An Analysis of Importance and Challenges to E-Governance in India

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Abstract

E-governance means 'electronic governance'. It is application of Information Technology in government functioning in order to have good and smart governance. Smart here refers to 'Simple, Moral, Accountable, Responsive and transparent'. This involves using information and communication technology by government agencies to have transparent dealings with different users. The issue of e-governance is very important for developing countries. Besides the e-governance, good governance is also an important issue. Good governance is the main problem of developing countries. E-governance basically aims at improving citizen's access to government information and services. It makes the citizens the focal centre of government in terms of service delivery. It is electronic delivery of service by government to the citizens. The present paper is an analysis of the importance and challenges in the way of e-governance in India.

Keywords: E-governance, transparency, accountability, good governance.

Introduction

The reform of government administration and the provision of improved services to citizens have long been acknowledged as a major criterion for development and today's drive towards e-governance in many parts of the world can be considered part of this wider developmental goal. Although the term e-governance is primarily used to refer to the usage of IT to improve administrate efficiency, this is argued to produce other effects that would give rise to increased transparency and accountability of government processes, reflect on the relationship between government and citizens and help build new spaces for citizens to participate in their overall development. Like many other developing countries, India has taken great strides in promoting e-governance applications in recent years. The Indian experience in e-governance can broadly speaking it can be divided into two main phases. The first form the last 1960s/early 1970s to the late 1990s, and the second from the late 1990s onwards. In the first phase, efforts to develop e-governance were concentrated on the use of IT for in-house government applications with a principal focus on central government requirements such as defiance, research, economic monitoring and

planning, and certain data intensive functions related to elections, the conducting of the national census, and tax administration.

Meaning

E-Governance means it is an alternative government. E-Government is government at anytime and anywhere. The objective will be to offer all government related services and utilities online. E-Governance is really E-noble government, E-effective governments & E-excellent government. In simple words, e-governance means application of more and more electronic in governmental affairs, whereby information and data pertaining to the day to day administration is stored, collected, retrieved and disseminated to citizens, as and when they need and demand. E- Governance can be defined as "The application of information technology to the process government functioning to bring about simple, accountable responsive and transparent governance.

According to the world Bank, 'E-governance refers to the use of information technologies (like wide area networks, the internet and mobile computing) that have the ability to transform relations with citizens, business and other arms of government. These technologies can serve a variety of purposes: better delivery of public services to citizen, improved interactions with business, citizen empowerment and more efficient governed management.

The United Nations Public Administration Network (UNPAN) has defined E-governance as utilizing the internet and the world-wide –web for delivering government information and services to citizens.

The Global Business dialogue on Electronic Commerce (GBD) has defined E-government as referring to a situation to which administrative, legislative and judicial agencies digitize their internal and external operations and utilize networked systems efficiently to realize better quality in the provisions of public services.

Reasons for which e-governance is required:

1) Information exchange with citizens, businesses or other government departments

2) Speedy way of doing work

3) Time and cost saving

4) Efficient delivery of public services

5) Improving internal controls

6) Increasing revenue

7) Re-structuring of administrative processes

8) Providing quality services

Information and Communications Technology (ICT) has provided means for faster and better communication, quality services, efficient storage, and effective work, processing of data and exchange and utilization of information to its users. It helps in providing better controls and increasing revenue. All individuals, groups, businesses, organizations or governments are benefited by the advantages of ICT. It is a faster, more accurate and simpler means of word-processing and is now being used as a tool for tabulating data which finally helps in decision making. With increasing awareness of using computers and internet many users are benefited and they are motivated to modify their ways of doing things in order to en-cash the advantages provided by ICT. This has led to re-engineering of business processes.

Concept of E- Governance

The concept of electronic governance popularly called E-governance is derived from this concern. So E-governance is the application of IT to the processes of government functioning to bring Simple, Moral, and Accountable, Responsive and Transparent (SMART) governance. According to the Comptroller and Auditor General of, UK E-governance means providing public access through the internet to information by government department and their agencies; thereby enabling the public to conduct and conclude transaction for all those services. It lends flexibility at the work place speedy and convenient access to public services by the consumers and responsive administrative system.

