

National Seminar
On
E-Governance and Delivery of Public Services in
India: Emerging Issues, Challenges and Way Forward
(December 2 – 3, 2022)



Deligates Of National Seminar Releasing the E- Sovenier in Inaugural Session

Sponsored by



Indian Council of Social Sciences Research
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Organized by
School Social Sciences
U. P. Rajarshi Tandon Open University
Prayagraj, Uttar Pradesh

Introduction:

The revolution about information and communication technology in the era of globalization and economic liberalization inspired changes in the administrative, economic and social spheres around the world. These technologies have brought a change in the administration around the world. Governments around the world are converting into electronic governance. The last decade has looked at India on a wide range of experiments led by visionary administrators in e-governance, in their quest to use information and communication technologies to transform government and governance in India. In view of the widespread global changes, many developed and developing countries adopted new approaches in public administration and governance in the 1980s and 1990s. The principles and characteristics of the new public management movement included catalytic change, community empowerment, competition, mission driven, outcome orientation, customer driven, entrepreneurial, decentralization and market oriented. E-governance is the key to success for good governance. It facilitates citizens to benefit from the services provided by the government. The percentage of persons using the Internet in India has increased significantly. E-governance is the application of ICT. The purpose of e-governance is to help strengthen government administration towards effective administration and to better manage social and economic resources for development. There has been tremendous growth in e-business in India during the last decade. The increasing use of information technology, use of ICT and internet access has widened the scope of e-governance and e-business in India. Government has taken initiatives for promotion of e-governance through increasing use of e-services, online transactions, digital functioning of government offices and online marketing of products and services. Due to COVID-19 pandemic, the government services such as education, training, meetings and even working of offices has been converted into digital mode. Moreover, government has promoted digital mode of receipts and payments such as Paytm, BHIM App, Mobile Banking, Internet Banking, Google Pay, etc.

E-government, democracy and e-participation are the foundation of e-democracy. Governments will play an important role in the development of the

online world. They need to incorporate and adopt strategies and technologies that will expand participatory democracy. E-government also focuses on the principle of putting people first and thus, the government can strengthen bonds with its citizens through simplifying the delivery of services to the people to provide greater access to information, increase government accountability by making its citizens more transparent, promote people-centered dialogue to reduce corruption and allow people to interact with policy and decision makers. There has been paradigm shifting in governance in the recent past with the increased use of ICTs, digital platforms, devices and modes of public services delivery in India. COVID -19 pandemic has forced us to adopt digital technologies and ICTs loaded approaches and procedures in implementation of public policy and delivery of public services/. Ageist this backdrop, a national seminar was organized to discuss and deliberate threadbare the aspects, dimensions and approaches of e-governance and delivery of public services in India and suggesting policy measures for improving efficiency and effectiveness in governance and implementation of public policy.

The seminar was organized keeping in view of the following main objectives :

- To highlight the growth and emerging trends in e-services, digital divide, Information Technology infrastructure, and facilities;
- To assess the impact of consequences of e-services in the economic growth and development of India;
- To examine the impact of E-governance initiatives, projects, use of digital technologies, modes, platforms and devices;
- To examine the problems faced by the people in accessibility to e-services: as well as challenges being faced in implementation of e-governance projects and delivery of public services;
- To highlight the growth of e-business and the scope of business model of Common Service Centre in enhancing the outreach of e-services and required information to the people;

- To suggest policy measures for improving the outreach and accessibility of e-services, improving efficiency and effectiveness in governance system and delivery of public services.

In view of the above-mentioned objectives and issues, a National Seminar on “**E-Governance and Delivery of Public Services in India: Emerging Issues, Challenges and Way Forward**”, was organized at Prayagraj, Uttar Pradesh on December 02-03, 2022.

Venue:

Saraswati Campus, U.P. Rajarshi Tandon Open University, Prayagraj. The delegates were provided boarding and lodging facilities in UPRTOU Guest House and University of Allahabad Guest House at Prayagraj.

Programme:

In view of the objectives and issues of the Seminar, a two-day programme scheduled was prepared (See Annexure-I). The programme was divided into eight technical sessions (1) Paradigms shifts in governance and development; (2) Perspective of E- governance and Public Services; (3) Trends and Patterns in E- Commerce, Business and Use of ICTs; (4) IT Infrastructure, Digital Platforms and Digitalization of Public Services; (5) Good Governance and Public Policy; (6) Social Security, Welfare Schemes and Functioning of Common Service Centres; (7) COVID- 19 Pandemic and Policy Initiatives under Self Reliant India; and, (8) Azadi ka Amrit Mahotsav-Digital India & Skill India. Besides these technical sessions, inauguration and valedictory sessions were also held.

Participation:

In the seminar 190 delegates from different disciplines participated. The representation of states in the seminar was made from **New Delhi, Haryana, Bihar, Jharkhand, Uttarakhand, Maharashtra, Chhattisgarh and Uttar Pradesh**. Besides, papers were received from other states (See Annexure II).



