

# Benefits and Challenges of E-Governance Portal

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**Abstract**— ICT i.e. information and communication technology provides communication i.e. faster and accurate, and further provides adequate storage with the use of computer, electronics devices and software application. Basically e-governance is an application of ICT. E-Governance provides citizens to access government services and information by electronics means. There are various dimensions of e-Governance. One of them is through e-Portal. E-Portal is specially designed webpage at website which brings all the information together related to specific field of interest or industry from different sources in a uniform way. In this paper we have focused on e-Governance portal which provides users with easy access to all government information and service, while downplaying the structure of government, or which ministry provides the service.

**Index Terms**— ICT, e-governance, e-portal, e-governance portal.

## I. INTRODUCTION

Now day's citizens' awareness among their rights has increased so as their expectations from government also increase. Dealings performed by government are expected to be transparent and faster in its services. So ICT is introduced to achieve good governance. ICT i.e. information and communication technology provides communication i.e. faster and accurate, and further provides adequate storage with the use of computer, electronics devices and software application. In this computer based information systems is studied, designed, developed, implemented and managed [5]. Moreover, Globalization is facilitated by ICT. We are experiencing increased exposure to external influences which have deep impacts on our culture and identity by using ICT. Basically technology required for information processing i.e. for information creation, manipulation, storage and retrieval is ICT. ICT is valuable in the world where knowledge is complex and ever changing. The importance of ICT does not lie in the technology as such, but in its enabling function for access to knowledge and for communication with others. ICT is useful for driving economic change, restructure business and contribute significantly to growth and wealth creation. ICT drastically change the world in which we live. E-Governance basically provides better services to citizens by effective use of information and technology by improving the system of government. Basically e-governance is an application of ICT [4]. Good governance is most important factor in promoting any business and development. It is the set of system which supervise an organization [1].

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E-Governance is the process of changing the way government works, share information, engage citizens and deliver services for the benefits of government. Applications of e governance which include G2G, government to citizens, B2B are realized through ICT. Government uses ICT to deliver the services at the location convenient to the citizens [3]. Greater accessibility and full service availability i.e. 24 hours a day and seven days a week without visiting government offices is provided through e governance[5]. E-Governance basically provides citizens to access government services and information by electronics means. Introduction of e-governance leads to many benefits like saving of time due to provision of services through single window; simplification of procedures; better office and record management; reduction in corruption; and improved attitude, behaviour and work handling capacity of the employee. It increases the effectiveness and efficiency to do the right work at right time [6]. Main aim of e-governance is to support and simplify governance for all parties' government, citizens and businesses. The use of ICT can connect all three parties and support processes and activities.

## II. LITERATURE SURVEY

The origin of e-governance in India to computerization led to the development of government of India in 1970's. At that time automation and interconnection among some government office was main focus. The First step taken toward ushering India into e-governance is setting of national informatics centre in 1977. In 1980's National informatics centre (NIC) connect all district headquarters which is a significant development at that time. With the advent of World Wide Web in 90's there is increment in deployment of IT by government. With the increase in mobile and internet connection people are expecting more and more services online from government [8]. In mid to late 1990's, for conducting operations and to deliver services government agencies began using web sites. Then national e-governance plan was launched in 2006 which led to drastic change in e-governance strategy and program for India. This plan launched core infrastructure and policies for development of e-governance [7]. For the development of e-governance laws and technologies, there is increment in involvement of international donor agencies under framework of e-governance.

## III. E-PORTAL

E-Portal is specially designed webpage at website which brings all the information together related to specific field of interest or industry from different sources in a uniform way. In this every information source has a dedicated area. It offers lots of services such as e-mail, forums, search websites and online



shopping malls. Portals earn their revenue from membership fees or by selling advertising space on their web pages. Examples of e-Portal are AOL, MSN, Net centre, Yahoo etc.

IV. TYPES OF E-PORTAL

**Business portal:** These portals facilitate the sharing of information to external partners, customers and suppliers. These provide information on products, services and have a transactional processing component. These further allow different organizations to interact around projects and business as usual through a common access or rallying point and offer tools such as chat, threaded discussion streams along with ways to share objects such as maps, documents etc.

**Informational portal:** These allow employees, customers and suppliers to access information about them and to carry out processes according to their needs. These help the user to take decisions by providing reports to user and thus help them to analyze data.

**Education portal:** These help the students to learn in the broadest sense through structural programming. These test abilities of the students and provide feedback to them in a confidential way. These may also interact with other systems to provide training and help. Smart classes are available in almost every school and online scholarship management system is also introduced [9].

**Agricultural Portal:** Helps in Improvement in quality of services by providing new agricultural governance services and products which are needed but not provided yet, bringing new section of agrarian community included landless farmers, women farmers and old farmers and also improves quality and standards of existing agriculture services and products. BELE is the application launched for capturing and monitoring the major activities and services [9].

**Health portal:** Services provided by this are hospital OPD appointment system, Online appointment for vaccination, helps in organizing special health camps and many more to make citizen life more simpler [9].

