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Role of E-governance policies and “Viksit Bharat” Developed India vision @ 2047

Dr. UTTAM KUMAR

(Assistant Professor)

HOD (Department of Political Science)

Vijay Singh Pathik Govt. P.G. College, kairana, Shamli (U.P.)

Affiliated to M.S.U. Saharanpur

Email: ukumar6@gmail.com

Abstract:

Governance is an oldest administrative policy of the government. E-governance policy is primary goals to improve their citizen's life through smoothly function of an administration to achieve a good governance. Governance is the process of collective decision making and policy implementation of government. E-governance means Information Communication Technology (ICT), electronic governance. The policy of government reaches to citizen through electronically. The technology and the methods used in e-governance project provide a roadmap for efficient delivery of services at the door step for the people. An e-governance policy also strengthens Indian democracy through promoting transparency, accountability, citizen participation, and efficient service for the citizens. Government introduced e-governance policies are associated with simple, moral, accountable, responsible and transparent governance policies for the welfare of the society for Viksit Bharat @ 2047. How e-governance policies associated with democratization of governance to achieve a good governance and strengthen our democracy and how to e-governance policies make an important role for develop India (Viksit Bharat @ 2047).

Keywords: E-governance, Accountability, Responsibility, Transparency, Good governance, Viksit Bharat @ 2047

Introduction:

“In this decade of Amrit Kaal, we will give priority to Next Generation Reforms. We will ensure that all facilities like service delivery should reach citizens up to the last mile; it should reach the last person seamlessly, without hesitation or any kind of difficulty. For the overall development of the country, unnecessary interference by the Government and Government processes in the lives of the people has to be ended” – Prime Minister Shri Narendra Modi¹

“Ease of Living is the right of every citizen. That is why, furthering it has been the priority of our Government” Prime Minister Shri Narendra Modi²

For Viksit Bharat has an agenda of “Maximum Governance – Minimum Government” envisages a digitally empowered citizen and a digitally transformed institution. Bringing Government and Citizens closer using technology is important for ease of living and ease of doing business. According to United Nations (U.N.) describe Good Governance as the governance which is

participatory, conscious oriented, accountable, transparency, responsive, effective and efficient, equitable and inclusive and followed the rule of law.³

The concept of “Governance” is not new. It is old human civilization. Simply put “Governance” Means: The process of decision-making and the process by which decisions are implemented (or not implemented). Governance can be used several context such as corporate governance, international governance, national governance and local governance.⁴ One major goal of good governance is ensuring the citizens' inclusion. Inclusivity is built through citizen participation in governance processes and consensus building, ensuring equality, and maintaining accountability, transparency, and responsiveness by the government. It is all about ensuring the citizens' Ease of Living.⁵ ‘Ease of Living’, a key pillar of India’s Good Governance endeavour, is a framework for assessing the improved well-being of citizens since the end goal of development is to improve livability. Through simplified processes, advanced technology, and citizen-first policies, this vision ensures that the benefits of good governance reach every individual, even in the most remote corners of the nation.⁶

A whole of government approach to be adopted in formulating and implementing policies and schemes and concerted steps are proposed to be taken for India to become the 3rd largest economy in the world. At the heart of effective policy is the deep commitment to principles of social equity, justice, transparency and accountability. Social justice is at the heart of policy making and the Government has worked to provide equitable opportunities to everyone. Saturation approach of priority sector schemes has been the defining the goal of Government’s all-round, all-pervasive and all-inclusive development model. The important priority sector schemes where saturation approach has been adopted include the Har Ghar Jal Yojana, PM Awas Yojana, Mission Indradhanush, PM Ujjwala Yojana, PM Jan Arogya Yojana, PM SVA Nidhi, PM Matru Vandana Yojana, PM Vishvakarma Yojana, PM Mudra Yojana, PM Poshan Yojana and Kisan Credit Cards Scheme. The vision of Sabka Saath, Sabka Vikas, Sabka Vishwas, and Sabka Prayas has been the overarching national development goal.⁷ The District Good Governance Index (DGGI) represents a next generation administrative reform in benchmarking governance at district level. Among these policies direct beneficiary for the people. These policies can make to help Viksit Bharat @2047.