Participants in the Seminar



Participants in the Seminar

Inauguration:



The national seminar was inaugurated by **Prof. K. N. Singh, Vice Chancellor, Central University of South Bihar, Gaya** on 2nd December

2022 at Lokmanya Tilak Shasharth Sabhagar, Saraswati Parisar, Uttar Pradesh Rajarshi Tandon Open University, Prayagraj. Prof. Seema Singh, Vice Chancellor, Uttar Pradesh Rajarshi Tandon Open University presided the inaugural session. **Prof. K.N. Singh**, Vice Chancellor, Central University of South Bihar, Gaya was the Chief Guest, while the Guest of Honor was **Prof. A.K. Mohapatra**, School of International Studies, JNU, New Delhi. **Prof. Manoj Dixit**, Former Vice Chancellor, Dr. Ram Manohar Lohiya University, Ayodhya delivered the Keynote Address. Inaugural session begins with the lightning of lamp and garlanding on Idol of Maa Saraswati.



Presiding over the inaugural session, **Prof. Seema Singh**, Vice Chancellor, Uttar Pradesh Rajarshi Tandon Open University emphasized on the positive side of technology. She insisted on that technology has both negative and positive impact on the society but the society should take the positive side and try to use the technology for the welfare of mankind. She said there are numerous challenges in the path of India's growth however, effective use of technology is imperative for India to become the global leader.



Prof. K.N. Singh, Vice chancellor, Central University of South Bihar, Gaya said that there must be a balance between technology and behavior. The social scientist must bring balance between the application of technology and its usefulness for the society. He highlighted that in order to ensure the welfare of the society, and effective delivery of public services to the cost effective, time bound with transparency and administrative accountability, e-governance and digitalization of public services are important. Prof. Singh said that the future of our country is very bright and the youth of the country must learn the good uses of technology. He said that the youth must know the limitations of technology and must be aware of the negative impacts of social media.



Prof. A.K. Mohapatra, School of International Studies, JNU, New Delhi said that change of mind set is required to accept the e-governance. He said that by changing behavior, we can accept the changes that are taking place due to adoption of e-governance. He highlighted the various dimensions of technology and its impact on the society.



Prof. Manoj Dixit, Former Vice Chancellor, Ram Manohar Lohiya Avadh University, Ayodhya in his address, said that e-revolution had laid the concept of e-governance. Technology has changed the mind set of government, society and governance, as all three requires transparency in the process in which it takes place. He highlighted the use of e-governance in the COVID era. Adding the role of technology in the area of education, health, services, defense, financial management, judiciary, cyber law and in each and every field, technology has helped in difficult time period that the world has witnessed. He added that e-governance mechanism must be properly scrutinized for the welfare of the society



In the inaugural session welcome address was given by Prof. Santosha Kumar, Director, School of Social Sciences. The thematic issues of the Seminar were highlighted by Dr. Ananda Nand Tripathi, Organizing Secretary of the seminar. The Vote of Thanks was proposed by Prof. P.P. Dubey, Registrar, U.P.R.T.O.U.Prayagraj. Dr. Trivikram Tiwari, Co-organizing Secretary coordinated the inaugural session.



Technical Session-1:

The technical session was devoted to the theme of “**Paradigms Shifts in Governance and Development**”. The session was chaired by **Prof. Ripusudan Singh**, Head, Department of Political Science, BBA University, Lucknow. Dr. Shruti, Associate Professor, School of Sciences, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Utkarsh Upadhyay, Assistant Professor, Department of Political Science, Prof. Rajendra Singh (Rajju Bhaiya) University, Prayagraj. He highlighted the major shifts in governance and development brought by e-governance. In his address, Prof. Ripusudan, Chair of the session, concluded the entire discussion and opined that Governance and process of development has changed drastically in current era of e-governance. He also pointed out the major challenges emerging against this paradigm shift. In the session, 10 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.



Technical Session-2:

The technical session was devoted to the theme of “**Perspective of E-governance and Public Services**”. The session was chaired by **Dr. Alok Chantiya**, Associate Professor, SJNPG College, Lucknow. Dr. Dinesh Singh, Associate Professor, School of Education, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Deepshikha Srivastava, Assistant Professor, School of Social Sciences, UPRTOU, Prayagraj. She discussed the changes in public services brought by e-governance. She also elaborated the dynamics of topic in discussions. In his address, Dr. Alok Chantiya, Chair of the session, concluded the entire discussion and opined that E-governance has widened the horizon of public services. It has not only speed-up the process of service but also has ensure the reach of marginalized to the same. In the session, 11 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.