**National portal:** It is the primary service delivery vehicle for government’s many services. National portal includes information on topics, services, about the government, people groups, e-governance and the whole country at a glance.

V. PICTORIAL REPRESENTATION OF TYPES OF E-PORTAL



FIGURE 1: Pictorial representation of Types of e-Portal

VI. EMERGENCE OF E-GOVERNANCE PORTAL

Slowly the data in government offices was computerized and applications were made to maintain the data. With the help of computerization many processes were automated. Initially everything was designed for the departments of the government and it was not citizen centric. This computerization helped the government to do the processes efficiently, conveniently and even the storage of data became digitized and thus easy. Due to the good management of data even decision making became easy for the government. This type of projects was beneficial for the government employees but brought little difference to the citizens. Shifting many government services into easy to use web interface is very costly. The important question was who should bear the cost. But the citizens would not be interested in paying for a thing in which they are not benefitted. This led to the citizen centric approach. Thus, in order to get the maximum benefit of the investments made by the government on all the above projects, e-Governance Portal was made Citizen Centric, and the citizens were treated as customers. This citizen centric approach has helped the government to increase citizen satisfaction [10]. The three main objectives of citizen centric approach are anytime anywhere availability of service, improved quality of service and transparent, efficient and secured delivery.

This portal focuses on providing users with easy access to all government information and service, while downplaying the structure of government, or which ministry provides the service. This portal provides citizens, businesses and visitors with an easy way to access all government information and services through single online location. It is expected by the citizens that information from government will be provided in an integrated way and structured for consumption rather than according to convenience of service supply within agency boundaries. The government of Malta is an example of e-Governance portal which is well designed and easy to use site.

The following points are considered while designing e-Governance portal:

1. The services provided through this portal should be easy to locate and simple to complete.
2. A common look across the portal and all ministry sites to provide “whole of one Government”, experience for the users.
3. The citizens should be able to put their views on national matters, government policies that are under consideration, the quality of public sector service delivery and many important topics that merit debate.
4. Online polls and questionnaire facility should be available.
5. Citizens should be able to interact with government officials via internet.
6. Government portal should also handle tender submissions and vendor registrations related to government projects.
7. Through this we should be able to connect to passport office, motor vehicle registration office, central statistical office etc.

## VII. SECURITY IN E-GOVERNANCE PORTAL

Security is most importance issue which is considered while designing any portal. The parties involved in e-Governance portal are the citizens, government agencies, technological clients. The user should not be worried about any security in using any e-Government portal. So, there is need to provide as much security responsibility as possible to technology. Suppose, if a particular URI emanates from a trusted government web site to an un-trusted web site, then the browser should not allow the request to pass through. The communication that happens between the browser and the server has to be shielded from attacks. Thus PKI/SSL is a must for all the government web sites. Through this, E-Government services should be available around the clock and online transactions completed quickly and securely.

## VIII. LIFE HAS BECOME EASY WITH E-GOVERNANCE PORTAL

A good E-Governance portal is an asset to any country. It allows users to query for information or services across portal sites. It allows sending 'mails' between different official departments which leads to easy access of information through internet without actually going. It is also used by citizens to send messages to one another as well as to government servants and gives capability to search in any native language on any content related to the country. It also provides free resource for citizens to quickly identify the various government initiatives taking place across the country so that they also can participate in those initiatives. The site is linked to every state agency. It provides citizens and non-citizens with rules and regulations of government on any topic and the current news so that they can easily access to each and every information .It provides with many services which further reduce cost. It can also carry the benefit of reaching out to youth as a mechanism to increase youth voter turnout in elections and raising awareness amongst youth. It basically leads to a transparent state. It helps in maintaining new relations between government and citizen, government and business and government and other governments. It gives 7/24 service to the citizens and helps citizens to regulate their relations with institutions in a faster, more reliable manner and without wasting time. It facilitates the State to modernize its operation style and gain financial profit by using time and rresources efficiently. It bonuses speed and convenience while taking public approval or opinion and thus helps in enhancing government services.

## IX. CHALLENGES WHILE USING E-GOVERNANCE PORTAL

It is very difficult to manage, coordinate and synchronize multiple administrative units under multiple departments and to spread Government orders among all at all levels. There is lack of accountability, transparency and adequate community ownership, participation and social audit or oversight. It is not possible to give reliable & timely availability of entity data every time. It is difficult to control, supervise and ensure conformity of Government Instructions. Especially it is very difficult to maintain the trust of citizens if there is any problem occurs in portal.

## X. CONCLUSION AND FUTURE SCOPE

Rapidly in last few years internet technology has evolved rapidly, so new technologies are emerging day by day. We don't need to think what we want in future. In this research paper we have given a framework and dimensions of e-governance. How e-governance changes the way services are provided to citizens. It led to development of new services and policies. Faster we are adapting the technology, faster the benefits reaped-portal is one of the main application of e-governance which we discuss in this paper .E-portal helps the customer, suppliers and businesses to interact with each other and share information. It is basically specially designed webpage which contain all information about particular field. By 2020 voting system will be by e-portal. There is no need to go to particular booth for voting. Thus we can say that e-governance is the key to good governance for developing countries.

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