World Wide Internet Users

The internet users in developed world are more than twice in developing world. Only 31 percent people use internet in developing world and 77 percent people use internet in developed world. The detail of worldwide internet users is in the table below:

Table No-1 Detail of World Wide Internet Users

Year	World Population	Internet Users	Users in Developing World	Users in Developed World
2005	6.5 billion	10 %	8 %	51 %
2010	6.9 billion	30 %	21 %	67 %
2013	7.1 billion	39 %	31 %	77 %

Source: Compiled from International Telecommunication Union

The data in the table number 1 reveals that it is very difficult to implement e-governance project in the developing world as compare to developed world, because less number of people of the developing world are using internet.

Region wise Internet Users

Region wise detail of the internet users is given in the table number 2 below:

Table No-2 : Internet Users by Regions

Year	Africa	America	Arab States	Asia & Pacific	Commonwealth of Independent States	Europe
2005	2 %	36 %	8 %	9 %	10 %	46 %
2010	10 %	49 %	26 %	23 %	34 %	67 %
2013	16 %	61 %	38 %	32 %	52 %	75 %

Source: Compiled from International Telecommunication Union

From the above table it is clear that the Africa region is the lowest internet user region having only 16 percent internet users. Europe is the highest internet users having 75 percent users.

Rank wise Mobile Phone User Countries in the World

Here we have studied top ten ranked mobile phone users' countries of the world. Among the top ten ranked countries India is on second Rank. The detail of the rank wise mobile phone users is in the table number 3 below:

Table No-3 : Rank wise Mobile Phone Users 2013-14

Rank	Country/Region	Total Population	Mobile Phones	Connections/100 Citizens
	World	7012000000	6800000000+	97
1	China	1349585838	1227360000	90.9
2	India	1262090000	924318927	74.16
3	United States	317874628	327577529	103.8
4	Brazil	201032714	278480000	137.14
5	Russia	142905200	256116000	155.5
6	Indonesia	237556363	236800000	99.68
7	Nigeria	177155754	167271945	94.5
8	Pakistan	180854781	140000000	77
9	Japan	127628095	121246700	95.1
10	Bangladesh	157497000	118493000	75.2

Source: Compiled from International Telecommunication Union

Country wise Internet Users in the World

The detail of top ten ranked countries by number of internet users in the table below:

Table No-4 : List of Countries by Number of Internet Users 2012

Country/Area	Internet Users	Rank	Penetration	Rank
China	568192066	1	42.3 %	102
United States	254295536	2	81.0 %	28
India	151598994	3	12.6 %	164
Japan	100684474	4	79.1 %	33
Brazil	99357737	5	49.8 %	86
Russia	75926004	6	53.3 %	81
Germany	68296919	7	84.0 %	22
Nigeria	55930391	8	32.9 %	128
United Kingdom	54861245	9	87.0 %	14
France	54473474	10	83.0 %	24

Source: Compiled from International Telecommunication Union

E-Governance in India

In India, the first step towards modern governance was taken by establishing the National Informatics Centre (NIC) in the 1970s. The NIC done a remarkable job of connecting thousands of information's required for planning and execution of numerous developments schemes as also for governance. It has been assigned the task of comprising working different departments of the Union and the State Governments. In the process, NIC has developed varied and exhaustive skill for comprising and networking government offices. The more than to decade's long pioneering work and experience of NIC has enabled it to give a broad view of everything connected with E-governance, to those who are involved in and committed to this challenging task.

Genesis of Growth

E-governance as a practice emanated from a Project 'Service Arizona' in 1996 when the department of more vehicles in downtown Phoenix, Arizona (USA) Pioneered the work of registering of vehicles on the web which was built, hosted and maintained by the IBM. The innovation project is considered as a storm in the internet world and is beginning to blow through government departments and agencies all over the world. It is believed that it will transform not only the way in which most public services are delivered but also the fundamental relationship between government and citizens.

The Union and the State government have set up software technology parks to attract multinational IT giants for Research and Development government internets and public service websites are also in operation.

ERNET has taken steps to develop Indian language websites for business, education and the entertainment. The national task force on information technology and software development studied the provision of IT services, has been influential on internet policy making. It recommended major investment in the development of the information infrastructure by allowing private and public sectors to build fiber- optic networks.

