

ISSUES AND CHALLENGES OF E-GOVERNANCE IN INDIAN POLICE ADMINISTRATION: A STUDY

by

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Department of Management Studies

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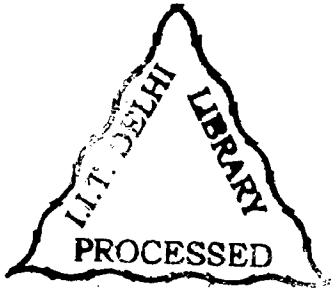
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The thesis entitled “**ISSUES AND CHALLENGES OF E-GOVERNANCE IN INDIAN POLICE ADMINISTRATION: A STUDY**”, being submitted by Mr. RAMKRISHNA MITRA to the Indian Institute of Technology, Delhi, for the award of the degree of DOCTOR OF PHILOSOPHY (Ph.D.), is a record of bona fide research work carried out by him. He has worked under my supervision, and has fulfilled the requirements for the submission of this thesis, which has attained the standard required for a Ph.D. degree of the institute. The results contained in it have not been submitted in part or full to any other university or Institute for award of any degree/diploma.


(Dr. M.P. Gupta) 19.11.2008

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ABSTRACT

E-governance is relatively a new experience for country like India. Much midnight oil is being burnt by the government IT Managers and policy makers as to how to harness the extraordinary technological capability of Information Technology (IT) for bringing enhanced efficiency and citizen services. Cases like Gyandoot, e-Seva, Bhoomi, e-Suvidha, Old Age Pension Scheme are successful experiments to use the technology to serve the citizens better. These experiments mostly touch upon civil administrations of States responsible for delivery of services to the citizens. While there is no dispute about the capability of the IT to overhaul the service delivery apparatus, it is observed that 'police', as an organ of civil administration has received little attention in the matter of its endeavour to embrace IT. The age old colonial image of police, relative intransparency in its operations, a general sense of 'awe' surrounding police etc.all contributed to its remaining 'distant' from the main civil administration. For researchers, e-governance is an extremely fertile area of research. But here again, one struggles to locate empirical research on e-governance in police. This needs no further elaboration. To fill an evident research gap and a desire to delve into a domain which is lesser known or known otherwise are the main motivating forces to concentrate on issues and challenges of e-governance in Indian Police.

The research has three broad objectives. Firstly, to study the proliferation of e-governance in Indian Police to gain an insight into the level and effectiveness of various e-governance endeavours. Secondly, to develop a case study of selected State Police administrations to analyse various external and internal factors and nature of their impact. And finally, to derive intervention strategies based on learnings of the case study and survey.

The research methodology that has been used consist of Focus Group analysis, questionnaire survey and case study. The Focus Group analysis findings bring about the perception of police officers and men towards various environmental changes including technological which are impacting on police functioning. The data collected through survey enable to explore advent and extent of proliferation of e-governance in key

organizational units of the chosen domain, differential focus of applications, various issues like skill formation, areas of potential use, acceptability of IT based work processes and solutions to the Judiciary, importance of network interconnectivities and system security etc. The scope of case study is, however, the overall scenario, issues and challenges of e-governance in the entire police administrations of the States chosen for case study. Attention has been given in locating and analyzing various local as well as institutional initiatives of e-governance in the Police administrations of the Country.

In keeping with the objectives, a strategic audit analysis with respect to select States (those chosen for case study) was carried out to study various external and internal factors in terms of their impact on e-governance and also the strategic preparedness of the State Police administrations concerned to manage those factors to leverage their benefits in favour of e-governance. And finally, with the help of a Model of Strategic Intervention, learnings from the survey and case study were synthesized and intervention strategies were derived.

The research findings do establish that e-governance is very much a 'reality' in Indian Police. Provided necessary impetus in terms of resources, support and encouragement is put in place, e-governance in Indian Police is bound to progress faster.

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