

## **E-Governance in Haryana**

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### **Abstract**

Haryana State has taken major steps in the provision of digital empowerment of IT infrastructure, e-governance, on-demand services and citizens to the citizens of Haryana. With the Government of Haryana giving good governance to various departments, the present government has made rapid development of e-governance in administrative activities. Governance mainly means that people are able to communicate and provide services for taking decisions between actions and systems. Detailed information about e-service portals introduced by various departments of Haryana State has been given, Haryana has become a major state implementing citizen centric services based on e-governance. Services related to e-governance by various departments have been described in detail in this paper. Haryana State has introduced e-governance system in every department, i.e. Chief Minister Window, e-land, e-registration, e-payment, e-filling, e-tendering, e-refund, e-direction, e-printing, E-ticketing etc. The success of this e-governance has been explained in this paper to see how it proves effective for common man.

**Keywords:** e-Governance, Haryana, Service, Government Department.

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## **Introduction**

Haryana is a north Indian state. The state is bordered by Rajasthan in the south and Himachal Pradesh in the west and Punjab in the north and Delhi region in the east. Chandigarh is also the capital of Haryana and neighbouring states of Punjab. This state was established on 1 November 1966. It makes it the 20th largest state in India by area. The state of Haryana was formed on 1 November 1966 under the Punjab Reorganization Act Act (1966). On 23 April 1966, to divide the state of Punjab and set boundaries for the new Haryana state, the Government of India, J.C. Established the Shah Commission under the chairmanship of Shah. On 31 May 1966, the commission released its report. According to the report, the districts of Colonel, Gurgaon, Rohtak, Mahendragarh and Hisar were made part of the new state of Haryana. It also included Jind and Narwana tehsils of Sangrur district and Narangarh, Ambala and Jagadhri tehsils. The commission also recommended that the lathe tehsil included in Chandigarh (the capital of Punjab) should also be included in Haryana. Whereas only a small part of the lathe was included in Haryana. The state of Chandigarh was made a union territory, which is the capital of both the states of Punjab and Haryana.

Haryana is the most economically developed region of South Asia and agriculture and manufacturing industry have achieved steady growth since the 1970s. Under the National e-Governance Plan (NeGP) approved by the Central Government, the Haryana Government has laid special emphasis on implementing mission mode e-governance projects. Haryana is making all departments in the state accessible to various departments along with all departments, National Information Centre, Haryana State Centre and Haryana State Electronics Development Corporation. An accessible transparent and efficient system has been established through various high power committees to establish systematic approval of the departmental IT action plan, in which each district IT society is set up in the state level IT Steering Committee, State Technical Committee, IT Initiative Fund Will go. The society is formed. So far, more than 119 IT based project proposals from various departments / organizations have been approved.

Governance essentially means providing services for people to interact and make decisions between processes and systems. It should protect the legal rights of all citizens. The use of public services should be ensured that the benefits of economic development reach the real person. More importantly, administration should be transparent and all schemes should be implemented rapidly and it is very important for all governments to be accountable for their activities.

In the Haryana state government has enacted Haryana Right to Service Act, 2014. Its purpose is to promote transparency and accountability, help in increasing the delivery of

services at the time of services provided by various government departments. Several initiatives have been initiated for introduction of e-governance in Haryana. Continuous efforts have been made at many levels to simplify the process of improving the public services delivery of reaching them. The development of e-governance in the state is being done continuously to start the computerization of government departments, which cites better administrative issues like civil service centre orientation and transparency.

To strengthen the wired and wireless infrastructure, Haryana State has earmarked optical fibre to reach its 5,620 villages under the National Optic Fibre Network Program, the network will ensure 100 Mbps internet connectivity for all gram panchayats and the state government has implemented communication and Information and communication policy to ensure the quality of infrastructure for telecommunications services is adopted. The state of Haryana has been transformed into a digitally active knowledge economy.