Technical Session-3:

The technical session was devoted to the theme of “**Trends and Patterns in E- Commerce, Business and Use of ICTs**”. The session was chaired by **Dr. Vijay Pratap Singh**, Associate Professor, DAV College, Kanpur. Dr. Meera Pal, Associate Professor, School of Health Sciences, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Atul Kumar Verma, Assistant Professor, Department of Political Science,

PRSU, Prayagraj. He highlighted the major patterns and trends of e-commerce while discussing about ICTs. In his address, Dr. Vijay Pratap Singh, Chair of the session, concluded the entire discussion and opined that use of ICTs is vital in contemporary time. E-commerce and business are not only globalizing the delivery of goods but also, they are promoting the choices of individual. In the session, 13 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Technical Session-4:

The technical session was devoted to the theme of “**IT Infrastructure, Digital Platforms and Digitalization of Public Services**”. The session was Chaired by **Dr. Surendra Mishra**, Associate Professor, Dr. R.M.L. Avadh University, Ayodhya. Dr. G. K. Dwivedi, Associate Professor, School of Education, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Sunil Kumar, Assistant Professor, School of Social Sciences, UPRTOU, Prayagraj. He discussed the benefits of digital platforms and digitalization and pointed out the limits of IT infrastructure in the same. In his address, Dr. Surendra Mishra, Chair of the session, concluded the entire discussion and opined that digitalization of public services and digital platforms has made governance more transparent which is one of the important components of good governance. He also hoped that in future IT infrastructure will be more strengthened and developed to perform the task flawlessly. In the session, 12 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Technical Session-5:

The technical session was devoted to the theme of “**Good Governance and Public Policy**”. The session was chaired by Dr.D. C. D.R.Tripathi, Associate Professor, Political Science, Kalicharan PG College, Lucknow. Dr. Sanjay Kumar Singh, Associate Professor, School of Social Sciences, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Sadhana Srivastava, Assistant Professor, School of Humanities, UPRTOU, Prayagraj.

She highlighted the main features of good governance and public policy; and, elaborated the theoretical relations between both. In his address, Dr. D. C. D. R. Tripathi, Chair of the session, concluded the entire discussion and opined that good governance is imperative in the era globalized economy and all the public policies must go aligned with it. In the session, 9 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Technical Session-6:

The technical session was devoted to the theme of “**Social Security, Welfare Schemes and Functioning of Common Service Centres**”. The session was chaired by **Prof. P. K. Pandey**, Professor, School of Education, UPRTOU. Dr. Gyan Prakash Yadav, Associate Professor, School of Management Studies, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Satish Chandra Jaiswal, Assistant Professor, School of Humanities, UPRTOU, Prayagraj. He highlighted the main features of topic in discussion and elaborated the importance of e-governance in social security, welfare schemes and functioning of common service centres with special reference to COVID-19 pandemic situation. In his address, Prof. P. K. Pandey, Chair of the session, concluded the entire discussion and opined that e-governance has emerged as an important asset in recent past specially after COVID-19 outbreak. In India, governance has done commendable job in managing the pandemic situation exploiting the ICTs and tools of e-governance. In the session, 8 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Technical Session-7:

The technical session was devoted to the theme of “**COVID- 19 Pandemic and Policy Initiatives under Self Reliant India**”. The session was Chaired by **Prof. Seraj Mohammad**, Professor, Sridev Suman Uttarakhand State University, Rishikesh Campus, Haridwar. Dr. Devesh Ranjan Triapthi, Associate Professor, School of Management Studies, UPRTOU was the Co-

chair of the Session. Keynote paper was presented by Dr. Gaurav Sankalp, Assistant Professor, School of Management Studies, UPRTOU. He discussed policy initiatives taken by the government in managing COVID-19 pandemic situation. Through the help of data collected from various sources, he displayed that the recent past has moved India towards more self-reliance. In his address, Prof. Seraj Mohammad, Chair of the session, concluded the entire discussion and opined that India has proved itself as a self-reliant country in COVID-19 pandemic time by taking the prompt and appropriate policy initiative from time to time. In the session, 12 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Technical Session-8:



The technical session was devoted to the theme of “**Azadi ka Amrit Mahotsav-Digital India & Skill India**”. The session was Chaired by **Prof. (Dr.) G. S. Shukla**, Director, School of Health Sciences, UPRTOU. Prof. A. K. Malik, Professor, School of Sciences, UPRTOU was the Co-chair of the Session. Keynote paper was presented by Dr. Trivikram Tiwari, Assistant Director/Assistant Professor, School of Social Sciences, UPRTOU, Prayagraj. He highlighted the main features of Digital India initiative and Skilling India initiative taken by Government of India; and, discussed about its impact. He also opined that with the help of these initiatives economic democracy is

strengthening its roots in India. In his address, Prof. (Dr.) G. S. Shukla, Chair of the session, concluded the entire discussion and opined that in the last 75 years of independence we have achieved fabulous growth in economy but in present government should also give special emphasis in the nutrition. He hoped that Digital India and Skilling India initiatives will contribute in this direction also. In the session, 5 papers and presentations were made by the different delegates and scholars. A few papers were deemed to be presented in absence of the contributors of the papers.

