

# SPWI JOURNAL FOR SOCIAL WELFARE

(A Multi Disciplinary Peer-Review Bi-Quarterly  
Social Science Research Journal)

Volume 5 Issue 4, October - December 2022

*Editor*

Dr. D. Suresh



**SOCIETY FOR PUBLIC WELFARE AND INITIATIVES**

H. No. 5-11-559, Srinagar Colony, Naimnagar,

Hanmakonda, Warangal- 506009. Telangana State (India)

Website: [www.spwingo.org/www.spwijournal.com](http://www.spwingo.org/www.spwijournal.com)

Email: [spwi.ngo.2014@gmail.com](mailto:spwi.ngo.2014@gmail.com)/ [devathasuresh@gmail.com](mailto:devathasuresh@gmail.com)

[editor@spwijournal.com](mailto:editor@spwijournal.com) Ph: 9959026635

[spwijournalforsocialwelfare@gmail.com](mailto:spwijournalforsocialwelfare@gmail.com)

SPWI JOURNAL FOR SOCIAL WELFARE  
Volume 5 Issue 4, October - December 2022

ISSN 2581-6322



**SOCIETY FOR PUBLIC WELFARE AND INITIATIVES**

H. No. 5-11-559, Srinagar Colony, Naimnagar,


Hanmakonda, Warangal- 506009. Telangana State (India)

Website: [www.spwingo.org/www.spwijournal.com](http://www.spwingo.org/www.spwijournal.com)

Email: [spwi.ngo.2014@gmail.com](mailto:spwi.ngo.2014@gmail.com)/ [devathasuresh@gmail.com](mailto:devathasuresh@gmail.com)

[editor@spwijournal.com](mailto:editor@spwijournal.com) Ph: 9959026635

[spwijournalforsocialwelfare@gmail.com](mailto:spwijournalforsocialwelfare@gmail.com)

	<p style="text-align: center;"><b>SPWI JOURNAL FOR SOCIAL WELFARE</b> (A Multi Disciplinary Peer-Review Bi-Quarterly Social Science Research Journal) <b>Volume : 5 Issue : 4 October-December 2022</b> <b>An ISO 9001-2015 Certified Journal</b></p>
---	---

## Contents

- |   |     |
|---|-----|
| 1. Political Corruption in India- <i>An Analysis</i><br>----- <i>Dr. Adulapuram Thirupati</i>   | 1   |
| 2. HRM and Politics and Public Administration - <i>A Study</i><br>----- <i>Dr. Madishetti Nagaraju</i>  | 8   |
| 3. Corruption and E-Governance The Role of E-governance in Reducing<br>Corruption in India with Special Reference to Telangana<br>----- <i>M. Sambashivaiah</i> | 15  |
| 4. Digital Currency in India - <i>Impact On Commerce</i><br>----- <i>Marupaka Niharika</i>  | 49  |
| 5. A Role of Municipalities in Urban Development - <i>A Case Study</i><br><i>in Medak District</i><br>----- <i>P. Nagaraju</i>                                  | 53  |
| 6. Welfare Measures For Retired Defence Employees in India - <i>A Study</i><br>----- <i>D. Rajalingam</i>   | 65  |
| 7. Socio-Economic Status of Kummari (The Potter) in Telugu States -<br><i>A Study</i><br>----- <i>Kodimala Krishnaiah</i>                                       | 74  |
| 8. Socio-Economic, Cultural Life of Kakatiyas - <i>A Study</i><br>----- <i>Galipally Harinath</i>   | 97  |
| 9. Religious Violence Against Hindu Community - <i>A Study</i><br>----- <i>Aruna Badavath</i>   | 106 |

10. Role of Opposition Parties in Undivided Andhra Pradesh And  
Telangana State - *A Case Study of 12<sup>th</sup> and 13<sup>th</sup> Legislative Assemblies*  
----- *E. Yadagiri Reddy* 115
11. Environmental Protection and Role of The Non-Government  
Organization in India - *A Study*  
----- *Rajitha Kasula* 144
12. Tribal Development and Human Development Index in India - *A Study*  
----- *Upendar Korra* 151
13. Impact of Media in Awareness and Conservation of Plant Diversity  
and Forestry in Telangana  
----- *Dr. Bollam Tirupathi* 157
14. The Study On Academic Internship Programs On Personal and  
Professional Development of Business Students  
----- *Chilumari Varaprasad* 166





## SPWI JOURNAL FOR SOCIAL WELFARE

(A Multi Disciplinary Peer-Review Bi-Quarterly  
Social Science Research Journal)

Volume : 5 Issue : 4      October-December 2022

An ISO 9001-2015 Certified

# CORRUPTION AND E-GOVERNANCE THE ROLE OF E-GOVERNANCE IN REDUCING CORRUPTION IN INDIA WITH SPECIAL REFERENCE TO TELANGANA



**M. Sambashivaiah**

Research Scholar,  
Department of Public Administration,  
Osmania University,  
Hyderabad, TS

### Introduction

The background to this was a large anti-corruption movement that started in 2011 as a response to a series of high-level Including, but not limited to a 2G spectrum scam - estimated at US\$40 billion; the Commonwealth Games held in Delhi causing losses of US\$38 million; Coal block allocation scam, Adarsh Housing Society scam. The Indian anti-corruption movement was based on extensive anger against the "corporate loot of public exchequer". The movement mobilized large sections of the population and affected the Indian anti-corruption discourse by creating a general awareness of corruption. Nevertheless, corruption remains endemic, prevailing at all levels of governance and affecting sectors including but not limited to public services, procurement, police, and the judiciary.

Most corruption is believed to go "unreported and unpunished," and the "authorities have been accused of selective, partisan enforcement." Bertelsmann Stiftung (2020) notes that office-bearers engaging in corrupt activities are not prosecuted effectively and often slip through "political, legal or procedural loopholes". The Lokpal (ombudsman authority) was a "non-starter" for five years after coming into force and has been significantly weakened. Other anti-corruption reforms such as the 2016

“demonetization” replacement of banknotes to fight corruption and black money in circulation, which washed away at least 1% of the country's Gross Domestic Product (GDP) and cost approximately 1.5 million jobs, have been cited as being “entirely unsuccessful”. Demonetization particularly affected the poor and marginalized groups. For example, 80% of women in India do not have access to bank accounts according to a 2015 United Nations Development Program (UNDP) report and use saved cash as a safety net. In such a context, the erosion of cash reserves is deemed to “severely impact a large number of physically and emotionally abused women”.

While the constitution ensures civil liberties (such as freedom of expression and freedom of religion), persecution of government critics, journalists, NGOs, and minorities such as Muslims, Scheduled Castes and Scheduled Tribes has increased significantly in various parts of the country. The freedom of assembly and association is also being curbed as witnessed by the repression of peaceful protests.

The country faces issues of significant human rights violations with the government using “draconian laws such as the sedition provisions of the penal code, the criminal defamation law, and laws dealing with hate speech,” as well as its control over key institutions, including but not limited to the police and judiciary to restrict freedom of the press, silence dissent, and arbitrarily arrest and detain critics. Such a scenario is telling of corruption and human rights violations being closely linked in India as the former enables violation of the latter via abuse of power to stifle dissent among others.

The ongoing COVID-19 pandemic and ensuing lockdowns have harmed the lives of ordinary Indians, especially marginalized groups. Apart from the impact on healthcare infrastructure, which crumbled under the strain, there has been an excessive loss of livelihood for migrant workers during the lockdowns, and challenges surrounding food availability, health, nutrition, education, and access to public facilities. The pandemic also provided the incumbent government with a “convenient pretext” to silence critics and consolidate power. Corruption has been a prominent feature of the pandemic, with reports of black-marketing essential medical items and services, overcharging COVID-19 patients, fraud in the procurement of ventilators and distribution of fake vaccines, among others. A COVID-19 relief fund known as the Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM-CARES) also faces issues regarding its transparency.