According to the notification issued by the Governor of Haryana on February 16, 2015, the letter no. Under the leadership of the Chief Minister, Ministries and Bureaucrats to Administration / 423 / ISIT / 2084, please be pleased to constitute a committee to provide e-governance services for delivery of digital India program to the State of Haryana. In the days Haryana has taken initiatives in the form of milestones to improve digital infrastructure, digital distribution of civil services and empowerment of citizens.

### **Research Objective**

To study e-Governance initiated in Haryana.

### **Research Methodology**

This research is based entirely on secondary data. The data received is completed with the help of an Internet source. After collecting data from different sources, it has been summarized, analysed and written and the state of Haryana has been studying the present situation of e-governance.

### **E-governance initiatives in Haryana state**

**CM Window Haryana:** Public Grievance Redressal System and Monitoring System has been introduced within Haryana State to bring transparency in the governance system through which public grievances are heard immediately. This system is designed to fulfil the two objectives of minimum administration and maximum governance, the portal was formally launched on 25th December 2014 in the state on the birthday of late former Prime Minister Atal Bihari Vajpayee.

**Public Health Engineering Department Haryana:** The Department of Public Health Engineering (PHED) has introduced several e-governance services. This includes a custom ERP integrated solution, a billing information system for water and sewer (BISWAS) and

Civic Housing Centre (SNK).

**National Rural Health Mission Haryana:** National Rural Health Mission (NRHM) integrates various inter-related activities of Haryana, the online portal drug inventory and Haryana's Supply Chain Management System (ODISCM), which is in the process of improving the efficiency and effectiveness of rural development. This delivery system is to ensure the availability of medicines at all times as per the new drug policy of the Haryana Government, to ensure delivery of medicines which ensure the quality control system, procurement of drugs and distribution.

**Food & Supply Department Haryana:** The Department of Food and Supplies in the state of Haryana has implemented e-governance in the public distribution system including ration card management, allocation, supply chain management, FPS through ration distribution, ration distribution, FPS through Aadhaar authentication It is implemented. Targeted Public Distribution System (in Ambala) based on the pilot project is benefiting more than 13 million beneficiaries under the mission mode system and Haryana State Kerosene has become free due to the digital ration card of the beneficiaries.

**Transport regulatory work:** In many sub-divisional magisterial offices, computerized driving licenses, issuance of registration certificate of vehicles is being implemented. For this, the National Software System has been adopted as a standard throughout the state. This has resulted in a significant increase in revenue collections.

**Transport Roads:** Haryana Roadways has fully computerized its entire work including: traffic and route management, inventory management, vehicle monitoring system, purchase order module, service book records with audits of cards and increments and online in long distance buses on the main route Ticket booking service has also been started.

**Integrated Financial Management System (PWD):** The online communication, release, allocation, revision, re-appropriation of budget has been implemented by the Haryana Government Finance Department as it now takes only two months as compared to eight months to prepare the first budget, which shows a responsive and responsible governance system. It is also a commendable work.

**E-Tourism:** The Haryana Tourism Corporation is also a pioneer in the highway tourism sector, through which 42 tourism centres are operated. As per 3B guidelines for Surajkund International Crafts Fair held every year, an online booking system and web portal for e-ticketing has been prepared, so that all the tourism needs of Haryana can be fully utilized online.

**Implementation of e-Budget, e-Billing and e-Salary:** The implementation of e-budget, e-billing and e-pay is a web-enabled application designed and developed by the state of the

Haryana unit, as well as by the National Computing Centre. The application is following the main allocation and the expenses under several heads and schemes. The electronic budgets and branches of department accounts are using this online application form.

**Social Justice and Empowerment Department:** In the department of Social Justice and Empowerment that types of Department is providing Social Security Pension plans through (DBT) Direct Benefit Transfer. The Social Security Pension Schemes of our department are being transferred to more than 24.04 lakhs beneficiaries account. The DBT system is providing 9 social security schemes online to these beneficiaries such as old age honour allowance, widow pension, disability pension allowance of course undoubtedly Financial assistance for children (FEDC) and inclusive free education non-school children with disability (NSGDC) and Buddhists and children Allowances for shrewd etc.

