E-Governance through Mobile Applications: Issues and Challenges with Special Reference to RTS App of Government of Maharashtra

Kiran Dilip Patil[1*], Rahul Anant Kulkarni[2]

[1]*Assistant Professor, Faculty of Commerce, Kisan College, Parola (MH), India*
[2]*Assistant Professor, Faculty of Commerce, B. P. Arts, S. M. A. Science, K. K. C. Commerce College, Chalisgaon (MH), India*

Abstract: In the current modern world the technologies have achieved tremendous speed and hence the changes in the technologies always occurs speedily. But yet it results in numerous benefits for all human beings. The governments also use these innovative technologies to serve better to their citizen as it is the primary duty and the responsibility of governments to provide necessary services (i.e. governance) to the people of their nation/states/city/village to fulfil their valid and basic requirements as the part of administration. In our country after the independence services have provided manually by the different office of works according to type of the services. But after facing lots of difficulties and the blasting of various innovations and technologies they started e-serving through technology. The new technologies have already transformed from computer to mobile and reached in the pockets of the peoples through mobile applications to serve more easily and real time facilities to the people yet the technology always creates some issues before the users/citizen and policy makers/service providers have to face many challenges to solve the issues before citizens.

Keywords: Challenges, citizen services, e-governance, e-services, issues, mobile application, technology.

1. Introduction

In ancient age some of the Empires/rulers who had a different practice and objective of providing services to the people, but lots of the empires were not providing the services as it wasn't part of their duty or responsibility. After the long era of revolutions like economic variations and the progress of the Empire and states like British, the government/rulers/empires started to serve nation by establishing institutions such as the Different office of works for different type of services. Each had its specific system and usually, staff were appointed through support or outright purchase. But all these provisions were falling short due to changes over the world and the revolutions in many field like Civil services, Education, Industry, and Society etc. As with the time and with the progress, it was the duty and the responsibility of the government to provide necessary services to the people of their nation to fulfil their valid and basic requirements as the part of

administration. In our country after the Independence services have provided manually by the different office of works according to type of the services. But after rising of various kind of the issues government turns toward the technology to provide various services to the citizen.

2. Technology

Principally, technology is scientifically proved bunch or collection of useful effort reducing techniques, knowledge, skill, and various kind of process and methods use for production or for serving better to fulfil objectives.

- *Citizen Services*: Necessary services required for the legal resident of the country or the state to enjoy his legal rights which is entitled and granted by law to fulfil his valid needs to survive, to live, and to develop etc.
- *E-Service*: Generally, when any kind of services provided through electronically using technology it is known as e-Service.
- *Mobile Application*: Mostly application is a software platform for the users provided by supplier for exchange of service or something and when this software programme develops for the mobile system like android or something else it is called Mobile Application.

3. Research Methodology

This research is based on Primary and Secondary data collected from user's citizens, articles, research journals, magazines newspapers and official and unofficial websites of governments and others institute.

4. Objectives

- To study the innovative RTS mobile app for providing citizen services.
- To identify issues and challenges in RTS mobile app

*Corresponding author: jaikirandp@gmail.com

for providing citizen services.

5. Scope

The scope of study is limited to the services of revenue department of government of Maharashtra available on RTS mobile application.

6. Related Work

1) E-governance

In India governance practices were providing manually by the different office of works according to type of the services. But after rising of many difficulties before the citizens while obtaining these services like lack of transparency, no system of tracing status, no prefix time limit and existence of corruption and many more and to decrease these lacunas government turns toward the innovative technology i.e. 'e' way to provide services efficiently for helping social participation, for optimum use of government system and resources, to promote citizen involvement and many more. The government of Maharashtra launched The Aaple Sarkar portal. It is Conceptualized, Created, developed & maintained by Directorate of Information Technology and Government of Maharashtra.

2) E-governance through Mobile Application

The all changes described upward a have occurred due to invention in technology like, computers, electronics media, internet, mobile phones, smart phones, android and various system, mobile apps etc. Through this technology and serve better directly to end users like government and citizens. The government of India as well as Government of Maharashtra and many states of India have launches various mobile applications for e-governance practices few of them given in the table.

Table 1
E-governance Mobile applications

E-governance Authority	Mobile Application
Government of India	UMANG
Government of India	DigiLocker
Government of India	IRCTC
Government of India	eCollabDDS
Government of India	CPGRAMS
Government of India	MATSYA SETU
Government of India	E-CHHAWANI
Government of Maharashtra	RTS Maharashtra
Government of Maharashtra	Maharashtra Government resolutions
Government of Maharashtra	Aaple Sarkar
Government of Maharashtra	Mahakavach
Government of Maharashtra	E-pik Pahani

3) RTS (Right to Service) Mobile Application

To provide e-services and conductive e-governance system more effectively, speedily, transparent and time bound manner RTS Maharashtra mobile application have launched by Maharashtra government through the mobile channel for exchange and delivering services to the eligible citizens of the state . The RTS mobile application proving facilities are (see fig-1)…

