

**E-Governance and Protection of
Marginalized Groups of Rural People in
India: A Legal Study**

SUMMARY OF THESIS

**SUBMITTED TO THE
BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY**

LUCKNOW

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SUMMARY

ICT is used as a tool for raising awareness. In the most isolated places, the media is crucial for narrating stories and disseminating information. It might give rural residents a voice in the social and political life of the nation. To sum up, ICT has truly changed, and now we should be grateful that urban and rural populations now coexist peacefully. Both Indian society and the government have seen significant influxes of information technology. It is commonly believed to be a tool with great promise for resolving a variety of societal issues and enhancing governmental performance. Also acknowledged the fact that introducing information technology is not an easy undertaking. To achieve a smooth shift to the era of information technology-led development in India, careful preparation, delicate handling, and enough patience are required.

An instrument for achieving the objectives of good governance is e-governance. It is the most significant phenomenon now occurring in societies since it aims to close the digital divide that exists among citizens of developing countries like India. The Indian government has already begun a number of projects, including ICT, e-Governance, and Digital India. E-Government as a tool is promoting the growth of social media, rural empowerment, and citizen participation in government, among other things. E-government is essential right now to provide basic services to rural residents at the lowest possible cost. In order to provide low cost services to rural people and to effectively contribute to rural development, the government is providing sufficient technological resources. In rural areas, it can be said that improving digital literacy and technical progress are driving and will continue to drive India's rural development to new heights. If the ICT application for e-government is successful, it will offer a one-stop shop for issues that have arisen in the rural community.

The Indian government is working hard to offer services to its residents through e-government as the use of information technology is expanding quickly. Even though the Indian government invests a significant amount of money on e-governance initiatives, it is not sufficient to provide the benefit to each and every citizen. The key issues that have prevented the successful deployment of e-

governance in India include lack of public awareness, local language proficiency, privacy concerns regarding citizens' personal information, etc. In order for citizens to fully benefit from e-government initiatives and for e-government projects to be implemented properly, public awareness is equally required become rather and, e-Governance the help of the general public. Objective of e-governance can not be successful.

The whole thesis “**E-Governance and Protection of Marginalized Groups of Rural People in India: A Legal Study**” is divided into seven chapters.

Chapter 1 comprises introduction of the topic of research, importance of research topic, objective of research, outlined research problem, hypothesis, research methodology and result of hypothesis testing. Brief of all the chapters is also included in this chapter.

Chapter 2 deals with the meaning of word e-governance. E-governance is becoming a buzzword. Across the world, one can hear about e-governance expanding day by day. This chapter also discussed the Meaning, History & Concept of e-governance and Marginalized Groups. This chapter also includes information about provisions to facilitate e-governance.

Chapter 3 of the thesis deals with e-governance in India and protection of marginalized groups in rural areas. This chapter provides information about legal rights, recognition and frameworks of e-governance and electronics records. In This chapter Researcher has discussed about various e-governance projects for rural development in India.

Chapter 4 deals the international perspectives of e-governance on protection of marginalized groups of rural areas. In this chapter researcher discussed about the e-governance in the United States/ USA, e-governance in United Kingdom, e-governance in Australia, e-governance in China, e-governance in South Africa. However, this chapter concluded that difference do exist between developed and developing countries in effectively implementing e-governance projects. Developed countries are more technology matured like, USA, UK, and Australia. As compared to

developing nations, the problems of digital device, population, computer illiteracy, poverty are in developed countries.

In chapter 5 researcher tried to discuss various issues and challenges of e-governance in India. The main preposition of this chapter issues and challenges of e-governance in India Since these contextual influences are a major influence, before designing any e-Governance initiative for rural areas, the diverse needs of the citizens are given due consideration from the perspective of the capabilities, needs and aspirations of the people as defined by their respective rural reality. This would result in the design of customized e-governance initiatives that would be more responsive to the relevant reality of their respective rural areas and hence would be better used by the local people and hence would prove to be more sustainable. The response of a design approach to e-governance initiatives to such relevant realities of citizens is generally referred to as a citizen-centred or people-centred approach to designing e-governance initiatives and e-governance It is expected to ensure overall acceptability of the initiatives.

