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REVIEW ON IMPACT ON E-BIZ

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Abstract

In today's world, the intensified connectivity provided by the Internet with electronic devices has transformed the nature of business activities. Technology revolution has allowed the developments of new and more efficient delivery and processing channels

as well as more innovative products and services. With the liberalization of the Indian Economy in 1991 and the subsequent economic reforms has brought out enormous excellences in every field. E-Biz is "a new world of simplicity and convenience for the business interactions with the government". E-Biz is a collaborative effort engaging Government at the Central, State and Municipal Levels. It will considerably reduce the complexity in obtaining information and services related to starting and operating a business in India. The main aim of E-Biz is to simplify the process involved right from the registration, inspection, licensing etc., to entire life cycle of business and industries. This research paper is a conceptual study which explores the meaning, objectives, vision, uses, and challenges of E-Biz in India.

Keywords: E-Biz, Expediency, Effective, Efficient, G2B Services.

INTRODUCTION

The progress in information and communication technology has paved way to convenience in every activity. It has provided various opportunities for each and every sector. Especially the invention of internet is really a big boon and has brought a good fortune in the life of people.

The technology has transformed the way of doing business from traditional brick and mortar or in-store to modern virtual or online store. Even the payment system has transformed from conventional cash based payments to contemporary click payment basis. The various online communication and transaction include Business-to-Business (B2B), Business-to-Consumers (B2C), Business-to-Government (B2G), and Government-to- Business (G2B). Since there is transparency and accountability in online mode Government encourages online business and transactions. E-Biz is an online portal which provides Government services online for business. The goal of E-Biz offers a friendly relationship between investors and Government in India, right from formation, creation and starting of a company, and its operation related procedures.

OBJECTIVES OF THE STUDY

The main objectives of this paper is

- To study about e-biz
- To discover the objectives and vision of e-biz.
- To identify the uses, participants and services offered by e-biz.

E-BIZ

E-Biz is one of the combined service project which is a segment of Mission Mode Projects under the National E-Governance Plan of the Government of India. The E-Biz portal was fostered by Infosys in a Public-Private-Partnership (PPP) model which will provide a one-stop shop for providing G2B (Government to Business) services to investors and business communities in India under the leadership and sponsorship of (DIPP) Department of Industrial Policy and Promotion. Its focus is to enhance the ecosystem of business by providing efficient, effective and quick access to G2B services via online portal. Its aim is to provide services to the business community and to create investor-friendly business. E-

Biz targets to foster transparent, efficient and convenient interface, through which the Government and Businesses can interact in a timely and cost-effective manner. E-Biz is “A New World of Simplicity and Convenience for All Your Business Interactions with the Government”. The crux of E-Biz lies in paradigm shift by “Government in its service approach, from being department-centric to customer-centric”. The main target of E-Biz is to

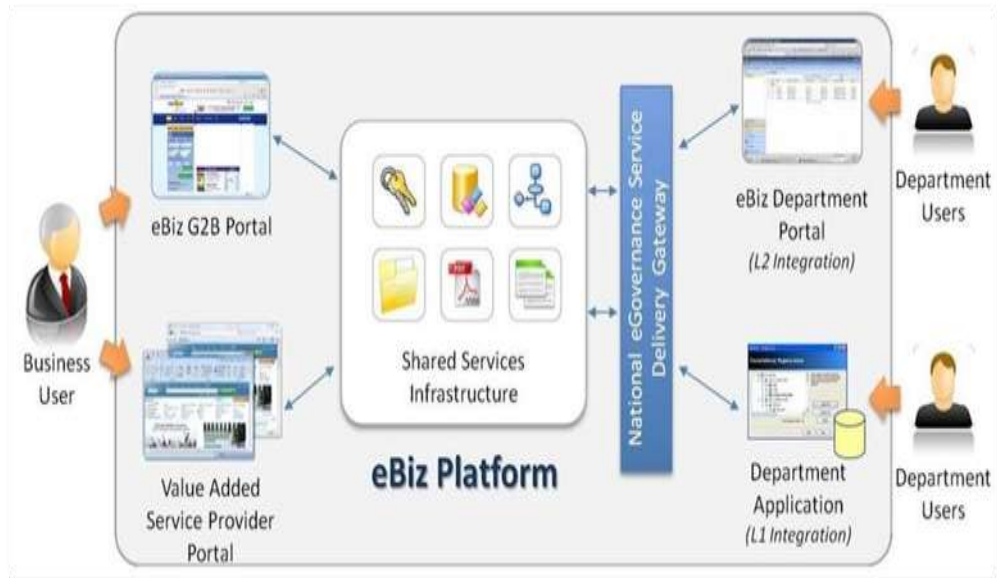
- ✓ Originate a business-friendly relationship.
- ✓ Service-oriented approach by Government to business, industrialist and investors.
- ✓ Provide all essential G2B services online with single-window concept throughout the life of the business.