### **Extent of Corruption**

India ranks 85 out of 180 countries with a score of 40 in Transparency International's 2021 Corruption Perceptions Index (CPI). The World Bank's Worldwide Governance Indicators ((WGI 2020) assigns the following scores (in percentile rank) to India:

Sl. No	Indicator	Year		
		2016	2018	2020
1	<b>Control of Corruption</b>	47.6	49.5	46.6
2	<b>Government Effectiveness</b>	55.8	63.5	66.8
3	<b>Political Stability and absence of violence/terrorism</b>	14.8	14.2	17.0
4	<b>Regulatory Quality</b>	41.3	44.2	47.6
5	<b>The Rule of Law</b>	53.4	55.3	54.3
6	<b>Voice and Accountability</b>	61.6	58.0	53.1

The WGI indicators show that voice and accountability have taken a hit over the years, with the percentile rank steadily falling. At the same time, regulatory quality is deemed to have improved while still being low on the percentile rank scale.

The 2021 TRACE Bribery Risk Matrix places India in the “medium” risk category, ranking it 82 out of 194 countries, with a risk score of 44.

Freedom House (2021a) stated India is “partly free” in its Freedom in the World 2021 report with a score of 67/100. This is a drop from the erstwhile “free” status held by the country. The decline is attributed to a “multi-year pattern” of the Hindu nationalist government and its allies who have “presided over rising violence and discriminatory policies affecting the Muslim population and pursued a crackdown on expressions of dissent by the media, academics, civil society groups, and protesters”. Other minorities in the country are also facing increasing attacks. Persecution Relief, a non-profit organization that monitors violence against Christians reports that crimes against the community have increased by 60% between 2016 and 2019.

Transparency International’s Global Corruption Barometer (GCB) Asia 2020 reports that:

1. 89% of respondents believe that government corruption is a big problem.
2. India has the “highest overall bribery rate” as well as the “highest rate of citizens using personal connections” in the region, standing at 39% and 46% respectively.
3. 50% of the respondents that had paid a bribe stated that they were asked to pay a bribe to access a particular service
4. 36% of those using personal connections believed that they would be unable to access services without using such connections.
5. The percentage of respondents who either experienced sextortion themselves or knew someone who had stood at 11%.
6. 18% of respondents had been offered bribes in exchange for votes.

7. 56% of respondents thought that ordinary citizens could make a difference in the fight against corruption.

According to GCB Asia, 2020 corruption by the institution in India has given in the following table

Sl. No	Institution	Percentage
1	President/Prime Minister	42
2	Members of Parliament	42
3	Government Officials	41
4	Local Government Officials	46
5	Police	46
6	Judges and Magistrates	20
7	Religious Leaders	36
8	NGOs	22
9	Business Executives	29
10	Bankers	15
11	Army Leaders	10

Source: *Transparency International 2020a*, p. 41.

### Forms of Corruption

There are various forms of corruption, including but not limited to petty corruption, nepotism, patronage networks and grand corruption operating in India.

It ought to be noted that certain forms of corruption are intrinsically linked to discriminative practices in the country. For example, nepotism is known to extend beyond kinship networks to operate along the caste axis as well. Citing the caste-based nepotism system as being "ubiquitous", a report from the Economist states that, while there are reservations for SCs and STs in legislatures and civil services "...in the government as in the private sector, the highest positions remain a near-monopoly for the three top tiers or varnas of the broader caste pyramid". A study conducted by Oxfam India and Newslandry (2019) found that Indian media is "predominated by the upper castes", adding that "Scheduled Tribes are almost absent, whereas the Scheduled Castes are represented mostly by social activists and politicians rather than journalists".

Due to varying levels of corruption, as well as the quality of public service delivery, the prevalent forms of corruption may differ according to the region. For this paper, three illustrative forms of corruption are listed viz., Petty Corruption, Political Corruption and Crony capitalism.

### **Characteristics and Responses**

Corruption is ubiquitous in India. Corruption, which largely means bribery, is intertwined with inefficiency, unaccountability, and the feudal mindset of public administrators. Bribery makes the decision-making process very slow and sluggish, and the whole system very insensitive. Corruption in the public sector bureaucracy, judiciary, and legislature is so rampant that an *Aam Admi* (common man) believes that corruption is a normal part of governance. Once, bribes were paid only to do wrong things, but now bribes are paid not only to do wrong things but also to do right things on time. Corruption exists at every level of public administration. Private sector corruption is equally high in India. The Satyam case was a massive private-sector fraud.

### **Corruption from Lower to Higher Bureaucracy**

Corruption is extremely high in the lower bureaucracy. No application moves without high-denomination currency notes attached to it. If an *Aam Admi* must get a driver's license, passport, birth certificate, death certificate, ration card, gas connection, electricity connection, water connection, PAN (Permanent Account Number) card, etc., he normally must bribe the officials who oversee issuing these documents. For these documents, the bribe amount ranges from Rs. 100 to 10,000 under normal circumstances. If one pays four to five times more, he can get a driver's license on the same day and a passport in 10 days. Several touts are working for government officials. The corruption in the lower bureaucracy may sound petty but the instances are numerous. This is the corruption that hits *Aam Aadmi* directly.

Corruption has become so ingrained and institutionalized in the Indian system that it looks very normal. Corruption is accepted and tolerated by saying 'Chalta Hai' (it is OK). If government officers demand bribes, people think 'Chalta Hai' so long as they do the work. When government officers demand bribes, it is rare that an *Aam Admi* protests. Corruption is not just one way, but two ways. People are also eager to give bribes to get things done.

In the higher bureaucracy, corruption is camouflaged but much larger in scale than in the lower bureaucracy. Most of the bigger scams are committed in the higher bureaucracy. Though the higher bureaucracy corruption does not directly hit *Aam Aadmi*, it causes loss to the government's exchequer. The 2G spectrum scam is the latest example of higher bureaucracy scams. Unlike corruption in the lower bureaucracy, corruption is not so open and direct here. The ministers and senior bureaucrats use lobbyists and brokers to crack deals with interested parties. Companies in the private



sector are often confronted with this kind of corruption when they are looking for government tenders, approvals, and clearances.

### **Corruption in Public Sector**

The popular presumption is that everyone 'from peons to the PM' is corrupt in India. Congress Prime Minister Narasimha Rao was found guilty of scams in the 1990s. Some ministers and bureaucrats of the current UPA government are in jail for being involved in scams. Certain public institutions are extremely corrupt.

Civic bodies like *panchayats* and municipalities are the centres of corruption at the grassroots level. Ironically, these institutions were built and strengthened to reduce local corruption and red-tapism. Today, *panchayats* get lots of funds from the government for development works in rural areas, but most of the funds are siphoned off by *panchayat* officials and middlemen. City municipalities have the power to grant several petty approvals and clearances, such as approving the design of a house, water connections, and ration cards. This gives enough scope to the municipal officials to demand bribes. The Municipal Corporation of Delhi is one of the most corrupt civic institutions in India.

The police department, which is responsible for protecting people and enforcing the law, is one of the most corrupt institutions in India. It is very common that when an aggrieved person goes to the police station to file a criminal complaint, the police officer refuses to file the complaint unless a bribe is paid to him. The transport department is another very corrupt institution. The officials of the transport department make a lot of extra money from vehicle registrations and from issuing driver's licenses. Traffic police in India are equally corrupt. It is very common on Indian roads for a traffic policeman to stop a vehicle and demand unreasonable documents to elicit a bribe.

Corruption is very high in the lower judiciary compared to the higher ones. It is very easy to influence the judges in the lower judiciary, especially in the countryside. Court clerks are very corrupt. There is a very strong nexus between criminals, lawyers, and court officers.

Rural financial institutions, which disburse loans to farmers, are very corrupt. For example, if the government has sanctioned Rs. 50,000 in loans to a farmer, the financial institution will grant him only Rs. 40,000 and keep the remaining Rs. 10,000. The farmers are not less clever. They happily take Rs. 40,000 and do not mind giving Rs. 10,000 to the officer of the financial institution because they never take a loan intending to repay it. They will wait for the next election, before which the government usually waives off farmers' loans to attract the farmers' votes. It is a vicious cycle.