In the Chapter 6 of the thesis e-governance and Protection of Marginalized Groups of Rural People during Covid-19 Pandemic in India. The researcher discussed that how the digital technologies have played a key role in maintaining the government work and the society functioning during the coronavirus pandemic. The 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs) have embraced the spread of Information and Communication Technologies (ICTs) and global interconnectedness as a great potential to accelerate human progress, to bridge the digital divide and to develop knowledge societies. Governments worldwide are now cognizant of the power of ICTs and digital government for the advancement and transformation of public institutions, and the public-sector landscape more broadly, and their service delivery capabilities.

Chapter 7 is prepared on the basis of this research study, certain conclusions are drawn and some suggestions are also placed for consideration.

In conclusion, above chapter explored the concept of e-governance and its relationship with marginalized groups. The research has provided an in-depth analysis of the meaning, history and evolution of e-governance and its impact on marginalized

groups. Through a comprehensive review of literature, case studies and interviews, the research has highlighted the potential benefits and challenges of e-governance for marginalized groups.

The findings of my study suggest that e-governance can provide a platform for marginalized groups to engage with government processes and access information and services. However, there are still significant roadblocks to overcome in terms of technology accessibility and digital literacy. The study also highlights the importance of incorporating the voices and perspectives of marginalized groups in the development and implementation of e-governance initiatives. It emphasizes the need for further research and investment in digital infrastructure and digital literacy programs to ensure that marginalized groups can fully participate in e-governance initiatives. By doing so, e-governance has the potential to promote inclusivity, transparency and accountability in governance, ultimately contributing to a more egalitarian social order.

In recent years, India has made significant progress in developing its e-governance infrastructure, which has led to improvement in efficiency, transparency, and accessibility of public services. However, the benefits of e-governance are not evenly distributed, and marginalized groups in rural areas often face significant hurdles in accessing and utilizing e-governance services.

To protect the rights and interests of marginalized groups in rural areas, it is crucial to ensure that e-governance initiatives are designed and implemented with their specific needs and keep in mind challenges. This requires a multi-faceted approach that includes improving digital literacy, providing affordable and accessible internet connectivity, and strengthening legal and regulatory frameworks to prevent discrimination and ensure accountability.

One of the most significant challenges facing marginalized groups in rural areas is their limited access to digital technologies and the internet. According to a report by the National Sample Survey Office, only 4% of rural households in India have access to the internet. This is due to several factors, including high costs, poor infrastructure, and limited digital literacy. To address this issue, the government needs to invest in expanding internet infrastructure in rural areas, providing affordable

access to digital devices, and offering training programs to help people learn how to use these technologies effectively.

Another key factor in protecting marginalized groups in rural areas is ensuring that e-governance initiatives are designed and implemented in a way that takes their specific needs into account. For example, many rural communities have limited access to banking services, which can make it difficult to participate in digital payment systems. To overcome this barrier, e-governance initiatives should provide alternative payment options, such as cash-on-delivery or mobile payment systems that do not require a bank account.

Another critical aspect of protecting marginalized groups in rural areas is ensuring that e-governance initiatives are transparent and accountable. This requires the development of robust legal and regulatory frameworks that prevent discrimination and ensure that e-governance systems are used for their intended purpose. It also requires the establishment of effective feedback mechanisms that enable citizens to provide input and report any issues or concerns.

It is essential to recognize that e-governance initiatives are not a panacea for all of the challenges facing marginalized groups in rural areas. While they can certainly help to improve access to public services and reduce corruption, they must be complemented by broader social and economic policies that address the root causes of marginalization and inequality. This includes investments in education, healthcare, and infrastructure, as well as measures to promote social inclusion and empowerment.

E-Governance initiatives have the potential to transform the way that public services are delivered in India, but they must be designed and implemented in a way that protects the rights and interests of marginalized groups in rural communities. This requires a comprehensive approach that includes investments in digital infrastructure, improvements in digital literacy, and the development of legal and regulatory frameworks that prevent discrimination and ensure accountability. By doing so, India can harness the power of digital technologies to build a more equitable, inclusive and egalitarian society.