OBJECTIVES OF E-BIZ

- ❖ Delivery of all necessary regulatory Government Service online in a single web portal round the clock.
- ❖ Granting of licenses and permits for business in an electronic form.
- ❖ Though an electronic one-stop-shop permit the businesses to pay taxes, renewal of licenses, filing of returns, register compliant, etc.
- ❖ Eradicating the requisite of physical boundary with numerous governing authorities at the Regional, State and Central levels.
- ❖ Mainly to encourage business and government relationship and transactions.

VISION OF E-BIZ

The vision of eBiz is to offer online 24×7 Government services for businesses and have a friendly relationship with investors, industrialists and business personnel. They provide information technology enabled informational and transactional services for business community. The target of e-biz is to offer efficient, convenient, transparent services to investors, industries. They provide services to business entity and industries such as forms, procedures, licenses, permits, approvals, registrations, clearances, permissions, reporting, filing, tax payments and compliances of throughout the life-cycle. The e-biz project enables electronic integrated services to transform the country's business ecosystem. The crux of E-Biz lies in paradigm shift by Government in its service approach, from being department-centric to customer-centric for the business groups. The Project envisages setting up a G2B (Government to Business) portal to serve as a one-stop shop for delivery of services online.



Participants for the project

The participants or stakeholders for e-Biz are Entrepreneurs, Industries and Businesses, Large / Medium / Small Scale Industries Sector, Industry Association, Indian Investors, Central, State, Local Governments, Industrial Promotion Agencies, Regulatory Agencies, Taxation Authorities, Banks and Financial Institutions, EXIM Houses, Foreign Direct Investors and Citizens.

Services provided by the project

All services from starting a business to operating a business and even for closure or winding up services are offered. They provide electronically generated copies of letters, approvals, licenses, certificates. Registrations, filling of forms, returns, tax payments, requests for permissions, approvals, licenses, seeking information regarding records, tracking the status of requests are some of the services offered by e-bizprojects.

USES OF E-BIZ

The E-Biz online portal which has been developed by Infosys in a public-private- partnership model will provide a one-stop shop for providing G2B services to investors and business

communities in India. Businesses that are already operating in India or planning to start operations can use the portal to obtain licenses, approvals, clearances, no objection certificates, permits and even for filing of returns. E-Biz has got an in-built payment gateway which allows all the payments to be collected at one point and then allocated, divided and then directed to the concerned heads of account of Central / State / Parastatal (a quasi-government organisation, corporation, business or agency) agencies along with generation of challans and Management Information Systems Reports. The Uses of eBiz are:

- ✓ It provides information and services in a cost- effective manner and expeditiously.
- ✓ It offers online interaction and transaction between Business and Government.
- ✓ It minimizes the process time involved in pre-establishment. The portal will also help in reducing the delays and complexity in obtaining information and services.
- ✓ Entrepreneurs can submit single integrated application for obtaining multiple licenses and approvals and also make a consolidated payment for the same.
- ✓ E-Biz in its portal has got in-built gateway which helps to make various payments promptly for taxes, duties and other statutory processing and stamp fees.
- ✓ Moderates the number of procedures, cost and time involved in getting approvals for starting and operating a business.
- ✓ It combines the central, state and local Government services, in a single-window mechanism concept.
- ✓ E-Biz boosts the information and transaction process with quick, transparency in delivery of services, certainty, efficiency and effectiveness.
- ✓ This helps to cut back corruption and tax evasion since transparency in online transaction leads to accountability.
- ✓ It helps to create trust in Government Agencies and reduces the gap between Government and businesses.
- ✓ By using electronic mechanism it generates automatic workflow with the regulatory, authoritative and legal departments.
- ✓ It enables online tracking and scrutinizing of applications, aids in grievance redressal and solving disputes with the electronic automated systems.
- ✓ E-Biz reduces the encumbrance of compliance tapering the voluminous registers, returns and also rationalizes the inspection regime.

CHALLENGES OF E-BIZ

Some of the issues faced during the implementation of E-Biz are first-time syndrome, cost of integration and management, lack of integration between partners of business to e-biz, delay in approvals and launch of gateway, impact of paradigm shift in Government services with respect to business ecosystem.

CONCLUSION

The E-Biz is an online Government portal which uses single-window concept to facilitate businesses and investors to foster the business environment by saving their time and money involved in getting licenses and approval. E-Biz provides round the clock service and also offers combined services where a single integrated application helps to obtain numerous licenses and approval electronically across multiple Government agencies.

E-Biz seems to eradicate the bottlenecks in procedures and also enables the establishment of investment climate by way of crafting a mechanism for seamless, smooth and hassle-free B2G Business to Government relationship and Industry-Government interface.

E-Biz is a state of art and topnotch of Government to Business (G2B) portal that enriches business competitiveness in India. E-Biz also provides equal opportunity to all citizens who are interesting in starting a business which leads to social justice and also minimizes the unemployment rate and gradually leads to economic development of our country.

E-Biz can significantly enhance the country's position on the World Bank's Doing Business' ranking, by making the nation a friendly destination for businessmen and investors. A truly integrated Single Window with a joined-up service for business registration can potentially improve the country's "Starting a Business" ranking to 112 as of now and prospects to jump of over 50 positions in the nearfuture.

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