

of administrative procedures and formats which attracts a lot of resistance in almost all the departments at all the levels.

4. **Technological challenges:** The above challenges hinder India's technological capability to usher in e-governance reforms. These include Interoperability, providing Multimodal Interaction platforms, privacy and security, attending to local problems like language etc.

## Way Forward

### 2<sup>nd</sup> ARC Recommends following

1. **Building a Congenial Environment:** This should be achieved by:
  - a. Creating and displaying a will to change within the government
  - b. Providing political support at the highest level
  - c. Incentivising e-Governance and overcoming the resistance to change within government
  - d. Creating awareness in the public with a view to generating a demand for change.
2. **Capacity Building and Creating Awareness:** It involves both the organizational capacity building as also the professional and skills upgradation of individuals associated with the implementation of e-Governance projects.
3. **Legal Framework for e-Governance:** It should have privacy, cyber security, parliamentary oversight and penalty clauses etc.
4. **Business Process Re-engineering:** Governmental forms, processes and structures should be re-designed to make them adaptable to e-Governance, backed by procedural, institutional and legal changes.
5. **Monitoring and Evaluation:** Evaluation of success or failure of e-Governance projects may be done by independent agencies on the basis of parameters fixed beforehand.

Government has taken various steps like PRAGATI (Pro-Active Governance and Timely Implementation), Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA), BharatNet etc. to tackle the challenges. It will ensure progress towards minimum government maximum governance maxim of the good governance and smooth transition towards the aim and objectives of Atma Nirbhar Bharat. (836 words)