- Department wise list
- List of services provided

- Applications to avail services of various departments.
- Required details and documents for applications
- Application Tracking
- Certificates as per applications
- Verification of beneficiaries authenticated Certificate using barcode
- Appeal
- Call/contact facility to citizen call center
- List of Aaple Sarkar seva Kendra (CSC)
- Detail history of services
- Access of another related portal like Aaple Sarkar and more
- RTS commission reports
- Maharashtra Right to public services Act 2015
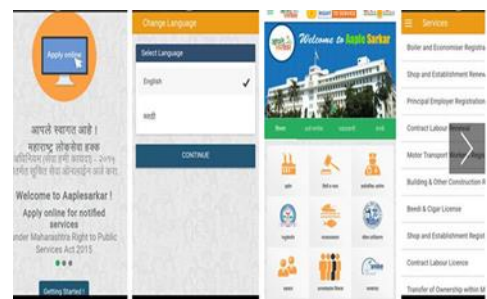- Rules, Policies, Acts and reforms.

Fig. 1. Description of RTS Maharashtra App

4) The version of RTS mobile application and its updates

Initially it was available only at the apple store(i-phone) and was supporting only ios operating services but after the up gradation it was started to supporting android system and its various versions to use the mobile channel for exchange and delivering services to the eligible citizens of the state.

Table 2
The version of RTS mobile application

Date of Release/Update	Version
10/2016	1.0
11/2016	2.1.2
28/12/2017	2.1.3
10/02/2018	2.1.4
16/11/2018	2.1.5
03/04/2019	2.1.6
11/07/2019	2.1.8
18/07/2019	2.2
12/01/2020	2.4
1/07/2021	5.2.4
26/09/2021	5.2.5

Citizen can use this RTS application by following steps

- Once after downloading mobile application legal citizen have to register himself on the portal or application for creating self-profile by providing required information and documents.
- After successfully registration citizens can apply using his profile to avail notified services.
- Citizens have to upload or scan required documents for availing services.
- Citizens can pay fees through the application

- Citizen can track his application status.
- Certificate provided in citizen's log in.
- Anyone or third party can verified the online certificate received.

The RTS Maharashtra providing better services not only doorstep of the citizen but at the palm of the citizen through Mobile application which ensures transparent, efficient, time bound delivery of the service.

Issues: Yes, every great invention or research always faced some by the society as every system has some issues along with the benefits. Major issues finding during the conversation with some users citizens are as follows:

- *Illiteracy*: literacy of user is most important thing to use the RTS application. The user must have basic knowledge of language and supporting smartphone/device.
- *Unawareness:* Lac of the awareness of the citizens about RTS mobile applications is the main issue, most of the literate citizens are unaware about the RTS application.
- *Scanning issue*: Most common issue facing by many beneficiary citizen is the document, photo and signature scanning issue.
- *Functionality issues of the portal:* whenever server or system fails short or long period, this can impact negatively for citizens.
- *Actual Period*: Many times the delivery period for service delivery is more than the said period.
- *Appeal*: Many time Citizens does not able to avail service without appeal.
- *Challenges*: The every government's acts with the objective of providing better services to their citizens and to achieve this objectives governments always trying to update their governance practices using technology to serve better than before and this creates several challenges to implement of new application of technology. Here are some main challenges before the government of Maharashtra while providing services through RTS mobile application.
- *Awareness*: Many citizens are not aware with RTS mobile application.
- *Network Facility*: Providing strong network facility across the state especially in rural and tribal area has always been a challenges before the every government.
- *Dactylic natures*: Dactylic nature of the government employees is the most common issues facing by the government.
- *Corruption*: The government employees are masters who always finds loop holes to manipulate in the system.
- *Technical Challenges*: Functionality of the application, server jam, software issues, hardware problem etc. can break the system efficiency anytime which requires strong backup and some period to insure system of the application.

7. Conclusion

The step have been taken by the government to deliver e-services provided by RTS mobile application of the government of Maharashtra with the aim of -creating the transparency, reducing corruption, reducing cost as well time of beneficiaries and trying to serve better for the wellbeing of the states and the citizens, looks great but having some issues yet to be solved for maximum level of citizens satisfaction and governments have need strong structure and backup for facing several challenges so government can serve better to citizens and satisfy them.

References

[1] Kiran Yadav and Sanatan Tiwari," Advance in Electronic and Electric Engineering," International Journal of Computational Intelligence Research, vol. 4, no. 5, pp. 865-871, Nov, 2014.
[2] P. J. Warale, "A Study of E-Governance Initiative: Setu Project in Selected Districts of Western Maharashtra State," M.S. thesis, Ph.D. Faculty. Of Management, SP Pune Univ., Pune. Maharashtra. 2016.
[3] Newspaper: Times of India
[4] Websites –
[5] www.wikipedia.org
[6] www.shodhganga.inflibnet.in
[7] https://www.google.com
[8] https://aaplesarkar.mahaonline.gov.in/en/
[9] https://aaplesarkar.mahaonline.gov.in
[10] https://rtionline.maharashtra.gov.in/index-e.php
[11] https://www.loksatta.com/careervrutant-lekh-news/aaple-sarkar-web-portal-1 532120
[12] https://rts-maharashtra-ios.soft112.com/download.html
[13] https://aaplesarkar.mahaonline.gov.in/en/CommonForm/RigthToService Act
[14] https://timesofindia.indiatimes.com