E-Governance and E-Government

Both the terms are treated to be the same; however, there is some difference between the two. "E-Government" is the use of ICT in public administration combined with organizational change and new skills – to improve public services and democratic processes and to strengthen support to public policies. The problem in the definition to be congruent with the definition of E-governance is that there are no provisions for governance of ICTs. As a matter of fact, the governance of ICTs requires most probably a substantial increase in regulation and policy making capabilities, with all the expertise and opinion – shaping processes among the various social stakeholders of these concerns. So, the perspective of the E-governance is "the use of the technologies that both governing and have to be governed. E-governance is the future; many countries are looking forward to for a corruption free government.

State wise Classification of Population in India

In India only 31.16 percent of the total population lives urban areas and 68.84 percent of the population lives in rural areas. Majority of the people of India live in rural areas. So it becomes difficult to implement the programmes and different schemes easily. Because in rural areas the geographical condition, communication system, transportation and other basic facilities are not enough. Due to lack of such basic facilities the rural areas are not well developed.

Table No-5 :Rural and Urban Classification of population of India Census 2011

States/UTs	Total Population	Rural Population (%age)	Urban Population (%age)
Jammu & Kashmir	12548926	9134820 (72.79)	4414106 (27.21)
Himachal Pradesh	6856509	6167805 (89.96)	688704 (10.04)
Punjab	27704236	17316800 (62.51)	10387436 (37.49)
Chandigarh	1054686	29004 (2.75)	1025682 (97.25)
Uttra Khand	10116752	7025583 (69.45)	3091169 (30.55)
Haryana	25353081	16531493 (65.21)	8821588 (34.79)
NCT Delhi	16753235	419319 (2.50)	16333916 (97.50)
Rajasthan	68621012	51540236 (75.11)	17080776 (24.89)
Uttar Pradesh	199581477	155111022 (77.72)	44470455 (22.28)
Bihar	103804637	92075028 (88.70)	11729609 (11.30)
Sikkim	607688	4 55962 (75.03)	151726 (24.97)
Arunachal Pradesh	1382611	1069165 (77.33)	313446 (22.67)
Nagaland	1980602	1406861 (71.03)	573741 (28.97)
Manipur	2721756	1899624 (69.79)	822132 (30.21)
Mizoram	1091014	529037 (48.49)	561977 (51.51)
Tripura	3671032	2710051 (73.82)	960981 (26.18)
Meghalaya	2964007	2368971 (79.92)	595036 (20.08)
Assam	31169272	26780516 (85.92)	4388756 (14.08)
West Bengal	91347736	62213676 (68.11)	29134060 (31.89)
Jharkhand	32966238	25036946 (75.95)	7929292 (24.05)
Odisa	41947358	34951234 (83.32)	6996124 (16.68)
Chhattisgarh	25540196	19603658 (76.76)	9936538 (23.24)
Madhaya Pradesh	725597565	52537899 (72.37)	20059666 (27.63)
Gujrat	60383628	34670817 (57.42)	25712811 (42.58)
Daman & Diu	242911	60331 (24.84)	182580 (75.16)
Dadra & Nagar Haveli	342853	183024 (53.38)	159829 (46.62)
Maharashtra	112372972	61545441 (54.77)	50827531 (45.23)
Andhra Pradesh	84665533	56311788 (66.51)	28353745 (33.49)
Karnataka	61130704	37552529 (61.43)	23578175 (38.57)
Goa	1457723	551414 (37.83)	906309 (62.17)
Lakshadweep	64429	14121 (21.92)	50308 (78.08)
Kerala	33387677	17455506 (52.28)	15932171 (47.72)
Tamil Nadu	72138958	37189229 (51.55)	34949721 (48.45)
Puducherry	1244464	394341 (31.69)	850123 (68.31)
Andeman & Nicobar Island	379944	244411 (64.33)	135533 (35.67)
India	1210193422	833087662 (68.84)	377105760 (31.16)

Source: generated from census 2011, registrar general Government of India

E-Governance Initiatives in India

The first and foremost example of E-government initiative in India with wide ramifications especially on the lift of common man was the computerized railway reservation system in the Indian Railways. As

discussed above highlighting the wide scope of E-governance, the government of India has launched variety of initiatives at various levels of governance, of which some are related to E-administration especially seen in connecting citizens and buildings interactions with society.