Good Governance:

Governance is an oldest phenomenon of the government. Each government has governance, and every government has tried to good governance. Good governance has many characteristics like participatory, consensus oriented, accountable, transparent, responsive, effective, and efficient, equitable and inclusive and follows the rule of law. Indian government used e-government initiative in 1980, e-governance policies launched by the department of information and communication technology ministry (ICT). E-governance refers to the use of ITC to improve citizens and organization with more convenient access to the government’s services. E-governance uses various sectors public and private to management and administration policies. The use of internet not only delivers the services faster but also brings more transparency between the government and the people.

E-governance proved accountability and transparency for the functioning of the governance to the democratic setup norms and values increased through e-governance. The present era is a cyber era who controlled the governance policy of the government through e-governance. E-governance means, government-to-citizens, government-to-security, government-to-administration, government-to-employees, government-to-society, government-to-business and government-to-government services and connect people to people globally. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. And reach the government to the people through e-governance easily. Through e-governance, the government services are made available to the citizens in a convenient, efficient and transparent manner. E-governance is adopted by countries across the world faster and transparent and better government system to connect people socially, economically, politically and so on. The present era is the digitization era; various government and non-government departments use e-governance. The rapid growth of digitalization has led to many governments across the globe to introduce and incorporate technology in to government process. E-governance can be defined as the usage of information and communication technology (ICT) by the government to provide government services, exchange of information, and communication of the people. Role of technology perform government activities and achieve the objectives of governance. Therefore, government of India launched many e-government portals to connect people to government. The government of India approved the nation e-governance plan (NeGP), comprising of 27 Mission Mode projects and 8 components, on May 18, 2006 under the ministry of electronic & information technology. E-governance in India has steadily evolved from computerization of government departments to initiatives that incapsulate the finer points of governance, such as citizen centricity, service orientation and transparency. E-governance definition according the World Bank/ UNDP e-governance can be defined as the application of Information and Communication Technology (ICT) particularly internet-based information technology- by government agencies to improve the efficiency, effectiveness, transparency and accountability of government (Bhattacharya, 2011).⁸ Word Bank's documents, entitled *Governance and Development (1992)*, puts it, "governance is defined as the manner in which power is exercised in the management of a country's economic and social resources for development." ⁹ Information technologies such as a wide area networks, the internet through computer and mobile have the ability to transform relations with citizens, business, and arms government. E-governance basically non as electronic governance information and communication Technology (ICT) use in governance to management and administrative functioning. The enabling role of information and communication technology in delivery of services in the public government and government sector. E-governance is in essence; the application of information and communications e-governance is usually defined as distribution of governance services and uses of information to public.

E-governance Policies initiative and Transparency of Governance:

After Introduced of e-governance policies transparency in governance increased, Government policies easily reach to citizens through electronically by E-governance. People are known their important work without going to office through janseva kendra. All information provided for the

people through e-governance. People are using net banking for buy and selling through online and they gave to payment through UPI. E-governance in India represents a significant change how government services delivered to citizens. In 2006, National E-Governance Plan (NeGP) was introduced to enhance the efficiency and transparency of government services. The NeGP introduced 31 mission mode projects across various sectors, such as health, education, banking, land records and so on. In 2015 government of India launched the Digital India Mission main object to this plan transformed India into a digitally empowered Indian society. This initiative major role promotes digital infrastructure, digital literacy, and delivering government services electronically. The government of Introduced e-governance initiative likes DigiLocker, UMANG, and Mobile Seva to make government services more accessible, efficient and transparent.

Role of E-governance for (Viksit Bharat) developed India:

The role of E-governance for Viksit Bharat is very important because of present era is a digital and artificial intelligence (AI) so, Digital India play an important role for Viksit Bharat @2047. E-governance has many dimensions for Viksit Bharat this are- government-to-citizen public services online simply delivered to citizens.

