

Role of e- governance during covid -19 in India

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ABSTRACT: We have all heard or know about e-Governance. Electronic governance or e-governance is the application of IT for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems between government to citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. The main goal of e-Governance is to ensure that the service reaches the people as quickly as possible. It requires political will to implement it properly and the government can make its development projects available to the public. In an epidemic situation, the government has come up with how the work will be done. The government has taken their various administrative meetings from the block level to the central level through electronic media. e-governance is an

important part among the various organs of public administration depends on good governance. Through e-governance, the government presents to the society the role of its success. This research paper discusses various aspects of e-governance. Its role in the pandemic situation has been discussed and there is no room to deny its role if there is some criticism. It was as an important part of public administration in 21st century. This has been established in the society since the 19th century. The research paper highlights a study of how the government has acted in the event of during Pandemic. This study is based on India and its states.

KEYWORDS: Pandemic, information Technology, good governance, public administration, government-to-government, government-to-employees, government to citizen, government-to-business.

I. INTRODUCTION :

E-Governance or 'electronic governance' is basically the application of Information and Communications Technology to the processes of Government functioning in order to bring about 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) governance.³ This would generally involve the use of ICTs by government agencies for any or all of the following reasons: (a) Exchange of information with citizens, businesses or other government departments (b) Speedier and more efficient delivery of public services (c) Improving internal efficiency (d) Reducing costs / increasing revenue (e) Re-structuring of administrative processes and (f) Improving quality of services. The study research objectives are: to study the role of e-governance in combating the COVID-19 pandemic in India. COVID-19 has affected human lives, the family atmosphere, and the pace of social and economic development, all of which have resulted in incalculable loss of sustainable development. Still, there is no agreement about how ICT and e-governance/government can help unify cross-country differences. The COVID-19 pandemic has

stressed every country's social, environmental, and economic indicators and has challenged how nations can continue their sustainability and development. Of relevance to this article, the relationship between e-governance and the COVID-19 pandemic has not been adequately explored with regard the circumstances of India .. Therefore, it is essential to study the role of e-governance in combating the COVID-19 pandemic to promote sustainable social and economic development by exploring insights from India. The study also comprises a brief review of the literature and policies regarding e-governance and combating COVID-19. We then compare and discuss the situation, and we end with recommendations and policy implications

Types of Interactions in e-Governance :

e-Governance facilitates interaction between different stake holders in governance. These interactions may be described as follows:

G2G (Government to Government) – In this case, Information and Communications Technology is used not only to restructure the governmental processes involved in the functioning

of government entities but also to increase the flow of information and services within and between different entities. This kind of interaction is only within the sphere of government and can be both horizontal i.e. between different government agencies as well as between different functional areas within an organization, or vertical i.e. between national, provincial and local government agencies as well as between different levels within an organization. The primary objective is to increase efficiency, performance and output.

G2C (Government to Citizens) – In this case, an interface is created between the government and citizens which enables the citizens to benefit from efficient delivery of a large range of public services. This expands the availability and accessibility of public services on the one hand and improves the quality of services on the other. It gives citizens the choice of when to interact with the government (e.g. 24 hours a day, 7 days a week), from where to interact with the government (e.g. service centre, unattended kiosk or from one's home/workplace) and how to interact with the government (e.g. through internet, fax, telephone, email, face-to-face, etc). The primary purpose is to make government, citizen-friendly.

G2B (Government to Business) – Here, e-Governance tools are used to aid the business community – providers of goods and services – to seamlessly interact with the government. The objective is to cut red tape, save time, reduce operational costs and to create a more transparent business environment when dealing with the government. The G2B initiatives can be transactional, such as in licensing, permits, procurement and revenue collection. They can also be promotional and facilitative, such as in trade, tourism and investment. These measures help to provide a congenial environment to businesses to enable them to perform more efficiently.

G2E (Government to Employees) – Government is by far the biggest employer and like any organization, it has to interact with its employees on a regular basis. This interaction is a two-way process between the organization and the employee. Use of ICT tools helps in making these interactions fast and efficient on the one hand and increase satisfaction levels of employees on the other.