India, rich in mineral resources, has a very lucrative mining business. There is a very strong mining lobby in Indian politics. The mining department has the power to grant and renew mining leases to the companies that dig out the minerals. Usually, there is large-scale corruption in granting and renewing mining leases. After paying

bribes, mining is allowed by the mining department even after mining leases expire. The Madhu Koda Case in Jharkhand and the Reddy Brothers' Case in Karnataka are burning examples of massive corruption in the mining department.

India's real estate sector is another corrupt area. There is an extremely strong nexus between the housing department and private builders. The private builders bribe the housing department to get approvals and clearances to develop housing complexes. Sometimes, the builders start booking flats for a location that does not exist. Recently, leading private builders booked flats and collected millions of rupees from desperate middle-class buyers by selling flats in the NOIDA (New Okhla Industrial Development Authority) extension. Later it was revealed that there was no such place as the NOIDA extension. Whenever the housing department allocates flats to middle-class buyers, there are large-scale unfair practices of distributing the flats to influential people or to those who pay bribes. The Delhi Development Authority (DDA), Delhi's housing department, is often blamed for malpractice in the allotment.

Most corruption in India is related to property registration and land matters. A maximum of 26% of bribery cases are related to these departments:

**Property Registration and Land Matters:** Experts believe that in many states of India, there is a big reason for not having consolidation and the possession of land papers in the name of forefathers. The second reason is the rapid rise in property prices. From big cities to small cities, cases related to land fraud continue to come up.

**Police:** The police are second in the case of corruption and bribery. 19% of bribery cases are related to this department.

**Municipal council:** The Municipal Corporation is also not behind in the matter of taking bribes. 13% of bribery cases are related to this department. A person from Patna, the capital of Bihar, said that he had been trying for months to get his house map, but he was given a round of office for months after talking about today. Eventually, after giving money to the employee, his work was done.

**Electricity Department:** 3% of the people involved in the survey have said to give a bribe to the electricity department. Since the introduction of prepaid meters, there has been a decrease in corruption cases in this department, but the issue of connecting and cutting connections continues with money.

**Transport office:** 13% of the people involved in the survey have said to bribe in the transport office. Experts say that the transport department employees take a bribe for work from giving vehicle passes on the highway to making driver's licenses in the office.

**Tax department:** 8% of the people involved in the survey said to give bribes to the tax department. The bribery in the tax department can be gauged from the fact that the Modi government at the centre is forcibly retiring by acting against the tax officials accused of corruption.

**Water department:** 5% of the people said that they have given bribes to the water department. At the same time, 13% of people have said to give bribes to other departments.

### **Regional Variation**

As per the India Corruption Survey 2019, Delhi, Haryana, Gujarat, West Bengal, Kerala, Goa, and Odisha turned out to be the states where citizens reported low instances of corruption. Rajasthan, Bihar, Uttar Pradesh, Telangana, Karnataka, Tamil Nadu, Jharkhand, and Punjab were the states where citizens reported higher instances of corruption.

### **Reasons for Corruption**

Corruption is a global phenomenon and it is omnipotent. It has progressively increased and is now rampant in our society. Corruption in India has wings, not wheels. As the nation grows, the corrupt also grow to invent new methods of cheating the government and the public. The causes of corruption are many and complex. The following are some other causes of corruption:

- 1 The emergence of a political elite that believes in interest-oriented rather than nation-oriented programs and policies.
- 2 Artificial scarcity created by people with malevolent intentions wrecks the fabric of the economy.
- 3 Corruption is caused as well as increased because of the change in the value system and ethical qualities of men who administer. The old ideals of morality, services and honesty are regarded as anachronistic.
- 4 Tolerance of people towards corruption, the complete lack of intense public outcry against corruption and the absence of a strong public forum to oppose corruption allow corruption to reign in our people.
- 5 The vast size of the population coupled with widespread illiteracy and the poor economic infrastructure lead to endemic corruption in public life.
- 6 In a highly inflationary economy, low salaries of government officials compel them to resort to corruption. Graduates from Indian institutes of management with no experience draw a far handsome salary than what government secretaries draw.
- 7 Complex laws and procedures deter common people from seeking help from the government.
- 8 Elution time is a time when corruption is at its peak. Big industrialists fund politicians to meet the high cost of election and ultimately to seek personal favour. Bribery by politicians buys influences and bribery by politicians buys votes. To get elected, politicians bribe poor, illiterate people.

## Corruption in Telangana

According to the report of India Corruption Survey 2019, about 67% of citizens of Telangana who participated in the survey admitted to paying a bribe to get their work done, out of which 56% gave bribes several times (directly or indirectly) while 11% paid bribes once or twice (directly or indirectly). About 11% said they got work done without paying a bribe. In terms of authority to which residents of Telangana gave bribes, 40% gave bribes to property registration and land issues while 33% paid off the Municipal Corporation. Nearly 7% paid a bribe to the police and 20% paid bribes to others (Electricity Board, Transport Office, Tax Office, etc.).

## Anti-Corruption Framework in India

### Legal Framework

India has several laws dealing with corruption, the most prominent ones at the federal level are as follows (please note that Indian states could have instituted their own rules, which is not covered in this section):

**Indian Penal Code (IPC), 1860:** IPC deals with the unlawful purchase of property and criminal breach of trust in public servants.

**The Benami Transactions (Prohibition) Act, 1988:** This Act prohibits any Benami transaction – the purchase of property in the name of another person or under a false name.

**The Prevention of Money Laundering Act, 2002:** This Act delineates the definition of money laundering, which takes place when a “person is a party to any process connected with the proceeds of crime and projects such proceeds as untainted property”.

**Companies Act, 2013:** Companies Act outlines rules for companies operating in the country and has elements to counter private sector corruption. For example, the law highlights mechanisms for the protection of whistle-blowers, industry codes of conduct and the appointment of independent directors to company boards.

**Whistle-Blowers Protection Act, 2014:** This Act was drafted in 2011, the law was renamed The Whistle-blowers Protection Act, 2014 and was passed by both houses of parliament, but it has not been notified in the official gazette yet.

**Lokpal and Lokayuktas (Amendment) Act, 2016:** The original ombudsman law passed in 2013 was to “provide for the establishment of a body of Lokpal for the Union and Lokayukta for States to inquire into allegations of corruption against certain public functionaries”.

**The Prevention of Corruption (Amendment) Act, 2018:** This Act criminalizes “attempted corruption, active and passive bribery, extortion, abuse of office and money laundering”. However, the law does not cover facilitation payments.

**Right to Information (Amendment) Act, 2019:** This Act was originally passed in 2005, the law was hailed as an effective anti-corruption tool wielded by citizens and activists alike. It is widely used by “the poorest and the most marginalized who have understood the tremendous potential of the law to empower them to access their basic rights and entitlements like rations, pensions and healthcare.” Since May 2014, “not a single commissioner of the Central Information Commission (CIC) has been appointed without citizens having to approach courts”.

### **Institutional Framework**

A challenge noted in the Indian context is the adequate working of key institutions, which “often fall prey to quarrels among the particularistic interests of political actors, or alternately to abuse of office.” Bertelsmann Stiftung (2020) notes that anti-corruption discourse as a part of the current “populist agenda” needs to be “accompanied by substantive policy measures”. The main institutions dealing with corruption are as follows:

**Lokpal (Ombudsman):** The Lokpal and Lokayuktas Act, meant to tackle corruption of senior government officials through the creation of independent ombudsman institutions at the union (Lokpal) and state (Lokayukta) levels, was originally passed after a struggle in 2014.

**Central Vigilance Commission (CVC):** The CVC is the “apex vigilance institution” for monitoring corruption cases against the central government. It also advises various central government authorities in planning, executing, reviewing, and reforming their vigilant work. The institution’s website provides detailed guidelines for filing complaints and has an online form to submit and track complaints. The commission comprises a central vigilance commissioner who acts as chairperson and not more than two vigilance commissioners (members). The CVC directs the Central Bureau of Investigation (CBI) on matters relating to the Prevention of Corruption Act and those offences that deal with central government officials. The director of enforcement is also appointed by the PM on the recommendation of the CVC.

