

E-GOVERNANCE: SERVICES PROVIDED BY STATE OF PUNJAB

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ABSTRACT: This paper is presented to understand about the e-governance and to notice about the success of e-governance in the state of the Punjab. E-Governance refers to the automatic process for efficient and sustainable delivery of government services to the citizens. This paper highlights steps taken by the Punjab for controlling corruption. It also explains citizens knowledge of the Internet required for effective implementation of e-governance. Punjab government how is providing the government services in the state.

Keywords: E-governance, Punjab, Suwidha Center, Punjab mSewa, CSCs.

1. INTRODUCTION

The Electronic governance is a develop platform for the institution and It is fast grow developing technology used in different fields of administrations. It is a customer friendly platform in which the citizens can connect electronically, thereby resulting in pattern of the relationship between citizens and state. E-governance is the use of internet, websites, and mobile phone to give the information about the government services to the citizens. E-governance is a direct tool for providing different services quickly.

1.1 E-Governance

E-governance can be defined as the application of connection and data processing for providing government services, transfer of information, activity, and integration of already current services and in advice

portals.[1] E-governance is an interdisciplinary style for web-based services from company of local, state and civil governments. (Palvia and Sharma, 2007) E-government is the use of info and communication technologies, the use of the internet and World Wide Web, to enhance the ability, amount and condition of government information and services given to its stakeholders such as citizens, businesses, employees and other government agencies.

[2] The word of electronic in the style e-governance mention automation directed governance. E-governance is the function of information and communication technology (ICT) for given the government service , integration of different stand-one system, network of data connection transaction, service between Government-to-Business (G2B), Government-to-Citizens (G2C), Government-to-Government (G2G), as well as back service progress and communication in the full government framework task.[3]

2. PUNJABE-GOVERNANCE INITIATIVES

The Punjab placed in northwestern side of India, Cover 50,362 km geographic area with a total people of 2.44 crores. It has listed the average gain the rate of 10% since ability which is the maximum in the country. The state of Punjab have GDP of ₹5.78 lakh crore (US\$84 billion) and offers distinct advantages for investment [4] The e-

government project has been implemented in India in an effective manner. As per the e-readiness design of Department of Information Technology of India, Chandigarh, Delhi, Punjab, Tamil Nadu, Andhra Pradesh are located as the leaders in the use of ICT. DoIT are well-establish in the state of Punjab and it very important part of the e-governance. DoIT takes action for the successful implementation of e-government projects in the state. The project action by the Punjab government & DoIT are CSC, e-Districts, SUWIDHA, SAARTHI, VAHAN. E-government is one of the best action to solve the social and economic problem that live in state of Punjab. Give to Deepak Ghaisas, former Chairman NASSCOM brand conference and CEO India action estimation "23 % of government donates goes on defense and 46% on governance. [2]

2.1 VAHAN AND SARATHI: The new initiative by the Punjab government is Sarathi and Vahan. Vahan is a software created for the registration of vehicles and issue permits and various certificates. Sarathi is the type of software for issuing learner license, permanent driving license, conductor's license, Driving school license.[9] RTOs provided the deriving license (DL) that is valid across the country. RTOs provides the Registration Certificate (RC) that is valid across the country. Central Government is allocating National information Center the task for open the software VAHAN for Vehicle Registration and SARATHI for deriving licenses & collection of data with regard to vehicle Registration and Driving Licenses of all the States in state Register and National Record. [7]

2.2 PAWAN (Punjab State Wide Area Network): It is a networking project for supporting e-governance in the state of Punjab. PAWAN project is responsible for the determination network for data, video communication and voice in Punjab state. It also reduces the communication cost. PAWAN project has made sure that whenever a citizen wants to avail the government service, he can easily access these services.[9] The Punjab state wide area Network (PAWAN) has been settled the year 2010 at the state level mainly to connect different departments and implements effective and efficient communication of information within the state and at the national level, so that the commercial and civil benefits that could be derived by information Technology could be availed optimally. There is an e-mail service of Punjab Government which is currently used by more than 9000 state government employees.

This is acts as a vehicle for operating implementation of electronic governance (e-governance) across the state [6].