II. REVIEW LITERATURE:

For this study the author has to go through various research article books which has been

mentioned on the references part. Some major E-gov definition as follows..According to the World Bank,⁴

“E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.”

UNESCO defines e-Governance as:“Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.”

The Council of Europe has taken e-Governance to mean:⁶

“the use of electronic technologies in three areas of public action:

- relations between the public authorities and civil society
- functioning of the public authorities at all stages of the democratic process (electronic democracy)
- the provision of public services (electronic public services)”

The US E-Government Act of 2002 defines “electronic Government” to mean (Section 3601):⁷

“the use by the Government of web-based Internet applications and other information technologies, combined with processes that implement these technologies, to-

(A) enhance the access to and delivery of Government information and services to the public, other agencies, and other Government entities; or
(B) bring about improvements in Government operations that may include effectiveness, efficiency, service quality, or transformation”.

During the COVID-19 pandemic, the implementation of digital health has aimed to reduce the risk or avoid the transmission to medical

service providers. The above-mentioned technology applications have the potential to reduce transmission risk by abating physical contact among patients and health-care providers. Moreover, digital health involvement enables medical service providers to tackle the global pandemic even when working remotely or practicing self-isolation measures.

III. METHODOLOGY:

We collected several e-government survey indicators—E-Government Development Index (EDGI) ranking, which includes the Human Capital Index (HCI), Online Service Index (OSI), and Telecommunication Infrastructure Index (TII), and the E-Participation Index (EPI)—from the UN e-government database. The EGDI is based on a wide-ranging investigation of the 193 UN member states that have an online existence. It evaluates their e-government plans, strategies, national websites, and how they are working in specific and common sectors to provide essential services. This index measures how countries' e-government work relative to one another as opposed to being a perfect measurement ranked by evaluation. However, the fundamental model has stayed constant, while the meaning of the values has differed from one survey to the next based on e-government fluctuations capacity and underlying technological development. There are three noteworthy components of e-government: the OSI, the HCI, and the TII. The EGDI is a weighted average of normalized scores of the three components:

$$EGDI = 1/3$$

$$(OSI \text{ normalized} + TII \text{ normalized} + HCI \text{ normalized})$$

Four pillars of E-Governance :

Connectivity : Connectivity is required to connect the people to the services of the government. There should be a strong connectivity for an effective e-governance.

Knowledge : Knowledge here refers to IT knowledge. Government should employ skill full engineers who can handle the e-governance in an efficient way. These engineers also handle all kind of fault that may occur during the working of e-governance.

Data Content : To share any kind of knowledge or information over the internet, there should be its database. This database should have the data content which is related to government services.

Capital : Capital can be on public or private partnership. It refers to money used by government to provide

their services or to that sector of the economy based on its operation

E-Governance projects in Indian states :

Andhra Pradesh:- e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online—One-stopshop on the

Internet, Saukaryam, Online Transaction processing.

Bihar: - Sales Tax Administration Management Information.

Chhattisgarh: - Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project.

Delhi:- Automatic Vehicle Tracking System, Computerisation of website of RCS office, Electronic

Clearance System, Management Information System for Education.

Goa: - Dharani Project.

Gujarat:- Mahiti Shakti, request for Government documents online, Form book online, G R book online,

census online, tender notice.

Haryana: - Nai Disha.

Himachal Pradesh: - Lok Mitra.

Karnataka: - Bhoomi, Khajane, Kaveri.

Kerala:- e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services

(FRIENDS).

□ **Madhya Pradesh:-** Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerization MP

State Agricultural Marketing Board (Mandi Board).

Maharashtra: - SETU, Online Complaint Management System—Mumbai

Rajasthan: - Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI.

Tamil Nadu:- Rasi Maiyams—Kanchipuram; Application forms related to public utility, tender notices and

Some of the other initiatives are :

FRIENDS: - This project is started by Kerala Government for its citizens to make online payment of

electricity and water bills, revenue taxes, license fees, motor vehicle taxes, university fees, etc.

E-SEVA:-Electronic seva by Andhra Pradesh government to pay utility bills, avail of tradelicensances and

transact on government matters at these facilities.

BWSSB ganakeekruthaGrahakaraSeve, water billing, and collection system: - This e-governance project is

started by the Bangalore government.

