
E-Governance Implementation in Karnataka (With Special Reference to Bhoomi Project)

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Introduction

Governance is a latest term in administrative sphere of private as well public sector. During 1970's the routine day today action of the government was generally known as administration. Later the concept administration became more specialized and it was referred as management. This governance or administration or management is basically concerned related to providing services and regulating the social activities. The concept governance is modern, contemporary and advanced compared to the traditional system of administration. There is a basic difference between 'Government' and 'Governance.' Government is a physical entity whereas governance is qualitative and normative concept.

Now the focus is shifting from governance to good governance. Good governance is value based. This idea of good governance is not new to us. Its roots can be traced to 'Arthashastra' of Kautilya and 'Su-rajya' of Gandhi. 4Es are the basis of good governance. They are Ethos, Ethics, Equity and Efficiency. E-governance and E-government are often used interchangeably. But there is a difference between the two. E-government refers to the use of ICT in public administration which, when combined with organizational change and new skills, are intended to improve public services and democratic processes and to strengthen support to public. However, E-government has no provision for governance of ICTs. The governance of ICTs typically requires a substantial increase in regulation and policy making capabilities as well as additional expertise and opinion sharing processes among the various stake holders. The perspective of E-governance is "the use of technologies that both help to govern and have to be governed."¹

Meaning and Definition

Electronic governance or E-governance is the application of IT for delivering government services, exchange of information, communication transactions, integration of various standalone systems between government to citizen[G2C], government to business[G2B], government to employee[G2E] government to government[G2G] as well as back office processes and interactions

¹Rossel, Pierre, et.al., "Conceptualizing e-governance Management", [2007]: pp. 399-407.

within the entire government frame work.² Thus we may say that it is a technology driven governance, wherein application of ICT is involved. It is mainly concerned with carrying out the governmental activities and reaching the concerned with carrying out the governmental activities and reaching the planned goal using ITC. Government has to protect the rights of the people as well as provide easy access to public services. It has to see that its economic and other programmes reach the beneficiaries. This makes the government transparent, accountable, accessible and speedy which are the needs of good governance. The government has to change its style of functioning to make the e-governance more effective and efficient. Certain rules are to be modified for smooth functioning, the system has to be improved, e-infrastructure is to be developed and most importantly has to create awareness among the citizens. This system of governance is very helpful in storing and using the data, collection and transfer of information intime, acting briskly and reaching the people of all parts of the nation without delay.

Dr. D. G.Hanumanthappa in his article ICT (E-panchayat) in Rural Local Self Governance in India maintains that the Government of India has formulated NeGP with equal service bringing mechanism. Rural local self-governments were strengthened by applying e-governance by the Government of India as well as State Governments.³

According to him the applications that are initiated by the central and state governments are going to strengthen the rural local self-governing institutions through e- governance. E-governance is a way of managing government electronically. According to NidhiShrivatsava, the motto behind e-governance is to provide SMART (Simple, Moral, Accountable, Responsible and Transparent) government.⁴

The Government of India made certain provisions which are going benefit the citizens to utilize the governments services through electronic media with the help of National e-Governance Plan. The 11th Report of the Second Administrative Reforms Commission felt the need of expanding this platform.⁵ Several State Governments in India have taken steps to adopt e-governance. Majority of the departments of the government are covered under this scheme viz., revenue, police, agriculture, health, rural development etc.

²SaugataB.andMasud R R[2007] *Implementing E-Governance Using OECD Model[Modified] and Gartner Model[Modified]Upon Agriculture of Bangladesh. IEEE1-4244.*

³ As observed by Dr. D. G.Hanumanthappa, "With the e-governance applications were intentional by central and state governments which lead towards strengthening of rural local self-governments."

⁴NidhiShrivatsava, *International Journal of Computer Science and Information Technologies, Vol. 6, pp. 741-744.*

⁵*Second Administrative Reforms Commission Report.*

History

NICNET[The National Satellite Based Computer Network] was launched in 1987 by the government of India to promote e-governance. Then DISNIC [District Information System of the National Informatics Centre] was launched to computerize all the district offices in the country, for this technological assistance was provided by the central government. In 1990 the NICNET was extended to all the district headquarters. Later the technological hub was created for connectivity through which e-governance can be carried on effectively and efficiently without any hurdles.