### **Central Bureau of Investigation (CBI)**

The CBI is the “premier investigative agency, with a dual responsibility to investigate grievous cases and provide leadership and direction in fighting corruption to the police force across the country.” It functions under the Department of Personnel, Ministry of Personnel, Pension and Public Grievances, Government of India.

### **Enforcement Directorate (ED)**

Operating under the Department of Revenue, Ministry of Finance, Government of India, the ED is a specialized financial investigation agency implementing the following laws:

1. Foreign Exchange Management Act, 1999: It conducts investigations into “suspected contraventions of the foreign exchange laws and regulations” and imposes penalties on offenders
2. Prevention of Money Laundering Act, 2002: The ED is tasked with examining suspected cases of money laundering and tracing assets “derived out of the proceeds of crime”, consequently freezing or confiscating the same traced assets, and arresting and prosecuting those engaged in money laundering.

The institution is headed by the director of enforcement. It is headquartered in Delhi and has five regional, 16 zonal and 13 sub-zonal offices.

**Election Commission of India (ECI):** The ECI is an “autonomous and permanent constitutional body responsible for organising free and fair elections in the union and states of India”. It has a constitutional mandate for the “direction, superintendence, and control of elections to parliament, state legislatures, the office of president of India and the office of vice-president of India.” There is one chief election commissioner and two other election commissioners.

**Comptroller and Auditor General of India (CAG):** The office of the CAG, along with the Indian Audit and Accounts Department (IAAD) reporting to the CAG, constitute the supreme audit institution of the country. The body is tasked with auditing “all receipts and expenditures” of the central and state governments. It also audits public sector undertakings, as well as independent bodies that the Indian government finances. CAG reports are presented to national and state-level legislatures.

## Judiciary

Indian judiciary operates via a single integrated system. The constitution divides the institution into the superior judiciary (the supreme court and the high courts) and the subordinate judiciary (the lower courts under the control of the high courts). While the supreme court is the apex court, the high courts have jurisdiction limited to one or more states and union territories. The independence of the judiciary is provided by law; however, the institution faces challenges in the form of delays, capacity issues and corruption.

Current trends show that the judiciary is getting increasingly politicized. For example, numerous supreme court decisions in recent years have been “favourable” to the BJP:

1. Supreme court judgement on the Ayodhya civil case that allowed the “construction of a Hindu temple on the site of a historic mosque” has been accused of being “possibly driven by political motivations or compulsions.”
2. Anand Teltumbde was denied bail by the Special National Investigation Agency (NIA). An advocate for the rights of marginalized communities, especially Dalits, Teltumbde is a critic of the current government and has accused PM Modi of being “complicit in the anti-Muslim carnage of 2002” while “comparing him to Hitler”.



3. The decision to accept the Aadhaar Act as a money bill “emboldens” the government to bypass the upper house by introducing any bill as a money bill by “citing some remote connection with the consolidated fund of India.”
4. Another observable trend is the “evasion of the decision by delaying the hearing of highly controversial matters” such as in the cases of demonization and electoral bonds, among others.

### **Independence of Institutions**

Political commentators believe that “India’s democratic institutions are experiencing a serious atrophy.” The CBI, ECI, CVC, ED, the Income Tax Department, and the National Investigation Agency (NIA) are allegedly being “immobilized under an authoritarian regime.” Officials within these institutions opposing the government’s narrative are replaced. For example, former CBI Director Alok Verma was removed by a selection committee led by PM Narendra Modi within two days of his being reinstated by the supreme court. Verma had accused his successor Rakesh Asthana of being involved in a “murky extortion mafia operation.”

The ECI is becoming increasingly aligned with the interests of the central government in the form of its handling of complaints of electoral rules violations against influential politicians, the lack of transparency about key decision-making processes within the commission, the undue secrecy over Electronic Voting Machine (EVMs), allegations over the hasty destruction of voter-verifiable paper audit trail (VVPAT) slips before the stipulated date, and the targeting of a dissenting election commissioner, among others.

### **Other Stakeholders**

**Media:** The Indian government “rarely, if ever, used to exercise censorship.” Nevertheless, now there is widespread censorship of journalists and academics criticizing the government, many of whom are then labelled as “anti-national.” While journalists regularly face harassment and violence, the threat to female journalists is “particularly acute.” Journalists reporting on corruption and against the government are particularly at risk. A news reporter for Kampu Mail, Shubham Mani Tripathi, was shot dead as an alleged retaliation for his investigation into corruption involving illegal sand mining. The attacks on journalists are “rarely punished.” Police are known to be complicit or actively involved in such attacks. Several journalists critical of the government’s COVID-19 response were arrested. Simultaneously PM Modi asked the media to prevent the spread of “pessimism, negativity, and rumor mongering,” which was observed as a “warning not to criticize officials’ management of the pandemic.” The pressure on media to “amplify government perspectives” has increased after Modi’s re-election in 2019.

## **Civil Society**

Civil society is “being muzzled” in the Indian “automatization process”. The government is using “security, defamation, sedition, and hate speech laws, as well as contempt-of-court charges, to quiet critical voices.” One such example is the Unlawful Activities (Prevention) Act of 1967 (UAPA), subsequently amended in 2019, which is being used to “harass, intimidate, and imprison political opponents,” as well as ordinary citizens that are organizing protests against the government. By targeting academia and punishing students and activists engaging in protests the Citizenship Amendment Act 2019 (CAA) and agricultural reforms, the law is being actively used to stifle dissent.

## **E-Governance: A Tool For Reducing The Corruption**

Corruption is the biggest barrier to Good Governance and the protection of the common good. According to World Bank and Transparency International Corruption is the misuse of public power, office, or authority for private benefit. Corruption is defined as the use of public office for private gains. This misuse is observable in many means: bribery, extortion, influence peddling, nepotism, embezzlement, fraud, insider trading and conflict of interest or speed money. It exists at all levels of society. A person is corrupt when he is dishonest in his intentions and actions.

Corruption in India can be classified as petty bureaucratic corruption at lower levels, administrative corruption involving senior public servants and great political corruption. The factors contributing to corruption are political patronage, politician–bureaucrat nexus, politician–police–criminal nexus, lack of transparency in government and bureaucratic functioning, lack of accountability, complex administrative procedures, discretionary powers of executive and administrative authorities, absence of effective corruption reporting mechanisms, lack of disincentive punishments, poor conviction rates of the corrupt, corrupt judiciary, poor economic policies, black money and inadequate training of officials.

E-Governance means the use of ICTs, i.e., Local Area Networks (LAN), Wide Area Networks (WAN), internet, mobile and computing technology to transform government by making it more accessible and accountable by providing access to requisite information; enabling the public to interact with officials; making operations transparent, and offering public services online. If implemented strategically, e-governance can improve efficiency, accountability and transparency and contribute to establishing governments that are small but more efficient and effective in-service delivery.

The concept of e-Governance is defined as the application ICTs to governance, to bring in SMART governance. Vittal (2004), India's ex-chief vigilance commissioner suggested a three-point formula to combat corruption. His three points are a simplification of rules and procedures, greater transparency, empowerment of the public and effective punishment of the corrupt.

E-governance includes C2G, G2C, Business to Government (B2G), G2B and G2G interactions. Colby (2001), Budhiraja (2003) and Millard (2004) felt that ICTs offer several benefits compared to conventional information management systems.

For good governance, India is one of the few countries that have initiated many projects with different objectives to bind the potential of ICTs. Many e-governance projects were very successful, whereas others were not as successful because these projects failed to deliver the stated primary objectives, but one thing in which all the projects succeeded is the elimination or reduction of corruption to a great extent. Some factors contribute to societal harmony. They include human dignity, freedom of speech, equal opportunities, social development, prompt redressed to grievances and injustice; absence of a rich-poor divide and uniform distribution of wealth, rule of law, transparency, and accountability in governance. Eliminating corruption from the social structure of society will be creating a harmonious society.