Table No-6 :State wise Computer and Internet Users in India

States/UTs	Households	Computers (% age)	With internet (% age)	Without internet % (age)
Jammu & Kashmir	2015088	169267 (8.4)	58438 (2.9)	110830 (5.5)
Himachal Pradesh	1476581	124033 (8.4)	41344 (2.8)	82689 (5.6)
Punjab	5409699	692441 (12.8)	292124 (5.4)	400318 (7.4)
Chandigarh	235061	78040 (33.2)	44191 (18.8)	33849 (14.4)
Uttra Khand	1997068	219677 (11.0)	60906 (3.2)	155771 (7.8)
Haryana	4717954	622770 (13.2)	250052 (5.3)	372718 (7.9)
NCT Delhi	3340538	972097 (29.1)	887935 (17.6)	384162 (11.5)
Rajasthan	12581303	868110 (6.9)	226463 (1.8)	641646 (5.1)
Uttar Pradesh	32924266	2666866 (8.1)	625561 (1.9)	2041304 (6.2)
Bihar	18940729	1344785 (7.1)	170466 (0.9)	1174319 (6.2)
Sikkim	128131	14735 (11.5)	4228 (3.3)	10507 (8.2)
Arunachal Pradesh	261614	21452 (8.2)	5232 (2.0)	16220 (6.2)
Nagaland	399965	35997 (8.9)	6799 (1.7)	28797 (7.2)
Manipur	507152	45644 (9.0)	10650 (2.1)	34993 (6.9)
Mizoram	221077	33604 (15.2)	5527 (2.5)	28077 (12.7)
Tripura	842781	60680 (7.2)	8428 (1.0)	53095 (6.3)
Meghalaya	538299	40911 (7.6)	8074 (1.5)	32836 (6.1)
Assam	6367295	592158 (9.3)	101877 (1.6)	490282 (7.7)
West Bengal	20067299	1665586 (8.3)	441481 (2.2)	1224105 (6.1)
Jharkhand	6181607	426531 (6.9)	92724 (1.5)	333807 (5.4)
Odisa	9661085	492715 (5.1)	135255 (1.4)	357460 (3.7)
Chhattisgarh	5622850	258651 (4.6)	67474 (1.2)	191177 (3.4)
Madhya Pradesh	14967597	883088 (5.9)	209546 (1.4)	673542 (4.5)
Gujrat	12181718	1071991 (8.8)	377633 (3.1)	694358 (5.7)
Daman & Diu	60381	5615 (9.3)	1691 (2.8)	3925 (6.5)
Dadra & Nagar Haveli	73063	6064 (8.3)	2046 (2.8)	4018 (5.5)
Maharashtra	23830580	3169467 (13.3)	1382174 (3.8)	1787294 (7.5)
Andhra Pradesh	21024534	1766061 (8.4)	546638 (2.6)	1219423 (5.8)
Karnataka	13179911	1687029 (12.8)	632636 (4.8)	1054393 (8.0)
Goa	322813	100395 (31.1)	40997 (12.7)	59398b (18.4)
Lakshadweep	19703	1509 (14.1)	332 (3.1)	1177 (11.0)
Kerala	7716370	1219186 (15.8)	486131 (6.3)	733055 (9.5)
Tamil Nadu	18493003	1960258 (10.6)	776706 (4.2)	1183552 (9.4)
Puducherry	301276	40974 (13.6)	18077 (6.0)	22897 (6.4)
Andeman & Nicobar Island	93376	8217 (8.8)	3268 (3.5)	4949 (7.6)
India	246692667	23189111 (9.4)	7647473 (3.1)	15541638 (6.3)

Source: obtained from Ministry of Information and Technology Government of India.