DOMESTIC: - This project is started by Daman and Diu. It is an Electricity Billing System for domestic consumers.

E-Pourasabha Municipal Application:-E-Pourasabha is an e-governance application for urban local bodies.

It is implemented for Tax Collection system, Property Tax, Water Tax etc.

HEALING:-it is a Health Information system for Kerala Government which is developed and implemented

for Medical Health & Family Welfare department.

AGMARKNET: - It is a project approved by Department of Marketing & Inspection (DMI), Ministry of

Agriculture, and Government of India.

LokMitra: - By the government of Himachal Pradesh. The services offered include information about

vacancies, tenders, market rates, matrimonial services, village e-mail.

Chetana: - It is a Disaster management system which has been started in the state of Bihar to deal with

natural disasters such as flood and earthquake.

e-Governance : Initiatives in India:

India for implementation in all the Union Government Ministries/Departments. The agenda undertaken included the following action points:

1. Each Ministry/Department must provide PCs with necessary software up to the Section Officer level. In addition, Local Area Network (LAN) must also be set up. It should be ensured that all staff who have access to and need to use computer for their office work are provided with adequate training. To facilitate this, inter alia, Ministries/Departments should set up their own or share other's Learning Centres for decentralized training in computers as per the guidelines issued by the MIT.
2. Each Ministry/Department should start using the Office Procedure Automation software developed by NIC with a view to keeping a record of receipt of dak, issue of letters, as well as movement of files in the department.
3. Pay roll accounting and other house-keeping software should be put to use in day-to-day operations.
4. Notices for internal meetings should be sent by e-mail. Similarly, submission of applications

for leave and for going on tour should also be done electronically. Ministries/Departments should also set up online notice board to display orders, circulars etc. as and when issued.

5. Ministries/Departments should use the web-enabled Grievance Redressal Software developed by the Department of Administrative Reforms and Public Grievances.
6. Each Ministry/Department should have its own website.
7. All Acts, Rules, Circulars must be converted into electronic form and, along with other published material of interest or relevance to the public, should be made available on the internet and be accessible from the Information and Facilitation Counter.
8. The websites of Ministries/Departments/Organisations should specifically contain a section in which various forms to be used by citizens/customers are
9. available. The forms should be available for being printed or for being completed on the computer itself and then printed out for submission. Attempts should also be made to enable completion and submission of forms online.
10. The Hindi version of the content of the websites should as far as possible be developed simultaneously.
11. Each Ministry/Department would also make efforts to develop packages so as to begin electronic delivery of services to the public.
12. Each Ministry/Department should have an overall IT vision or strategy for a five year period, within which it could dovetail specific action plans and targets (including the minimum agenda) to be implemented within one year.

Mission Mode Projects :

Union Government MMPs:

1. **MCA 21:** The MMP is in its post-implementation stage and is providing electronic services to the Companies registered under the Companies Act for their related activities such as allocation and change of name, incorporation, online payment of registration charges, change in address of registered office, viewing of public records and other related services. The benefits being made available to the citizens are continuously monitored.
2. **Pension:** The Pensioners' portal launched in March 2007 provides updated information on

government pension rules and regulations; helps facilitating registration of pensioners' grievances; enables monitoring timely sanction of pension/gratuity; maintains a database of Pensioners and providing links to the websites of the Directorates of Pensions and the AGs of various States.

3. **Income Tax:** This MMP which is under implementation offers a set of 17 e-services of the Income Tax Department to the taxpayers. Some of the important e-services being offered include facility for downloading of various forms, online submission of applications for PAN and TAN, query-based services for allotment of PAN and TAN, e-filing of Income Tax Returns, e-filing of TDS returns, online payment of Taxes, issue of refunds through Electronic Clearance Scheme (ECS) and Refund Banker, etc. The Primary Data Centre and the Business Continuity Planning sites for the project have been installed and commissioned.

4. **Passport, Visa and Immigration:** The implementation of the Passport & Visa MMP has streamlined the process for issuance of passport and other related services like providing efficient immigration services to people visiting India. The e-services being offered under the MMP include re-issue of Passport, issue of duplicate Passport, issue of Tatkal Passport, change in name, address, ECNR/ ECR suspensions, passport status enquiry etc. The immigration services are in design and development phase.

