Chapter -1

Introduction

1.1 Preface: In the era of globalization and competitiveness it is necessary to adopt technological changes by government for better relationship with the citizen, the business and constitutional parts of government. Success of any government depends how it satisfy and deliver information and services.

All government are deeply involved in generating and processing huge amount of information as a part of their work culture, and this information is necessarily managed and to citizen, industries, business and its constitutional parts. Manually it is very difficult to manage this generated information but using ICT it can be managed easily. The success of any government also depends on how it communicates with its Clients.

In present scenario E-governance may become effective and efficient tool for government at all level for proper functioning of their job and proper delivery of service and not only information. E-governance can enhance the work culture not only by delivering services but it can re-engineer the process of communication between government and end user and also can become the direct medium of interaction between them. According to International centre of E-Governance¹ “Governance is not government, nor is it the act of governing. It is more usefully seen as a process: the process by which

¹www.icegov.org
institutions, organizations, companies and societies 'guide' themselves. It is also about how these bodies interact with each other, with their 'clients' and with the public. At its most basic level, it is about how society organizes itself for collective decision making, and also provides transparent mechanisms for seeing those decisions through. E-governance is a shorthand term for the use and impact of technology, in particular information and communications technology (ICT), in governance systems.”

Similarly, according to the E-governance Institute of Rutgers University states2 “E-governance involves new channels for accessing government, new styles of leadership, new methods of transacting business, and new systems for organizing and delivering information and services. Its potential for enhancing the governing process is immeasurable.”

“E-Government” refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption,
increased transparency, greater convenience, revenue growth, and/or cost reductions.\(^3\)

Almost every view mentioned above are either citizen centric or business centric but in the age of globalization there is need to develop industry centric E-governance system, which can handle all requirements of industry form starting to end. Every industry interacts with government traditionally in government office, only some of the projects are fully, some are partially ICT and some are totally manual based but there is absence of industry centric system. With the ICT it is possible to deliver every service to industry at their door step because industrial sector has successfully implemented ICT in their day today behavior.

With interaction to industrial sector it was found that there is need of friendly speech, easy and two way communications with transparency and low cost interactions between government and industries.

1.2 Need of Study –

“Economic development fulfill the objectives of nation, it includes faster growth of national income, alleviation of poverty and reduction of income inequalities.”\(^4\)

For economic development and faster growth of any region industrialization contributes in changing the structure of the economy, employment generation and bringing and strengthening the technological progress. Technological growth includes use of machine and equipments

\(^3\) www.worldbank.com
\(^4\) Industrialization in India- Jana Ham brook and Sebastian Hauptmann ,Research essay published on “Industrialization in India” in Trinity College Dublin 1999 page- 20
to produce goods in large and better quality with low cost. Apart from this industries have adopted and successfully implemented use of ICT within and outside the industrial environment for improved work culture. But it is not same in work culture of government.

At every level of government i.e. national, state and local level use of ICT and E-governance system has adopted, implemented and restructured over the past 20 to 30 years. This adoption is specifically for internal government components, citizens and business but no any integrated and single E-governance system has explicitly and implicitly considered for industry oriented, there is highly required a integrated industry oriented and industry centric E-governance system that can solve and fulfill problem and requirements for communication between industry and government department.

However some of the E-governance systems are there that are fulfilling the requirement of communication between government and Industrial sectors but no any integrated system is available that deliver service and information from single point or through single click.

At present industrial sector access information and obtain the service from various government websites for communicating with government departments at national, state and local level and this is complicated and cumbersome process. Some part of communication process can be performed through online mode and rest of the part is to be performed with paper based system. Industry and Government communication needs an environment that enables fast and efficient access to government service and reduces unnecessary delay in process.
that is required to start and run the industry. This research study was started with concept to design a single entry portal for industry sector that provide all clearance and NOC from different department that required to start a new industry and all requirements after setting industry through single click, also that system provides tracking the status of requests and grievances made to government.

At national, state and local level there are various departments and agencies are there from which communication takes place by industries before and after starting the industry that consumes lots of time with money and whole process is too much complex that required to make simple for satisfaction of industrial sectors, for it is need to change old administrative procedure gradually. A single click e-governance system will improve communication between government constitutional part and industrial sectors.

Since E-Governance is accepted by all over the field at every level of government, but most of the systems are citizen oriented, only some of the system like taxation and enquiry based system are E-Governance centric.

