

# Jaipuria International Journal of Management Research

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VOLUME

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**Book Review**

**Analytics -The Agile Way by Phil Simon**

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### **All Correspondence should be addressed to:**

The Chief Editor - JIJMR

Jaipuria Institute of Management, Noida

A-32A, Sector – 62, Noida – 201309

Gautam Budh Nagar (U.P.), India

E-mail: [jjjmr@jaipuria.ac.in](mailto:jjjmr@jaipuria.ac.in)

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## *Chief Editor's Desk*

I am glad to assume the responsibility of being Chief Editor of this noble academic initiative of Jaipuria Institute of Management, Noida in the form of bringing out an international refereed journal. I would like to express my sincere thanks to my predecessors for enrichment in the quality of the papers and making it a reputed journal in the field of Management science. It is a matter of great pride for us that journal has entered its fourth volume and I am happy to put before you the publication of first issue of the fourth volume.

The current issue is a special issue containing few selected papers from the 3rd International Conference on Management Practices for the New (Digital) Economy (ICMAPRANE 2018) as organized by Jaipuria Institute of Management, Noida on 9-10 February 2018. Out of 64 papers presented in the conference, only eleven papers have been shortlisted and found suitable by the reviewers for inclusion in this special issue of the journal after thorough revision of the papers.

IJMR is in continuous discussion with a few reputed journal publishers to co-publish the journal in order to give a further boost to its already built recognition of a serious and honest academic journal that follows all ethical standards in selecting, reviewing, editing and publishing of papers in its issue. While there has been a wide spread debate over inclusion of many dubious journals in the UGC list of journals, we are proud enough to acclaim that our journal has been included in this list on its merit. As mentioned in many of its previous issues also, IJMR doesn't charge any fee from authors for sending or publishing their papers in the journal. Papers in this journal are purely selected on their merit and relevance to the theme/sub-themes of the journal and based upon novelty and originality of the contents. All submitted papers to Jaipuria International Journal of Management Research pass through a stringent double blind review process and plagiarism check to provide our readers genuine research articles.

IJMR under its tie-up with i-Scholar platform of Informatics has been selected by E-Shodh Sindhu (ESS) consortia of INFLIBNET to be included in the list of management journals under consortia pricing for its e-version. We have extended this facility at a fractional pricing to benefit largest segment of research community who couldn't afford expensive pricing of the journals.

Papers selected in this issue covered different issues like post one-year study of demonetization impact, sovereign gold bond scheme, digitalization of Indian economy, estimating customer value in transport and hospitality sector, foreign institutional investment and exchange rate movement in India, currency futures market, e-governance initiatives and value creation for citizens, social networking sites and users' acceptance behavior, employee engagement through gamification, mobile apps use in online shopping, and influencing customers through social persuasion marketing. Primarily these issues revolve towards digital Indian economy which was the core theme of the conference out of which these papers were selected.

Assuming this important role, I assure all our readers that we shall strive to improve the quality of this journal further and forge new partnerships and shall try to provide a platform to budding researchers in the field of economics and management. We shall work together to take this journal to new heights so that it is counted one amongst the leading management international journals.

**Dr. Dayanand Pandey**

Chief Editor – Jaipuria International Journal of Management Research

Director – Jaipuria Institute of Management, Noida



# Editorial

With pride, we are releasing first issue of the fourth volume of Jaipuria International Journal of Management Research. This is a special issue of the journal in which published papers are selected from over large number of papers submitted for the 3rd International Conference on Management Practices for the New Digital Economy (ICMAPRANE 2018) held at Jaipuria Institute of Management, Noida during 9-10 February 2018. These papers have been included after thorough revision of the originally submitted papers during the conference and getting afresh feedback from the reviewers. The present issue contains 10 research papers, a case study and a book review. It is a matter of further pride that we have been able to shift its publication process one month in advance than from its usual publication dates.

The first paper titled “Conceptualizing the Linkages between E-Governance Initiatives and Value Creation for Citizens” deals with e-governance initiatives taken up by the Government of India which brings transparency in the system and which is capable of bringing accountability in the governance system. It has also dealt with issues currently being faced in full implementation of e-governance system.

Second paper on “Using Logistic Regression to Estimate the Customer Value for Transport and Hospitality Services” provides a model for predicting the mode of transportation used by the tourists in India using logistic regression approach. It has identified key parameters those determine consumer needs.

Third paper in this issue “Is Currency Futures Market at NSE India Informationally Efficient?” is about analyzing the efficiency of currency future market at National Stock Exchange (NSE) of India using different parametric and non-parametric tests. It finds that currency future market at NSE India is informationally efficient.

Fourth paper titled “Role of Mobile Applications Quality and Smartphones Attributes in Online Shopping: An Insight” is about how smart mobile applications help the online retailers in determining customers’ preference and tracking their buying behavior. This paper discusses key linkages between mobile applications quality and smartphones attributes in online shopping.