5. **Central Excise:** The MMP is under implementation and is facilitating availability of e-services related to indirect taxation for industry, importers and exporters, inbound travellers etc. The important e-services being offered include e-filing of Import and Export documentation, electronic processing of declarations, facilities for e-filing of Central Excise and Service Tax returns, e-registration services, digital signatures, e-payment of Customs Duties etc.

6. **Banking:** The MMP which is being implemented by the banking industry aims at streamlining various e-services initiatives undertaken by individual banks. e-Governance implementation is being done by the banks concerned, with the Banking Department providing a broad framework and guidance to them. Out of three components of the MMP, the component on Electronic Mass Payment System may not be taken-up for implementation because banks are independently taking up their own initiatives on this front. The other two components i.e. Electronic Central Registry and One India One Account for

Public Sector Banks have been referred to the Indian Banks Association.

7. **MNIC:** The Pilot project of MNIC was completed and brought to a close on 31.03.2008. Distribution of smart cards to citizens is still under progress. The 20 MNIC Centres, set up in each tehsil/ block, will remain functional till 31.03.2009 for maintenance and updating of database.

8. **UID:** The strategy for collation of UID and MNIC schemes was approved in January 2008 and a decision to constitute an UID Authority under the Planning Commission was taken. The timelines for the intermediate milestones of the UID MMP were: approval of UID scheme by March 2008 and notification of UID Authority by the Planning Commission by April 2008. It is expected that implementation of UID project will be undertaken by the notified UID Authority and further milestones and timelines including those for linkage with MoRD/PDS database would be firmed up by the Authority. A pilot project is required to be undertaken by DIT and Registrar General of India to determine the feasibility of enumeration and creation of the National Population Register using UID database.

9. **e-Office:** The MMP is being conceptualized and project consultants have been appointed.

10. **Insurance:** The MMP is an industry initiative (by public sector insurance companies) and is in the conceptualization stage. The MMP aims at facilitating customer services, automating grievance redressed mechanism and, creating a holistic database of insurance users.

Integrated MMPs

1. **CSC:** The MMP is a part of the core and support infrastructure of NeGP. These CSCs will offer e-Governance services to rural citizens. In many States, Service Centre Agencies (SCAs) have been selected. In the remaining States/UTs, action is also progressing well. The implementation of this massive project is likely to be completed by the end of second quarter of 2009.

2. **e-Courts:** The MMP aims at utilizing technology for improved provisioning of judicial services to citizens. In the first phase of this project, 700 courts in metro cities and 900 courts in capital cities barring those in the North-Eastern region, Ahmadabad and Patna have already been computerized and funds have been sanctioned for computerization of the remaining 13000 district and subordinate courts and for upgrading the ICT infrastructure at High Courts and the Supreme Court. Site estimates of 618 Court Complexes have been prepared. The second phase of the MMP is in the implementation stage in which the services,

which are proposed to be offered include availability of copies of judgments and staggered cause list, e-filing of cases, video conferencing of outstation witnesses, issue of notices to clients through e-mail etc. The network plan and the strategy for integrating it with SWAN are also being worked out. Pilot implementation will be undertaken at the High Courts of Chennai, Mumbai, Cochin, Gwalior, Dehradun and Nagaland.

3. **Electronic Data Interchange/e-Trade (EDI):**

The MMP aims at facilitating Electronic Data Interchange amongst various agencies involved in the process of Imports and Exports. This project is currently under implementation and offers services like electronic filing and clearance of EXIM documents and e-Payments of duties and charges etc. At present, 85% of EXIM business is being conducted by electronic facilities created under the project. Various licenses issued by DGFT are being done electronically. The drawback payments through net banking of exporters have started at 35 locations. e-Payment of duties for the top 50 clients of Customs Department at Nava Sheva Port at Mumbai has been made compulsory from 1.4.2008.