Valedictory Session:



The National seminar witnessed a grand valedictory session with the presence of three gems of academic world. **Prof. Sanjiv Kumar Sharma**, former Vice Chancellor, Mahatma Gandhi Central University, Motihari, Bihar was the Chief Guest while **Prof. Seema Singh**, Vice Chancellor, Uttar Pradesh Rajarshi Tandon Open University, Prayagraj presided the session. The Valedictory Address was given by **Prof. R. S. Yadav**, Vice Chancellor, Baba Mastnath University, Rohtak.



In this session welcome address was given by Prof. Santosha Kumar, Seminar Director while the seminar report was presented by Dr. Deepshikha Srivastava, Co-organizing Secretary.



Prof. R S Yadav, Vice Chancellor, Baba Mastnath University, Rohtak said that technology has helped to get the desired economic development. He highlighted that government should take positive steps in the implementation of technology in the development and welfare activity. He also said that we must be aware of our limitations of technology. Prof. Yadav insisted on technology ethics which we must all follow.



Prof. Sanjeev Kumar Sharma, former Vice Chancellor, Mahatma Gandhi Central University, Motihari, Bihar explored the various dimensions of technology and inter related issues, use of e- services , and technological constraints. Prof.Sharma said that electronic medium has a vast impact on spirituality and we must learn to balance between spirituality and technology. The technology is good however, it has its limitations. When technology

affects our life style, then it is dangerous. He highlighted that society must be aware of e governance and e -technological limitations.



Prof. Seema Singh, Vice Chancellor, Uttar Pradesh Rajarshi Tandon Open University said that we must work to aware each and every individual citizen of our country towards the use of technology. She said that e-governance is helping in each and every field for the welfare of the people of our country. She said that by making aware the people, we can possibly bring changes in our society.



The vote of thanks was proposed by **Dr. Ananda Nand Tripathi**, Organizing Secretary of the National seminar while the program was compeered by Dr.Trivikram Tiwari Co-organizing Secretary.



Recommendations:

- There is imperative need to strengthen and widen the national public information infrastructure through developing information networks for wider access of digital information through wider use of information technologies.
- It is imperative to focus on computerization of government offices and digitalization of government data in order to ensure the proactive disclosure of information to citizens through wider application of information technologies and realization of e-government in India.
- Serious efforts would be required to mobilize resources as the computerization of offices and digitalization of information would require huge investment for the purchase of softwares and hardwares. One way to deal with the situation could be that governments enter into arrangements for leasing of computers. This would reduce initial heavy capital investments. Some of the computer firms would like to fund the leasing to the departments provided that Ministry of Finance provides them concession and incentives in other ways.
- It is suggested that establishing complete connectivity between various ministries and departments so that transfer of files could be done through internet thereby choosing efficacious speed as an alternative to manual labour. There is needed to make databases of various departments compatible with one another. Interoperability of e-governance project is of vital importance to avail the benefits of information technologies.

- In order to ensure wider access of information by the citizens, supplying information to the public in a language that they understand and are comfortable with should be ensured. Similarly, the system and information networks should be made user friendly, ensuring the application of local languages.
- Changing the mindset of the government employees is important. This will be addressed to organizing programmes for orientation, training and capacity building. Thus, the government employees may be prepared for using modern information technologies and adopting proactive attitude for disclosure of information to the public.
- It is imperative to support government organizations and offices for creating data bases and websites. The relevant information, reports, documents, etc. should be uploaded on the websites besides updating of information time to time. This will also reduce the pressure on government officials for providing information and data by the public either directly approaching and or through Right to Information Act.
- It is strongly felt that political and administrative will and commitment is required for effective implementation of e-governance project. The change in mindset to development and accept the new innovations in e-governance systems are urgently required at the top level.
- Change management is the biggest issue and challenge in application of e-governance and needs to be managed very sensibly, carefully and with utmost priority to ensure the effective implementation of e-governance projects.
- Only those technological solutions for e-governance that are user and eco-friendly and which can be implemented in a simple, easy and effective manner with long-term sustainability should be identified and selected for execution.
- There is urgent need to address the digital divide in the country in an integrated and holistic manner. Therefore, building e-governance literacy should be an integral component of every e-governance initiatives to bridge the digital divide.
- There is urgent need to address the digital divide in the country and more so in the local administration in an integrated and holistic manner.

Therefore, building e-governance literacy should be an integral component of every e-governance initiatives to bridge it to involve the people at the grass-root level.