In recent years, the concept of e-governance has gained significant traction across the world, as governments look for ways to improve public service delivery, increase efficiency, and reduce corruption. E-governance involves the use of technology to improve public service delivery, enhance citizen participation, and improve the overall quality of governance. However, it is essential to ensure that e-governance initiatives do not leave behind marginalized groups of rural areas. My Research has explored the international perspective on e-governance and the protection of marginalized groups of rural areas.

The protection of marginalized groups of rural areas is a critical issue that requires urgent attention. These groups are often overlooked by governments, making them vulnerable to a wide range of social and economic problems. E-governance can help address some of these problems by providing marginalized groups with access to public services and information. However, e-governance initiatives must be designed with the specific needs of marginalized groups in mind. For example, many marginalized groups lack access to the internet or other forms of technology. Therefore, e-governance initiatives must be designed to accommodate these groups' limitations, such as using mobile technology or other forms of offline communication.

Another critical issue in e-governance is the protection of citizens' privacy and data. With the increasing use of technology in governance, there is a risk of governments collecting and storing citizens' personal data, leading to potential misuse or abuse. Therefore, it is essential to have robust data protection laws in place to protect citizens' privacy and data.

Several international organizations, such as the United Nations Development Programme (UNDP), have been instrumental in promoting e-governance initiatives in rural areas. The UNDP has implemented several programs aimed at promoting e-governance and improving public service delivery in rural areas. For example, the UNDP's Access to Information (a2i) program in Bangladesh has leveraged technology to improve public service delivery and provide marginalized groups with access to information. Similarly, the Digital India program of the Government of India aims to transform India into a digitally empowered society and knowledge economy.

However, despite these efforts, there is still a long way to go in ensuring that e-governance initiatives benefit all citizens, including marginalized groups. Governments must prioritize the needs of marginalized groups when designing e-governance initiatives, such as by providing them with access to technology and information. Additionally, governments must ensure that citizens' privacy and data are protected, and there is transparency and accountability in the use of technology.

E-Governance has the potential to transform public service delivery and improve governance across the world. However, it is essential to ensure that e-governance initiatives do not leave behind marginalized groups of rural areas. Governments must prioritize the needs of marginalized groups when designing e-governance initiatives and ensure that citizens' privacy and data are protected. International organizations, such as the UNDP, can play a crucial role in promoting e-governance initiatives and protecting marginalized groups. Ultimately, e-governance initiatives must be designed with the goal of improving citizens' lives and promoting social and economic development.

E-Governance has emerged as a critical tool for transforming the traditional bureaucratic structure of government operations in India and promotes good governance. However, despite the tremendous potential of e-governance, there are several challenges and issues that need to be addressed to make it an effective and efficient system.

ICT has the potential to strengthen the role of every government pillar. It can help the public, residents, businesses and other agencies interact more quickly, transparently, accountable, efficiently and effectively. ICTs can remove many of the infrastructural barriers that are necessary to provide services in rural areas. Through this, people in rural areas can connect to the local, regional and national economy and access markets, banking, financial services and employment opportunities. Information Technology has made impressive inroads into Indian society and the government alike. It is widely viewed as a tool having tremendous potential to solve various problems facing society and improve the functioning of the government. It is also recognized that the process of induction of Information Technology is not a straightforward task. It needs careful planning, tactful handling and sufficient

patience to ensure a smooth transition to the era of Information Technology -led development in India.

E-Governance is the need of the hour so that basic facilities can be provided to rural people at the cheapest rate .The Goshould provide adequate technological resources to the Panchayatiraj institution so that they can play a meaningful role in rural development. So, in short, it can be concluded that the increase in digital literacy with the help of technological advancement is leading and rural development will take India to a new milestone. As if the ICT application in e-Governance is successful it provides a one-stop solution to problems that have risen by the rural community.

As the use of information technology is increasing very rapidly, the Government of India is making several efforts to provide services to its citizens through e-governance. Although Indian government is spending a lot of money on e-governance projects but still these projects are not successful in all parts of India. Ignorance among people, local language of people of a particular region, privacy of personal data of people, etc. are the main challenges which are responsible for unsuccessful implementation of e-governance in India. Government should take some steps to make people aware about e-governance activities so that people can take full advantage of these activities and e-governance projects can be implemented successfully. Because people's participation can play an important role in the successful implementation of e-governance in India.

