Assessment Of Underutilized e-Governance Services Offered By Government Of India At Grampanchayat Level

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Abstract:

 The study explains mainly review, analysis and assessment of e-governance services used by rural populace to fulfill their daily needs. To provide these services, GoI established NeGP in 2004 to provide all the administrative services to the general public in the nearest locality, NeGP formed various Mission Mode Projects (MMPs), Panchayat Raj institution is one of the MMPs to execute the eservices at rural level. Author has tried to assess the use of e-governance services She has collected primary data from rural populace of 34 grampnachayats of Palus Taluka through questionnaire.Evaluation of these e-services is made as whether they are used or not. The data is analyzed with the differential statistics , normality test, non parametric Chi-square test. Frequency is calculated for the certificates used by the selected respondents. Author considered a threshold criterion for this percent utilization of the frequency and accordingly she has categorized the services as more utilized services & underutilized services. The reason is studied behind less use of these e-services. People are not aware of the all e-services. Awareness program must be conducted by grampanchayat. People must be educated to make use of e-services through documentary, short films, dashboards. Author has built the modified framework with user friendly interface & extra facilities like citizen login, Search facility, categorization of e-services.

Keywords: *e-governance, MMPs, Grampanchayats, underutilized services, awareness, threshold, Sangram Kendra, framework, UI, citizen login. search , male & Female percent, service utilization report, BPL, Women, rural Populace,CSC operator, sarpanch, Palus taluka, Frequency distribution for e-service utilization, Inferential Statistics, Descriptive analysis, Chi-Square test.*

I. INTRODUCTION

Few years back author visited grampanchayat of her native place viz. Dudhondi (Dist Sangli) to get residential proof certificate for herself & death certificate of her father. That time operator asked her details & he filled it online. As a curiosity she asked about the online services as she was quiet unaware about the e-governance services. He explained me about the CSC (Common Service Center).Meanwhile she came across one thesis published by her colleague related to the study of implication of e-governance services in Pune city. Review of this thesis & her visit to above mentioned grampanchayat encouraged her to think about the use of e-governance services. She thought why effectiveness of these e-services should not be studied in rural grampanchayat, if government of India has made huge investment ?In 21st century, the general public has become more aware of their civil liberties to use required services at their doorway and both the government of India and state government is aware of the requirements to distribute these services faster and efficiently to the general public through e-governance [7].Most of the part of India is situated in the country sides. So making progress of these people is, in fact, making and developing India.[3] Rural people are endowed with skills but they are not provided with any platform for self-growth and self-development [4]. GoI formed the self-dependent, self-motivated administrative system called   "Panchayati Raj." In India rural community's administration is controlled by Grampanchayat.[8] With this noble cause, the Ministry of Panchayati Raj was formed in May 2004.It

takes care of regional administration. It also takes care of the continuing development of delegation in all states

Services implemented by NeGP in collaboration with NIC for all gram panchayats in India have been taken into consideration for the assessment in terms of their use. Sangram Kendras are established at every gram panchayat to distribute these services for the sake of rural populace with intention that all needy services should be made available at their door step with transparency, efficiency at reduced cost [8].Huge investments have been made by GoI* for these e-governance services in terms of technology, skilled manpower, unskilled and semiskilled manpower, electricity etc.[5]. So researcher has made effort to take review that whether these huge investments have been fruitful in terms of service utilization by the rural populace, satisfaction of CSC operators, and other authorities, authorities from different levels, business persons, weaker groups, illiterate populace, BPL families ,women etc. Effort has been made to review the use of these services, thereby sustenance of the CSC centers during service delivery.The scope of the study is limited for the gram panchayats of Palus taluka in Sangli district. It includes 34-gram panchayats. The researcher has selected 478 respondents which include rural populace from all categories like the weaker group, educated group, women, people from BPL families, senior citizens, other common men, wagers, one CSC operator, gramsevak, a sarpanch from each Grampanchats.