Next paper titled “Demonetization Impact on Government, Digital Transactions, Real Estate Sector and Employment in India – Post One Year Study” discusses what have been the pros and cons of demonetization observed over one-year period post demonetization particularly for the government, for digital transactions, real estate sector and for employment generation.

Sixth paper on “A Study of Relationship between Foreign Institutional Investment and Exchange Rate Movement in India” is a comparative study between FII and exchange rate movement in geographical region of India. This paper finds that there exists unidirectional causality in the movement of FII investment in equity, debt and the movement of rate of exchange in India.

Next paper titled “A Path for Indian Economy towards Digitalization- Business Perspective” calls for taking up digitalization activity by Indian companies mentioning that atmosphere is conducive and this is right time for the same. According to the paper, exponentially growing data traffic has been able to provide useful business insights hence companies should take up digitalization of their activities to remain competitive.

Eighth paper titled “Gamification: A Tool to Boost Employee Engagement” deals with concept of employee engagement using gamification tool which uses a digital environment to make employees accomplish their objectives and mission. Primarily, it is the procedure of applying game mechanics and game design technique to different business processes to boost employee engagement, enhance productivity and lift performance. It is all about provoking one’s intrinsic motivation.

Next paper of the issue on “Implications of Social Networking Sites on Internet User's Acceptance Behaviour” deals with the issue what leads a user to use a social networking site. The user process of adoption and use of such recommenders involves subjective factors which need a psychological approach. The purpose of this paper is to discuss and validate an integrative model which adopts various elements and models in order to explain such a process.

Tenth paper of this issue is on “Sovereign Gold Bond Scheme” describes how gold has traditionally been the most desirable type of investment in Indian society and how the Indian government has come out with a scheme “Sovereign Gold Bond Scheme” for systematic investment in gold bond rather than physical gold to reduce import of physical gold and hence saving the foreign currency. This paper provides an analysis of gold investment trend in India, the scheme scrutiny, its benefits and challenges and comparison between the Gold bonds and the ETFs.

Last paper is a case study titled “Nykaa.com: Influencing Customers through Social Persuasion Marketing” is about social persuasion marketing using the case of Nykaa.com. The components attempted in this case study are reciprocity, commitment, social proof, authority, liking and scarcity. This study helps in efficiently targeting potential customers from a social gathering.

Finally, the book review of the title “Analytics – The Agile Way by Phil Simon” reviews a new book on use of data and analytics for the success of organizations. It is an interesting and knowledgeable text that describes analytics fundamentals and different types of analytics tools explaining with real life examples importance of analytics and Big Data in decision making.

Overall, this issue being a special issue looks into the different aspects of digital economy from varied angles and is a balanced issue encompassing issues faced in all major areas of management.

**Jitender Sharma • Shalini Srivastava**

# *Conceptualising the Linkages Between E-governance Initiatives and Value Creation for Citizens*

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Parimal H. Vyas\*, Mayank R. Mathur\*\* and Parag Shukla\*\*\*

## **ABSTRACT**

E-governance allows for government transparency. Government transparency allows the public to be informed about the government's policies. What ails India is not e-governance deficit but governance-deficit. It is good governance that will propel and sustain economic growth in India. It is good governance that will open up new employment opportunities. Good governance can restore trust of citizens in governments and make governments accountable to them. Good governance is not given naturally in any system. It has to be nurtured by developing institutions of democracy. Good governance implies a framework that has well-being of the people as its focal point. E-governance in India is an evolutionary phenomenon, and requires a change in the mind-set of all – citizen, executives and the government. This paper deals with the issues e-governance. Security is the main concern for the citizen. To be effective, e-government should be integrated

within a holistic approach that includes a supportive and democratic leadership, a viable communication infrastructure, and qualified personnel to operate the new technology. The government needs to make significant investments in areas such as IT training, assessment and awareness. The need of the hour is to maintain a proper database of all the citizens and well developed infrastructure.

The strong political will power and the social acceptability of e-governance in urban as well as rural areas is required. From the study, it is clear that e-governance initiatives have been found successful in ensuring good governance. Despite various limitations e-governance has proved meritorious service to the people at large.

## **INTRODUCTION**

E-Governance is a systematic mechanism of leveraging technology to upgrade the working of the government so

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\*Vice Chancellor, The Maharaja Sayajirao University of Vadodara, Pratapgunj, Vadodara, Gujarat 390002

E-mail: parimalvyas17@gmail.com

\*\*Research Scholar, Faculty of Management Studies, The Maharaja Sayajirao University of Vadodara, Pratapgunj, Vadodara, Gujarat 390002

E-mail: mayank.eme@gmail.com

\*\*\*Assistant Professor, Department of Commerce & Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Vadodara, Pratapgunj, Vadodara, Gujarat 390002