Haryana becomes first to implement school MIS portal: -Haryana has become the first state in India where all government schools have been registered on the central portal through which students can get admission in various classes. So far, more than 20 lakh students have been registered on the central portal, whose family details, residential address, their category and base number are also. This 'change school MIS portal' has been done with the launch of the first phase. In the next phase of the program, the registration process of employees or teachers will be done for the number of posts sanctioned in each institution, office enabling publication of posts, shortage of staff, posts and teachers transfer and transfer portal. This will remove the heavy administrative burden on the system for regular cases and will help the education department to focus on the main objective of improving education standards in schools.

**Industrial Training Institutes:** By starting online admission in Industrial Training Institutes (ITIs), students can apply in ITI of their choice and can know their position for allotment of seats. These students will help simplify the admission process and help their parents avoid unnecessary hassles like standing in line. Online admission system in industrial training institutions has received transparency in the admission process.

**Haryana Knowledge Corporation Limited:** Haryana Knowledge Corporation Ltd. Knowledge which has been started by Lit Career Course (KLIC), will help spread awareness about digital skills and will work to further the youth of the state to get self-employment and employment. KLIC will provide certified image editors, content painters, desktop publishers, web designers, 2D animators, video editors, draftsman, stationary designer and financial accountant etc.

**E-NAM:** 54 food grains markets of Haryana have been linked with the National Agriculture Market Portal and the record has been computerized in all the food markets of Haryana.

**E-District Haryana (MP):** An electronic interface between government and citizens that provides services to the common citizens in a timely and effective manner. The state government has approved opening of a district level e-Disha Kendra (CSMQ) at each district headquarters.

**Other Administrative Services:** The state government has introduced various types of e-services to serve its citizens under e-governance, through which Common Services Centres (CSCs) have been opened in all districts, including new water connections, sewer connections, Electricity bill collection, ration card members included. Along with services like registration, HBSE result, board examination etc., admit card, online admit card for government colleges, long road book session, status of plots of Kurukshetra University and Huda inquiry form are also available. Aadhaar birth registration is being done in almost all districts of Haryana, becoming the first state in India for this task as well as thousands of traditional and offline services of state and central government through the integrated UMANG App portal under Digital India initiative 24 / 7 hours available. There are a total of 5620 villages on the national optic fibre network.

In Haryana, 246 types of e-services are available online to citizens and 195 services have been notified under the Right to Service Act. E-land was launched to sell directly to the government - services like registration, e-payment, e-filing, e-tendering, e-refund etc. are also available to merchants across the entire web website..

### **Conclusion**

Introduction of governance system in every department and every field is due to the effort of governments. If little effort is made the situation of electricity, revenue and public health department can change rapidly. It is not that the government has not thought about these departments. Presently, urban local body institutions are providing online registration, birth and death certificates, marriage certificate, house and shop map, fire fighting NOC, business license registration facility through their levels and departmental websites. Governance refers to the establishment of processes and systems for negotiation and decision making aimed at providing services to the people in a preventable way. It must protect the legal rights of all citizens, guarantee equal access to public services and ensure that the benefits of economic development reach the last person standing with a true sense of Antyodaya. More importantly, the government should be transparent, follow up quickly and the government should be responsible for all its activities. There is also a provision for payment of registration, water and sewer connection, property tax bill and payment receipt, various types of fees, charging and taxes, banking on mobile and computer, reservations and applications for jobs. In other departments, the e-governance will remove all the misunderstandings of the people, the government also has the advantage of benefiting in it.

This will curb corruption.

Not only the state, corruption is the biggest problem in the country and it is not a cover. Despite this, it does not suggest any diagnosis of this acute problem. It is not that the governments have made no effort for this. Attempts have taken place, but there is no meaningful result. The success of the e-revolution in the developed world gave rise to the expectations of the people. If we adopt the path of e-Governance, we can remove corruption from our society. But it should also be noted that people with uneducated, less educated and less technical knowledge also get help at the government level. This will also motivate people to use technology to experiment. The Government is also taking keen interest in these departments.

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