(A) **Digital Governance:** Digital India organizes interventions under nine pillars, for example, Broadband Highways; Universal Mobile Connectivity; Public Internet Access Programme; e-Governance; e-Kranti, etc.¹⁰ Digital India aims to transform India into digitally empowered society. Digital governance played an important role for Viksit Bharat. Governance reaches to all citizens and tries to better file among the citizens. Therefore, government expansions broadband and high speed Internet connectivity reach the all sectors and all citizens of India. Governance transform them totally e-governance. Government policies digitally excess to all citizens. Government makes e-office, paperless work, digital service delivery, digital literacy, online meeting, control law and order through CC TV and monitoring government policies through drone used high technology 3D mapping, military operations, e-commerce delivery, photography or videographer and so on.

(B) Citizen Empowerment:

Government of India used Aadhar as a unique ID for all purpose for good/ transparent governance. So, government used Aadhar banking sector to all government polices whose are direct beneficiary policies of government. Government used Aadhar Direct Benefit Transfer DBT. Therefore, government through Aadhar easily eliminate of duplicate beneficiaries and policy reach to right person. Aadhar used financial inclusion, digital authentication, and transparent welfare delivery system of government policies. Millions of beneficiaries now received subside directly into their bank accounts like Kisan samman Nidhi, Old pension scheme, scholarship, Mudra yojana, Bima yojana and so on. Transparency of governance rise after use of Digital India Mission played very important role Vikisit Bharat @ 2047.

(C) Unified Payment Interface (UPI):

UPI played an important role for promoting cashless transactions. So the government reduced corruption promoting the UPI payment but here is a biggest challenge for cyber crime. Cyber crime increase day to day life of the people. Cyber crime or cyber fraud is an international problem like terrorism. Even though, Home ministry, Finance ministry, RBI and other government agencies promoting awareness among people to cyber fraud. Government of India is promoting and supporting small businesses through UPI, increasing financial inclusion increasing digital entrepreneurship. The digital economy contributes significantly towards Viksit Bharat@ 2047 to achieve economic goal through UPI.

(D) DigiLocker:

Digilocker allowed to people to securely store their digital documents such as: educational documents, driving licenses, property documents, Vehicle registrations, identity documents, and other things whatever important documents people can securely store them in DigiLocker.

(E) E-commerce: E-commerce is playing an important role for Viksit Bharat. Therefore, government enhances Government E-marketplace many of the e-marketing company playing e-commerce development in India like Amazon, Flipkart, Meesho, and Alibaba so on. E-Commerce related to Business-to- Business, Business-to-Consumer, and Consumer-to-Consumer. Small and big industries are using e-commerce business. Government are promoting MSME sector. These sectors are time and cost saving reduced corruption and transparent and effective support economic development.

(F) Enhancing Transparency:

After that implementation of e-governance initiative enhance transparency about the government services. Digital records are reduced opportunity of the corruption. Services are time bound and easily execs door to door. Digital payment, online tenders, online introduced policies but bureaucracies are everywhere it is very difficult to reduced corruption. E-governance try to build public trust and somehow transparency increased. Accountability of the government for people increase after that digital initiative and e-governance implemented.

(G) E-District, E-Courts:

Government of India initiative to e-governance launch a programs e-district, e-court judicial cases are digitalized lower to Supreme Court. All district through e-governance connected to all government portals through National Information Center (NIC). The NIC played an important role after the start on 3, August 2006. NIC are secure data in her district level their employ and provide services through e-governance.

Good Governance to E-Governance to (SMART Governance):

What is the difference between Good Governance? The governance is system of administration values, policies, and institutions through which a society manages its, economic, social, political affairs achieved their objectives. The good governance first time used by Word Bank in 1989 study on “Africa, Sub-Saharan of Africa: from crisis to

Suitable Growth”, which argues that regions had under development of problem “Crisis of Governance” after that world Bank use term Good Governance. The key pillars of good governance are participation, rule of law, transparency, responsiveness; conscious oriented, equity and inclusiveness, effectiveness and efficiency, accountability, and so on.¹¹

While there is no internationally agreed definition of 'good governance', it may span the following topics: full respect of human rights, the rule of law, effective participation, multi-actor partnerships, political pluralism, transparent and accountable processes and institutions, an efficient and effective public sector, legitimacy, access to knowledge, information and education, political empowerment of people, equity, sustainability, and attitudes and values that foster responsibility, solidarity and tolerance.¹²