Table 1: List of PAWAN Horizontal Officers and Vertical POP:

Level	Vertical POP
SNS	01
DNS	22
SDNC	52
BNC	43
SNC	114
DNC	467
SDNC	191
BNC	67

Total	839
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2.3 CSC (Common Service Center): The common services centers (CSCs) are an important foundation of the Digital India programmed. CSCs are feature as support front-end ITC (Information and Communication Technology) Implement center for delivery of different B2C (Business to Citizen) and G2C (Government to Citizen) services to citizen. These are handled and managed by the local skilled Entrepreneurs. CSC e-governance Services India Limited is a main Principal Vehicle (CSC SPV) integrated under the Companies Act, 1956 by the Ministry of Electronic and information Technology (Meity), Government of India, to interalia auditor the implementation of the Common Services Centers Scheme. Generally, 1.5 crore transactions is pass per month over this platform. [8]

Table 2: Services provided by CSC

SR. NO	SERVICES NAME
1.	Digi pay-AePS
2.	Insurance
3.	Banking
4.	Pension
5.	Aadhaar Services
6.	Digital Seva Kendra (DSK)
7.	UCL
8.	UJALA
9.	LED MMU
10.	Railway Ticketing(IRCTC)
11.	Passport Application
12.	Education
13.	Health Care Services
14.	Skill Development
15.	GST
16.	Electricity Bill Payment
17.	Election
18.	WiFi Choupal

19.	New Services
20.	Help Desk and Ticker Generation
21.	CSC VLC Bazaar
22.	Sanitary Napkins

2.4 Punjab E-districts: E-District project are proposed by the Punjab government to help this communication between Government and citizens, Backend computerization, data digitization across participating departments. This project aims to provide high quantity delivered at the district level and to offer back-end computerization to implement the delivery of citizen services over Common Service Centers in a standardized way. This project aims to mix multiple applications, very fast processing of public cases/ claim / objection, circulation of information as per public need and upgrade the processes for the importance services to be delivered the Common Services Center. The Punjab E-districts is following Departments.

- Public Distribution system.
- RTI services.
- Urban Development.
- Agriculture.
- Transport.
- Health.
- Education.
- Police.
- Social Security.
- Certification.[10]

2.5 Punjab mSewa:

mSewa is a mobile application launched by the Department of Governance Reforms and Public Grievance. With the help of mSewa application someone can check the status of online application, also find out nearest sewa kendras, school, hospitals, Police. mSewa app offers Services from all the departments of the Punjab Government.

- Health and Family Welfare

- School Education
- Punjab Police
- Punjab State Agriculture Marketing Board
- Revenue, Rehabilitation and Disaster Management
- Punjab Urban Planning and Development Authority.

- Appointment of Namberdar.
- Driving Licenses Related services.
- Registration of passport Applications.
- Services to Pensioners.
- Counter Signing of documents.
- Submission of Vehicle related services.[12]

2.6 SUWIDHA (Single User-friendly Window Disposal Helpline for Applications): This Project was firstly initiated Fatehgarh Sahib in August 2002 at also was promoted by Government of Punjab and Department of Information Technology. The Project is being completed in all the Deputy Commissioner's offices. [6] The Suwidha facilitate people by capturing input at a single point and it also provides a delivery time based on the type of service. all the received applications are monitored and against the delivery due date also branch-wise. SUWIDHA Software is also available in Punjabi language as well.

It is providing the services written below: -

- Issuance of Un-married Certificate.
- Issuance of Marriage Certificate.
- Issuance of ID card.
- Issuance of Copy of a Document/Inspection of record and misc services.
- Issuance of Nationality Certificates.
- Issuance of Licenses.
- Issuance of Dependent Certificate.
- Issuance of Bus passes.
- Issuance of Surety Bonds.
- Issuance of Indemnity Bonds.
- Issuance of Permissions.
- Issuance of Affidavits.
- Issuance of Death Certificate.
- Issuance of Birth certificate.
- Issuance of No objection Certificate.
- Arm Licenses related services.
- Character Verification.
- Endorsement of SPA/GPA.

3.CONCLUSION:

The development of information technology (DOIT) and The Punjab government are taking a number of actions for providing e-governance service to its citizens. SUWIDHA, PAWAN, e-districts and VAHAN & SARATHI project are providing the services very low cost and less in time to the all peoples. Some project are also implemented by Government of Punjab in according to the facilities provided to the rural people like CSCs (Common Service Center). The e-governance project is mainly available in the urban areas. Punjab government is taking very effective steps for promoting the e-governance services.

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