1.1 Existing System Problem

In existing system user interface is poor. A homepage is designed for casual purpose. It does not focus on the user. Screen design is not user-friendly. Contents are kept hidden in spite of the availability of empty space on web pages. Due to this reason data entry speed, moving among the pages, the response rate is slow. Rural populace is given login but they can't access the system. Minor gains in form of time saving and getting document is experienced by rural populace. In existing system objectives are defined in from organization's point of view, whereas they need to be considered from citizen's point of view.These 29 services are made online; manual process is continued for some applications. Discontinuation of manual system may create some data problem, but to be proved essential to keep correct data. CSC operators try to give certificate offline at rural level, as they are trying to gain more revenue for them. Actually CSC operators are getting marginal revenue for online certificates (Rs.3/- per certificate). Rest of amount is distributed among service provider, state Government & Grampnachayat [1]. So CSC operator's sustenance is in not possible. So they tend to give certificates more offline, so that maximum earning they can collect for them. Sometimes wrong data is generated in the online transactions; this is due to wrong configuration of databases by service providers. So CSC prefers to give manual certificate to maintain the correctness of data [6]. Funding is also another problem[2]. This problem is faced by service providers when financial year is finished. So at the beginning of new financial year, they won't provide online e-governance services properly in time due to delay in getting funds from government authority [5].

1.2 Advantages of Our System

This system is having improved user interface. A system is user-friendly. Citizen login is given. Search engine facility is provided. Using this facility user is able to enter the required service and get that service displayed accordingly. Existing services are categorized as popular services, underutilized services.

1.3 Problem Statement

The problem statement for the research work is to the evaluation of utilization of e-governance services in the rural regions implemented by the government of India.

Organization of paper is as divided into following sections:

II Related Work: This section includes the literature review of recent reputed research papers related to this study. Based on these reviews, author found out the research gap existing in the previous work.

Author designed the research objectives those will try to fulfill the gaps. Hypothesis is framed to fulfill these objectives.

III. Methodology includes the method used for research study. It also includes data Analysis & Interpretation.Study of Hypothesis.

IV . Framework To Assess Underutilized E-Governance Services : After testing the hypothesis, author has designed A framework to enhance the use of overall e-governance services.

V. Findings: after assessment of the existing e-services & designing the new framework, author has mentioned the findings. These findings are found after the hypothesis testing and the framework designing.

VI. Conclusion : The overall conclusion of the study is explained in this section.

VII. Future Scope This is **c**oncluding section. The study can be expanded to cover more geographical area, so that maximum people can be benefited.

 II RELATED WORK
2.1. Preliminary Literature Review
1) " E-Governance in India: A Study[2017]" , by Gouda Yugandher.[6]
Author says that it is essential to recognize & study the grass-root level truth to consider the e-governance initiatives. Government is always coming with two issues related to access of e-governance: people are not having awareness that they can have easy access to their needs and wants through e-governance services. And other fear was influence of e-governance projects started after 2010 with regards to effectiveness of project as far as time is concerned and equal access is considered.
Objective :
- Increasing digital divide with the help of technical advancements. Then rural development is possible
- Spread digital India Campaign to Increase in digital literacy & awareness for use of ICTs
- Use cloud computing to reduce cost of ICT infrastructure, enabling new services, creating new jobs/opportunities.

so that people will become more techno-savvy and participate in e-governance with single click. Author says with help of An approach should be citizen centric and should monitor numerous networks of communication for propagation of e-services. The administration should also pay attention on planning suitable, reasonable, different and active ability development programs for several participants viz. officials, rural people, urban people, elected representatives .
2) "Introduction to E-Governance" by P.K. Suri   Prof. Sushil IIT,Delhi [2017][5].
This book is written by author to envisage the programme under digital India in 2017.
According to author the project intended for e-governance in India still find difficulties to serve the proposed purpose. Still there are challenges related to the system, processes, organization, legal issues, social issues, security in spite of huge investments are made by governments.
Author says that it is necessary to develop awareness of e-governance contribution and e-governance assessment. The key stakeholders as far as e-governance is considered. are decision makers and line managers of the government department and the services users of government services. The major vital role is played by the employees of the government department and the services users of government services. The key decision makers are responsible for planning and the line managers acts as implementers of the services. It is suggested by author that services provided through e-governance must provide additional value and benefits to stakeholders and should be quantifiable.

