

E-Governance in Jammu Kashmir with special reference to e-governance project (Khidmat Center) and its Dares:

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Objective of the paper: The objective of this paper is to highlight the development of e-governance in Jammu Kashmir and its encounters.

Intent: Basically the information of the paper is collected from both form of data, Primary and secondary the primary data is collected through discussion with people, and self-perception toward particular issue, and secondary data collected from books, reports, journals, J&K Government website.

Abstract:

E-Governance emerges as a new practice makes a way for good governance worldwide. The process of good governance is not fully adapted in south Asian states; India is also a south Asian state and come under developing nations. India taken several measures to improve its governance process throughout the country. Jammu Kashmir is fall in far-flung area of India and need comprehensive frame work for its development in all aspects Political, social, economic, governance, education, health and other well fear scheme of the government. The process of governance is not full developed and need new tool and techniques for its effective governance.

E-Governance as a new tool plays a significant role in making effective governance process of the region E- Governance is a dream for the people of the region, the government of India and government of Jammu and Kashmir working toward this new innovative technique in the field of governance, Khidmat centers jointly initiative by government of Jammu Kashmir and J&K bank under national e-governance plane 2006. Which bringing some changes in governance process and make public service delivery process simple for common people of the region, but there are number of challenges being faced by this e-governance initiative of

the government although it first step toward e-governance in the region Although e-Governance in the region is facing numerous challenges in the zone.

Key words: Khidmat center, techniques, dream, zone, encounters, effective, measures, e-governance.

Introduction; A new practice took place worldwide in the function of public as well as private institutions. For making governance effective and efficient India also taken new steps for starting its governance process throughout the country. Jammu Kashmir come under Indian judiciary the government also took several steps for improving effective governance process in the region and e-governance also a new initiative in the region for improving public institutions functioning effectively and create a new ray of hope in effective public delivery in the region e-Governance is a dream for people of the region. It looks like that this new tool plays a significant role in making effective, efficient and transparent governance in the region. The government of India and government of Jammu and Kashmir working toward this new innovative technique in the field of governance, Khidmat centers jointly initiative by government of Jammu Kashmir and J&K bank under national e-governance plan 2006. Which bringing some changes in governance process and make public service delivery process simple for common people of the region, and services under this initiative available by the people, it shows that the process of services delivered under this enhances the governance process of the region. Basically e-governance refers to the use of information technology in the function of government for delivering common services to the citizens of the country. The use of ICT in all the processes of public as well as private organizations for effective functioning in providing services to the people. This paper specifically focuses on e-governance in Jammu Kashmir and Khidmat centers as e-governance in Jammu Kashmir and highlighting current issues faced by e-governance in the region. Some of the definitions of e-governance by World Bank and other organizations and reputed personalities, are as under.

Definition: E-Governance, enlarges to electronic governance, is the count of Information and Communication Technology (ICT) in all the movements, with the aim of ornamental supervision ability to discourse the needs of the general community. The basic determination

of E-Governance is to abridge processes for all, i.e. government, countries, businesses, etc. at Nation-wide, State and native levels E-Governance. The term e-governance is also refer to e-government, digital government, online government, or connected government. E-Governance is a new emerging concept its nothing but it's a digital communication between the regime and citizens [G2C] Government and businesses [G2B] and between government agencies [G2G]. This numerical interface consisted of governance, information and communication technology business process reengineering and e citizens on entirely level of government. It refers to the process where there is a digital interaction among the public and its citizens in the effective process of effective public service delivery. (SADHANA, 2011)

. According to the World Bank, “e –Government” “refers to the use by government agencies for information technologies, (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relation with citizens, businesses and other arms of government.” E-Administration aim to make communication between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, opaque, and inexpensive. Electric governance is the request of data and technology (ICT) for delivering administration facilities, exchange of evidence, communication connections, addition of various separate systems and services between administration -to-customer(G2C),government to business (G2B) (WORLD BANK, 1992). Practice of information communication technology makes central procedure translucent. Entirely the information of the Government would be made available on the internet so the people can grasp the material whenever they want to see. It makes the information process easily accessible to all the citizens.

