



# A Study of Government Initiatives regarding E-Governance in Haryana

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## Abstract

Haryana was constituted in 1966 and it is one of two newly created states carved out of the greater Punjab province as a means of creating a stronger national identity. It has been a part of the Kuru region in North India. Haryana is one of the wealthiest states of India and has the third highest per capita income in the country at Rs. 1,09,227. The study will explore the different initiatives in the form of the projects and services relating to the E-Governance in Haryana.

**Key Words:** E-Governance, HUDA, Services

## Introduction

This era is the age of knowledge, where information has become a key resource in life and becomes very important in all public and private applications. Lack of awareness of new technology and its benefits is an important criterion linked to the process of adoption and use by the citizens to realize the value of this technology. The technological tools have been created by the information community to access the information in easy way to make our life easier. Information plays a key role in all applications like education, medical services, banking applications, agricultural, down to the small details concerning the citizen's life, which is the backbone of economic life. Most of the e-governance initiatives in India were based on common service centres (CSC) where the services provided through counters in first-come-first-serve base, in that citizens have to visit these CSCs during the working hours (some centres 10 AM to 5 PM) in the working days only, and somebody has to do the job, even if the citizens have the ability to use the computer and the internet. Table 1 shows the internet usage in Asia, it showed that India has more than 81 million internet users by September 2009, the users growth between 2000 and 2009 was 1,500 percent. India stood third in Asia with 11 percent of internet users after China and Japan [9].

Table 1 Asia internet usage and population

Country	Population (2009 Est.)	Internet Users, (Year 2000)	Internet Users, (Year 2009)	Access to Internet (% Population)	User Growth ( 2000-2009 )	Users (%) in Asia
China	1,338,612,968	22,500,000	360,000,000	26.9 %	1,500.0 %	48.8 %
India	1,156,897,766	5,000,000	81,000,000	7.0 %	1,520.0 %	11.0 %
Indonesia	240,271,522	2,000,000	30,000,000	12.5 %	1,150.0 %	4.1 %
Japan	127,078,679	47,080,000	95,979,000	75.5 %	103.9 %	13.0 %
Korea, South	48,508,972	19,040,000	37,475,800	77.3 %	96.8 %	5.3 %
Pakistan	174,578,558	133,900	18,500,000	10.6 %	13,716.3 %	2.5 %
TOTAL ASIA	3,808,070,503	114,304,000	738,257,230	19.4 %	545.9 %	100.0 %

## Review of Literature

**Niranjan Pani, Santap S Mishra, Bijaya S Sahu (2004)** this book touched two vital aspects of Governance- Good Governance and e-Governance. They try to present all facts relating to the new concepts of late 20th century in a clear categorical and concise manner. The main aim of the author clearly stands out for new age of good governance which is coming through e-Governance. He places e-Governance at the top and argues that it is a better instrument for bringing good governance. Though up to date information in their work for policy makers are presented, they do not mention how to implement it properly.

**Goran Hyden, Julius Court, Kenneth Mease (2004)** this book look into the dynamic nature of governance and what extend it correlates with socio-economic variables. They present a comprehensive framework on governance collected in sixteen developing countries and the book highlights the value of research on governance. The authors further examine the governance aspects in six main areas i.e. civil, political and economic society and the government, bureaucracy and judiciary. In addition the work discusses the implications for future research on governance.

**Okot-Uma R.W.O. (2005)** the author of this book explains the role of governments, problems associated with e-Governance and examines the good practices needed. The good practices mentioned include the implementation of ICT initiatives, good human resources and accessibility. The three main good practices needed for implementation also include “Building an IT culture, creating public awareness programmes and formulating and implementing a communication strategy”.

**Sumit Roy (2005)** this book presents the concepts and policies underscoring the shift from state to non-state institutions in furthering the impetus of globalization and also its implications for development. In addition, the book seeks to analyse the scope of different developing regions to participate in globalization based on a comparison of their experience of growth and development. Further, the book examines the ways in which policies on ICT can be both a challenge and a unique opportunity for paving the way for development.

## Objective of Study

- To study the different initiatives in the form of projects and services regarding e-governance in Haryana

**1. NLRMP:** Dynamic Integration of HARIS, HALRIS & Bhu-Naksha (digitized Cadastral Maps ) provides a single Window Interface for Deed Writing, Registration, Mutation, Jamabandi and copy of ROR (Textual as well as Map of Land Parcel). Standing Parliamentary Committee on Rural Development consisting of Nine

Members of Parliament, headed by Smt. Sumitra Mahajan Chairperson, after seeing live implementation at Ambala on

31/05/2011, appreciated the integrated work and said that “This kind of integration is need of the hour”.

**2. HARSAMADHAN** – Centralized Public Grievance Redressal And Monitoring System facilitates on-line receipt of Application, Status Tracking, Final Response Document Status/delivery is being used by more than 1200 users of various departments.

**3. TRANSPORT MMP:** VAHAN and SARATHI is operational at 75 authorities. National Permit of Transport Vehicles, SMS alert service, e-Ticketing of Volvo buses are some of the applications running in Transport sector.

**4. TREASURIES MMP:** On-line Treasuries Information System and Electronics

Payments system running at all locations. Web enabled OBAMA (Online Budget Allocation, Monitoring & Analysis) System implemented by 6000+ DDOs, using which, entire Revised estimates for 2010-11 for NONPLAN BUDGET were communicated ONLINE. The e-Salary implementation rolled out for all DDOs w.e.f. April, 2012.