Industry to government communication takes place right from establishment of industry to forever and it is never ending process. This communication takes place in to two parts – (1) Before establishment (2) After establishment.

Before establishment or to start an industry in any region, it has to interact with Government at national, state and local level in number of ways like:
To register company and request for director index number.

To allotment of land for industry.

To take permission for construction of factory and building.

To get license from local authority.

To request for water, electricity and telephone connection.

To request for national, state and local tax registration.

To apply for financial support from bank.

The process is complicated when industrial sector communicates with agencies like GIDC\(^5\), DIC\(^6\) in Gujarat and AKVN\(^7\), DIC\(^8\), SEZ\(^9\), PARK etc in Madhya Pradesh.

After establishment of an industry following steps are involved -

- Renewal of permission, index numbers from national to Local level.
- Tax filling from national to local body of government and the nature of filling tax is quarterly, six monthly or yearly.
- Government audit.
- ESIC\(^{10}\), PF\(^{11}\), gratuity deposit etc.
- Procurement service if needed.

To handle all types of interaction between Government and industrial sector various separate or individual E-governance systems are working from National to Local Level like MCA21\(^{12}\), income tax, state tax,

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\(^{5}\) GIDC- Gujarat Industrial Development Corporation

\(^{6}\) District Industrial Corporation.

\(^{7}\) AKVN- Audhyogik Kendra Vikas nigam

\(^{8}\)District Industrial Corporation

\(^{9}\) SEZ- Special Economic Zone

\(^{10}\) ESIC- Employee Scheme for Insurance

\(^{11}\) PF- Provident fund

\(^{12}\) MCA- ministry of Corporate affairs
PCB\textsuperscript{13}, electricity board etc. In this research study the main focus is to find ways to interact with government through E-governance portal. What the problems are in present system? How can it be resolved? Present study tried to answer these questions.

1.3 Literature Review

A literature means a written, printed, electronic document that is already available and Review manse study of all those material available on that subject.

It describes a collection of published, unpublished information and data relevant to research topic.

The study of Literature gives broad ideas about research topic for analysis and views and study of other researchers carried out in the past. For presented study various aspects of E-governance projects were studied at Local, National Level. The study of past studies were conducted according to following points-

(1) Books.
(2) International and national Journals.
(3) Material available on various governments’ websites at Local, State and National level.
(4) Thesis.
(5) Articles in News paper.
(6) Reports of Various Commissions.

\textsuperscript{13} PCB- Pollution control board
Books -

(1) **Title – “E-Governance”**
**Author- Mr. Pankaj Sharma**

In this book author concentrated on E-governance and its Concept and process. Author also suggested the legal framework for E-governance that can be applicable at any level of government with security, act etc. Author also focused on PPP in E-Governance projects for high quality infrastructure, shortage of public fund and high efficiencies and quality of system managed by private areas. Author also included some case studies on E-governance.

(2) **Title – “E-Governance in India – Initiatives and Issues”**
**Author- Mr. R.P. Sinha**

In this book Mr. Sinha explains difference between Good Governance and E-Governance. He writes introduction of management techniques into public administration is Good governance and improved delivery system by use of ICT is good governance with E-governance. He also focuses on impact if ICT on governance and suggest views for E-governance system. In this book he included E-governance status in Australia, America, Canada, Denmark and Finland. Mr. Sinha also wrote E-governance initiatives and their status of some of the state in India like Andhra Pradesh, Gujarat, and Mizoram.

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14 Anil publishing corporation- 2004 – ISBN R1BA-JLW-P5ZO
15 PPP-Public Private Partnership
(3) Title – “Global E-governance: Advancing E-governance Through Innovation and Leadership”

Author- Jirapon Tubtimhin, G. Russell Pipe

Both writers introduced how governments are being transformed at every level with use of advanced technology and introduction of innovative programs that open vast opportunities for delivery of public services, interact with citizens and business, and promote democracy. They define responsibility for operating E-governance services and training to political leader is needed for successful E-governance system. They focuses on advancing E-governance through innovation and leadership by including articles by international experts, national case studies and training course materials. They also included current economic development program, such as the financial crisis and how the consequences may impact the advancement of e-government programs, including requirements for professional staff and experts to operate E-services.