### **E-Governance Projects in Tackling Corruption in India**

1. *E-DISHA* (Electronic Delivery of Integrated Services of Haryana to All): Haryana Government has started some government e-services to the citizen under one roof called E-DISHA Kendra in each district. It was initiated in March 2006. E-DISHA is a web-based service. All these services are strictly for a citizen of Haryana. These services are given across the counter and reduced the time gap for getting the service very significantly. A helpdesk has been set up at each e-DISHA Kendra to guide the users. Before the establishment of E-Disha Kendras, citizens must run from pillar to post to get the services which largely depend upon the availability of the dealing hand. Citizens even did not know where to go and whom to contact for those services. He must spend a lot of time & money on transportation etc. to avail of these services. There was no defined timeline by which he could be able to receive these services or respond to his grievance. Hence many touts were used to exploit the citizens. No computerized MIS was available for decision-making. Now citizen has direct access to these services. The middlemen/ exploitation/corruption has been removed from the system. The services include various kinds of Certificates issuance, Driving License related services, Vehicle registration-related services, Nakal of RoR, Arm Licenses related services, Social Welfare schemes applications acceptance services, jobs providing etc. The time-bound service delivery has resulted in improving the efficiency in the delivery of the services.
2. *Customs Online*: This is an e-government project of the Government of India. The Customs department was perceived as one of the most corrupt departments even by Indian standards. The government of India has introduced online functioning in all 23 customs offices all over the country. The process has been re-engineered and the number of stages of processing in

imports has been reduced from 18 to 6 and in exports from 15 to 5. The use of digital signatures and payment gateways, E-filing of customs documents for imports and exports have been brought in.

3. *Bhoomi (Karnataka)*: Bhoomi, is an ICT-based e-governance project from Government to Citizen implemented by Karnataka, a state in southern India. Nearly 20 million records of land ownership of 6.7 million farmers in the state have been computerized. Previously, farmers had to seek out the village accountant to get a copy of the record of rights, tenancy, and crops (RTC)—a certificate needed for many tasks such as obtaining bank loan verification and government pensions. Before this e-governance project became operational, the accountant maintains a record of 9000 villages, and crop survey is 3 times a year and this data was printed back to RTC. There was no accountability or transparency in the process of providing that service. The long-time taken by an accountant from 3 to 30 days and time also depends upon a range of bribes. But in the BHOOMI project, a printed copy of RTC can be obtained online by just entering the name or plot number. To provide these services 180 kiosks are established and a fee of Rs. 15. A farmer can check the status of a mutation application on a touch screen provided on a pilot basis in three of the computerized kiosks. Many efforts at the computerization of land records in India have failed in past. BHOOMI succeeded because there was a supporter in the departmental head who worked a 15-hour day for 12 months, devoting 80% of his time to the project.
4. *Computer-aided Administration of Registration Department (CARD, Andhra Pradesh)*: CARD is one of the major successful projects of e-governance to reduce corruption in registration procedures in Andhra Pradesh. In the manual system, there are 387 registration offices in Andhra Pradesh. So, the offices are heavily loaded with work, with a total number of registrations running into 120,000,000 documents a year. There is no transparency and guidelines for all processes. The conservative system of registration was burdensome and included 13 steps determining the value of the property, calculating the stamp duty, getting the legal document written, verification by sub-registrar, copying the document, posting entries into the register etc. Even a person selling a small piece of land had to go through multiple agencies like stamp vendors, document writers, registration agents (middlemen) and registration offices. Each step and each person in the process caused and contributed to corruption. CARD project aimed to establish a corruption-free, citizen interface, fast and transparent registration system. The first functioning was started in 1988 but not with much growth. A second study was conducted in 1996 and the pilot project started functioning in September 1997. With the success of the pilot project, this project was extended to 212 registration offices. At present CARD has been made operational at more than 300 sub-

registrar offices in Andhra Pradesh. After the implementation of CARD, the time for registration has come down from 1 to 7 days to 1 hour, issuing hindrance certificates from 1 to 5 days to 10 minutes, and copies from 1 to 3 days to 10 minutes. Document writing, which used to take some days, could now be completed in 30 minutes and the issue of valuation certificates, which used to take 1 complete day, now take less than 10 minutes. The most significant achievement of CARD is the abolition of middlemen and organized corruption.

5. *E-Seva*: E-Seva project was implemented by the Andhra Pradesh government on 25<sup>th</sup> August 2001. In a manual era, the provision of these services involved running around many offices, petty bureaucratic corruption and generally resulted in a lot of wasted time for citizens. The aim of E-Seva (electronic service) is to provide citizen services like payment of utility bills, taxes, registration of births and deaths, issue of birth/death certificates, registration of applications for passports, filing sales tax returns, and Business to consumer (B2C) services like payment of bills to some telecom companies under one roof.
6. *Karnataka Valuation and E-registration (KAVERI)*: Kaveri is an e-governance project of the Karnataka government with a means of speeding up the registration process and delivery of documents to citizens through a fully automated registration process. It also works like the Andhra Pradesh CARD project.
7. *Computerized Inter-State check posts in Gujarat*: The check posts on interstate highways in Gujarat were computerized to tighten the scrutiny of incoming trucks for overloading and the legitimacy of the document. Gujarat has an extensive road network. The project was started in 9 months at a total expenditure of \$14 million, of which construction of roads leading up to the check posts accounted for 70% of the costs. The fundamental parts of computerization were: a video camera to capture registration numbers of incoming vehicles; an electronic weighbridge for weighing trucks to determine overload; the creation of a database of trucks to retrieve Unladen weight of the truck; and the installation of a wide circuit video camera-based monitoring system. The central office in the capital state of Ahmadabad was to receive images from the check posts to scrutinize the activities. The primary duties of the officials include checking whether these interstate vehicles have paid the required road taxes or not, having all the documents like insurance and permissions and ensuring that they are not overloaded. The current system is better than the manual system. The system was expected to reduce corruption by automating the fine levying process on overloaded trucks. However, corruption continues unabated. A bribe of one dollar is being charged from every driver and a third of the overloaded trucks are allowed to go without fines. Bribes are collected from such trucks averaging three dollars, which is only 10% of the fine that should have been collected.

8. *Vijayawada Online Information Center (VOICE)*: VOICE was an e-governance project launched by the Vijayawada Municipal Corporation in 1999. Municipal corporations are well known for their corrupt practices. Citizens are dependent on Municipal Corporation for services and had to make some visits to the municipal office and pay bribes. After the implementation of VOICE, five kiosks located close to the citizens were opened in the town connecting them to the central server and eliminating the need for personal visits by the citizens. Some information was also provided on the voice response system. Citizens could get most of the services or information including building approvals, payment of taxes, public health, and engineering, municipal budget allocations, tax payment, grievance registration and monitoring, and birth/death certificates online.
9. *UID (Unique Identification Number)*: It is a 12-digit unique number that the Unique Identification Authority of India (UIDAI) will issue for all residents in India (voluntarily) The number will be stored in a centralized database and linked to the basic demographics and biometric information – photograph, ten fingerprints and iris – of everyone. It is easily verifiable in an online, cost-effective way. It is the best way to eradicate duplicate and fake identities in government and private databases. The number will be unique which means No resident can have two numbers because AADHAAR is based on a combination of standard information like name, address, age, and biometric information which is unique to every person. The records of demographic and biometric information of the resident are stored in the central database (CIDR-Central ID Data Repository). This central database will be stored on a computer that will be linked to all government and private agencies. To avoid fraud, the AADHAAR number will have no additional information within its value or structure. AADHAR will be used to prove identity, not citizenship.
10. *Micro ATMs*: A device that meets the specifications as per Micro ATM Standards version 1.5. Micro ATMs will allow customers to perform basic financial transactions using only their Aadhaar number and their biometric/OTP as identity proof (along with a Bank Identification Number for inter-bank transactions). Unlike an ATM, the cash-in / cash-out functions of the Micro ATM will be performed by an operator, thus bringing down the cost of the device and the cost of servicing the customer. The micro-ATM will support the following financial transactions: 1. Deposit 2. Withdrawal 3. Funds transfer 4. Balance enquiry. A customer can access their Aadhaar-enabled bank account (AEBA) through a BC (Business Correspondents) operating a handheld micro-ATM device.
11. *Gyandoot*: It is an Intranet-based G2C service delivery initiative. It was initiated in the Dhar district of Madhya Pradesh in January 2000 with the twin objective of providing relevant information to the rural population and acting as an interface between the district administration and the people.