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Objectives of Study :
- To study involvement of operational level staff in decision making
- Encourage system re-engineering before automation.
- To Study Value added benefits to the stakeholders

Operational level staff is not involved in the strategic discussions. Actually they know the ground level realities. Due to top down traditional structure they can't avoid senior's decisions. Free exchange of ideas is not possible due to this structure. Solution given by author is: all stakeholder's ideas, opinions, should be considered before implementation of e- service . Feedback should be taken. Process re-engineering should be made before automation. Roles should be defined skillfully and responsibilities should be assigned accordingly.

3) "E-governance Initiatives in Maharashtra (India): Problems & Challenges by Laxman Kumarwad, Dr.Rajendra Kumbhar [1].

Authors mention in their research study that "it is necessary to spread the awareness about the e-governance initiatives and among the citizens. Training should be given to the various stakeholders of the project. (operator, VLE, Gramsevak, Populace etc.). Government should produce information and database in digital form not manually. Government should reform process using ICT and ICT tools. Government must undertake outcome based assessment of e-governance initiatives. Assessment should be in terms of use (No. of transactions).In challenges it is mentioned that local language is mandatory for official communication. So certificate should be in local language, it may be associated with its English version at the same time. There should be coordination between all government projects. The employees and officials who are directly and indirectly involved in the e-governance initiatives are opposing change as they are worrying about their job security & thereby their existence. This scenario should diminish by learning the new skills. Management training should be given to officials. Also capacity building program should be conducted to empower stakeholders involved at every level of e-governance initiatives.

Objectives of study:
- Assessment of Use of e-governance services in terms of No of transactions
- Effect of training to the various stakeholders
- Study use of ICTs.

Relevance among the Research Gaps, Objectives, and Hypotheses:
Based on above Preliminary Literature Review following are the Research Gaps, Objectives, and Hypotheses:

Research Gap	Objectives	Hypothesis
All services should be served equally with ease to the populace, otherwise user will use some services online and other services will not be availed by them online.	Assess use of Existing e-governance services.	
Some of the e-governance services are not used at the best level	Analyze underutilized services and study the reasons behind them	Some e-governance services are underutilized

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II.2 Research Objectives
1. Create a Knowledge repository of various e-Governance services offered by Government of India at Grampanchayat Level.
2. Analyze underutilized services and study the reasons behind them
3. Design a framework to enhance the overall use of e-governance services at Grampanchayat Level.

III.3 Hypothesis -1 (H1):
Null Hypothesis: e- governance services are utilized at their best..
Alternative Hypothesis: few of the e-governance services are underutilized

III.   METHODOLOGY
This research utilizes both primary & secondary data. The survey, case study, design and creation are also used in this result to deduce the results of the objectives.Primary Data : 34 grampanchayats from Palus Taluksa of Sangli district are considered as a population sample. A questionnaire is designed which includes categorization of 29 e governance services. It is stored in an excel sheet. This data is categorized as
- Male : a) Below Poverty Line(BPL) Families
     b) General Rural populace
- Females:
- CSC Operators
- Gramsevak
- Registrars & Authorities.

Secondary Data: Author has collected service utilization report for 2013-14, 2014-2015, 2016, 2017 from Sangram Kendra of 34 grampanchayats. This report includes the number of transactions for every service.

III.1 Data Analysis & Interpretation
To deduce the solutions for the above mentioned objectives analysis of secondary data & primary data is made as below:

Objective 1: Assess the use of these services
E-services are distributed by using sangramsoft i.e. website www.sangram.co.in till April 2015.
To evaluate the use of the above mentioned e-services, researcher considered:
A. The service utilization report for the years 2013-14,2014-15,2016,2017.Following are the online transactions made during the year 2013-14 & 2014-2015.
B. Primary data is collected from various rural populaces by using a questionnaire. Total population of 34 Grampanchayats of Palus taluka is 138, 758 and sample size is 150 & few authorities .

A. SERVICE UTILIZATION REPORT
Number of total certificates distributed in the year 2013-14 and 2014-15 are listed
in the following table. Total of the two years data is listed in fifth column. Current domain have many issues pertains with the e-governance services. it is revealed after study that many of the e-governance services are underutilised or not popular in common people. There are many verticals dimensions of the reason exist;. However by considering presented study following hypotheses are built.