One of the major challenges of e-governance in India is the digital divide, which creates a significant gap between those who have access to technology and those who do not. This digital divide is a major obstacle to the implementation of e-governance initiatives, as it limits the reach of these programs to a select few. Addressing the digital divide will require the government to take proactive steps to bridge the gap between urban and rural areas, increase internet penetration, and promote digital literacy.

Another challenge is the lack of coordination and collaboration between different departments and agencies. Often, e-governance initiatives are implemented in isolation, without any integration with other departments or agencies. This results in duplication of efforts, inconsistent data management, and inefficiencies. To

overcome this challenge, the government needs to establish a centralized platform for e-governance initiatives that can be accessed by all departments and agencies.

Data privacy and security is another major challenge in the implementation of e-governance in India. The government needs to ensure that citizens' data is protected from unauthorized access, theft, and misuse. This will require the government to implement robust data protection policies and frameworks, establish data protection authorities, and provide citizens with greater control over their data.

There is a need for greater citizen engagement in the e-governance process. While several e-governance initiatives have been launched in India, many of them fail to consider the needs and preferences of citizens. Greater citizen engagement can help to ensure that e-governance initiatives are tailored to meet the specific needs of citizens.

E-Governance in India has great potential to transform the traditional bureaucratic structure of government operations. However, addressing the challenges and issues that hinder the effective implementation of e-governance will require concerted efforts from the government, citizens, and other stakeholders. If these challenges can be overcome, e-governance can usher in a new era of efficiency, transparency, and accountability in Indian governance.

The COVID-19 pandemic has exposed the vulnerabilities of various segments of society, particularly marginalized groups in rural areas. The Indian government's response to the pandemic has been to utilize e-governance tools to reach out to people and aid and support to those in dire need. E-governance has been crucial to protect the rights of marginalized groups during the pandemic. Therefore, the results of the impact of COVID-19 on technology trends and concluded that the pandemic resulted in a shift in people to digital technology and a decrease in "*natural resistance to innovation*", which prepares society for digital transformation. A significant proportion of those surveyed said that electronic services can save time and money. During the further research, it will be determined how the e-government services functionality will affect the overall level of trust in government. At this stage, it can be assumed that it is the ability for citizens to influence management decisions with the help of services that will increase the trust in interaction with the authorities on the

Internet and in the authorities in general. At the same time, this will increase the demand for these services, since the low interest in services, in particular, e-participation services, can be explained by the insufficiently high level of trust in the authorities.

The Indian government has launched various e-governance initiatives and policy support to aid rural communities affected by the pandemic. These initiatives include the eSanjeevani telemedicine platform, which provides medical consultations to people in rural areas. The platform has been particularly useful during the pandemic, as it has enabled people to access medical services without having to travel to a healthcare facility, which can be difficult during lockdowns.

In addition to healthcare, e-governance has also been used to provide financial assistance to marginalized groups of Indian community. The government's Direct Benefit Transfer (DBT) system, which uses Aadhaar-based biometric authentication, has been used to transfer funds directly to the bank accounts of beneficiaries. This has ensured that financial assistance reaches those who need it most, without any intermediaries.

E-governance has also been used to provide education to rural students during the pandemic. The DIKSHA platform, which provides e-learning resources, has been used to ensure that students can continue their education even during lockdowns. The platform has been particularly useful in rural areas where accessibility, affordability and availability to quality education is limited.

However, while e-governance has been useful in protecting marginalized groups during the pandemic, there are challenges that need to be addressed. The digital divide between urban and rural areas remains a significant challenge. Many people in rural areas do not have access to the internet or smartphones, which limits their ability to access e-governance services. In current findings, government needs to take steps to bridge this digital divide and ensure that everyone has access to e-governance services.

In addition, there are concerns about privacy and security when it comes to e-governance. The government needs to ensure that the personal information of citizens is protected and that e-governance systems are secure from cyber threats.