- The application of E-Governance still needed to be widened and more services should be brought under the network. The city governments without fail should go for GIS mapping to identify the properties which may result into widening the tax network. There is a need to bring complete accounts and revenue records and their maintenance under e-governance network. With a passage of time, the municipal functioning should be made paper-less, and thus making it more transparent.
- Only those technological solutions for e-governance that are user and eco-friendly and can be implemented in a simple, easy and effective manner with long-term sustainability should be identified and taken up for execution in the first place.
- There is imperative need to increase the budgetary allocations on social security and welfare schemes especially for destitute children, women, marginalized and poor people. The social security schemes need to be linked with portals for registration, delivery of services, benefits and effective monitoring.
- Local people at the gross root level needs sensitization for effective participation in development process, decision making and government development prorammes in order to motivate them and check on corrupt and malpractices involved in implementation of development programmes and policies.
- The application of E-Governance still needed to be widened and more services should be brought under the network. The city governments without fail should go for GIS mapping to identify the properties which may result into widening the tax network. There is a need to bring complete accounts and revenue records and their maintenance under e-governance network. With a passage of time, the municipal functioning should be made paper-less, and thus making it more transparent.

- Science and technology have always played a crucial role in increasing productivity and improving the outcomes of human labour. The ICTs have enormous potential for enhancing the reach, accessibility, and quality of programmes for social, health, and educational development. However, most higher education institutions are reported to have subpar ICT infrastructure. Therefore, a larger investment in the development of ICT infrastructure is needed. The computer labs require high-end machines, as well as Wi-Fi capabilities, suitable software, and technical support.
- The ability to shift the roles that have been traditionally played is provided by technology. School teachers are free to advise and support pupils' development thanks to the information that technology is distributing. Students can become active learners by using technology to track their learning and working to effectively pick up new abilities as they solve issues. However, educational institutions should place more of an emphasis on how ICTs are integrated into the course curriculum, lectures are delivered, students and faculty interact, students and staff are managed, and students are placed.
- In the upcoming years, distance education is probably going to become the predominant form of instruction. Integration of ICT has enormous potential to support online learning. To include technology into the teaching-learning processes, ICT activities in distant education need to be further strengthened. The use of ICT in open and distance learning calls for careful planning and policy pertaining to connectivity, infrastructure, and communication. To ensure optimal ICT use for enhancing the quality and effectiveness of education in open and distance learning systems, appropriate implementation techniques must be adopted.
- All government public offices, schools, colleges, and other institutions offering professional education and government services should have internet access and Wi-Fi available, while students need smart classrooms so they can access learning materials using Wi-Fi and effectively communicate with teachers.

National Seminar
On
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(December 2–3, 2022)
Programme Schedule

December 2, 2022

9:30 – 10:00 hrs.	:	Registration of Delegates & Distribution of Seminar Kit
10:00 – 11:45 hrs.	:	<p><u>Inaugural Session</u></p> <p>Welcome by: Prof. Santosha Kumar</p> <p>Introducing the Theme by: Dr. A. N. Tripathi</p> <p>Inaugural Address by: Prof. Manoj Dixit, Former Vice Chancellor, Dr. R.M.L. Avadh University, Ayodhya, UP.</p> <p>Guest of Honour: Prof. A. K. Mohapatra, School of International Studies, JNU, New Delhi.</p> <p>Chief Guest: Prof. K. N. Singh, Vice Chancellor, Central University of South Bihar, Gaya, Bihar.</p> <p>Presided by: Prof. Seema Singh, Vice Chancellor, U.P. Rajarshi Tandon Open University, Prayagraj.</p> <p>Vote of Thanks by: Dr. P. P. Dubey, Registrar, UPRTOU.</p>
11:45–12:00 hrs.	:	Tea Break
12:00 – 14:00 hrs.	:	<p><u>Technical Session -I</u></p> <p>Paradigms Shifts in Governance and Development</p> <p><i>Chair: Prof. Ripusudan Singh, Head, Department of Political Science, B.B.A. University, Lucknow</i></p>
12:00 – 14:00 hrs.	:	<p><u>Technical Session -II</u></p> <p>Perspective of E-governance and Public Services</p> <p><i>Chair: Dr. Alok Chantiya, Associate Professor, SJNPG College, Lucknow</i></p>
14:00 – 15:00 hrs.	:	Lunch
15:00 – 17:00 hrs.	:	<p><u>Technical Session -III</u></p> <p>Trends and Patterns in E-Commerce, Business and Use of ICTs</p> <p><i>Chair: Dr. Vijay Pratap Singh, Associate Professor, DAV College, Kanpur</i></p>

15:00 – 17:00 hrs.		<p><u>Technical Session -IV</u></p> <p>IT Infrastructure, Digital Platforms and Digitalization of Public Services</p> <p><i>Chair: Dr. Surendra Mishra, Associate Professor, Dr. R.M.L. Avadh University, Ayodhya.</i></p>
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December 3, 2022