III.2 Study of Hypothesis
Hypothesis -1 (H1):
Null Hypothesis: e- governance services are utilized at their best.
Alternative Hypothesis: few of the e-governance services are underutilized..
To test above said null hypothesis three approaches were adopted.

a) Literature review:
Hypothesis has been tested similarly by using the service utilization report during the year 2013-14 and 2014-15, 2016, 2017. In current situation to review the use of existing e-governance services, the parameters such as age, sex, society group and profession are taken into consideration. The onsite observation and data collected from field work showed that majority of the utilizers are males than females from each category. Researcher has considered one threshold criteria of 700. Researcher has also considered total number of male and female.

Table 1 Sorted List Of Service Utilization Report (Year 2013-14 & 2014-15) [Www.Sangram.Co.In]

Sr. No	Service	Usage Report		
		2013-14	2014-15	Total
1	Birth Certificate	3016	3267	6283
2	Property Namuna 8 A Certificate	2590	2720	5310
3	Offspring Certificate	2290	2443	4733
4	Income Certificate	1967	2090	4057
5	Family Certificate	1785	1859	3644
6	NOC for Business Certificate	1567	1782	3349
7	Residential Certificate	1390	1588	2978
8	Death Certificate	1178	1295	2473
9	No Dues Certificate	1129	1289	2418
10	Non Beneficiary Certificate	956	1034	1990
11	House Construction Certificate	838	870	1708
12	Below Poverty Line Certificate	801	848	1649
13	Character Certificate	793	815	1608
Sr. No	**Service**	**Usage Report**		
		2013-14	**2014-15**	**Total**
14	NOC Certificate for electricity	738	801	1539

15	Unemployment Certificate	193	201	394
16	Caste Certificate	134	154	288
17	NOC Certificate for Tap Connection	131	150	281
18	Drinking Water Availability	129	148	277
19	NOC Certificate for Beer Shop	123	145	268
20	Toilet Certificate	118	141	259
21	Homeless Certificate	115	139	254
22	No Governemt Job Certificate	113	130	243
23	Marriage Certificate	109	119	228
24	Property Mutation Certificate	108	116	224
25	No remarriage Certificate	103	116	219
26	Old Age Certificate for Niradhar	99	115	214
27	Water Utilization Certificate	93	95	188
28	Certificate for divorcee	23	25	48
29	Certificate for seperated(Parityakta)	18	20	38

Table 2 : Sorted Service Utilization Report(Year 2016,2017)

Sr. No	Service	Usage Report		
		2016	**2017**	**Total**
1	Birth Certificate	42778	50226	93004
2	Property Namuna 8 A Certificate	32000	34680	66680
3	Offspring Certificate	23018	29062	52080
4	Residential Certificate	22712	23392	46104
5	Family Certificate	18462	22206	40668
6	Unemployment Certificate	18156	18516	36672
	Service	**Usage Report**		

Sr. No		2013-14	2014-15	Total
7	No Dues Certificate	14314	19176	33490
8	Non Beneficiary	13004	14038	27042
9	Noc for Business	10340	6222	16562
10	Character Certificate	5304	7300	12604
11	Income certificate	5300	7000	12300
12	Certificatew for House Construction	4012	5031	9043
13	Death Certificate	4913	4024	8937
14	NOC for Electricity	1904	5304	7208
15	Below Poverty Line Certificate	187	363	550
16	Old Age Certificate for Niradhar Scheme	193	249	442
17	Certificate for Seperated (Parityakta)	30	45	75
18	Toilet Certificate	102	186	288
19	No Government Job Certificate	100	172	272
20	Marriage Certifiacte	105	136	241
21	No Remarriage Certificate	95	136	231
22	Water Utilization Certificate	93	118	211
23	Homeless Certificate	87	114	201
24	Cetificate for Divorcee	29	33	62
25	Property Mutation Certificate	112	68	180

Sr. No	Service	Usage Report		
		2013-14	2014-15	Total
26	Tap Connection Certificate	70	75	145

| 27	NOC Certificate for Beer Shop	64	73	137
28	Drinking Water Availability Certificate	62	72	134
29	Caste Certificate	33	30	63