In conclusion, one can said that e-governance has been a panacea in protecting the rights of marginalized groups during the COVID-19 pandemic in India. The government's use of e-governance initiatives to provide healthcare, financial assistance, and education has been instrumental in ensuring that marginalized communities are not left behind during these difficult times. However, there are challenges that need to be addressed, including the digital divide and concerns about privacy and security. The government needs to take steps to address these challenges to ensure that e-governance continues to be a useful tool in protecting the rights of marginalized communities.

Results of Hypothesis

1. The first hypothesis is that, e-governance brings transparency and openness in governance and simplifies transaction procedures at different levels particularly in rural areas. Therefore, the researcher reached the conclusion that the hypothesis of research is accepted and it proves that e-governance helps in transparency and openness in governance and simplifies transaction processes at various levels, especially in rural communities.
2. The second hypothesis is that e-governance enhances citizen's conveniences, economy and accessibility while availing goods and services of government and minimizes gap between citizens and official. Therefore, the researcher reached on the conclusion that second hypothesis is accepted and it proves that e-governance enhances citizen's conveniences, economy and accessibility while availing goods and services of government and minimizes gap between citizens and official.
3. The third hypothesis is that E-governance brings down the feasibility of corruption and mal-practice in governance. Research has reviewed many articles and books and also discussed with experts and about the feasibility of

corruption and mal-practice in governance, on the basis of reviewed articles, books and opinions of expert's researcher concluded that third hypothesis is also proved and accepted.

4. The fourth hypothesis is that a roadblock in front of e-governance in India is illiteracy and poverty particularly in rural areas. E-governance provides several schemes and policies that help in development, growth and protection of marginalized people of rural areas. Therefore, the researcher reached on the conclusion that fourth hypothesis is accepted and it proves that a chief hurdle before e-governance in India is illiteracy and poverty particularly in rural areas.

Recommendation

In conclusion, e-governance has the potential to enhance the protection and empowerment of marginalized groups of rural people in India. However, there are several challenges and limitations that need to be addressed to ensure that e-governance is an effective tool for promoting the rights of marginalized groups. It is recommended that the government takes steps to enhance the digital literacy of marginalized groups, develop clear guidelines for the use of technology in governance, and enact a comprehensive data protection law. By doing so, the government can ensure that e-governance is used to its fullest potential in promoting the protection and empowerment of marginalized groups in rural India.

In conclusion, the present study examined the potential of e-governance in promoting the protection and empowerment of marginalized groups of rural society in India. Our current study highlighted the importance of technology in facilitating access to justice and promoting transparency, efficiency in services and accountability in governance.

The study found that e-governance has the potential to enhance the protection of the rights of marginalized groups by ensuring that their voices are heard, and their needs are adequately addressed in decision-making processes. E-governance platforms, such as online grievance redressal mechanisms, can help marginalized groups to seek redressal for their grievances in a timely and efficient manner.

Our current study also identified some of the challenges and limitations of e-governance in protecting the rights of marginalized groups. One of the key challenges is the lack of awareness and digital literacy among marginalized groups. This limits their ability to access and use e-governance platforms effectively. Furthermore, there are concerns about the privacy and security of personal data, which may deter marginalized groups from using e-governance platforms.

The study highlighted the importance of legal frameworks in ensuring the protection and empowerment of marginalized groups through e-governance. The Constitution of India provides a strong framework for protecting the rights of marginalized groups, and the Right to Information Act, 2005, provides a mechanism for ensuring transparency and accountability in governance.

The study also examined some of the legal challenges in implementing e-governance in India. These include the lack of uniformity in laws and regulations across different states, the absence of a comprehensive data protection law, and the lack of clear guidelines for the use of technology in governance.

Based on the findings of my current study, it is recommended that the government should take steps to enhance the digital literacy of marginalized groups and provide them with the necessary infrastructure to access e-governance platforms. The government should also develop clear guidelines for the use of technology in governance and ensure that there is uniformity in laws and regulations across different states.

Furthermore, the government should enact a comprehensive data protection law that protects the privacy and security of personal data. This will help to address the concerns of marginalized groups about the misuse of their personal information.