Internet and Mobile Association of India (IAMAI) Report "Internet in India 2014"

Internet Users in India will cross 300 million marks by December 2014 according to 'Internet in India 2014' report jointly published by the Internet and Mobile Association of India (IAMAI) and IMRB International. The year on year growth rate registered stands at impressive 32 percent. The acceleration of internet growth in India can be gauged from the fact that India took 10 years to move from 10 to 100 million. It took 3 years to move from 100 to 200 million, whereas the next 100 million (from 200 to 300M) milestone was achieved in just 1 year. Even if the same growth is maintained, India will reach 500 million users before end of 2016.In comparison, China has around 650 million internet users accounting for around 48% of their population. United States has roughly 279 million users accounting for roughly 47 percent of their population.

At 302 million internet users by end of December 2014, India will overtake (if not already) United States as the second largest country in the world in terms of number of internet users with penetration of around 24 percent.

The report states that the healthy growth in internet users has been driven by rural Indians who are now increasingly accessing internet either on their mobile phones or computers. Rural India registered a growth rate of 39 percent to reach 101 million users by October 2014, whereas urban India grew by 29 percent to reach 177 million by October 2014. By end of December 2014, Urban India will have 190 million internet users (63%), while rural India will have 112 million (37%).

Table -7 :Internet Users Growth in India (Rural & Urban) (Figures in Millions)

Classification	June 2012	June 2013	June 2014	Dec. 2014	June 2015 (est.)
Rural	39	59.6	92	112	138
Urban	99	130	165	190	216
Total	137	189.6	257	302	354

Source: IAMAI-IMRB International-Cube Estimate

According to the report, 52 million new internet users will be added in first six months of 2015. Urban and Rural India is expected to added equal number of users (26 million each). This also means that India will be adding close to 9 million internet users every month. When it comes to frequency of internet usage, the report finds that a good 61 percent of users are daily users. About 18 percent access internet several times a day, 10 percent users at least once a day and 33 percent access on all 7 days.

Table-8 : Growth of Mobile internet Users in India

Classification	June 2012	June 2013	June 2014	Oct. 2014	Dec.2014
Rural	4	21	36	40	45
Urban	44	70	101	119	128
Total	4821	91	137	159	173

Base: All India Estimates
Source: IAMAI-IMRB International-Cube October 2014

The table shows tremendous growth of internet users in India is surely a great sign for full fill the purpose of E-governance.

Frequency of Access of Internet in India
Chart No. - 1
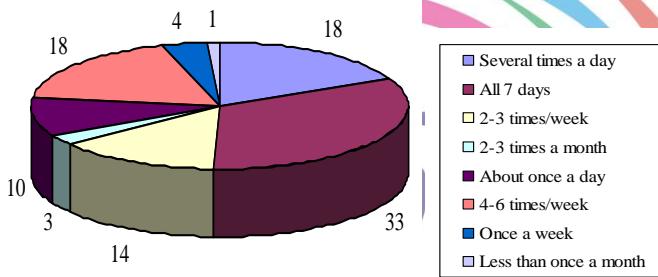
Base: 52.5 Mn Active Internet Users, 35 Cities
Source: IMRB I-Cube, June 2014

If we talk about the frequency of internet usage, a good (61%) percentage of users are daily users. About 18 percent access internet several times a day, 10 percent users at least once a day and 33 percent access on all 7 days. Most of the users access internet for general search, social networking browsing and entertainment. Interestingly 61 percent access internet for online shopping and 63 percent access to do online transactions.

E-Governance at National Level

Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. E-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important

role in shaping the progressive e-Governance strategy of the country. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local levels, a programme approach needs to be adopted, guided by common vision and strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens.

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

"Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man"

The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, 2006. In the year 2011, 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 Mission Mode Projects (MMPs). The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.

In order to promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure. The major core infrastructure components are State Data Centers (SDCs), State Wide Area Networks (S.W.A.N), Common Services Centers (CSCs) and middleware gateways i.e., National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery

Gateway (SSDG) and Mobile e-Governance Service Delivery Gateway (MSDG). The important support components include Core policies and guidelines on Security, HR, Citizen Engagement, Social Media as well as Standards related to Metadata, Interoperability, Enterprise Architecture, Information Security etc. New initiatives include a framework for authentication, viz. e-Pramaan and G-I cloud, an initiative which will ensure benefits of cloud computing for e-Governance projects.