12. *Lokvani Project in Uttar Pradesh:* Lokvani is a public-private partnership project at Sitapur District in Uttar Pradesh which was initiated in November 2004. Its objective is to provide a single window, self-sustainable e-Governance solution for the handling of grievances, land record maintenance and providing a mixture of essential services.
13. *Project FRIENDS in Kerala:* FRIENDS (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services) is a Single Window Facility providing citizens with the means to pay taxes and other financial dues to the State Government. The services are provided through FRIENDS Janasevana Kendrams located in the district headquarters.
14. *e-Mitra Project in Rajasthan:* e-Mitra is an integrated project to facilitate the urban and the rural masses with the maximum possible services related to different state government departments through Lokmitra – Janmitra Centers/Kiosks. *e-Seva (Andhra Pradesh):* This project is designed to provide 'Government to Citizen' and 'e-Business to Citizen' services. The highlight of the Seva project is that all the services are delivered online to consumers/citizens by connecting them to the respective government departments and providing online information at the point of service delivery.
15. *e-Procurement Project in Andhra Pradesh and Gujarat:* To reduce the time and cost of doing business for both vendors and the government.
16. *Ministry of Corporate Affairs:* By the Ministry of Corporate Affairs. The project aims at providing easy and secure online access to all registry-related services provided by the Union Ministry of Corporate Affairs to corporate and other stakeholders at any time and in a manner that best suits them.
17. *Khajane Project in Karnataka:* It is a comprehensive online treasury computerization project of the Government of Karnataka. The project has resulted in the computerization of the entire treasury-related activities of the State Government and the system can track every activity right from the approval of the State Budget to the point of rendering accounts to the government.
18. *SmartGov (Andhra Pradesh):* Smart-Gov has been developed to streamline operations, and enhance efficiency through workflow automation and knowledge management for implementation in Andhra.

### **E-Governance Projects in Tackling Corruption in Telangana**

Information Technology opens tremendous opportunities to provide basic government services to a much broader segment of the population at optimal quality, time, place, and cost. The Government of Telangana is determined to leverage its strength in IT to provide anytime, anywhere citizens services.

1. **Electronic Services Delivery (ESD) (also known as MeeSeva& e-Seva):** "Mee-Seva" is a technology-rich e-governance initiative utilizing the synergies of

State IT infrastructure such as the Telangana State Wide area network, Telangana State Data Center, State Service Delivery Gateway, and digital signatures. The initiative involves, participating departments making available digitally signed data at a central location which forms a keystone in public service delivery. Any service at any centre across the counter. The detailed workflow is also built into the system to process and monitor citizen requests from application filing to service delivery. More than 300 services are delivered to citizens through 3288 delivery points. Mee-Seva has been conceptualized and planned to provide universal and non-discriminatory delivery of all Government services using Information & Communications Technology entailing a transparent government-citizen interface at all levels of governance. It is an integrated Stop Solution for 90 million Citizens to approach Government for all their pressing needs.

At present, more than 4,500 Mee Seva centres are operating across the state. On average, Mee Seva handles 1 lakh to 1.5 lakh transactions per day, with electricity and telephone bill payments, police complaints, and tax payments being the most popular services accessed by citizens through the application. In the year 2021-22, the app served 1.11 crore citizens till September 2021.

2. E-Procurement Portal: The eProcurement Project is a core e-Governance initiative and the platform of the Telangana State Government and is being used by all Government Departments, PSUs, ULBs and Universities in the State. The project is very efficient in procurement processes and transparent and it delivers demonstrable benefits like cost savings to the User Departments and a significant reduction of tender process time. On receipt of certain representations/feedback from the Departments for providing additional features on the existing eProcurement platform, the Steering Committee headed by the Chief Secretary to Government have finalized the "Development of a new version of eProcurement & e-Auction system" and accordingly, the Andhra Pradesh Technology Services Limited has entered into Agreement on 12<sup>th</sup> February 2014 with M/s Cambridge Technology Enterprises. Further, a Supplementary Agreement was entered on 30<sup>th</sup> May 2014, in view of the Andhra Pradesh Re-Organization Act 2014, to cater for the needs of the newly formed State of Telangana. This new Version of eProcurement is launched on 3<sup>rd</sup> October 2017 (00.00 Hours). The main priority of the Government is to deliver the eProcurement Services very efficiently and fast processing the Tender & e-Auction Services, the main priorities of the Govt. are Certain Irrigation Projects under Mission Kakatiya and Bhagiratha, Double Bed Rooms Scheme, and other Developmental Works in the State.
3. T-App Folio: The Government launched its m-governance (mobile governance) initiative, the T-App Folio application, as part of Mee Seva 2.0 in 2018. It is an

integrated app that leverages the deep penetration of mobile usage in the state to deliver services such as Mee- Seva, Regional Transport Authority services, fee payments, and bill payments to the citizens. Currently, the app has 14.75 lakh downloads and records close to 2 lakh transactions per month. T-App Folio experienced a 42.04% increase in the number of citizens served between 2019-20 and 2020-21.

4. **Dharani Portal:** The Government launched the Dharani portal in 2020 with the vision of making the revenue administration process more transparent, citizen-friendly, and discretion-free. Dharani is a simple and user-friendly web portal that offers a top solution for the registrations and mutations of agricultural lands. As of November 2021, 31 transaction modules and 10 information modules have been made available in the Dharani portal. The portal brings registrations to the doorsteps of the citizens and offers 100% advance slot booking, and instantaneous mutation and registration. The stamp duty fee is auto-calculated by the system. 8,52,874 transactions were completed through the portal in one year between October 2020 and October 2021. The largest transaction categories were 'sales' and 'gifts,' with sales of land accounting for 58.9% of the total transactions on the portal, and 'gifts' making up 18.6% of the total transactions
5. **Telangana State Building Permission Approval and Self- Certification System (TS-bPASS):** TS-bPASS is an integrated platform launched by the Government in line with the Telangana Municipalities Act, 2019 to process various permissions required during the land development and building construction in the Urban Local Bodies (ULBs) process through a self-certification system in a time-bound manner. As of 25<sup>th</sup> February 2022, 92,945 applications were received under TS-bPASS of which 68.64% (63,797) have been approved. The remaining were either rejected due to non-fulfilment of mandatory requirements or are being processed. Nearly half (49.18%) of the total applications received through TS-bPASS were to the Directorate of Town and Country Planning (DT&CP). The Hyderabad Metropolitan Development Authority (HMDA) and the Greater Hyderabad Metropolitan Corporation (GHMC) received 29,161 (31.37% of the total) and 18,078 (19.45% of the total) applications respectively. HMDA witnessed the highest approval rate - the percentage of applications approved out of the total applications received - at 70.65% followed by GHMC and DT&CP at 68.34% and 67.47% respectively.
6. **T-Wallet:** T-Wallet, launched in 2017, is a first-of-its-kind state-owned digital wallet. It can be accessed through online browsers, smartphones, and feature phones, as well as in 'no phone mode. T-Wallet can be used for both government and private transactions. The users can avail of 1,032 services across 73 departments including the payment of tolls, utilities, and government benefits/subsidies wherever possible. As of February 2022, a total of 1,29,4085

users and 15,827 merchants were registered for T Wallet, and 11,59,179 government and 1,55,27,521 nongovernment transactions were carried out.