(4) Title – “E GOVERNMENT: THE SCIENCE OF THE POSSIBLE”

Author- J. SATYANARAYANA

Implementation of E-governance becomes more interesting at International, National and State level of the world. With the use of ICT reliability and speed delivery of information is prime objective of every E-governance system at all level of world. In this book author pointed
out – Benefits of E-government, PPP model, Standards, security and cyber law. Case study on G2B\textsuperscript{19}, G2C is explained in such a manner so that everybody can understand the concept of E-governance.

Mr. J. Satyanarayan is a man of E-governance he has practical experience in the field of E-governance. In this book he writes about role of people, process and technology in E-government, PPP, E-governance standard, and issue relating to security, the digital dividends divide, and E-government and cyber law. Also he discuss about E-governance at International level in United State and United Kingdom with national level in Andhra Pradesh and Karnataka.

He included 9 case studies FirstGov.gov, UKonline, eCitizen, CARD\textsuperscript{20}, eSeva, Bhoomi, e-Procurement-Transparency in Procurement, Tradenet of Singapore and SmartGov.

(4) “E-Governance – Concept and case studies”\textsuperscript{21}

\textbf{Author-C.S.R. Prabhu}

Author writes about the power of citizens and E-governance. Today as citizens are becoming more and more conscious of their right to get the required services and as both the states and central governments recognize the need to deliver faster and efficient services to ordinary citizens, E-governance has emerged as an effective instrument of administration. He also wrote about E-governance models for digital divides and E-readiness. He also included current trend of IT like Data Warehousing and Data Mining in the field of E-governance.

\textsuperscript{19} Business to Government
\textsuperscript{20} Computer Aided Registration of Deeds
In this book nine case studies are included to explain the concept of E-Governance. NICNET\textsuperscript{22}, Collectorate 2000, Smart Nagarpalika, various projects run by Andhra Pradesh Government, Judiciary, Bhoomi, E-Khazana, Various projects run by Kerala Government, E-Panchayat, Three foreign cases about USA\textsuperscript{23}, China, Brazil and Sri Lanka are included.

(5) Title - “Unlocking E-government Potential –Concepts, case and Practical Insights”\textsuperscript{24}

Mr. Prabhu differentiates E-government and E-governance and explains status of E-government in developing countries with challenges, investment in E-governance projects, Implementation, benefits of E-governance, guideline for designing and implementing of E-governance system at state and Local Level. G2B, G2G based case studies are included.

Ph.D. Thesis -

(1) Title - “An E-governance adoption framework for developing framework for developing countries : A Case study from SUDAN”(2012)

This is research work of Sara Abdalla in Cranfield University. In this research researcher examined the E-governance adoption at 100 national and organizational levels. Also he studied and examined the technological, organizational and environmental issues of ICT. He also suggested a framework for SUDAN for adoption of E-governance. This

\textsuperscript{22} National informatics center network –Nationwide satellite based network

\textsuperscript{23} USA- United State of America

\textsuperscript{24} Sage publication India pvt ltd , ISBN:978-81-7829-928-0(PB),First printing 2009
research contributes towards adoption, policy making for the country. This research guides policy makers who are willing to make a change through E-governance.

(2) “Decentralization governance and development in India : A Study in West Bengal”(2004)

This is the research work of M.D. Nazrul Islam at Mysore University Mysore. In this study Nazrul studied the decentralization of work culture through E-governance in West Bengal. He focuses on development and responsibilities of E-governance. He also talked about participation of end users.

(3)“Predicting IT governance performance: A method for model based decision making”(2012)

This is the research work of Marten Simonsson in Royal Institute of technology Stockholm University SWEDEN. Main contribution of this research work is a method for Model based IT governance decision making. In this research work Marten provided framework for assessment of IT governance and prediction of IT governance performance.