E-Governance in Jammu Kashmir: Jammu and Kashmir is consisting of three divisions: Jammu, Kashmir, and Ladakh. Total area of Jammu and Kashmir is near about 2, 22, 236, sq., we live in the world of internet e-governance is now the thrust area. In Jammu and Kashmir some ten year back the bugle was sounded that E-Governance is going to be ushered all around, but despite much talk, nothing is seen on the ground. Majority of the sites

of the government departments are hardly updated regularly and do not contain much fruitful information for the masses. E-Supremacy is the right ingenuity on the way toward ensures prompt service delivery. It is also needed to bring transparency and responsiveness in the administration to attend the needs of people on development count.

Pertinently, from side to side e-power, management services will be complete accessible to citizens in a suitable, well-organized and translucent manner. The three chief target sets that can be illustrious in governance concepts are government, inhabitants and trades awareness groups. In e .governance there is no distinct boundary. Jammu Kashmir is still behind from other parts of the country in certain developmental projects and the process of e- governance seem to be a dream for common man yet, but efforts of government toward e- governance in region is noticeable these efforts need more focus on particular area of e- projects for improving governance in the region.

Khidmat Centre: The Common Services Centre, it is a dream project which is launch by Jammu Kashmir government with the collaboration of Jammu Kashmir bank under national e-governance plan 2006. J\$K BANK entered into a service centre agency [SCA] tie up with J&K bank for setting up 1109 Kiosks in the region. The Kiosk, act as common service centre [CSC] for delivering of G2C and B2C services including finical services in all rural area of the state. These kidmat centres in Jammu Kashmir remain the single space points for carrying of public services, social welfare schemes, wellbeing care schemes, financial schemes, education, and agriculture services to the citizen in rural area and remote area of the region. Khidmat centre is the first step in this field. Basically the common service centres scheme is part of national e- governance plan which help in brining governance amenities at the entrance step of the citizens and these CSC enabled with appropriate IT infrastructure throughout the country. These centres are common services centres for delivering public services to the common people by the government, Private and other organizations.

Objectives of khidmat centres:

- Providing services to the citizens at their doorstep in a cost of operative way.
- Eliminate the nuisance of fraud from gross root level
- Develop multiple interactions of citizens with government officials

- Valid “AAM AADMI” stiff earns bread, period and endow them
- Brining transparency in service delivery process.
- Access to information all remote/rural citizens.
- Providing better services to the common people
- IT for rural Empowerment of socially weaknesses people for Inclusive growth.

Beside these points some other objectives of these common services centres also, these centres are open to develop public services in an effective manner to the citizens, and remove corruptions from public institutions throughout the countries .Kidhmat centres are the part of this large initiative of the government of India under national e- governance plan which aim to enhances IT knowledge across the country especially in rural areas.

Services under Khidmat Centres:

- Business to customers services
- Educational services.
- Business to business services
- Telecom Services
- Data Entry
- Form Filling
- Railway Ticketing Booking Services
- Information related different government schemes
- Online registration.
- Other online services billing, etc.
- Grievances Redressal.
- Computer Training Programmes
- Citizen Centric Services.