During the year 2016 and 2017 Sangramsoft website was offline due to some reasons. After certain gap another new website (application) https://aaplesarkar.mahaonline.gov.in is used to distribute the e-services. Following are the online transactions made during the year 2016 and 2017.From above tables it is seen that few online services are having more number of transaction and few e-services are having less number of transactions. It shows that some services are more used by the rural populaces and some services are less used by them. To categorize these services researcher has used threshold criteria of 700. The author has considered the transactions or e-services having count 700 and above will be more known to the users. Actually numbers of families in 34 grampanchayats are 23808. So average of number of families per Grampanchayat are 700 (i.e.23808 (total population)/ 34(Total GPs). If it is considered that every family has taken single certificate of that certificate once a year then researcher assumed that the service is known to that family and service awareness is considered. So the number 700 is taken as threshold value. So in this case 700 means normal number that represents service is known to everybody (It is assumption).

b) Descriptive Analysis: In this test primary data is used. The no of e-services used by the various categories of rural people are considered here. The primary data is stored in excel sheet.
Table No 3 Frequency distribution for E-Service Utilization

Sr.no.	E-Services	Frequency Associated	
		Male (%)	Female (%)
1	Birth Certificate	97.99	52.63
2	Family Certificate	97.71	51.58
3	Offspring Certificate	98.28	47.37
4	Death Certificate	96.28	48.42
5	Marriage certificate	2.29	3.16
Sr.No	Service Name	Frequency Associated	
		Male (%)	Female (%)
6	Certificate for Divircee	3.15	4.21
7	No Remarriage Certificate	1.43	2.11
8	Certificate for Seperated (Parityakta)	1.43	3.16
9	Property Mutation Certificate	99.14	2.11
10	House Construction Certificate	96.85	49.47
11	Property Namuna(Extract) 8 A Certificate	4.58	53.68
12	NOC Certificate for Business	99.14	45.26
13	NOC Certificate for Electricity Certificate	96.85	43.16
14	NOC Certificate for Beer Shop	4.58	0
15	Old age Certificate for Niradhar sCheme	2.87	4.21

16	Residential	99.14	43.16
17	Water Utilization Certificate	2.29	4.21
18	Unemployment Certificate	96.56	44.21
19	No Dues Certificate	96.85	42.11
20	Non Beneficiary Certificate	98.28	40
21	Character Certificate	97.71	45.26
22	Income Certificate	96.56	51.58
23	Below Poverty Line Certificate	9.74	3.16
24	Caste Certificate	5.16	0
25	NOC Certificate for Tap Connection	1.72	1.05
26	Drinking Water Availability Certificate	6.02	10.53
27	Toilet Certificate	0.29	1.05
28	Homeless Certificate	0	0
29	No Government Job Certificate	0.86	0
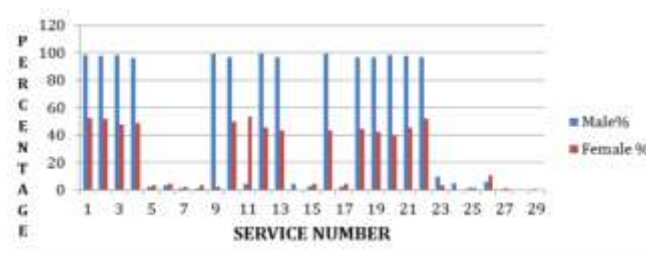
Graph No 1 Frequency distribution for E-Service Utilization

Accordingly it has been seen that out of 29 services 15   services are not availed by rural populace largely i.e. they are underutilized services. The reason is also studied behind them; it is explained earlier in the chapter 3 and chapter 4. In this way second hypothesis of the study is confirmed.

c) Inferential Statistics: Question asked to the responded to whether they use e-governance services sought to them through competent bodies. User has to check the options accordingly. Checked option considered as 'Yes' and unchecked option considered as 'No' during analysis of the data. 'Yes' and 'No' are bournolies trial and therefore Binomial test of the association has been conducted to test whether e governance services are utilized or underutilized ,the proposition value has set at 0.50 . Result of the test at 5% level of significance as follows-

Table no 4 Binomial tests

Services	N	Test Prop.	P-value
Birth Certificate	455	0.50	0.052
Family Certificate	455	0.50	0.051
Offspring Certificate	455	0.50	0.085
Death Certificate	455	0.50	0.088
Marriage Certificate	455	455	0.00
Certificate for Divorcee	455	0.50	0.00
No Remarriage Certificate	455	0.50	0.00
Certificate for Seperated (Parityakta)	455	0.50	0.00