7. **Portability of Public Distribution System (PDS):** Telangana is equipped with the intra-state (or interdistrict) portability of PDS services since 2018. To ensure the smooth functioning of this facility, the Government allots 120% of essential commodities in advance to each Fair Price Shop (FPS) and curtails the subsequent allocation. PDS portability is extremely convenient to cardholders as they can avail of the PDS services from the nearest FPS irrespective of the FPS where their cards are registered. Thus, essential commodities are ensured to all cardholders even if they move to a new location (no need for new registration), any FPS gets closed or suspended, or faces technical difficulties to provide the supply. Portability also develops healthy competition practices among the dealers like the maintenance of adequate stocks and good behaviour as the cardholders prefer to avail the services of the better performing FPS. **Inter-state Portability:** Telangana and Andhra Pradesh were the two states where the Integrated Management of Public Distribution System (IMPS) was. The scheme (One Nation-One Ration scheme) was launched on a pilot basis in 2019. Through this scheme, the National Food Security Act (NFSA) cardholders can receive the entitled food grains from any FPS in the states under IMPS.
8. **Anywhere-Anytime services in Regional Transport Authority (RTA):** The Government has introduced 'Anytime Anywhere,' an m-governance project through which the citizens can avail of basic RTA services without visiting the Regional Transport Offices (RTO). 71,072 transactions related to licenses and registrations have been recorded under this project
9. **Prajavani:** 'Prajavani' is a centralized public grievance redressal system, as part of which, all districts conduct grievance redressal meetings every Monday. The citizens can raise their grievances either by phone or on paper, which are redressed in specific time frames. Cumulatively, 3,68,583 issues have been raised as of 1<sup>st</sup> February 2022, out of which 2,97,251 issues have been disposed of.
10. **Closed Circuit Television (CCTV) Surveillance System:** To prevent, detect, and mitigate criminal activities in the state, the Government of Telangana has installed a strong network of CCTV cameras across the state. The state has the highest number of public CCTV cameras among all states in the country—a total of 8,51,644 CCTVs. More than 90% of them (a total of 7,76,284) are Government funded (under the NenuSaitham scheme and MP/MLA/MLC funds), and the remaining are community funded. According to the Bureau of Police Research and Development (BPRD) Report 2020, Telangana state has 61.3% of the total CCTV cameras in the country. Through the 'Community

CCTV project,' the Government encourages communities to invest in a CCTV project and integrate it with the nearby police stations for enhancing their safety and security.

11. **Hawk Eye App:** The Government launched the 'Hawk Eye App', a mobile application through which citizens can report traffic violations, crimes, criminal information, and violations by police personnel, and provide suggestions to improve policing. Currently, the app has above 5 lakh downloads on Google Play Store.
12. **VERIFAST App:** The Government of Telangana has introduced this mobile application to reduce the turnaround time for verification and issue of passports. The applicants are continuously updated about the status of their application through SMS messaging services. The average time taken from the time of applying to issue a Passport Verification Report in the state is 4 days, as against the national average of 21 days for police verification.
13. **Command Control Centre:** A state-of-the-art command and control centre equipped with modern ICT has been set up in Hyderabad as part of the safe and smart city project. This also acts as the state-level Disaster/Crisis Management Centre. The centre responds to emergencies with actionable intelligence with the help of the ICT and information systems that are linked to the ground-level security infrastructure, video surveillance, transport and traffic system, geospatial technologies, emergency systems, citizen services applications and Radio-Frequency communication systems.
14. **Integrated Traffic Management System:** The Government established the Integrated Traffic Management System (ITMS) to improve traffic compliance, road safety, and public mobility. Information received from ITMS is used by the Traffic Police for regulation of waiting time at traffic signals to minimise traffic congestion. In addition, ITMS is also used for priority vehicle management, to ensure smooth clearance of emergency services such as ambulances, fire services and Very Important Person's vehicles near the traffic signals. The system also generates alerts for wanted, stolen, and abandoned vehicles through black list vehicle tracking mechanism.
15. **SHE Teams:** Safety, Health, and Environment (SHE) Teams were launched by the Government to provide a safe and secure environment for women in the state. Women in distress can reach out to SHE Teams through different modes such as WhatsApp, Dial 100, Hawk Eye App, e-mail, or social media. 331 SHE Teams in the state together received 37,193 petitions<sup>1</sup> between 2014 and 2021. Out of these, 22,574 cases (FIRs and petty cases) were booked under different sections. The team received 4,687 and 5,145 petitions in 2020 and 2021 (till November) respectively.
16. **TRAC:** The Telangana Remote Sensing Application Centre (TRAC), the nodal agency for providing space technology application services in the state, utilizes

remote sensing and Geographic Information System (GIS) to provide geospatial information to establish Decision Support Systems (DSS) in governance. TRAC also maintains a centralized satellite data bank for Telangana that helps in mapping, monitoring, and modelling the natural resources inventory. Various arms of the Government make use of this information to make governance decisions.

17. **Telangana State-Industrial Project Approval and Self-Certification System (TS-iPASS):** TS-iPASS was enacted in 2014 to ease the administrative burden of setting up industries in the state. The system enabled by TS-iPass provides clearances to all projects within 30 days, which is one of the shortest periods across the country. This system is crucial to implementing the 'Right to Clearance' guaranteed to industrialists by the state. This guarantee is unique to Telangana and has been instrumental in Telangana's consistently high ranking in Ease of Doing Business (EoDB), compiled by the Department of Promotion of Industry and Internal Trade (DPIIT), since 2016. A total of 18,761 proposals were approved between 2014-15 and 2021-22 (up to January 2022) with an investment of Rs.2,26,806 crore. These investments have employed 16.32 lakh people in the state. Compared to 2015-16, the first full financial year when the TS-iPASS was in force, the number of approvals made through TS-iPASS has more than doubled by 2021-22, with a compound annual growth rate (CAGR) of 12.9%. While the number of approvals in the years 2020-21 and 2021-22 was higher than the number of approvals in 2019-20 (approvals grew by 13.5% from 2019-20 to 2021-22), the total investments and total potential employment reduced by 60.27% and 48.27% respectively in this duration. One of the reasons for this stems from the total micro-unit approvals granted, for this duration, which was upwards of 70% of all approvals in 2020-21 and 2021-22 as compared to 56.2% in 2019-20. Of all the units approved since 2015, 95.6% are MSME units while only 4.4% are large or mega enterprises.
18. **Telangana State Global linker:** In 2019, the Government launched Telangana State Global linker - a digital networking platform that helps the Ministry of Micro, Small & Medium Enterprises (MSMEs) contact global buyers and sellers and get appraised about opportunities in the sector. Currently, 3 lakh SMEs globally, with over 7,000 SMEs from Telangana have registered on the platform. The platform is collaborating with the Confederation of All India Traders (CAIT) to launch the "SMEs of Digital India" program. As a part of this program, Kiranalinker –an online grocery platform – was launched for grocery stores during the COVID-19 pandemic.
19. **Telemedicine:** The government of Telangana has taken the initiative to leverage technology to take healthcare services to them. The Government, in collaboration with Tata Trusts, came up with a Digital Health Transformation.



20. Digital Employment Exchange of Telangana (DEET): The Government has initiated the DEET, for improving the employment ecosystem. The DEET acts as a network connecting employers to prospective job-seekers on a platform provided by artificial intelligence. This application has been launched taking into consideration the technological boom witnessed in the State and the consequent growth in the requirement of manpower in numerous industries.
21. The Sexual Harassment Electronic Box (T-SHE Box): The Government established T-SHE Box (a mobile and web app) as an effort to provide single window access to every woman, irrespective of her work status, whether working in the organised or unorganised, private, or public sector, to facilitate the registration of complaints related to sexual harassment. In 2021-22, 4,376 Internal Complaints Committees (ICC) and 28 Local Complaints Committees (LCC) have been registered on the platform. In addition, the Government has also established a new home for the safety of trafficked victims in Hyderabad.
22. Anywhere-Anytime services in RTA: The Government has introduced 'Anytime Anywhere', an m-governance project through which the citizens can avail of basic RTA services without visiting the RTOs. 71,072 transactions related to licenses and registrations have been recorded under this project.
23. E-Mulakath and Visitor's Lounge: The Government of Telangana offers e-mulakath service to prisoners for interacting with their family members through a video conferencing facility. The family or kin of the prisoners can register on the e-Prisons web portal to avail e-mulakath services by providing details of the prisoners. Visitor's lounges have also been set up in all prisons as waiting areas for the persons visiting convicts. These lounges have been equipped with facilities such as digital display systems for the convenience of the visitors.
24. Open Data: The Open Data Platform supports the 'Open Data Policy of the Government of Telangana. The portal will be the central repository of all the datasets of the Government of Telangana that should be in the public domain. The portal will house datasets from the various departments and organizations of the Government of Telangana.