4. **India Portal:** This MMP is in post-implementation stage and is providing a single window access to information and services of Government at all levels, in a multilingual form. National Portal Coordinators in 35 States/UTs and 63 Central Ministries are responsible for the content development, compilation, etc. The portal is available in Hindi and English. Launched in November 2005, the India Portal has been awarded the Website Quality Certificate by Standardisation, Testing and Quality Certification (Quality Level I). Special web interfaces pertaining to “NGO Partnership” and “RTI Complaints & Appeals” have been introduced.

5. **National Service Delivery Gateway:** The MMP aims at providing a common interface between the service seekers and service providers (Government Departments). The project is in implementation stage. CDAC has finalized the implementation approach for NSDG and a pilot has been implemented and tested. NSDG portal has been launched in mid August, 2008.

6. **e-Biz:** The MMP aims at expediting the process for setting-up a commercial enterprise by offering an integrated platform of services across various departments both at the Union and State levels. The MMP is under conceptualization. Stakeholder workshops have been held for the project.

7. **e-Procurement:** This MMP of the Ministry of Commerce aims at rolling-out IT-enabled procurement by Government Departments. The

project is currently in the conceptualization stage. Preparation of DPRs in respect of three States viz. Kerala, Madhya Pradesh, Himachal Pradesh and Ministry of Health and Family Welfare is under progress. The Core Scope Document has been approved by the Department of Commerce and circulated to all the stakeholders.

State MMPs

1. **Land Records:** This is one of the projects pertaining to pre-NeGP phase which covers computerization of Land Records. In the pre-NeGP phase, two schemes of the Ministry of Rural Development – Computerization of Land Records (CLR) and Strengthening of Revenue Administration and Updation of Land Records (SRA & ULR) – were being implemented. These are fully operational in 13 States. These two schemes – CLR and SRA&ULR – have been merged into a new scheme called the National Land Records Modernization Programme (NLRMP). This scheme aims at providing integrated land related information and services to citizens.

2. **Road Transport:** This MMP proposes to offer many e-Services and some of its components are under implementation from the pre-NeGP period. The MMP aims to induct technology in transport offices across India to offer vehicle registration, driving licenses and Smart Card based RCs (Registration Certificates) to citizens. Out of a total 763 RTOs, 486 have started offering vehicle registration services, while 440 RTOs are offering driving license related services. Six States are offering Smart Card based RCs and driving licenses.

3. **Agriculture:** The MMP aims at providing information regarding farm practices, market trends, agricultural and technical know-how and other related services to the farming community. The pre-NeGP MMP has two continuing components i.e. AGRISNET and AGMARKNET. AGMARKNET aims at creating an information network which will capture/update information at various agricultural produce markets. As on date, 2500 plus mandis have been computerized for capturing information regarding prices and arrival of various agricultural commodities. The other component aims at back-end computerization of State Agriculture departments and selected districts in States for delivery of afore-mentioned services. Already, 17 States have been sanctioned money for implementation. A new initiative has also been started by the Department of Agriculture and Cooperation to systematically improve the delivery of services.

4. **Police:** Earlier the Mission Mode Project of the Police aimed at facilitating the process of civil policing and law enforcement by utilizing ICT effectively. Under this project, more than 1200 police stations were to be computerized which were expected to create an information base on crimes and criminals. Work is still going on for computerization of the remaining police stations across the country. However, the Planning Commission has been approached to include the MMP as a new scheme called Crime and Criminal Tracking Network and System (CCTNS) in the Eleventh Plan period instead of providing Grants-in-Aid for the earlier project called CIPA. The Planning Commission has agreed and has approved a provision of Rs. 2,000 crore in the Eleventh Plan period with an outlay of Rs. 210 crore in the FY 2008-09.

5. **Treasuries:** This MMP aims at computerisation of treasuries involving common set of standards for seamless integration of participating agencies. Some States like Uttarakhand, UP, Maharashtra, Mizoram and Karnataka have achieved considerable progress.

6. **Municipalities:** The MMP aims at providing various services offered by Urban Local Bodies (ULBs) to residents electronically. The Planning Commission has decided that the scheme would be a part of Jawaharlal Nehru National Urban Renewal Mission (JNNURM) for 35 cities with populations of over 10 lakh and it would be a new Centrally Sponsored Scheme (CSS) for other cities and towns. However, the new CSS for cities and towns other than the 35 big cities would wait till the implementation is assessed in 35 cities as part of JNNURM. MoUD has released the guidelines on the National Mission Mode Project (NMMP) on e-Governance as a part of the Jawaharlal Nehru National Urban Renewal Mission.