09:45 – 11:30 hrs.	:	<p><u>Technical Session – V</u></p> <p>Good Governance and Public Policy</p> <p><i>Chair:Dr. D. C. D. R. Tripathi, Associate Professor, Political Science, Kalicharan PG College, Lucknow.</i></p>
09:45 – 11:30 hrs.	:	<p><u>Technical Session – VI</u></p> <p>Social Security, Welfare Schemes and Functioning of Common Service Centres</p> <p><i>Chair: Prof. P. K. Pandey,Professor, School of Education, UPRTOU.</i></p>
11:30–11:45 hrs.	:	Tea Break
11:45 – 13:30 hrs.	:	<p><u>Technical Session – VII</u></p> <p>COVID- 19 Pandemic and Policy Initiatives under Self Reliant India</p> <p><i>Chair: Prof.Seraj Mohammad, Sridev Suman Uttarakhand State University, Rishikesh Campus, Haridwar</i></p>
11:45 – 13:30 hrs.	:	<p><u>Technical Session – VIII</u></p> <p>Azadi ka Amrit Mahotsav-Digital India & Skill India.</p> <p><i>Chair: Dr. G. S. Shukla, Director, School of Health Sciences, UPRTOU.</i></p>
13:30 – 14:30 hrs.	:	Lunch
14:30—16:30 hrs		<p><u>Valedictory Session</u></p> <p>Welcome by: Prof. Santosha Kumar</p> <p>Seminar Report by: Dr. Deepshikha Srivastava</p> <p>Valedictory Address by: Prof. R. S. Yadav, Vice Chancellor, Baba Mastnath University, Rohtak, Haryana.</p> <p>Chief Guest: Prof. Sanjeev Kumar Sharma, Former Vice Chancellor, Mahatma Gandhi Central University, Motihari, Bihar.</p> <p>Presided by: Prof. Seema Singh, Vice Chancellor, U.P. Rajarshi Tandon Open University, Prayagraj.</p> <p>Vote of Thanks by: Dr. A. N. Tripathi</p>
16:30 –17:00 hrs.	:	Tea

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List of Papers

1	E-Governance and Delivery Of Public Services In India: Emerging Issues, Challenges and Way Forward. Dr.Subedar Yadav
2	Analyzing The Influence Of E-Services On Consumer's Buying Habit Dr. Gaurav Sankalp
3	Impact Of E Governance Initiatives With Respect Women -Social Security And Welfare Schemes Archana Singh
4	Governance and Development Dr. Dheerendra Kumar Singh
5	Direct Benefit Transfer (DBT) and Its Relevance In This Modern Era Shipra Mishra Ashish Kumar Pandey
6	E- Governance (Reference to Global Epidemics) Dr. Vyas C.P.
7	Azadi Ka Amrit Mahotsava : Digital India and Skill India Dr. Amit Kumar Upadhyay
8	Management of Public Grievances and Progression of Good Governance in India: A Compilation of Government Mechanism Dr. Ashish Kumar Shukla Abhishek Dubey
9	Good Governance and Human Rights Dr. Alka Verma
10	Analysing Ease of Doing Business via Online Portal for Entrepreneurs: Nivesh Mitra Dr. Nidhi Nagar

11	Impact of E-learning attitude on psychological wellbeing of Higher Secondary students during Corona outbreak Dr.(Mrs) Prem Prabha Singh Bindu Joseph
12	The Role of E-Governance in Direct Benefits Transfer through Aadhaar: Challenges and Options Dr.Ritesh Tripathi Anamika Singh Kushwaha
13	Digitalisation of Public Services in India: Opportunities and Challenges Dr. Satya Prakash Verma Dr. Urvashi
14	Uniform Civil Code In India: It's Importance For Good Governance Dr. Utkarsh Upadhyay
15	Effectiveness and Laxness of Digitalization in Rural India in the Current Scenario: A Study Dr. Vinod Kumar Kanvaria Dr. Vandana Mishra
16	Importance and Uses Of ICTs: Current Scenario Dr. Meera Pal
17	E-governance in India: Perspective and Challenge Dr. Rajesh Kumar Pramanik
18	Introduction to E-governance: Relevance & Challenges Dr. Komal Singh Chauhan
19	A Study of the Impact of Social Media on Secondary Level Students Mehwish Siddiqui
20	Indian Rural Economy In Digital Era: An Overview DR. NAFEES HASHIM RIZVI
21	Role of E-governance during Covid-19 Pandemic in India Pradeep Kumar Singh Dr. Ram PratapYadav