Basically this research consists of different sections and every section includes research paper published in journals and conferences. Marten studied 35 organizations and their IT governance with performance. This research highlights many loop holes in the system and suggests some model framework for removing loop holes.
<table>
<thead>
<tr>
<th>Articles in Newspaper –</th>
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<tbody>
<tr>
<td>(1) <strong>Economics Times (Dated-4-12-2013)</strong></td>
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<tr>
<td><strong>Title</strong> – “Good lesson from Punjab Model”</td>
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<td>Article is about Punjab model for industrial clearances outlined by Chief Minister Mr. Sukhbir S. Badal. He suggested state government vision towards single window clearance for industrial sectors. Proposed model for E-governance is for better government industry relation and suggestion for improve information and service delivery. This model also describes the process for reducing the interface between government and citizen.</td>
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<td>(2) <strong>Economics Times (Dated-13-09-2005)</strong></td>
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<tr>
<td><strong>Title</strong>- “A 6-City seminar on E-governance”</td>
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<tr>
<td>This article highlights the series of seminar organized on E-governance: How technology changes the rules. Seminars were organized in New Delhi, Bhopal, Jaipur, Gandhi Nagar, Chennai and Kolkata. These seminars endeavor to provide and insight into the development and advances in E-governance across the India. These seminars provided platform to representation from government, institution, senior bureaucrats to meet and discuss the E-governance in the country. Seminars also focus on government perspective towards E-governance.</td>
</tr>
<tr>
<td>(3) <strong><a href="http://www.indiatimes.com">www.indiatimes.com</a> Dated -1 -11-2003</strong></td>
</tr>
<tr>
<td><strong>Title</strong>-“Cut red tapes through E-governance”</td>
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<tr>
<td>This article focuses on effects on red tap on government working. According to this article India ranks 83rd among 133 countries in</td>
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corruption perception index of Transparency International. In this article paper focuses that E-governance is supposed to be antidote for red tape. Over the years E-governance has shown tangible results in fighting red tape and consequent corruption. Yet it is a continuing uphill battle.

Undoubtedly Karnataka, Haryana and Andhra Pradesh has revolutionized governance through E-governance. Government routine work, land record management, electricity board has come under E-governance for smooth working.

(4) The Hindu(2012)-
Title- “Private players to manage E-governance”

In this article the Hindu paper write about step taken by Kochi Corporation for collaboration with private company to manage E-governance system. In Kochi computerization of civic bodies has started with different IT initiatives like “Sevanan” for civil registration, “Sulekha” for Plan projects and “Sankya” for accounting. These systems facilitate birth, marriage, pension disbursal and citizen services.

(5) The Guardian- (Dated 8-5-2012)
Title – “How to move from local E-government to collaborative E-government”

According to article local government is moving from providing digital services towards E-governance. Local government can adopt new technology for new form of governance that is based on online participation of services with citizens and communities. Article also focuses on information and service delivery in local system.
Reports –

(1) “Gujarat – Driving Innovation for Inclusive Growth and Human Development” (2009)
   By- Gujarat Government Planning Commission

Gujarat is a progressive state with an impressive track record in economic development. The State is deeply committed to ensure that benefits of development reach to the real need. With the Government creating an enabling environment for people to enjoy long, healthy and creative lives, Policies and program implementation aim to make people active partners in the State’s development to ensure what Prof Amartya Sen calls, “….advancing the richness of human life”

(2) Madhya Pradesh … A Strategic Destination for I.T. Investments(2009) –
   By -Report published by M.P. Government

This is the report of IT department of Madhya Pradesh. In this report various factors are described for industrial development and attractions for industries to establish in the state.

Research Papers –

(1) “E-government fundamentals”( 2010)
   By- Steve Drew26 and Mohd. Alshehri27

In this paper emphasis is given on how E-government is becoming important aim for many government around the world. This paper aims

25 A well known Noble prize winner economist
26 Senior lecturer in Griffith institute for higher education Queens law University of technology Australia
27 School of Information and communication technology Queensland, Australia
to review and reorganized the provided work about E-government such as definition, types, advantages and barriers. Both the writers stated that the E-governance has the potential to greatly improve, how government operates internally and how it serves its customers. Findings in this research paper indicates that it is important to conduct deep research into obstacles, facing E-government implementation and understanding relationship between these barriers in order to offer some solution to overcome them.

(2) “Assessing the impact of E-government : A study of projects in India”(2010)  
By- Subhash C. Bhatnagar and Nupur singh

Primary objective of this paper was to measure the impact of computerization on user of selected services delivery projects and to test the applicability of the framework across the variety of project. For this study major E-governance projects were selected throughout the country.

