user departments to carry out process reengineering and standardization in delivery of services. In addition to this, these centers are creating jobs in the districts for the local youths and spreading the utility of Information Technology among the masses. It is expected that it will help in improving the financial health of District Red Cross / IT Societies. More efforts are needed to bring rural people to this facility provided by e-governance.

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