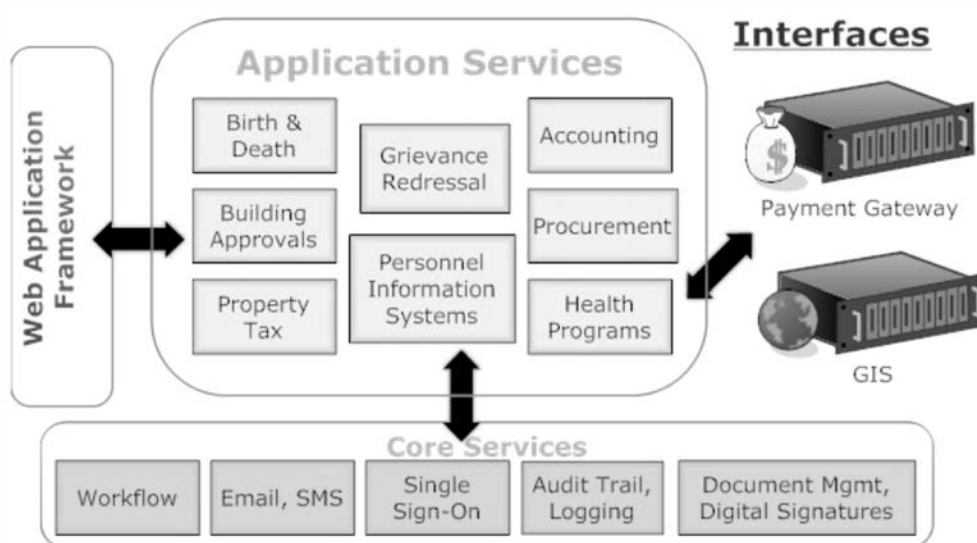
E-mail: parag.shukla.msu@gmail.com

that it can deliver better services to the users i.e. specifically citizens. The focal area of E-Governance services is to create citizen centric system. It enables users of the services to avail, monitor and utilize the various services at multiple touch points at their convenience. For doing so, the government uses technologies such as internet, Wireless Area Network [WAN], World Wide Web [WWW], and mobile technologies to reach out to citizens. The aim of E-Governance is to improve the delivery of services by ensuring availability, accessibility, and affordability to citizens, businesses and other stakeholders which in turn helps them to improve the overall quality of life. The efficient and effective governance of the government bodies plays a very vital role in developing the overall performance of the services that they deliver to citizens (Subhash Bhatnagar, 2010).

In the year 1977, the Government of India took a major step towards E-Governance by focusing on "Information" and "Communication" of the various services and action plans. This initiative got a boost with the advent of computerization as mostly all government

offices were using Information Technology to manage their working. The government has set up a national level policy for E-Governance initiatives i.e. National E-Governance Plan [NeGP] to manage all E-Governance initiatives across the country. The government is ensuring the last mile delivery, ease of accessibility, and fast digitization of records by bringing public services closer to end users. The benefits of such a holistic E-Governance plan are enhanced transparency, convenience, empowerment, less corruption, revenue growth and cost reduction. The central Government launched 31 Mission Mode Projects (MMPs) in 2011, consisting of 11 Central MMP's, 13 State MMP's and 7 Integrated MMP's spanning multiple Ministries/Departments. The documentation of land records, banking records is taking place in an effective and speedy way with the emergence of Mission Mode Projects [MMP]. Within NeGP, "mission mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels. Each state Government can also define five MMPs specific to its individual needs ([www.deity.gov.in](http://www.deity.gov.in)).

**Figure 01 - E-Governance Applications Suite**



Source: [www.nisg.org](http://www.nisg.org)

## BASIC TERMS OF THE STUDY

### E-Governance Initiatives

Online working of a Government or providing its services online to its E-Governance users at their door step can also be defined as Electronic Governance. E-Governance is using e-commerce technologies so as to make government services available online.

The technology helps to provide a clear, measurable and objective oriented blue print for ensuring effective and efficient services at the convenience of the end-users. (Nikita Yadav, VB Singh, 2012).

The various E-Governance projects initiated by Govt of Gujarat (GoG) are SICN (Sachivalaya Integrated Communication Network), E-Procurement, VATIS (Guj VAT Information System) IWDMS (Integrated Workflow and Document Management System), E-City, Health Management Information System, E-Dhara, E-Gram Vishwagram, SWAGAT Online, GSWAN,

### Value Creation

Value creation is a process that enhances consumer's evaluation of the attributes of the product or services that he/she uses to satisfy his/her given needs and wants. Usually, the consumer will develop willingness to pay



more for the product for which the perceived benefits are high. Value can be viewed as increasing use value or decreasing exchange value, each of which can affect consumer surplus (Preim RL, 2007).

### Perceived Usefulness

Perceived usefulness is defined as the consumers' subjective perceptions, that using technology will be useful. It can also be regarded as an effect on the adoption of technology when consumers realize the usefulness of the technology (Yang Kiseol, 2006).