(3) “India experience an G2C service delivery models : Selected case study and lessons for future developments”
By- M. J. Xaview and R. P. Pillai

In this paper writers included different E-governance projects that has successfully implemented in Indian states. Projects are Gyandoot projects of Madhya Pradesh, ITC Choupal project of 4 states Madhya Pradesh, Uttar Pradesh, Karnataka and Andhra Pradesh, Amul dairy project of Gujarat, TARAhaat.com project of Bundelkhand region.

28 Mr Bhatnagar is member of IIM Ahmedabad and Specialist of E-governance field
30 TARAhaat.com – Technology and action for revel and
This paper concluded that above projects are development in nature and E-governance is incidental to the total development effort in rural areas. Also projects suggested that democracy can be achieved by proper use of technology. Also E-governance system increases the secure participation of citizens.

(4) **Issues in bridging the digital divide in India (2010)**

**By- R. K. Bagga**

In this paper author is focusing on digital divide and its issue for bridging the gap. He further describes changing scenario of structural transition from an industrial to post industrial information society. They define critical importance of inclusion and true participation by all, technology as tool and open a competitive system work with some control over the introduction of new technology.

(5) **“E-transformation as a strategic tool for SMEs in developing nations”**

**By- Shiromi Arunatileka and Dines Arunatileka**

This paper discusses the opportunity and challenges of SMEs in developing countries facing in the e-market and propose strategies for them to develop themselves using e-transformation a strategic partnership. Both writers focused on transformation and its electronic form for E-governance. Also the introduced 7 E’s for success full E-transformation and e-business related SWOT analysis for developing countries.

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31 Member, Administrative college of India, Bella Vista, Hyderabad
33 Authors are members of University of Western Sydney, Australia.
“Management challenges for government organization”

By- Vasant Godse

In this paper author described IT advancement and its impact on government organization. They think that government sectors are operating in same environment in which the private sector thrives. This paper deals with environment differentiate the public sectors with private sectors and discusses the issues involved in E-governance. They recommended some concept to improve quality of service, staff, partnership and effective management.

Internal management challenge for effective E-governance –an Indian perspective

By- Raghunath Mahapatra and P. Sinnakrisnan

This paper presents looks at the aspects associated with the effective internal government practices for efficient governance. They expose the use of IT to smoothen the process and make them more efficient are also explored and emphasized. They described methods to tackle problem, procedure inefficiencies and attitudinal deficiencies’ internal to government organization. They also described use of IT is an important contingent variable for the success of E-governance initiatives. It should be a means to the end and not the end in itself.

Conclusion of Review of Literature – This review was conducted from international to national literature that is available some of them are included in this study and some of them are not included (rejection and
A Comparative Study of the Implementation of E-governance in Gujarat and Madhya Pradesh with special reference to industrial sector

...selection criteria was based on the fact that if literature includes matter related with this study then selected and not then rejected) and it is found that literature on E-governance-Industry relation is not available and study on this is needed more. Available research paper, thesis, case study, reports etc studied E-governance for citizens, business, government but not single study included integrated system for industrial sector. E-governance systems which are available and designed for industrial work separately and there is no linkage between them.

1.4 Objectives of Research study-

The objectives of research study represents conclusion of study. It is well known that E-governance system has better impact than traditional system for communicating between industrial sector and Government. E-governance is more transparent, speedy, efficient and effective system for communication. The research study is carried out with following objectives-

(1) To find the efficiency and impact of E-Governance system.

(2) To study the implementation of E-governance for industrial sectors in Madhya Pradesh and Gujarat.

(3) To compare the perception of industries towards E-governance.

(4) To provide suggestion for better implementation of E-governance.

(5) To find whether implementation of E-governance makes Govt. Process transparent.
1.5 Hypothesis for study:

The hypothesis of research study is assumption or statement which may or may not be true about a population or equivalently on samples of that population.

On the basis of the review of available literature on E-governance and reviewing the available E-governance system for industrial sectors following hypothesis has been formed-

(1) Null Hypothesis ($H_{01}$):
Different heads of E-governance used for different industrial sectors of M.P. having independent attribute.

Alternate Hypothesis ($H_{11}$):
Different heads of E-governance used for different industrial sectors of M.P. not having independent attribute.

(2) Null Hypothesis ($H_{02}$):
Different heads of E-governance used for different industrial sectors of Gujarat having independent attribute.

Alternate Hypothesis ($H_{12}$):
Different heads of E-governance used for different industrial sectors of Gujarat not having independent attribute.

