

Analysis of e-Governance Services for effective Communication to Citizens in Odisha State

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Abstract - In today's information technology environment, e-governance has become the essential part for the citizens to interact with the government. Through e-governance, citizens of India would like to save their cost and time for availing different services provided by government.

Govt. of India understands the demand of citizen's perspective and prepared the National e-Governance Plan (NeGP) with an aim to make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man.

Including with GOI strategy of NeGP, Odisha state government have also taken various innovative steps to promote e-Governance for IT implementation and delivery of services to the citizens online.

The aim of this paper is to find and analyze all the citizen centric e-governance services available in Odisha state in terms of its cost, ease of access, scope and transparency.

Key Words: e-Governance, Citizens, e-District, OSWAN, CSC, G2C, NIC, OCAC, NeGP

1. INTRODUCTION

Today's world is internet driven and everything is going to be internet enabled. The common citizens are getting internet services within low cost and they are seeking all the services provided by government should be e-enabled. Government reformers are changing their strategy towards e-governance as it is the best channel to communicate citizens and to achieve good governance and transparency.

Since last decade, Government of Odisha automated many citizen centric services to e-Governance services. Many national level and state level e-Governance services which include G2G and G2C were implemented with the help of National e-Governance Division, National Informatics Centre (NIC) and Odisha Computer Application Centre (OCAC).

The citizen centric e-governance services can be categorized based on the nature of service and government department delivering the services. Fig 1 shows the identified major citizen centric e-governance services facilitating by government to citizens of Odisha state.

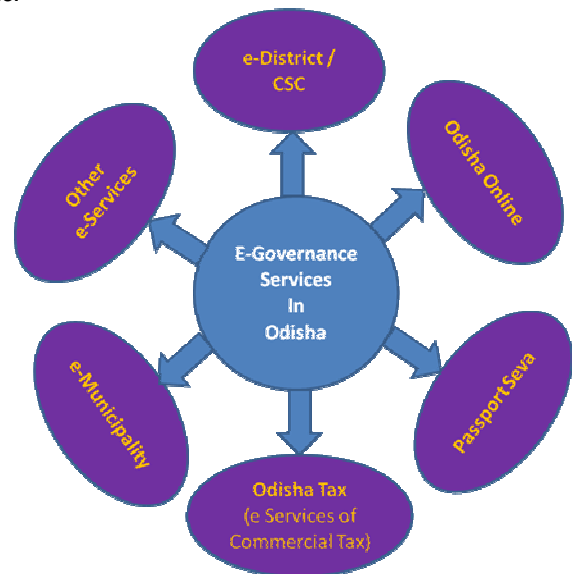


Fig-1: Categories of e-Governance Services in Odisha state

2. LITERATURE REVIEW

2.1 e-Governance in Odisha State

The government of Odisha has taken initiatives to provide all the services to citizens of Odisha through e-Governance. Government of Odisha implemented the National e-Governance plan with an aim to improve delivering all citizen centric services with more transparency, easy access, anytime access and to reach remote citizens.

Government of Odisha established its own infrastructure to provide e-Governance services to its citizens. Odisha State Wide Area Network (OSWAN) has been established to connect government offices of all districts, blocks and tahasils of Odisha state. The main server situated centrally at Bhubaneswar and it is capable of handling 30 district collectorates, 314 block offices and 317 tahasil offices.

Common Service Centers (CSCs) have been created across the state mainly focusing to reach the e-governance services to the rural areas of Odisha state. Presently around 9000 CSC centers are operational and increasing day by day on public demand. The main aim of CSCs are to reduce the number of visits to government offices and to avoid direct contact with officials. The number of services offering by CSCs are initially very limited and adding more services day by day.

2.2 Citizen Centric Services in Odisha

Beyond the services identified by the categories mentioned in Fig 1 there are many other services indirectly act as G2C but considered as G2G. Those services were not taken into consideration for analysis in this paper. The services which are directly beneficial to the citizens of Odisha state only were analyzed in this paper.

Table -1: List of services under different categories of e-Governance services in Odisha State

e-District/CSC	e-Municipality	Odisha Online	Passport Seva	Odisha Tax
Caste Certificate	Birth & Death Certificates	Electricity Bill	Fresh / Re-issue of Passport	e-Waybill
Residence Certificate	Trade License	Water Tax	Track Application Status	e-Transit Pass
Income Certificate	Property /Holding Tax			e-VAT Clearance Certificate
Legal Heir Certificate	Water Connection & Charges			e-filing (VAT/CT/EST)
Certify Copies of ROR	Building Plan			e-No Deduction Certificate
Solvency Certificate				

There are many other e-Governance services few services not categorized in Table-1 are given below

- e-Procurement
- e-Abhijoga
- eNijukti
- Transport (Vahan & Sarathi)
- e-Counselling
- PRERANA (e-Scholarship)
- Standardization of District Portals

3. RESEARCH METHODOLOGY

I have used survey based research methodology for this research study. The study is related to the use of e-governance services available in Odisha state. The study is mainly focus on finding all citizen centric services in Odisha and its impact on availing citizens. Also it focuses on the efficiency level of government organizations after converting from the manual services to the e-governance services. I have used interview and questionnaire methods for data collection. Various sources like journals, government reports and websites have been chosen for collecting secondary data.

Table -2: Research Methodology at a glance

	Types of Respondents	
	Citizens	Employees
Population	Odisha Citizens	Government Employees
Sampling Frame Availability	30 Districts	District Informatics Officers & e-District Managers
Sample Size	600	60
Sampling Method	Purposive-Quota	Purposive-Convenience

Various measures of central tendency (mean, mode, median) and measures of dispersion (standard deviation) are used appropriately. For measuring reliability of the instrument I am to use "Cronbach's Alpha Reliability test". Statistical techniques such as averages, percentages comparison and cross-tabulation were used.

4. ANALYSIS OF E-GOVERNANCE SERVICES

Different departments of Odisha Government offering e-Governance services to the citizens. The following Table-3 shows the number of services offered by each department.

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