### OBJECTIVES OF THE STUDY

In this research paper an attempt will be made to conceptualise the relationship between perceived Functional Value, Social Value, Emotional Value and Monetary Value of E-Governance Initiatives of the Government of Gujarat. In this paper, the authors have proposed a conceptual model that has been developed through concise review of literature as well as taking support from earlier research studies that have been carried out by the various researchers on the selected research problem of the proposed research study. It shows that how E-Governance Initiatives are helpful in creating and subsequently adding value for E-Governance users,

and aimed at studying and developing understanding of linkages between E-Governance initiatives and resultant value creation.

Thus, the key objective of the proposed research study shall be to study Government of Gujarat initiatives on E-Governance comprising of E-Governance Projects, Schemes and Services and its implementation aimed at value creation for citizens to be called as E-Governance users and also integrating new E-Governance tools for citizen centric initiatives, in Gujarat State.

### REVIEW OF LITERATURE

The researchers have reviewed various research studies undertaken in the field of E-Governance. The researcher have carried out a concise literature review on various aspects of E-Governance initiatives like citizen centric E-Governance services and its impact, E-Governance initiatives in state of Gujarat and India, a citizen centric experience of availing E-Governance services, comparative study of E-Governance vs. manual services and future prospects for E-Governance implementation. The researchers have defined key aspects, which are further used for drafting structure of questionnaires and also for interview schedules.

**Table 1 - Aspects of E-Governance Services**

Single window system	Convenient Time Schedule	Predictable Outcome	Good Location
Satisfies more citizens	Data Security is high	Good Complaint handling	Adherence to citizens charter
High Clarity and simplicity of processes	Less time & Effort to avail services	No agents required	Lower cost to the citizen
Ease of Administration	Equal opportunity for everybody	Helpful attitude of employees	Reduction in Waiting time
Transparency	Paperless office	Error free transactions	Less corruption
Public Access to Information	Financial and Administrative Transactions traceable		

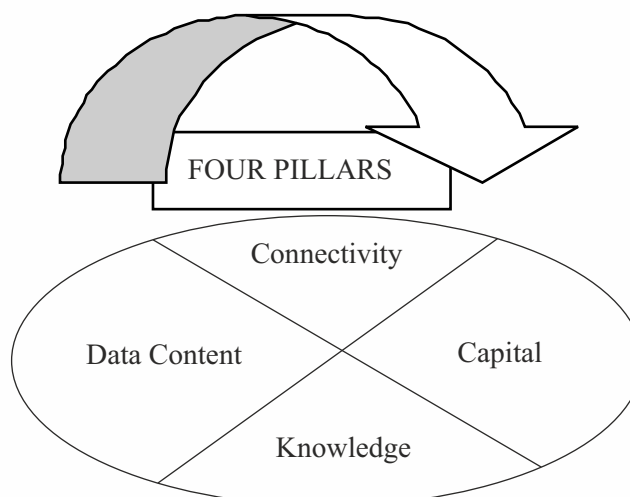
*Source: Adapted from Manisha Kumbhar (2012)*

The studies undertaken reveal citizen's satisfaction with E-Governance service and freedom from the cumbersome manual system and save valuable time, effort and money. Some study also considered as per employees' point of view and how implementation of E-Governance helps them to increase their efficiency by delivering quality oriented services to satisfy more citizens.

### Reviewing E-Governance Initiatives

E-Governance in India was started by the project AKSHAYA in the state of Kerala, involving setting up of 5000 multipurpose community technology centres called Akshaya (Yadav Singh, 2012). The four pillars of E-Governance are Connectivity, Knowledge, Data Content, and Capital.

**Figure 02 - Pillars of E-Governance**



*Source: Yadav Singh (2012)*

Chen, Yu-Che., Hsieh, Jun-Yi (2009) examined the E-Governance practices of Taiwan and United States and found that the Taiwanese Government's effort to make mobile device and broadband connections more affordable and accessible can serve as models for the United States and other countries.

Dawes, Sharon S. (2008) conducted research study and identified that despite a popular tendency to assume the existence of a "best" form, many different forms of ICT-enabled governance are possible, and each will have attendant priorities, costs, benefits, and consequences.

Sreekumar, S. S. (2005) identified that an application of E-Governance calls for restructuring of the total administrative procedure as people demand greater diversity of public services and they need everything available from one integrated source.

Kiran Prasad (2012) conducted research study and highlighted that India's National E-Governance Plan proposes to extend the Internet to the remotest of villages. The foundation of this initiative is a program of e-literacy, capacity building, and installation of ubiquitous broadband-enabled computer kiosks based on entrepreneurial public-private partnerships.

Sumanjeet (2006) opined that successful implementation of E-Governance in India will require, more than skills in IT, good programme management techniques, good programme managers, involvement of stakeholders and teamwork.

Thus for India's development and prosperity in the area of E-Governance, a proper planning and adjustment is inevitable. Barthwal, C.P. (2003) considered that the E-Governance is an ongoing exercise whereby systems need to be evaluated, new architectures designed, processes modelled, infrastructure built and staff trained which help in overcoming the issues of accessibility,

usability, security and transparency. D'agostino, Maria J., Schwester, Richard., Carrizales, Tony., Melitski, James (2011) concluded that providing access of information and allowing citizens to transact business via the Internet appear to have taken hold more quickly. The lists of E-Governance projects in practice in the Gujarat State are given at the end of the research paper in Annexure-1.

