

Chapter XLVI

Indian Police E–Government System:

A Study of Provincial Police

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ABSTRACT

While Information Technology (IT) is being embraced by various wings of the government, the police in India have however, been slow to adopt IT. The age-old colonial image of police, lack of transparency in its operations, a general sense of 'awe' surrounding police, and so forth, all contributed to its remaining 'distant' from the main civil administration. The broad objective of this chapter is to discuss about E-Governance initiative in a Provincial Police administration in India with particular reference to local police in order to gain an insight into what it takes to deal with the most complex, socially sensitive and demanding administrative work at local level.

INTRODUCTION

E-government in India is not new but it has been evolving in different forms. Way back in 1975, National Informatics Centre (NIC) was set up by the Government of India with an avowed objec-

tive to promote Information Technology (IT) in managing the internal processes of government department. Government has since created a separate ministry of IT and approved the IT Bill in the year 2000, which has given legal recognition to electronic documents. The Government

has also approved the policy of allocation of 2 to 3 percent of budget for IT. Adoption of a 13 point agenda on e-governance for government departments, conception of India Portal (a portal of all government websites to provide information and delivery of services) etc. are other hallmark steps of the Government of India towards e-governance as stipulated in the India's Tenth Five Year Plan (2002-2007) (Gupta et al. 2004). It culminated into the announcement of a National e-Governance Plan (NeGP) was announced in May 2006 by the Minister with an outlay INR 33000 crores with

aim to create the right governance and institutional mechanisms, set up the core infrastructure and policies and implement a number of Mission Mode Projects (Table 1) at the center, state and integrated service levels to create a citizen-centric and business-centric environment for governance. Apart from mission mode projects, other three major components of NeGP include creation of State Wide Area Network; State Data Centre (SDC) and 100000 Community Service Centers (CSC) to serve among a cluster of 6 villages in the country and provide a range (more than eighty)

Table 1. E-government mission mode projects of India (Source: mit.gov.in)

| SN | MISSION MODE PROJECTS | LINE MINISTRIES/ DEPARTMENTS RESPONSIBLE |
|--|-------------------------------------|---|
| CENTRAL GOVERNMENT | | |
| 01 | Income Tax | Ministry of Finance/Central Board of Direct Tax |
| 02 | Passport Visa & Immigration Project | Ministry of External Affairs/Ministry of Home Affairs |
| 03 | DCA21 | Department of Company Affairs |
| 04 | Insurance | Deptt. Of Banking |
| 05 | National Citizen Database | Ministry of Home Affairs/Registrar General of India (RGI) |
| 06 | Central Excise | Department of Revenue/Central Board of Excise & Custom |
| 07 | Pensions | Deptt. Of Pensions & Pensioners welfare & Deptt. Of Expenditure |
| 08 | Banking | Deptt. of Banking |
| State Government (tentative, to be finalized in consultation with the States) | | |
| 01 | Land Records | Ministry of Rural Development |
| 02 | Road Transport | Ministry of Road Transport & Highway |
| 03 | Property Registration | Department of Land Resources |
| 04 | Agriculture | Department of Agriculture & Cooperation |
| 05 | Treasuries | Ministry of Finance |
| 06 | Municipalities | Ministry of Urban Development and Poverty Alleviation |
| 07 | Gram Panchayats | Ministry of Rural Development |
| 08 | Commercial Taxes | Ministry of Finance |
| 09 | Police (UTs initially) | Ministry of Home affairs |
| Integrated Services | | |
| 01 | EDI (E-Commerce) | Ministry of Commerce and Industry |
| 02 | E-Biz | Department of Industrial Policy & Promotion / Department of Information Technology |
| 03 | Common Service Centres | Department of Information Technology |
| 04 | India Portal | Department of Information Technology and Department of Administrative Reforms and Public Grievances |
| 05 | EG Gateway | Department of Information Technology |

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