22	Teachers Attitude towards Use of Digital Technology	Rahat Parveen
23	Need To Transformation And Reinvent: Teaching And Learning Legal Education Special Reference In Uttarakhand	Rekha
24	Use Of TPK (Technological Pedagogical Knowledge) By Prospective Teachers In Practice Teaching.	Zoya Javed Dr. Prem Prabha Singh
25	Contribution Of Social Media And E- Platforms In The Debate Of History Rewriting	SANJAY SINGH
26	Role of Emotion Regulation in Reducing the COVID-19 Effect	Deepti Mishra
27	Growth And Role Of Small-Scale Industries: An Analytical Study With Special Reference To India	Sanjeev Kumar Choudhary
28	Savings and Investment Pattern: An Analytical Study On Perception Of Investors In Bhagalpur City	Shweta Jaiswal
29	गोरखपुर के नागरिकों में ई-गवर्नेन्स के प्रति जागरूकता एवं प्रयोग का अध्ययन	अभय शुक्ला
30	प्रशासनिक सुधार में ई-गवर्नेन्स की भूमिका	डॉ० हिमांशु यादव अलोक कुमार शैलजा आनंद श्रीवास्तव
31	दूरस्थ शिक्षा में सूचना और संचार प्रौद्योगिकी का महत्व	भावना अग्रवाल

32	ई-गवर्नेन्स की चुनौतियाँ	डॉ. आलोक चांटिया
33	शैक्षिक तकनीकी के विकास क्रम में पारंपरिक शिक्षण सिद्धान्त की उपादेयता	डॉ. अमित रत्न द्विवेदी डॉ. मृदुल कुमार सिंह
34	डिजिटलीकरण ने सशक्त किया ग्रामीण शिक्षा का सफर	डॉ. मीतू सिंह
35	ई-गवर्नेन्स, नागरिक सेवा और राजनीतिक दल	राजकुमार
36	सार्वजनिक सेवाओं का डिजिटलीकरण	डॉ० अर्चनागुप्ता डॉ० स्मृतिपुरवार
37	आजादी का अमृत महोत्सव: शिक्षा प्रशासन में सूचना सम्प्रेषण तकनीकी की सम्भावनाएँ	डॉ० संजय कुमार शुक्ल
38	सूचना प्रौद्योगिकी: आन्तरिक सामाजिक सुरक्षा के सन्दर्भ में	डॉ. दीप्ति श्रीवास्तव
39	विकास की राह को आसान बनाता ई-प्रशासन	डॉ० साधना श्रीवास्तव
40	भारतमें ई० गवर्नेंस के विविध आयाम	डॉ०विजय प्रताप सिंह
41	राष्ट्रीय शिक्षा नीति के विविध आयाम	डॉ० आशुतोष विक्रम

National Seminar
On
E-Governance and Delivery of Public Services in
India: Emerging Issues, Challenges and Way Forward
(December 2 – 3, 2022)

List of Participants

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Invitation



National Seminar on

**“E-Governance and Delivery of Public Services in India: Emerging
Issues, Challenges and Way Forward”**
2-3 December, 2022

To, _____

Prof. Santosha Kumar
Seminar Director

Dr. Ananda Nand Tripathi
Organising Secretary

**School of Social Sciences
U. P. Rajarshi Tandon Open University, Prayagraj**



**School of Social Sciences
U. P. Rajarshi Tandon Open University, Prayagraj**

*Cordially invites you to the Valedictory of
National Seminar*

on

**“E-Governance and Delivery of Public Services in India: Emerging
Issues, Challenges and Way Forward”**
3 December, 2022 at 2:30 pm

Venue: Tilak Shastrarth Sabhagar, Saraswati Parisar, U. P. Rajarshi Tandon Open University

Prof. R. S. Yadav, Vice Chancellor, Baba Mastnath University, Rohtak will deliver the Valedictory Address.

Prof. Sanjeev Kumar Sharma, Former Vice Chancellor, Mahatma Gandhi Central University, Motihari will be the Chief Guest.

Prof. Seema Singh, Vice Chancellor, U. P. Rajarshi Tandon Open University will preside over the function.



CERTIFICATE




This is to certify that Prof./Dr./Mr./Ms.....

Participated/Presented paper entitled

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in the National Seminar on **"E-Governance and Delivery of Public Services in India: Emerging Issues, Challenges and Way Forward"** sponsored by Indian Council of Social Science Research (ICSSR), Ministry of Education, Government of India, New Delhi organized by Political Science, School of Social Sciences, U.P. Rajarshi Tandon Open University, Prayagraj on **02-03 December, 2022**.

(Prof. Santosha Kumar)
Seminar Director

(Dr. Ananda Nand Tripathi)
Organizing Secretary

NATIONAL SEMINAR
ON
E-Governance and Delivery of Public Services in India: Emerging Issues, Challenges and Way Forward
(02-03 December, 2022)

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NATIONAL SEMINAR
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(02-03 December, 2022)

U. P. Rajarshi Tandon Open University
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ON
E-Governance and Delivery of Public Services in India: Emerging Issues, Challenges and Way Forward
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School of Social Sciences
U. P. Rajarshi Tandon Open University, Prayagraj