### **Models of E-Governance**

The E-Governance services can be shared between citizens, businessmen, Government, Employees. Four models of E-Governance are:

- a) Government to Citizens (G2C)
- b) Government to Government (G2G)
- c) Government to Employees (G2E)
- d) Government to Businessman (G2B)

### **SPOT MODEL: CONCEPTUAL FRAMEWORK FOR IMPLEMENTING E-GOVERNANCE**

The model of E-Governance is based on the efficient delivery of information and services to the nation through different mode of managing the information as depicted in Table 2.

1. The result of implementation of E-Governance is SMART (Simple, Moral, Accountable, Responsive, Transparent) working to accomplish reliable and continuous flow of information life cycle of EGovernment. It manifests smooth interaction between citizens and Government who proactively involve and co-create services.

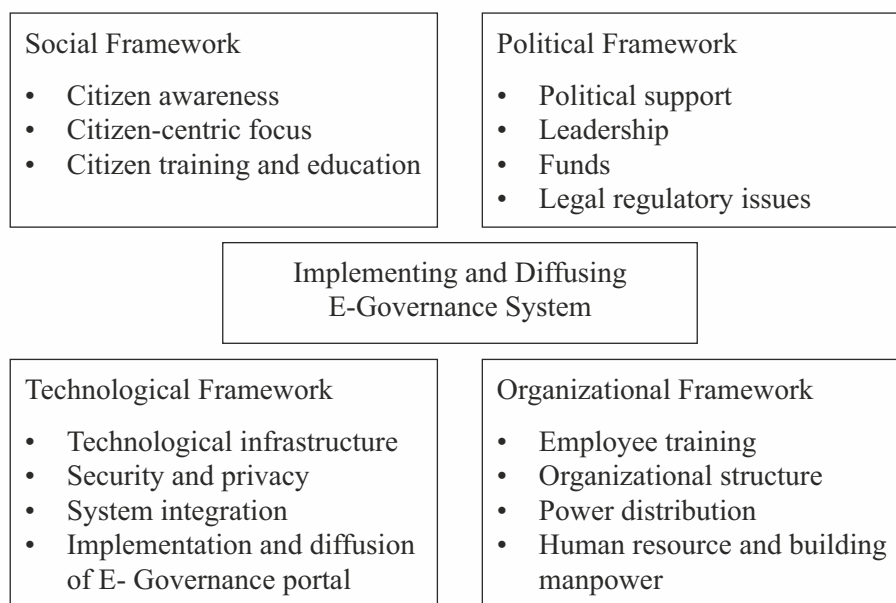
**TABLE 2 - Comparison of Traditional and E-Governance System**

Participation Indicators	Traditional Governance Model	E Governance Model
Mode of participation	Representative	Individual collective
Domain of participation	In-situ	Ex-situ
Approach of participation	Passive/reactive	Pro-active interactive
Impact of participation	Indirect/delayed	Direct/immediate

*Source: Sangita & Dash (2005)*

E-Governance is going to be the game changer especially for public sector enterprises as they will undergo a radical transformation from a process oriented time bound

business identity to an agile citizen oriented unit that performs all the activities optimally through technological breakthrough (Kumar, 2004).