(3) Null Hypothesis ($H_{03}$):
There is no significant difference in implementation of E-governance in M.P. and Gujarat for different industrial sectors.
Alternate Hypothesis (H₁₃)

There is significant difference in implementation of E-governance in M.P. and Gujarat for different industrial sectors.

(4) Null Hypothesis (H₀₄):
Implementation of E-governance at national level and state level is same effective in both the states.

Alternate Hypothesis (H₁₄):
Implementation of E-governance at national level and state level has difference that both the states with respect to effectiveness.

(5) Null Hypothesis (H₀₅):
Implementation of E-governance at state level and local level is same effective in both the states.

Alternate Hypothesis (H₁₅):
Implementation of E-governance at state level and local level has difference both the states with respect to effectiveness.

1.6 Research Methodology:

The purpose of methodology is to define systematic approach to identify the research subject and research questions and how to get answer with the help of collected data and analysis of data. In this study 300 industries of different sectors were selected on random basis and from this population thirty-seven 247 responses were obtained for analysis. This research was conducted in various steps mentioned as follows-

37 www.raosoft.com is online calculator for population and sample size calculation
STEP 1 – Collection of secondary data from various literatures, cases journals and reports.

STEP 2- Searching different websites of government department’s of both states Gujarat and Madhya Pradesh along with national portals of Indian Government. Later in this step Delphi technique is used.

DELPHI TECHNIQUE: - It is systematic forecasting method that involves structured interaction among a group of experts on a subject.

It includes at least two rounds of expert interaction and answering questions and giving justification for their answers. 38

In this technique minimum 4 to 5 and maximum hundreds of experts are included; they provide their opinion, suggestions on the subject or topic.

Delphi method is widely used and accepted method for gathering data from respondents within their domain of expert. 39

In this research study Delphi techniques was used for evaluation and assessment of E-governance portal. Using Delphi technique we can study program planning needs assessment, policy determination and resources utilization. In this study information quality, system quality and needs assessment are studied and analyzed. In the whole process discussion with list of experts of various fields like taxation, provident and insurance fund, contractors’ industrial consultant and technical experts from information field was conducted and their views included in chapter 1, 2 and 3. These all were provided a common questionnaire

38 www.businessdictionary.com
39 Chia-chien HSU The Ohio state university and Brian A. Sand ford- Oklahoma university –Practical assessment research and evaluation VOL12 P.NO-10 (2007)
for assessment of E-governance portals and discussion was made with all participants. As per norms of Delphi method whole process was completed in three round as below-

Round-1: General discussion held with experts for finding portals they use and what they want from that. All views are framed in Questionnaires form. And list of questions is presented them.

Round-2: Questionnaire are discussed with them and discussed and answers were obtained.

Round-3: Answers were analyzed and their opinion and suggestions were included in study.

**STEP 3-** Collection of information of various industrial sectors of Both MP and Gujarat.

**STEP 4-** Collection of Primary data from industrial sector of Gujarat and MP through visit of MP and Gujarat and also ICT tool email was also used for data collection.

**STEP 5-** In this study secondary data is also used that is collected from government departments and websites of them.

For Delphi Method Following panel of Specialist was formed:

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<th>S. No.</th>
<th>Name</th>
<th>Area of Specialization/ Post</th>
<th>Location</th>
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<tbody>
<tr>
<td>1</td>
<td>Mr. Rajeev Gupta</td>
<td>Joint Managing Director, Supreme roles and sheer pvt. Ltd.</td>
<td>Sanwer Road Indore (M.P.)</td>
</tr>
<tr>
<td>2</td>
<td>Mr. Manish Raikwar</td>
<td>Registered Tax Consultant</td>
<td>Indore(M.P.)</td>
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</table>
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<tr>
<td>3</td>
<td>Mr. Ganesh Hardiya</td>
<td>Registered Tax Consultant and Industrial Consultant</td>
<td>Indore (M.P.)</td>
</tr>
<tr>
<td>4</td>
<td>CA Manish Bharani</td>
<td>Charted Accountant</td>
<td>Indore (M.P.)</td>
</tr>
<tr>
<td>5</td>
<td>Mr. Ravi Rathore</td>
<td>Income tax Officer</td>
<td>Indore (M.P.)</td>
</tr>
<tr>
<td>6</td>
<td>Mr Vignesh Shah</td>
<td>Tax Consultant</td>
<td>Ahemdbad (Gujarat)</td>
</tr>
<tr>
<td>7</td>
<td>Ms. Cinnari Pandya</td>
<td>Insurance agent</td>
<td>Badodara (Gujarat)</td>
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<td>8</td>
<td>Mr. Vijay Pandya</td>
<td>Government Officer</td>
<td>Gandhinagar Gujarat</td>
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<td>9</td>
<td>Mr. Bhupendra Vaidhya</td>
<td>Government Officer</td>
<td>Ghandhi nagar Gujarat</td>
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<td>10</td>
<td>Mr. Kaustubh Vyas</td>
<td>IT engineer</td>
<td>Ghandhi Nagar Gujarat</td>
</tr>
<tr>
<td>11</td>
<td>Mr. Anil Pauranik</td>
<td>Head Finance and account</td>
<td>Vapi Gujarat</td>
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<td>12</td>
<td>Mr. Akshya Bhatt</td>
<td>Managing director Jai Shree Private Eng.</td>
<td>Gandhi Nagar Gujarat</td>
</tr>
<tr>
<td>13</td>
<td>Mr. Shailesh Mehta</td>
<td>Industrial Consultant</td>
<td>Ahemdbad Gujarat</td>
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<td>14</td>
<td>Mr. Neeting Nagar</td>
<td>Asstt. Manager SBI</td>
<td>Pithampur Indore(M.P.)</td>
</tr>
<tr>
<td>15</td>
<td>Mr. Yogesh Puranik</td>
<td>Scientific Mes-Technik Pvt. Ltd.</td>
<td>Pologround Indore (M.P.)</td>
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<td>16</td>
<td>Mr. Shabuddin Khan</td>
<td>P.F. and ESIC consultant</td>
<td>Gujrat and M.P.</td>
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<tr>
<td>17</td>
<td>Mr. Ashish Vaidya</td>
<td>Industrial Consultant</td>
<td>Whole Gujarat</td>
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<tr>
<td>18</td>
<td>Mr. Shrad Vyas</td>
<td>Expert from state Transport dept.</td>
<td>Gujarat and Madhya Pradesh</td>
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<tr>
<td>19</td>
<td>Mr. Pramod Nagar</td>
<td>Industrialist</td>
<td>Gwalior (M.P.)</td>
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DATA ANALYSIS: Analysis of data was done by Graph method using MS-Excel software, Chi-Square test ($\chi^2$) was applied to identify the values for heads of E-governance and measurement for testing hypothesis and objectives of the study, also Karl-Pearson Coefficient was used for finding the relation between heads and implementation of E-governance in both the states.

1.7 Outcome from Study-

(1) Madhya Pradesh Government Websites need to update on a regular basis. Some sites appear not to have been updated in several years, and consequently contain inaccurate information, broken links and incorrect email contact information. With maintenance of websites and portal and placing more materials online, states would be encouraging citizens and members of the industrial community to go online and use e-government resources same case is observed in Gujarat.

(2) There is need to design and develop a single portal that should be industry oriented and should have connectivity for every type of service required by user,

(3) Both M.P. and Gujarat Governments need to utilize and include more features that enhance industry accountability. For example website search engines are simple but important tools that allow industries to find out the information they want on a particular site. Currently, some of the government websites are less searchable, limiting ordinary citizens from finding the information relevant to them.

(4) A portal must be designed such that, which provides two way communications with real time response system with direct form filling
facility. Since most of the government websites providing form downloading facility and scanned form facility, that is not exactly the right use of ICT in E-governance.

(5) Direct mode of communication is required between industries and government department in linked and integrated way.

1.8 LIMITATIONS:

The limitations of the study are those characteristics of design or methodology that influenced the application or interpretation of the results of the study. After this research study I found following points must be considered during designing, developing the study because these affect the result of research study-

(1) Since Industry field is very vast field and in both the states large number of industries are there. In this research study only some industries are covered as samples that might not be actual representation.

(2) Study of comparison is based on some factors of E-governance and it may vary when all factors will include.

(3) View of limited government department was taken, and if all concerning departments related to industrial sector are taken, definitely result will vary.

(4) Requirements of different industries are different and it willn’t possible and will be difficult to include all requirements of all industrial sectors in E-governance system.

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40 USC University of Southern California