Challenges to E-Governance in India

There are many challenges regarding e-governance. Some of the important challenges in India are:

i) Lack of integrated services

Most of the E-governance services being offered by state or centre Government are not integrated. This can mainly be attributed lack of communication between different departments.

ii) Lack of Key persons

E-governance projects lack key persons, not only from technological aspect, but from other aspects as well.

iii) Population

This is probably the biggest challenge apart from the being and asset to the country it offers some unique issues, an important one being establishing person identities. There is no unique identity of a person in India.

iv) Different language

Difference in language is a big challenge due to the diversity of the country. It enforces needs to do governance, in local language. Ensuring E-governance in local language is a big task to achieve. According to an officer from NIC, success factors of E-government Project 10 percent Technology 60 percent Process 20 percent Change management rest is luck.

v) Bad geographical conditions

In India the geographical conditions are not as good as compare to other developing countries. So it is also a very big challenge to achieve the goal of e-governance in the opposite geographical conditions.

vi) Less network coverage

Most of the Indian population lives in rural areas of the country. There is less coverage of network in these areas. Without spread in network in rural areas it is very difficult to saw improve in e-governance in the country.

Importance of E-Governance

In the end, E-governance is about reform in governance facilitated by creative use of information and communications Technology. It expected that this would lead to:

Better access to information and quality services for citizens

ICT would make available timely and reliable information on various aspects of governance. In the initial phase, information would be made available with respect to simple aspects of governance such as forms, laws, rules, procedure etc., later extending to detailed information including reports, public data base, decision making process etc.

Simplicity, efficiency and accountability in the Government

Application of ICT to governance combined with detailed business process reengineering would lead to be simplification of complicated processes, weeding out redundant processes, simplification in structures and changes in statutes and regulations.

Expended reach of governance

Rapid growth of communications technology and its adoptions in governance would help in bringing government machinery to the door steps of the citizens. Expansion of telephone network, rapid strides in mobiles telephony, spread of internet and strengthening of other communications infrastructure would facilitate delivery of large number of services provided by the government.

Problems and Barriers in The Way of E-Governance
Accessibility

The success of E- Governance depends upon number of the people who connect themselves with the internet for sharing information's. But available data reveals that most of the countries, even in the United States of America, the proportion of people with an internet connection at home is still under 15% in the most of Europe it is less than half of that. It is worth remembering that half the world has not even a telephone connection.

Heterogeneity & Sheer Complexity

The vertical and horizontal personal management of the Government as whole require effective liaison and co-ordination among the employees if the E-governance is to succeed. Moreover varied shades of their opinion and orthodox views of personal needs to be changed. They should be persuaded to abandon paper shuffling way of work and adopting innovative Modus operandi. The organized staff unions are likely to be poising threat

to be revolutionary information technology. The British Government "joined- up government" movements has found that underling structure of government conspired against it.

Accountability

It is believed that IT will expose the functioning of the government making officials more responsible and citizens more empowered. It exposes the secrecy of the government and leaked the important planning and programs.

Cyber Crimes

The Government of India has notified the Information Technology Act, 2000 on October 17th this year. But many provisions of this act are vehemently criticized by the Cyber experts. They opine that it has completely left out a whole gamut of cyber crimes like stalking, harassment, theft and defamation. Besides many trader aspects of e-governance, protection of intellectual property and copyrights viz-a-viz data based are placed beyond its scope.

Privacy And Security

The employees working in public organizations are intimidated by the internet accessibility. They fear that either their employers or somebody else can read their personal massages, and it can lead to invasion of their privacy and individuality in spite of legal protection. "The unwanted intrusion into an individual's personal affairs violates the respect and dignity to which an individual is entitled.

Conclusion

India is one of many developing countries currently launching major e-governance projects aiming to improve government processes, connect government to citizens and build interactions within civil society. However, in a developing country like India, it remains uncertain so to what contribution, if any, e-governance initiatives can make to over all development priorities. Thinking about development in terms of capabilities allows us to get behind the superficial indices of access and usages that we so often use. While these indices may be important for the assessment of comparative advantage or deprivation, they are crude indicator of the real impact on the leaves of ordinary people. If we follow this approach, then just a people have different capacities to translate a given food bundle into nutrition and also have different nutritional requirements to reach the same

level of functioning, so in the field of ICT it is the real availability of opportunities and real achievement of functioning that matter.

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