**5. WEB ENABLED INTEGRATED WORK MONITORING SYSTEM OF PHED** provides holistic view of 12588 commissioned Tubewell and 1362 Boosters. Each Tubewell is codified and every aspect is monitored using this System, which has provided significant help in decision making and identification of Tube wells for transfer of their Operations & management to Panchayats. As a part of empowering Panchayats, the PHED Haryana has transferred 1696 Tube wells in 1009 villages/ Habitations in rural Haryana to respective Panchayats for autonomous operations, which has helped state in receiving Panchayat

Empowerment & Accountability Incentive Scheme (PEAIS) National Award 2010-11 on National Panchayati Raj Divas dated on 24/04/2011.

**6. E-DISTRICT PILOT MMP:** Pilot implementation of Citizen services started w.e.f. 01/12/2010 at Rohtak. Chief Minister Haryana launched e-DISHA/e- District Rohtak on 24th December, 2011 and issued digitally signed caste certificates.

**7. E-DISHA EKAL SEWA KENDRA** - Single Window e-Services Delivery System :- More than 75 e-DISHA Centres are functional and providing hassle free citizen services in a transparent way. e- DISHA centers are very popular among masses in Haryana.

**8. PANCHAYATS MMP:** Web enabled MIS of MGNREGA Scheme is implemented at all blocks, districts and State-HQ. PRIASoft implemented in 21 districts/112 Block/1397 village panchayats.

**10. AGRICULTURE MMP:** AgMarkNet: Hon’ble CM Haryana launched Mobile based Access to Agrmarknet & a Digital Kisan Mandi at Karnal on April 02, 2012. Digital Mandi provides a unique mobile phone based agriculture commodity price retrieval system via any GPRS enabled cell phone.

**11. NADRS (NATIONAL ANIMAL DISEASE REPORTING SYSTEM):** Project implementation at 137+ locations. Sh. Paramvir Singh, Hon’ble Minister Agriculture, Animal Husbandry & Dairying appreciated the efforts of NIC , while addressing one day State level

Workshop on April 04, 2012.

### **11. SMART CARD BASED PUBLIC DISTRIBUTION SYSTEM (E-PDS) PROJECT:**

The sub-pilot was launched for 03 FPS in Panchkula on 13/07/2010 by Union Agriculture & Consumer Affairs Minister. Enrolment Camp for Integrated Projects of Smart Card based TPDS, UID KYR and State's Citizen Services database (KYR+) was launched by Haryana Chief Minister on 26/5/2011. End-to-end trial run conducted for 08 FPS. Ration Cards data of 30000+ beneficiaries published in public domain.

**12. HAPPIS:** Haryana Pensions Processing & Information System implemented for more than 21+ lacs beneficiaries under 08 schemes of SJE, is linked with EBT (Electronic Benefits Transfer) system. Monthly pensions and arrears are processed using this system

**13. HARYANA BYE ELECTIONS – 2011:** Extensive ICT services were provided for bye-elections of Hisar Lok Sabha and Adam Pur & Ratia Assembly Constituencies. Live web casting from selected booths on poll day, was conducted successfully.

**14. MOBILE BASED FERTILIZER MONITORING SYSTEM (MFMS) –** State level Trainer's Training Organized for Haryana on 23/08/2011. Karnal district is one of 07 pilot districts, selected across India.

**15. WAKF BOARD COMPUTERIZATION:** WAMSI (Wakf Management System of India) & DMS (Document management System) were launched by Secretary, Ministry of Minority Affairs, GoI at Haryana Wakf Board on 07/02/2011.

**16. SECC-2011 (SOCIO ECONOMIC CENSUS SURVEY):** Extensive ICT support services provided. 166 charge centres setup for 49261 Enumeration Blocks. 2,31,05,499 persons enumerated. 100% data of all Blocks completed and uploaded. 46 lacs jpg images (1.9 TB) from NPR also uploaded to national servers.

**17. WEB SERVICES PROJECT:** In addition to a well maintained official web portal of state <http://haryana.gov.in>, development, hosting, updating of websites, “.gov.in”&“.nic.in” domain registration & activation services is also undertaken. Sh. P.K. Chaudhery, IAS, Chief Secretary Haryana launched website of State Police Complaint Authority (<http://spcahry.nic.in>) on 18/5/2012 in presence of DGP Sh. RS Dalal & Chairman SPCA Sh. H.S. Rana.

**18. ON-LINE ROOMS BOOKING SYSTEM & E-TICKETING SYSTEM** of Haryana Tourism for 49 Tourist complexes rooms & facilities with payment gateway interface implemented. e-Ticketing implemented at Suraj Kund Craft Mela – 2012.

**19. E-COURTS:** Integrated Software for High Court workflow automation (ISHiCo) implemented at High Court (PHC). ICT infrastructure & Courts Information System implemented at district courts in Haryana, Punjab and UT Chandigarh. CAS also started at Subordinate courts.

**20. MCTS** implemented at all Health Institutions of state covering 380 PHCs, 114 CHCs, all district Hospitals. Child Immunization information SMS based Communication System was launched by Sh. D.S.Hooda, Hon'ble MP Rohtak on 27/3/2011, at Rohtak. DC Faridabad launched website for providing Online status of blood availability in nine blood banks on 3/12/2011.

## RESULTS AND FUTURE WORKS

Determined to serve its citizen and render citizen-centric services in a time bound and hassle free manner, Haryana Government has made IT rule the roost in almost every department, especially those dealing with public. NIC Haryana State Centre is functioning as a technology partner of Haryana SIT and pro-actively providing Value Added ICT services and implementing key e- Governance Projects. Joint efforts of State DEIT, NIC-HRSC, line departments and Hartron on strategic planning, development and successful implementation of e-Governance projects & services, documentation and demonstration of best practices yielded more than 30 prestigious National e- Governance Awards / Accolades.

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