Suggestions

Based on the theoretical, analytical observation, descriptive and explanatory research done by the researcher, some suggestions are being given for the effective implementation and execution of various e-governance projects:

- 1) Since a large proportion of the Indian population lives in villages, the government should ensure setting up of more e-governance kiosks in rural areas so that e-governance services are accessible to all.
- 2) Poverty is a major issue for the successful implementation of e-governance in India. Internet access is very expensive and unaffordable for a large section of the population. For effective e-governance, it is suggested here that the cost of internet should be low enough so that it guarantees maximum use of e-governance.
- 3) The government should take steps to instill confidence in people regarding online transactions. Some effective measures should be taken to protect the sensitive personal information of the people. More stringent laws should be made for online money transfer.
- 4) For effective and successful e-governance, it is necessary that government officials should be adequately trained to use the tools of information and communication technology. Newly appointed employees should have mandatory IT qualification and training camps and seminars should be organized for existing and experienced employees regarding use of computers and other tools of information technology.
- 5) Internet is considered to be the backbone of e-governance projects. Thus for successful execution of e-governance, the government must ensure uninterrupted internet connectivity. Every e-governance center should be set up to use solar energy for power backup for stable power supply.
- 6) There is also a need to change the mindset of employees and citizens, most of whom are still comfortable with the traditional way of working. For this the government needs to organize motivational seminars about the use and benefits of e-governance.
- 7) For the success of e-governance, the government should provide interlinking of information at different levels and across different departments of the government. There should be complete networking of information vertically as well as horizontally.
- 8) The present study reveals that developed countries are far ahead of developing countries in terms of successful implementation of e-governance projects. So it is suggested here that the government should review the e-governance

project applications of developed countries before implementing new projects. Priority should be given to pilot projects in the initial stage

- 9) More specific laws should be enacted to facilitate e-governance. Laws relating to electronic signatures and laws relating to electronic transactions so that the entire online process is more transparent and accountable.
- 10) The government should provide more financial grants for infrastructure and other facilities to the state government to implement e-governance projects in rural areas for marginalized people.

Suggestions for improvement of e-court projects in Judiciary

The researcher has evaluated the efficacy of e-court projects implemented in state of Uttar Pradesh High Court and District/Taluka Courts with the help of theoretical, analytical, observational, descriptive and explanatory study. The researcher has observed that various types of problems are being faced by the courts while implementing the e-courts projects. The researcher has identified some factors which are affecting these projects. Considering these problems, the researcher has given some suggestions for the successful implementation and execution of e-court projects in the judiciary. If these factors are considered at the time of implementation and execution of projects, the researcher is sure that e-governance in the state of Uttar Pradesh will be more efficient and effective.

- 1) For effective implementation of e-courts projects, the software should be user friendly, seamless and easy to use so that advocates having only basic knowledge of computer and internet can easily use it.
- 2) Research reveals that most of the advocates in High Court, District and Taluka Courts are not aware about the e-Courts projects, therefore proper means should be adopted to create awareness among the advocates about the e-Courts projects.
- 3) Seminars should be organized in High Court, District/Taluka Courts to educate advocates regarding the use of e-courts projects; How to check case status online, how to check next date of hearing, how to open e-court project on mobile phone etc.
- 4) Research shows that at High Court level, in District/Taluka Courts only case status, next date of hearing and name of the court under which the case is

pending are shown under e-court projects, hence it is suggested that goes that with ground commands. The number of courts along with all the judgments passed by the courts should be uploaded on daily basis. This will help the advocates and litigants in proper investigation of their cases and also will not burden the court staff with regard to inspection of judicial files.

- 5) This will help the advocates and litigants in proper investigation of their cases and also not burden the court staff with regard to inspection of judicial files.
- 6) Computer and IT education should be made compulsory for the newly recruited employees and training camps and seminars should be organized for the officers already working in the courts regarding the use of computers and e-court projects.
- 7) Internet service needs improvement and should be provided free of cost/nominal cost in each court premises. Wi-fi facility should also be made available in the court premises on a priority basis.
- 8) Power backup should be provided in each district as well as taluka courts to save time and avoid inconvenience.
- 9) Server capacity should be increased to handle heavy data traffic as well as more user friendly design should be adopted.
- 10) For effective and proper use of e-court projects, more and more internet enabled computer rooms should be made in each court premises for the use of advocates.
- 11) Research shows that most of the litigants are not aware of e-court projects, so for proper use of e-court projects, it is necessary to organize seminars in the courts for awareness of litigants regarding the use of e-court projects.
- 12) The dominance of the English language in the online medium is a major problem as far as litigants are concerned. For effective use of the e-Courts project (especially at the district and taluka court level), the government should ensure the implementation of the e-Courts project in the local language.
- 13) Separate computer rooms with trained computer instructors should be provided for use of e-court projects by the litigants.