Property Mutation Certificate	455	0.50	0.00
House Construction Certificate	455	0.50	0.054
Property Namuna 8 A Certificate	455	0.50	0.057
NOC Certificate for Business	455	0.50	0.055
NOC Certificate for Electricity	455	0.50	0.851
NOC Certificate for Beer Shop	455	0.50	0.071
Old Age Certificate For Niradhar Scheme	455	0.50	0.058
Residential Certificate	455	0.50	0.058
Water Utilization Certificate	455	0.50	0.05
Unemployment Certificate	455	0.50	0.075
No Dues Certificate	455	0.50	0.074
Non Beneficiary Certificate	455	0.50	0.058
Character Certificate	455	0.50	0.08
Income Certificate	455	0.50	0.41
Below Poverty Line Certificate	455	0.50	0.00
Caste Certificate	455	0.50	0.00
Services	**N**	**Test Prop.**	**P-value**
Tap Connection Certificate	455	0.50	0.00
Drinking Water Availability Certificate	455	0.50	0.00
Toilet Certificate	455	0.50	0.08
Homeless Certificate	455	0.50	0.00
No Government Job Certificate	455	0.50	0.00

On the merits of the above three statistical methods viz: (a), (b), (c)-approach of hypothesis testing; the null hypothesis is rejected .i.e. alternative hypothesis is accepted. It concludes that few of the e-governance services are underutilized as below:

Table 5 depicts the view for underutilized e-governance services

Sr. No	Underutilized E-services
1	Below Poverty LIne Certificate (BPL)
2	Caste Certificate
3	NOC Certificate for Tap Connection
4	Drinking Water Availability Certificate
5	NOC Certificate for Beer Shop
6	Toilet Certificate
7	Water Utilization Certificate
8	Homeless Certificate
9	No Government Job Certificate
10	Marriage Certificate
11	Marriage Certificate
12	No Remarriage Certificate
13	Old Age Certificate For Niradhar Scheme
14	Certificate for Divorcee
15	Certificate for Seperated (Parityakta)

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By using above categorization researcher developed the new framework.This framework includes the separate menu for

IV . FRAMEWORK TO ASSESS UNDERUTILIZED E-GOVERNANCE SERVICES

Underutilized Services: The screen for Menu with underutilized services:underutilized framework.

Figure 1 Screen for Menu with underutilized services

1) Consider the application for the Homeless Certificate (बेघर दाखला)

The procedure to get the certificate is as below:

Steps 1:- From an Operator login the operator has to fill up the applicant's details. A citizen can also make login online and fill up his/her details. For It is shown in the figure 6.19.

Step II: The application details are saved in the respective table and displayed in the grid as shown in figure 6.20.

Step III: The admin will verify the application. He will make login as shown in above figure 6.7. After login the homepage with buttons is displayed as shown in the figure 6.8. He will click on the button "Homeless Certificate". After clicking the screen with grid as shown in figure 6.21 is displayed.

Step I: Data entry from Operator login

Figure 2 : Screen showing the applications filled by operator

Step II : Admin Login :Application is added into the grid visible from 'Admin' Login. It is for approval process by admin.

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When "admin' approves the application, its status changes as
' Approved'

Figure 3: : Admin Login Grid showing the application pending for approval

Figure 4: Grid showing the status of the application as 'approved'

Step III : Certificate generation. Certificate is generated fro m 'Operator' login.

Figure 5: Homeless Certificate

To generate the certificates for remaining 14 applications in the category "Underutilized Service ", same procedure is followed as explained in the step I to Step III.

V FINDINGS

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This study mainly explains the review of all e-governance services used by rural people with a purpose to fulfill the daily needs under one window. Observations: From above frequency table it is observed that :

a) All e-services are not availed by rural populace with full capacity. Few e-services are less utilized by rural populace. Awareness programs must be conducted by Grampanchayat. Special training must be given to CSC operators to spread the awareness among the rural populace. Some posters, dashboards should be displayed at common places like general library, chawadi etc. Taluka coordinator should also conduct awareness program by using audio-visual aids like documentary, videos etc.

b) If male & female frequency distribution (Table 3) is observed, it is seen that e-service facility is more utilized by males than females. So it is necessary to spread awareness of how to avail the e-governance services among the women of all the communities. Women empowerment programs must be organized at rural level by each Grampanchayat. Rural women should be brought in the main flow of the daily life.