**Figure 03 - A Conceptual Model of SPOT Framework for Implementing E-Governance**

*Source: Nityesh Bhatt and Akshai Aggarwal (2011)*

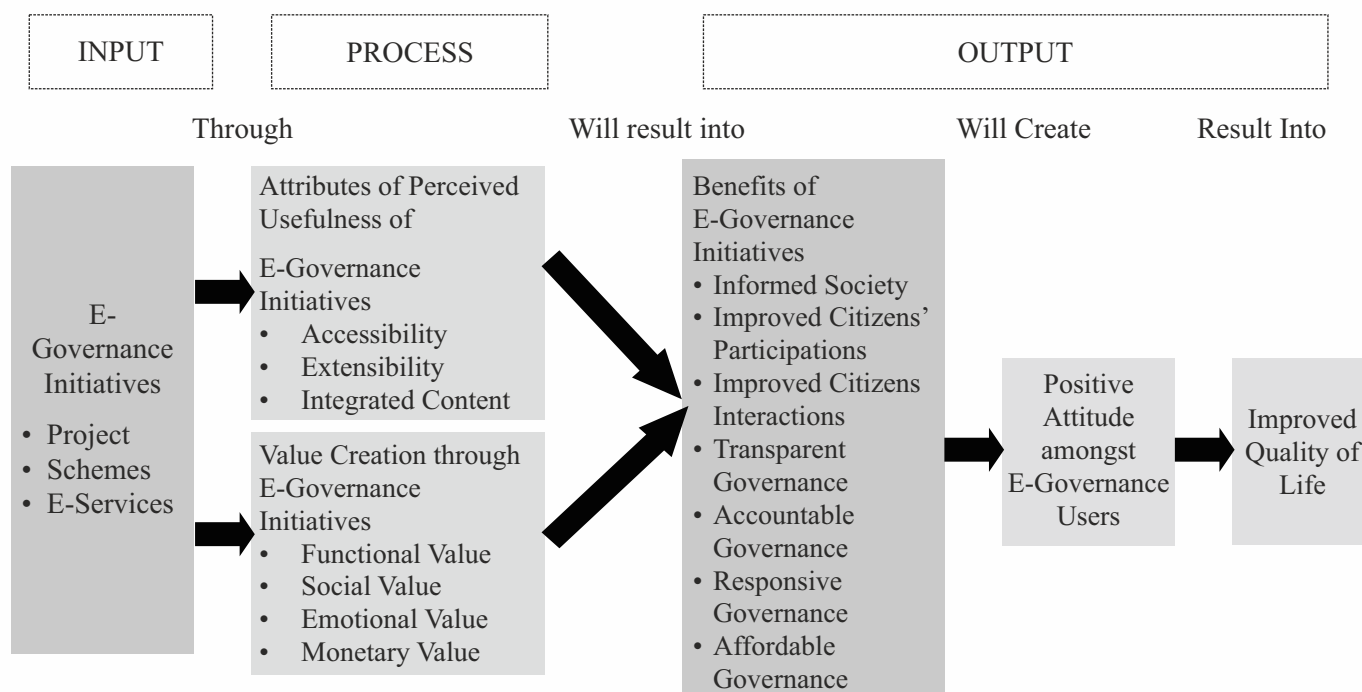
The above conceptual model is of SPOT framework that provides a ready reference for the implementation and operationalization and execution of E-governance practices (Weerakkody et al., 2010).

#### **CONCEPTUAL FRAMEWORK OF E-GOVERNANCE INITIATIVES**

As per Figure 4, the authors' have made an attempt to examine the linkages between E-Governance Initiatives

to be evaluated through perceived usefulness and value creation. This would result into Informed Society, Improved E-Governance users' participations, improved interactions between E-Governance users, Transparent Governance, Accountable Governance, Responsive Governance and affordability of E-Governance Services which should create a positive attitude amongst the E-Governance users on E-Governance Initiatives implemented in the State of Gujarat.

**Figure 04 - Conceptual Model of E-Governance Initiatives**



*Source: Model Recreated by Authors 'from Review of Literature*

## KEY DISCUSSIONS

Customer Value Creation is the heart of any marketing activity. The government needs to inculcate the spirit of value creation in all its offerings so as to provide seamless citizen centric services to the new burgeoning class of connected and empowered citizens (Woodruff, 1997).

The study will provide the detailed insight on how E-Governance can help in creating and delivering services to satisfy E-Governance users.

E-Governance being the new source of day to day processes is recently adopted by all state and Central Governments as a source of citizen centric E-Governance Services (Holbrook, 1994). This study helps to conceptualise that how much E-Governance technologies are successful in creating satisfied users of E-Governance Initiatives.

The motto of various E-Governance plans is to empower citizens and promote the use of Information and Communication Technology [ICT] infrastructure. The government has an agenda to make all major services accessible to all the citizens by opting for the digital route. The government also aims to provide customised services to all the citizens and even reaching to the bottom of the pyramid [BOP] by low cost technological interventions.

“The E-Governance initiatives would provide universal digital literacy to empower citizens to use digital platform/ devices. Universal access to digital resources would be provided, wherein all documents would be

available in digital form on the cloud. Government services would be provided in local languages and a platform would be made available to citizens for participative governance. Having taken the right steps in the direction of introducing economic reforms, it is now vital for the government to focus on implementation and execution of its policies using technology. India lags behind the targets set up by the new government in achieving the ambitious dream of providing even the remotest villages with high-speed internet. Technology is the most crucial enabler in India's economic growth and trends in the Information and Communication Technology (ICT) sector indicate demand is expected to grow fuelling growth firms in this sector. This will lead to more investment in development of capabilities and higher penetration of computer technology and mobile devices. It will be critical for India to use this growth in areas of governance and service delivery.

To realize the vision of promoting inclusive growth through empowerment of citizens, it is important to reach out to citizens in the remotest of locations and make them part of India's growth story. Globally, technology has been the greatest enabler in causing disruptive change. India's story is no different, and the use of digital technologies to educate and empower citizens is being seen as a game-changer. Given India's vast expanse and differences in demographics across the nation, there is also a vast difference in the level of adoption among the citizens.”