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About the University

U.P. Rajarshi Tandon Open University has been established through the UP Act No. 10 of 1999 as passed by the Uttar Pradesh Legislature. This University was named after Rajarshi Purushottam Das Tandon, an illustrious son of India from Prayagraj who made great sacrifices for the sake of our Independence and dedicated himself to the cause of Hindi as a National Language. The jurisdiction of the University is whole of the state of Uttar Pradesh. The University has carved a niche for itself among the premier academic institutions of Open Learning and Distance Education. It has witnessed a very rapid expansion of its activities in various spheres of education. This University conducts its academic activities through a diversity of means of distance and continuing education, and functions in co-operation with the existing Universities, Colleges and Institution of higher learning, and makes full use of the infrastructure of these organizations. The University offers wide range of educational programmes related to general education, training, research and extension work through open and distance learning. The head quarter of the University is at Shantipuram Sector – F, Phaphamau, Prayagraj which is equipped with good infrastructure facilities like Buildings, Library, Wi-Fi network, Guest House, Media Centre campus etc.

About the Seminar

The revolution about ICT in the era of globalization and economic liberalization inspired changes in the administrative, economic and social spheres around the globe. There has been remarkable growth in e-services and increased efficiency in delivery of public services with the increased use of ICTs and digitalisation of public services. The COVID-19 pandemic has also forced to depend heavily on ICTs, digital platforms, devices and modes of services delivery. It has improved the efficiency and effectiveness in the governance system and implementation of public policy in India. However, issues and challenges are emerging which need to be addressed efficiently in order to cope up with new challenges in the era of Self Reliant New India. Against this backdrop, present national seminar purports to discuss and deliberate threadbare the emerging perspectives, issues and challenges pertaining to E-governance and delivery of public services in India and suggesting measures to improve the efficiency and effectiveness in the governance system and delivery of public services.

OBJECTIVES OF SEMINAR:

- To highlight the growth and emerging trends in e-services, digital divide, Information Technology infrastructure, and facilities;
- To assess the impact of consequences of e-services in the economic growth and development of India;
- To examine the impact of E-governance initiatives, projects, use of digital technologies, modes, platforms and devices;

- To examine the problems faced by the people in accessibility to e-services; as well as challenges being faced in implementation of e-governance projects and delivery of public services;
- To highlight the growth of e-business and the scope of business model of Common Service Centre in enhancing the outreach of e- services and required information to the people;
- To suggest policy measures for improving the outreach and accessibility of e-services, improving efficiency and effectiveness in governance system and delivery of public services.

The Seminar will focus on following Issues/Sub-themes:

- Governance and Development
- E- Governance
- IT Infrastructure
- E-Services
- Social Security and Welfare Schemes
- Use of ICTs,
- Digitalisation of Public Services
- Direct Bonifires Transfer (DBT)
- Digital Platforms-GeM, E-procurement, E-Gram Swaraj, E-tendering, PFMS, E-Office
- Public Policy and Development
- E-commerce and Business
- COVID Control and Command Centre
- Common Services Centre
- E- Suvidha, Jan Suvidha, Help lines
- Challenges, Roadmaps and Action Plan.
- Azadi ka Amrit Mahotsav- Digital India & Skill India.

Besides these technical sessions, inauguration, plenary and valedictory sessions will also be held.

Call for Paper

Full research paper along with abstract on the above mentioned thrust areas should be typed using MS-Word. New Times Roman 12pt, Kruti Dev-10 14pt, and sent through email on polsc.uprtou@gmail.com.

Last date for Abstract Submission is **14th November 2022** (300-500 word) and for full paper submission is **21st November 2022**.

Seminar Venue

The Academic Campus of the University situated at Shantipuram, Phaphamau, Prayagraj will be the Seminar Venue. It is around 15 km. from both the Prayagraj Junction and the Bus Stand. There is no problem for availability of

transport services from Railway and Bus Stations to the University Campus at Shantipuram, Phaphamau. We shall be glad to receive the delegates who will inform us about their schedule of arrival in advance.

Accommodation

The University has its own guest house in the University Campus which will be available to few of the outstation delegates only for their stay during the seminar, if they inform us in advance. If any delegate wishes to stay separately in a hotel, the organizers will not be responsible to bear the expenses but would be glad to help them in arranging the rooms.

Registration Fees

- Delegates / Faculty Rs. 800.00
- Students/Research Scholars Rs. 500.00
- University Faculty and Volunteers Rs. 300.00

Registration fees paid by Demand Draft must be in favor of **"Finance Officer UPRIOU, Prayagraj"** and should be sent to the organizing Secretary at the University Address along with Registration Form. For on-spot registration cash and card will be accepted. However, a prior confirmation of the participation either through e-mail or telephone shall be appreciated.

Registration: Delegates are requested to report at the reception counter at the Seminar Venue between 9.30 A.M. to 10.30 A.M. on 2 December 2022.

Patron
Prof. Seema Singh
Vice Chancellor

Advisory Committee

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- Prof. P. P. Dubey
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THE END