Impact Assessment of e-Governance through e-Mitra: Citizens' perspective from Hisar District

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Abstract – The explosive growth of Information and Communication Technology (ICT) throughout the previous decade has tremendous impact on its efficient applications in Government sector. It's expedited higher interface between the general public and therefore the Government departments. Within the developing countries the aim of the e-Governance is to make sure clear, smart, seamless, secure and authentic flow of knowledge, so extending honest and unbiased services to public at remote and inconvenient geographical locations crossing the division barriers.

Keywords: e-Governance, e-Mitra, ICT

Introduction

E-Governance parades doors to huge chance for remodeling governance. It goes on the far side the cybernation of government processes and into realms of excellent governance, which incorporates problems with potency of service delivery, empowerment of citizens, transparency, and answerability.

A new space of electronic governance, wherever most countries within the World are creating serious efforts to use ICT for providing higher citizen services has return of age. It's expedited better interface between the general public and therefore the Government departments and organizations. The aim of the e-Governance is to make sure transparent, smart, seamless, secure and authentic flow of knowledge, therefore extending honest and unbiased services to public at remote and inconvenient geographical locations crossing the interdepartmental barriers.

The key of e-Governance is 'Citizen First'; therefore it is vital that the existing projects are assessed with the focus on the nature and quantum of impact on users. In this context, this study is an attempt to assess the impact of e-governance through e-Mitra in Hisar district of Haryana. e-Mitra is a "Single Window Scheme" where citizens have the opportunity to pay all the utility bills, submit online forms for various examinations, pay taxes and other dues to Government. The project cannot be highlighted as a hi-tech technology solution but probably as an appropriate technology solution based on citizen needs. These centre are currently operational at all 33 districts through public private partnership in the state. The current study examines the working of e-Mitra in Hisar district of Rajasthan based on the satisfaction level of citizens. The finding of the study, presented in this paper highlights level of awareness and its usage, benefits derived in terms of travel time, waiting time, no of trips, cost of travel etc by comparing the traditional system (manual) and e-Mitra system by respondents. It also highlights quantum of time saved of consumer by making use of e-Mitra system and important reasons that helps consumers to prefer e-Mitra to Manual System of availing services.

The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is associated with carrying out the functions and achieving the results of governance through the utilization of what has today come to be known as ICT. The reason why countries around the world are increasingly opting for 'e-Governance' is that governance per se has become more complex and varied in the last few decades and more importantly, citizens' expectations from government have increased manifold.

The primary purpose of governance is that the welfare of citizens. E-Governance has been employed by range of public agencies as a facultative tool which will facilitate attains broader good governance goals. Some governments are starting to link their public sector reforms initiatives that pursue each social and economic goals with e-government methods. The stakeholders who are wedged by the introduction of e-Governance are: citizens/businesses that access services, agencies that deliver services e.g. government and staff of the agencies the following are a number of the advantages to numerous stakeholders on successful implementation of the e-Governance:

- Increase Transparency