7. **e-District:** This MMP aims at delivery of high volume, citizen-centric services through CSCs. These would primarily be services not covered by other specific MMPs. A minimum of 7 services have been identified to be delivered in every State. The MMP is currently in the design and development stage and pilots have been approved for 14 States. This MMP is being regularly monitored so as to synchronize it with the CSC and SWAN rollout. In UP and Bihar, the BPR study has been completed and identification of vendor for data digitization, application development, etc. is underway. In Assam, the BPR is being finalized. For the rest of the States, BPR study has been initiated. In UP, the application is under development by NIC and the process for data

digitization is in progress. In Maharashtra, the BPR is complete.

8. **Commercial Taxes:** The MMP, which aims at providing electronic services to commercial taxes payers, is being formulated. The consultation process with the States is on-going and the Ministry of Finance has been asked to expedite the consultation process for taking it to the next logical stage and initiate implementation on the ground.

9. **Gram Panchayat:** This massive MMP aims at improving governance at the grass roots and providing various e-services at the Panchayat level. In the near future, pilot projects are being planned in some States. The Core Scope Document was submitted in January 2008. The total cost implication estimated by the Ministry of Panchayati Raj, is Rs 6833 crore with timelines of three years for which the sanction of Planning Commission is yet to be obtained.

10. **Employment Exchange:** This MMP of the Ministry of Labour aims at providing e-services to employment seekers and employers. The process of engaging the services of a consultant for preparation of the Detailed Project Report has commenced and the techno-commercial proposal of the Consultant is being vetted.

E-Governance: Major Challenges in India :

Poor people and poor infrastructure are major challenges in countries like India. It poses a major challenge in reaping the full benefits of service provision under e-governance. Certain challenges are as follows:

1) **Poverty:** Accessing Internet is a costly affair for the poor who struggle for their livelihood in developing countries like India. Lack of required infrastructure is also a challenge.

2) **Technical illiteracy:** There is general lack of technical literacy as well as literacy hence is a challenge.

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3) **Language Dominance:** The dominance of English on the internet constrains the access of non-Englishspeaking population. Due to overwhelming dominance of English, computers and the internet are quite useless in Indian villages.

4) **Unawareness:** There is general lack of awareness regarding benefits of E-Governance as well as the process involved in implementing successful Government to Citizen, Government to Government, Government to Employees and Government to Business projects.

5)Inequality: Inequality in gaining access to public sector services between various sections of citizens, especially between urban and rural communities, between the educated and illiterate, and between the rich and poor.

6)Infrastructure: Lack of necessary infrastructure like electricity, internet, technology and ways of communications will affect the working of the e-governance projects.

7)Impediments for the Re-Engineering process: Implementation of E-Governance projects requires lots of restructuring in administrative processes, redefining of administrative procedures and formats which attracts a lot of resistance in almost all the departments at all the levels.

Some of Major Finding :

All government and non-government organizations have done their work online. All educational institutions have taught their students online. The use of ICT has increased comparatively. Various seminars have progressed through online media. The application of online medical sciences in the field of medicine has seen an increase. A variety of apps have been developed from Arogya setu to make it easier to reach people. The government has faced a financial crisis as some public sector companies have not been able to pay their staffs on time. Daily wage workers have had to face problems. The economic situation has resulted in a critical GDP growth has negative

IV. CONCLUSIONS -

Doctors from all different countries have consulted with each other through video conferencing but because of less knowledge and does not have past experience researchers have had problems. The teachers of different educational institutions have tried their best to convey their knowledge to their students despite the obstacles of their IT knowledge E-Governance with open source is very popular in west countries but in India it is still an emerging technology. NIC is providing the network backbone and a wide range of ICT (Information and Communication Technologies) services to government organizations throughout India. Several drafts have also been passed by IT department to implement E-Governance with these technologies so that working, efficiency, transparency and security can be increased in E-Governance

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