Benefits: Specific advantage while using e- devices as under:

1. Rapidity Technology makes communication speedier. Internet, Phones; Cell phones have reduced the time taken in normal communication.
2. Cost Decrease: Mostly Government spending is adopted in the direction of the cost of static. Paper-based communiqué needs lots of stationary printers, computers, and e-governance help in cost reduction, overcome from paper communication.
- 3 Answerability: when the governing procedure is made crystal clear, the management is spontaneously completed answerable. Responsibility is the answerability by the Administration to the people.
4. Technique of ICT makes governing process crystal clear. Entirely the data of the Government would be prepared obtainable on the internet so the citizens can see the material whenever they want to perceive. It makes the information process easily accessible to all the citizens-Governance, thus, helps in:

Momentous:

ICT requests influence upon the arrangements of community administration systems. Technical improvements simplify the administrative structures by enabling:

- Administrative Development
- Paper Work Reduction.
- Quality of Services.
- Elimination of Hierarchy
- Change in Administrative Culture.
- Effective Service Delivery.
- Transparency.
- Economic Development
- Social Development.
- Strategic Information System (IGNOU, 2017).

Encounters: Following are the encounters of e-Governance in Jammu and Kashmir which are the main element for the effective working of e- governance in Jammu Kashmir:

Infrastructure: One of the biggest contests to e- governance in Jammu Kashmir is poor infrastructure. The centers which provide basic services to the common people are not well equipped.

Key Person: Another challenge is being faced by these center are key person, There is lack of key person in these centers who know how to operate e- services ,whose working on the center not having much computer knowledge in some areas.

Electricity: Although Jammu Kashmir is power generated region of the country but the actual situation is behind the carton these e- service centers also facing poor electricity and can't work effect and in a preparative way due to cut –of electricity during working hour, this is not face by only these centers but common masses also who avail these services online, e.g. Filling of forms, paying of bills, education related activity.

Lack of e- Centre's: The process of e- governance in Jammu Kashmir also lacking in e- services centers in comprise with other states of the country, due to less number of these centers in rural areas of mountains district of region people suffer a lot in availing these government services properly.

Less number of e- projects: Only Khidmat centers as a e- project cant full fill the needs of citizens in the region, these is a need to bring new modules of e- governance from rest of states of the effective service delivery, project like friend, e-Seva, me-Seva and other which help to develop public service delivery and also strengthen the e- governance mission of the government in the region.

But recently a big challenge is being faced by the employees of this project they are on strike from last 16th days is demanding regularization of jobs with J&K bank, the slogan of “we want jobs, we want jobs” rent the air as hundreds of e- Governance simplifying Khidmat Centers Association member stage protest demanding their preoccupation in Jammu Kashmir bank as regular employees, the khidmat center started in 2009 and a promise was made with the employees to on condition that they got regular job under the scheme but both

Government and Jammu Kashmir bank fail to provide jobs to these employees. It is another big challenge faced by e- governance in Jammu Kashmir, which having negative impact on e-governance development in the region.

Beside these there are number of factor which are being faced by e- governance in Jammu Kashmir, these are the biggest challenges for effective working and growth of e-governance in the region.

Conclusion: While concluded we may say that e- governance in Jammu and Kashmir is not up to the mark as in other state of the country governance in Jammu Kashmir like a dream for the people from last few year .For the development of effective governance in the region e-governance is primary requirement ,effective e- governance bring change in governance of the region which run toward better governance in Jammu Kashmir, and helpful in providing government services to the common masses of the region. The process of e- governance in Jammu Kashmir in its principal stage and facing number of challenges the failure in policy process regarding e- governance in the region also a threat to e-governance in the area. It is the demand of time too over come from these e- authority challenges in the region and brings effective, efficient, and transparent, governance in the area which play a significant role for the development in Jammu Kashmir. If the challenges of e- governance well address in an effective manner we see better results in future, in term of development in the region and also in citizens grievances mechanism related to public services delivering system of the government. Both center and Jammu Kashmir government worth collabolartily in this regard help in brining e- governance in Jammu and Kashmir not only single administrative body can do it. The results from last few years by Khidmat centers are positive sign for e- governance in Jammu Kashmir need more work in this field is the basic requirement of time in Jammu Kashmir and the development of e- governance in region. It is not wrong to say that e-governance as a new innovative tool can bring better results in coming days in the development of the Jammu Kashmir but too whole nation.

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