Suggestion for improvement of E-Governance projects in Uttar Pradesh

The researcher has made a detailed theoretical, theoretical study in Indian perspective to analyze the efficacy of e-governance, various challenges faced by government agencies to implement e-governance projects and problems faced by people while interacting with them. Analytical observation, descriptive and explanatory research has also been done. Government through e-governance projects implemented by the state of Uttar Pradesh These problems and challenges can be overcome by the suggested recommendations.

- 1) For effective implementation of e-governance projects in government departments, departmental IT application software training should be provided to the employees.
- 2) Motivational seminars should be organized for the employees who are opposed to change in new means of information and communication technology so that they understand the importance and utility of new technologies.
- 3) Computer and IT education must be made mandatory for newly appointed staff.
- 4) Research shows that most of the e-Governance projects are developed in English language, most of the citizens do not know English language. Therefore it is suggested that e-governance projects should be implemented in the local language/regional language also.
- 5) All the government departments should have their own website so that the citizens can easily get information about the services provided by the government departments.
- 6) For the implementation of the projects in rural areas, Government should provide adequate infrastructure & site for the services.
- 7) Inter-departmental committees are required to coordinate so that data bases and information can be shared with respect to such initiatives.
- 8) During the course of research, the researcher found that the implementation of e-governance projects in government departments should be conducted internally by appointing regular technical expert staff instead of outsourcing. This will save money as well as time.

- 9) Government should take steps to ensure adequate budget every year for infrastructure and updated software for development of e-governance.
- 10) The staff dealing with the public in the e-Governance centers should be trained to guide and satisfy the customers. It is suggested that those employees in rural areas should be given skill enhancement and behavior modification training.
- 11) People should be made aware about e-governance projects like e-Sampark, e-Jan Sampark and Gram Sampark Kendras. It is suggested that training camps should be organized especially in rural areas.
- 12) Compulsory computer education must be included in the curriculum at school level.
- 13) Free wi-fi facilities should be provided to the citizen's urban as well as rural areas.
- 14) Websites of government departments should be developed to be easy to use, attractive and also in local/regional language.
- 15) Power backup facility should be provided at every e-Sampark Kendra, e-Jan Sampark Kendra, Jan Seva Kendra and Gram Sampark Kendra.
- 16) Before starting any new e-governance project, the government should create awareness about the usage and services provided by the project.
- 17) During the theoretical, analytical, observational, descriptive and explanatory research, the researcher found that people hesitate to interact with the government through online medium. The main reasons for this hesitation are trust deficit and legal complications. Therefore it is suggested that the government should provide mechanism for speedy grievance redressal and organize awareness camps to instill more confidence among people to participate in online transactions.
- 18) There should be regular up-gradation of government websites.
- 19) Government should provide a feedback option to get opinion from marginalized people to improve e-governance projects.
- 20) The timings of e-Sampark Kendra should be extended so that working people can avail the services after their regular work. It is suggested here that morning-evening shift should be introduced for the staff in e-Sampark, e-Jan Sampark, Jan SewaKridra and Gram SamparkKendras.

- 21) Government should provide reliable internet connection with high bandwidth and low cost.
- 22) Government should make proper arrangement of power back supply at all e-governance centers including rural areas where power problem is more as compared to urban areas.
- 23) Efforts should be made to implement stable government websites. This will instill more trust and confidence among people in interacting with government agencies online.

It can be submitted that the e-governance projects being run by the central level administration have proved to be very useful for the citizens as these projects help them in their daily services. Theoretical, analytical, observational, descriptive and explanatory research shows that to some extent the government has been successful in the implementation of some projects but still a lot needs to be done. The government should try to remove the hurdles and difficulties in the implementation of the projects and make each and every project a success.