Some Initiatives in E-Governance

Both central and state governments have initiated various portals under e-governance. They are

- 1.e-Citizen: this will look after various customer services
- 2.e-Transport: aspects that can be easily e-governed eg.issue of driving license
3. e-Medicine: linking of various hospitals in different parts of the country
4. e-Education: various initiatives of educating the citizen
5. e-Registration: registration and transfer of property and stamp duty
6. e-police: will help to track policemen specialized in certain geographical regions and skills
7. Lokavani Project in UP: to provide single window, self-sustainable e- government solution with regard to handling of grievances, land record maintenance and providing a mixture of essential services
- 8.Project Friends in Kerala: it is Fast, Reliable, Instant, Efficient, Network for the Distribution of Services
- 9.e-Mitra in Rajasthan: integrated project to facilitate the urban and rural masses with maximum possible servicesrelated to different departments of the government.
10. e-Seva Andhra Pradesh: all the services are delivered online to the consumers by connecting them to respective government department.
11. e-Kranti Scheme: linking the remote villages in the country with internet
12. e-Governance in Municipalities:improving operational efficiency within urban local bodies

Benefits of E-Governance

1. Tool of good governance
2. Transparency in public administration
3. Citizen friendly administration
4. Reduces the gap between government and governed
5. Simplifies the procedure
6. Restructures the administrative machinery
7. Ensures accountability in administration

8. Reduces red-tapism and corruption
9. Reduces paper work
10. Integrated services and information
11. Helps for better decision making and planning

Disadvantages

1. Moving the government to an electronic based system
2. Easy to make excuses
3. Computer literacy of the users
4. Access to internet technology
5. Security and privacy
6. Misuse of data

Bhoomi Project of Karnataka Government

This is the project prepared and implemented by the Karnataka revenue department. The main motto of this project was digitalization of all the land records. The records were either altered or misused by the persons in position. It has led to irregularities-financial as well as administrative-in the smooth functioning of the department. A software was created to digitalize the land records. Neither the land records were maintained properly nor they were easily accessible to the general public. At the same time the lethargic attitude of the authorities and inefficiency caused lot of inconvenience to the farmers. Many experiments with computerization have failed due to corruption and other factors.⁶ Implementation of land records computerization has been difficult in India. Bhoomi succeeded because there was a champion who worked a 15-day for over 12 months, devoting 80% of his time to the project. Minimizing resistance from staff by harnessing political support was an important contributory factor. Extensive training coupled with a participatory style also helped to diminish resistance.⁷

Characteristics

1. Easy and simple process of printing the documents
2. Online updating of documents
3. Bio-login metrics system objective
4. Getting various documents

⁶SubhashBhatnagar, "Transparency and corruption: Does e-Government help?"

⁷Swati Prasad, [2008] "Corruption Slowing Indias e-Governance Growth" ZD Net Asia.

Advantages to Farmers

1. Easy and hassle free to get land records
2. Prevents them from unnecessary persecution from various authorities
3. They will have their documents as record of their land any time
4. Agricultural loan can be availed easily
5. Helps to face legal issues properly

Advantages to Administrators

1. Documents can be preserved and renewed easily
2. Helps to analyze the documents
3. Timely download
4. Always they can keep an eye on Government property

Advantages to Outside Agencies

1. Easy for bankers and lending agencies to scrutinize the documents
2. Lending agency can check the position of the property before taking any decision
3. Position of the property can be understood

Available services under this Project

Following services are available under this project

1. Right, Tenancy and Crop (RTC) information
2. Revenue Maps
3. Mutation Register
4. Mutation Status
5. Mutation Extract
6. Tippan

Conclusion

Project Bhoomi is a wonderful project launched by the Government of Karnataka. It has helped the farmers to a great extent as the documents are fool proof and easy alteration is not possible. It has supported the farmers in getting their documents in time. It has also helped the banking sector to have clear picture of the land at the time of lending. But the greatest weakness of the project is the farmers are not e- educated to use the application properly. At the same time connectivity and speed is a serious problem for the rural people.