It is necessary to empower the rural women. The services like Bachat gat, Mahila gruh Udyog will help to fulfill this purpose. Women will get online platform to enhance the trades.A user interface has been improved in a new framework. So underutilized but essential services will be used by the populace on more scale.Finally, the researcher has developed a framework. In this framework new need-based services and essential existing services are brought under one roof.New services allow to download the constituency details, voters details, veterinary doctor's appointment details, accept the online order for the fertilizers, insecticides, order for housemade eatable products of Mahila Gruh Udyog, also Mahila Bachat gat details are available online.etc. This framework screens or web pages have improved the user interface for existing services. A search facility also included in the new framework. Due to this facility user can immediately search the required e-service. He can locate the service easily, in this way efforts are saved and the response is increased. New need-based services are also included in this new framework. These services will fulfill the local needs. It also enhances trades and business in the rural region.

VI CONCLUSION

1. This new framework includes provision for citizen login. So rural people do not have to depend on the operators/intermediaries to use to the e-governance services.

2. When awareness is spread by local agents about the existence of e-governance services among all category people in the rural regions, people understand the importance of these services. Before this rural populace used to hesitate to walk up to the Grampanchayat Karyalay and ask for the online service instead of offline service. Hence delay was experienced to gain any certificate because of both people asking for service and office too as people get tired to visit office again and again to get the certificate. But due to e-governance service burden on the rural populace has decreased.

3. These services have proved beneficial for women as they used to hesitate to go to the gram panchayat office for offline service. Walking to the office and then applying for the services is hectic job for them. But with existing e-governance now they are satisfied. This is the situation after creating the awareness of the existence of the e-governance services. When feedback of the new framework was taken from women they were very much satisfied with the newly. They realized that they are also part of the administration and now they can show their skills and potentials in society. So new services offered these women a platform to prove their potential and talent.

4. According to the opinions of the people, current e-governance services are a G2C type. They are expecting a C2G type of services.

5. It is also necessary to provide rural populace a B2C type of services. In existing e-governance, it is not provided. But in the new framework, this facility is implemented like online purchasing.

6. All rural populace are not having internet awareness.

7. Phobia of technology should be removed.

8. In existing e-governance customer to customer interaction is not possible. Rural populace are having their own jobs, trades at limited levels. If artisans and low skill holders like timber industry, plumbers, carpenters, potters, goldsmiths, eatable makers are grouped together, then the platform through this e-governance can be
Made available to them. They can manufacture things by making use of comparatively superior material with modern skills. In rural region labor cost is low-priced. These labors can be used for large-scale production by giving them proper training.
Online market can be made available to them.
9. If Kiosks centers are like ATM machines i.e. with screen and touchpad are made available then women and BPL families, other weaker groups can access these services without fear. They should be located in that area.

VII FUTURE SCOPE

In order to spread maximum use of e-governance, the people from distant places or l areas, mobile governance to be given importance, through which, both transactional and informational government services can be provided. To achieve this target various modernizations in mobile governance can be provided.It is possible to encourage ethical use of e-governance service to keep the information of government, private institutions safe and secure.According to the locality, the goals and objectives of this study have been chosen. The scope is limited to one tehsil. i.e. Palus Taluka of the Sangli district which includes 34-grampanchayats. Since this e-governance is implemented for all the grampanchayats in India, the scope can be expanded and the population can be considered accordingly. The researcher has studied opinions and responses of rural people from one tehsil. This study is giving information regarding the utilization of e-governance services. According to the use, researcher has categorized the services. Researcher designed the framework which includes the existing services & their categorization. A study covering all grampanchayats under each and every state of India would be more useful and enlightening to the Government of India for a successful implementation of e-governance.New need-based services those are region specific can be added.C2G, C2C type of governance can be implemented in future.

Abbreviations

NIC   : National Informatics Centre
NeGP : National E-governance Plan
GoI : Government of India
CSC : Common Service Centre
Sangram : Sangankiya Gramin Maharashtra
C2G : Customer To Government
C2C: : Customer To Customer
GPs: Grampanchayats
MMPs: Mission Mode Projects
UI : User Interface
BPL:BelowPovertyLine

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