To ensure success of its initiatives in the digital space, the



government will have to take steps across multiple functional areas, some of which are outlined below:

1. **Regulatory framework:** With the emergence of E-Governance implementation various cyber issues such as data theft, privacy and other threats remain a point of concern for all the government authorities. The Digital India imperative needs a regulatory mechanism so as to build trust and to ensure safety across the digital modes of transactions.
2. **Effective implementation:** There are two key imperatives to be considered for effective implementation.
  - **Skill enhancement:** The government should focus on skill enhancement of its workforce through training programmes or hiring of private sector experts. The government can collaborate with the private sector through PPP model, consulting assignment, etc.
  - **Planning and implementation:** The government, along with system integrators developing various platforms, should adopt agile implementation practices. The platforms developed should be 'future-proof' i.e. upgradable and scalable in a cost-effective manner.
3. **Budget constraints:** The government should tap into the available pool of resources such as manpower, budgets, private sector fund, etc. in an optimal manner and should put monitoring mechanisms in place to ensure right allocation of resources at the right places. Banking institutions should be more liberal in their credit appraisal process for funding these initiatives.
4. **Bridge digital divide:** There are two key imperatives for bridging the digital divide:
  - **Capability enhancement of citizens:** To enable citizens to reap the benefits of Digital India initiatives, the government should disseminate information through multiple channels and train citizens on use of technology devices and various interfaces (e.g. web portals, app, etc.).
  - **Design of digital services:** The governments should design easy-to-use intuitive interfaces. The private sector expertise can be leveraged in this aspect. Service providers (e.g. government agencies, universities, etc.) should design simple process flows such that a user can do the transactions with minimal human intervention.
5. **Security and privacy:** The government and system integrators should ensure application of state-of-the-art security protocols (e.g. 256-bit AES encryption, etc.). Relevant privacy policies should be instituted

by the government so that the information is not misused by people who have access to it.

## CONCLUSION

E-government allows for government transparency. Government transparency allows the public to be informed about the government's policies. What ails India is not e-governance deficit but governance-deficit. It is good governance that will propel and sustain economic growth in India. It is good governance that will open up new employment opportunities. Good governance can restore trust of citizens in governments and make governments accountable to them. Citizens have to play an active role as democracy cannot be healthy without participation. The country needs to make serious effort in implementing the policies. The biggest contribution of e-governance would be if it channelizes all energies, debates and resources into a singular mission of improving governance in India not just for service delivery but also in policy settings, resources allocation, and its implementation. Good governance should be technology independent so that the focus is on providing good governance to everyone. The institutions should be strengthened and re-invented in order to be competitive, efficient and accountable. Good governance is not given naturally in any system. It has to be nurtured by developing institutions of democracy. Good governance implies a framework that has well-being of the people as its focal point.

E-governance in India is an evolutionary phenomenon, and requires a change in the mindset of all – citizen, executives and the government. With the support of the Internet, the government processes can be made efficient, effective, and citizen friendly. There are many challenging issues lying ahead. Security is the main concern for the citizen. To be effective, e-government should be integrated within a holistic approach that includes a supportive and democratic leadership, a viable communication infrastructure, and qualified personnel to operate the new technology. The government needs to make significant investments in areas such as IT training, assessment and awareness. The need of the hour is to maintain a proper database of all the citizens and well developed infrastructure.

The strong political will power and the social acceptability of e-governance in urban as well as rural areas are required. From the study, it is clear that e-governance initiatives have been found successful in ensuring good governance. Despite various limitations e-governance has proved meritorious service to the people at large.

## ANNEXURE-1

The list of E-Governance projects in practice in the Gujarat State:



- 1) eGram: Connecting all Panchayats in the state, 5875 Village Panchayats (VP) connected, 4826 under process, 3000 VP's will be done in next year (2015)
- 2) Gujarat Portal: A single point entry portal for the state of Gujarat for providing Government information and transaction services online to both citizens and businesses.
- 3) E-City: Jan Seva Kendra envisaged providing following services to citizens, Eg. tax collections, issuing certificates, complaints etc.
- 4) IWDMS (Integrated Workflow and Document Management Services): Integrate workflow of Sachivalaya and integrate with other departments.
- 5) Form Book & GR Book: Online book containing various forms for citizens and also book containing Government regulations, over 100 forms and 5000 GR's online.
- 6) E-Databank: Collating information from all Government offices, as part of Phase-1 50 services of 10 departments have been finalized.
- 7) E-Dhara, Land Records Online: Complete computerization of land records, All computerization work completed till Taluka level.
- 8) E-Nagarpalika: Complete computerization of Municipalities, providing services like registration of Birth & Death, property tax billing and collection, water supply billing and collection etc.
- 9) Gyan Ganga: The project looks to provide the citizens of rural Gujarat the advantage of health counseling, information related to agriculture, services of veterinary doctors and education right in their village. They can videoconference from kiosks, helping them interact freely with those far away.
- 10) Mahitishakti: It involves setting up of manned information access centres with access to information on a computer
- 11) Sales Tax & Treasury: Online sales tax and treasury services deal with payments, books, deposits, EMD, stamp management, LC as well as pension.
- 12) Talimrozgar: It is a website which has data for employment.
- 13) Telefariyad: Chief Minister's call centre, enables easy grievance redressal on 1505.
- 14) GSWAN: It is backbone network for voice, data and video communication, connects more than 1400 Government offices in all 25 districts, 225 talukas of state.
- 15) SICN (Sachivalaya Integrated Communication Network): state of art EPABX system of 5100 subscribers, CCTV, IMMERSAT telephone for disaster management
- 16) SWAGAT(State-wide attention on Public Grievance by Application of Technology): A unique complaint redressal facility with direct interface with CM of Gujarat on 4th Thursday of the month.
- 17) Centre of Excellence: Centre provides E-training to all personnel of Government.
- 18) Department of Settlement & Land Records (Computerization of Karni Jasti Patrak): it is implemented in many districts providing documents for mutation of land.
- 19) Department of Settlement & Land Records (Computerization of Cadastral Maps & GIS based system): All 23000 villages have been mapped and 2000 maps created.
- 20) Department of Settlement & Land Records (Computerization of City survey records):
- 21) Registration & Stamps (Computerization registration of documents):
- 22) Registration & Stamps (registration of documents ReD):
- 23) Revenue Department (LRMIS-Land Records Management Information System): It enables issuance of extracts of land records.
- 24) Revenue Department (PCIS-Property card information system):
- 25) Revenue Department (Registration):
- 26) Revenue Department (Smart Chip License): Smart card type license issued.
- 27) Revenue Department (Receipt Reporting System): Receipt entry by RTO offices at a centralized database.
- 28) Revenue Department (Website): Online availability of forms.
- 29) Directorate of Agriculture (Krishi Mahotsav):
- 30) Directorate of Agriculture (Weather watch module): G2G application, all information pertaining to rains effect, pest effect, sowing area, expected crop production is digitized.
- 31) Directorate of Agriculture (Farmer Insurance): G2G application providing information about farmers' accidental death claims etc.
- 32) Directorate of Agriculture (Crop cutting experiment): comprehensive data of crop yields of complete state.

- 33) Directorate of Agriculture (agricultural portal):
- 34) Directorate of Animal Husbandry (Livestock census information system):
- 35) Directorate of Municipal Administration (E-Governance Application): It consists of 7 modules, Property and other tax, Death/Birth Certificate, Certificates/Licenses, Accounting, Solid Waste Management, Public Grievance, Town planning & building plans.
- 36) High Court of Gujarat (Automation of High Court):
- 37) High Court of Gujarat (District Court Information system):
- 38) State election Commission (Nagar Palika election):
- 39) Sales Tax Department (VATIS):
- 40) Sales Tax Department (High seas sales monitoring):
- 41) Sales Tax Department (Professional tax payers' database):
- 42) Finance Department (Online Bill/Cheque status and voucher info of Treasuries):
- 43) Finance Department (GIFT-Government Insurance Fund Transactions):
- 44) Finance Department (PF management system):
- 45) Finance Department (Pension case status online):
- 46) Panchayat Rural Development Department (District panchayat accounting system):
- 47) Panchayat Rural Development Department (Gram Panchayat accounting system):
- 48) Panchayat Rural Development Department (e-PRIMA-Panchayati Raj Institution of Maintenance of Accounts):
- 49) Panchayat Rural Development Department (Loan Advance/Recovery system)
- 50) Panchayat Rural Development Department (Provident fund software):
- 51) Panchayat Rural Development Department (Manpower system):
- 52) Panchayat Rural Development Department (E-Patrak):
- 53) Panchayat Rural Development Department (Panchayat portal):
- 54) Police Department (FIR Online):
- 55) Police Department (Vehicle lost/found):
- 56) Police Department (CCIS): Comprehensive application containing 7 modules which on implementation computerizes all police activities and builds a digitized database of all information.
- 57) Police Department (Dial 100 project):
- 58) Police Department (Portrait building system):
- 59) Police Department (Payroll system):
- 60) Police Department (Jail information system):
- 61) Police Department (Pollnet): dedicated communication network
- 62) Department of Employment & Training (Training management system TRAMS):
- 63) Department of Employment & Training (Employment exchange management system):
- 64) Department of School education (Mamlatdar offices reporting system):
- 65) Food and Civil Supplies Department (Guj Ration card computerization-GRCC):
- 66) Food and Civil Supplies Department (RRC-Roaming Ration Card):
- 67) Food and Civil Supplies Department (Essential Commodities and edible oil price monitoring):
- 68) Department of Health and Family Welfare (Integrated Disease Surveillance):
- 69) Department of Health and Family Welfare (Pharmacist registration and monitoring system):
- 70) Directorate of Social Defense (Computerization of schemes and services)
- 71) Directorate of Scheduled Caste (Computerization of schemes and services):
- 72) Directorate of Developing Caste Welfare (Computerization of schemes and services):
- 73) Department of Archives (Archival information system):
- 74) Commissioner of Cottage and Rural industry:
- 75) Gujarat State Disaster Monitoring Department (Monsoon reporting system):
- 76) Gujarat State Disaster Monitoring Department (scarcity monitoring system):
- 77) Roads & Building Department (Computerization of department):
- 78) Legal Department (Legal IITS)

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