Present era is e-governance the government of India have many portal for e-governance these are- Aadhar Card, DigiLocker, e-counseling, Abha Health Card, e-will pay, e-courts, e-Mulakat, Gem, GST, Income tax, India Post, Indian Railway, Pan card, Pass port, Pension Registration, PM Jan Dhan Yojana, PM Jan Arogya, PM kisan samman Nidhi, Jeevan Pramaan, Scholarship, Voter ID,¹³ so on each and every department of government have many portals for e-governance as for as every state government have many portals they provided e-governance facility for people the policies are the citizen centric policies of the government. Therefore, government tries to reach e-governance to SMART governance to reduced corruption minimum government and maximum governance to provide better facility through e-governance. The fruit of democracy must reach to needy person although e-governance can achieved these objectives.

Challenges of E-governance and Policy Recommendations for Viksit Bharat:

E-governance is facing many challenges for implementation of good governance. The internet access remains challenges in remote areas. Increasing the Cyber threats, Cyber attacks, are baggiest challenges for databases e-governance because of cyber site are not totally controlled by the government of India. Data privacy and digital literacy are very less in our country. Administration and infrastructure are also a major problem of e-governance these are the basic challenges for Viksit Bharat.

Government initiatives to address to these challenges therefore, government started many schemes for digital governance these are- Bharat Net for rural broadband connectivity reach to digital India through internet connectivity remote rural all citizens. PM-WANI for expending public Wi-Fi connectivity, Common Services, Centers, (CSCs) for helped digital access, National Cyber Security initiatives to strengthen cyber flexibility among the people, digital literacy programmes to improved citizens digital skills in our country, capacity building and training centers for government officials, and government also provide digital public infrastructure for digital India. Even though, government had launched many schemes for digital initiative for e-governance to

Viksit Bharat. World largest people are accesses internet but they faces many challenges due to digital illiteracy and cyber crime also biggest challenges for the government.

Therefore, to relies for Viksit Bharat @ 2047, the government of India should incorporate these things these are- expend high-speed internet to all village, straighten cyber security, improve digital literacy, promote AI based governance system, incorporate all government databases securely, ensure strong data protection and privacy of the data, encourage advance research startups, promote multi-lingual digital platform for the people, government increase investment for digital infrastructure, for faster internet access government can use public-private partnership for digital governance, government also encourage greater citizen participation using online grievance consultations, short out digital problems like cyber fraud as soon as possible and government can also use feedback mechanisms for e-governance must reach to all citizens.

Conclusion:

The government of India main goal to achieve vision of **Viksit Bharat @2047** e-governance and digital India initiative represents aspiration to emerge as a prosperous, inclusive, innovative, and globally respected developed nation. Government's vision requires governance that is transparent, responsible, effective, efficient, accountable, and citizen-centric policies. E-governance policies provide the foundation for this transformation by influencing digital technologies to improve public service delivery, enhance transparency, strengthen accountability, promote financial inclusion, and encourage economic growth.

Digital India played an important role @ 2047 Viksit Bharat initiatives such as e-governance policies Aadhaar, UPI, DigiLocker, Direct Benefit Transfer, Kisan samman Nidhi Yojana, Government e-Marketplace, Ayushman Bharat, Digital Mission, and PM Gati Shakti have already demonstrated the transformative power of digital governance. At the same time, challenges faced by the governments such as the digital divide, cyber security risks, cyber fraud, data privacy concerns, infrastructure gaps, and digital literacy must be addressed through sustained policy reforms, educational investment, quality of education skill development mission and institutional capacity building can played an significant role for viksit Bharat.

The Government looking ahead, emerging technologies—including artificial intelligence (AI), can also played an significant role for Viksit Bharat. The access of Internet of Things, and big data analytics—will advance redefine governance and make good governance public administration through digital India. If these technologies are deployed responsibly and inclusively, they can make governance more and more responsive, equitable, effective, accountable, transparent and flexible. Finally, it is a very difficult task to achieve Viksit Bharat @2047. The journey toward a developed India by 2047 is not only about technological progress but also about empowering every citizen through accessible, transparent, and efficient governance and good governance. Therefore, E-governance is not merely a policy instrument; it is a transformative power that will shape India's future and play a crucial role in realizing the dream of **Viksit Bharat @ 2024**.

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