### **Constraints in Combating Corruption through E-Government**

E-government does not guarantee the end of corruption, the competent authorities and the control of technological processes are empowered to find new opportunities to do rent-seeking (Kaur and Kamalkant, 2012). Unprofitable to eradicate corruption because it only causes a shift between generations. Kaur and Kamalkant (2012) mention that the fight against corruption must be part of the vision of e-government. E-government is one of the tools dedicated to combating corruption using ICT integrated into a transparent and accountable system.

First, the prerequisite for the success of e-government is the seriousness and commitment of stakeholders and the political environment which guarantees the rights of citizens. In some authoritarian states, the government made efforts to control the development and use of ICT for specific purposes.

Second, other obstacles are the operational issues. Technical aspects of the operation of ICT can be seen from the extent that people can easily use online services applications anywhere, anytime and through any electronic device. It is given that the spread of technologies in a range of different areas of each country is not the same so it should be considered a solution to use ICT effectively.

Third, the transformation paradigm towards an electronic paper-based paradigm, on the one hand, provides many benefits to society, but on the other hand, the speed of technological development must be accompanied by the readiness and speed of human resources to operate the application of technology.

Fourth, cultural factors, the habit of using traditional devices with a lot of forms and files in the folder is something that is not efficient in terms of time and vulnerable to the emergence of corrupt practice. Citizens who do not have the necessary skills and resources to use the self-service use of e-government have no option but to seek services in private, from civil servants who are willing to provide services beyond the standard procedure (corrupt).

### **Objectives of the Study**

The main objectives of this study are:

1. To study the concept of e-governance and corruption.
2. To study the strategies of Central and State governments to combat corruption through e-governance.
3. To study the ground-level reality role of e-governance in the control of the corruption in Transport Department of Telangana State.
4. To provide suitable suggestions to control corruption through the tool of e-governance.

### **Hypothesis**

For examining four Hypotheses are taken for analysis These are the following:

1. The awareness and usage of Information Technology reduce corruption.
2. The easy-approaching method should reduce corruption.
3. The easy-approaching method and employing information technology through e-governance reduce corruption.
4. E-governance reduces corruption in the public sector.

## **Research Methodology**

The present research work is based on field study and empirical analysis. Data are collected from both primary and secondary sources. For the collection of primary data, the tools employed were: the questionnaire/schedule method. The secondary data were collected from the Transport Commissionerate, District Transport Office, and web resources of the respective departments that take an equal share in making qualitative analysis of the present research. The secondary data also collected from documents, books, journals, performance reports, and web resources of the respective departments take an equal share in making qualitative analysis of the present research.

## **Sample Size**

The random sampling method was used to selection of the sample size. For the study, 300 respondents have chosen, and out of the 100 respondents from an urban area, 100 respondents from rural and 100 from semi-urban areas walk in public. The selection of the respondents is based on distance and accessibility.

## **Tools**

For the study, the researcher has collected the primary source through a questionnaire. The collected data was analyzed and presented through tables, percentages, and graphs.

## **Limitations of the Study**

The study only focused on the Transport Department of Telangana State at the district level with special reference to the Warangal district. The study considered Registration and permit services only. The study was restricted to the period 2014-2022 only.

## **Findings of the Study**

After a careful study, the researcher drew the following findings:

1. It is found 0.3% of respondents possess an articulated vehicle, auto-rickshaw, adapted vehicle, ambulance, chassis transport, contract carriage, crane mounted, crane for private use, e-rickshaw, e-cart, jeep, loader, luxury tourist cab, maxi cab, motor grader, omnibus, omnibus for private use, road roller, self-propelled harvester, self-loading concrete mixer, state carriage, tractor driven combined harvester and vehicle fitted with construction equipment.
2. About 2% of each possesses goods carriage and tractor for commercial purposes.
3. Nearly 2.3% of respondents possess a Tractor for Agriculture purposes.
4. About 3.3% possess an auto rickshaw, 7% have a motor car, and 71.6% have motorcycles.

5. It is observed that 30% of the respondents visit to get a driving licence, 25% for a Learner licence, 8.3% for Registration, 8.3% for a Fresh Registration Certificate, 5.3% for a Permit, 4.6% for Ownership Transfer, 4.3% for Fitness, 4% for Termination of Hire Purchase Agreement, 3.3% for Endorse of Hire Purchase Agreement, 3.3% for No Objection Certificate, 1.6% for Diploma Vehicle, and 1.6% for Assignment of a new registration mark on the removal of the vehicle to another state.
6. It is found that overall respondents are not using the *Anywhere Anytime Online Services* (T App Folio) by themselves, due to various reasons, they are visiting the RTO.
7. The overall respondents contacted the Agent (outsider of the RTO) to save their time, skip the lengthy and rigid process, lack awareness of online services, avoid the query raised by the RTO officials, and do work quickly.
8. It is found after consulting the agent, the respondents are paid the officials (online charges), agent commission and bribe to RTO officials (indirectly).
9. It is observed that work was completed speedily after consulting with the agent.
10. Among the respondents, 83.3% found corruption in RTO.
11. The awareness among the citizen regarding the citizen charge, e-governance, administration, and process & procedure will reduce corruption, and at the same time, it improves the efficiency, transparency, and accountability of officials. It is observed an average of 88.3% of respondents were unaware of the citizen charter, e-governance, administration, and process & procedure. Obviously, in this situation, the respondents consulting to the Agents to complete their work.
12. The suggestions or Feedback improves confidence, motivation and ultimately, attainment, performance, and initiative. In this regard, 83.3% of respondents reported that the RTO officials are not responding to the respondent's suggestions and feedback
13. Regarding the convenience of working hours of RTO, 83.3% of respondents reported that RTO working hours are not convenient to the citizens.
14. The Government of Telangana launched the *Anywhere Anytime* online service to avoid the crowd at RTO, to save the time of citizens, to maintain transparency, to reduce corruption, to avoid dependency on agents, and to improve the speediness of work. In practice, it is observed that 66% of respondents found they are not aware of and utilizing the government online service due to being unaware about operating the mobile, lack of internet knowledge, lack of English language, and doubts about online services.
15. The Government of Telangana argues the cost of services will also be less

with the Anywhere Anytime online services. In practice, it is observed that 74.9% of respondents stated that the cost of availing of e-governance is not less.

16. The Government of Telangana argues that e-governance will save the time and efforts of officials and citizens. In practice, it is found that 75.6% of respondents reported that the time and effort are not reduced through e-governance. In these circumstances, the respondents contacting an agent is inevitable, ultimately this roots corruption.
17. The Government of Telangana also argues that e-governance will reduce the efforts of documentation. In practice, 78.3% of respondents reported that apart from the online application, they must attend physically before the RTO officials. This is another reason for to increase in dependency and corruption.
18. The Government of Telangana argues that e-governance will improve the clarity and simplicity of the working system of government departments. In practice, it is found 73.6% of respondents reported that the lack of clarity and simplicity they are not applying themselves, so they are approaching an agent. This is also one reason for the magnitude the dependency and corruption.
19. The Government of Telangana argues level of corruption and transparency will be improved by e-governance. But in practice, 60.6% of respondents reported that the level of corruption is still the same level it is not reduced by e-governance, and transparency is not improved.
20. The Government of Telangana argues the speed and efficiency of query & feedback handling will be fast through e-governance. In support, 69.9% of respondents responded positively, when this will implement at ground level.
21. The Government of Telangana argues the design & layout of application forms are very simplified with e-governance. In practice, 63.9% of respondents responded positively, but when a common man can use online services by themselves it will be possible.
22. The digitalization of the certificates will give a good result when they have durability and legibility. About 83.3% of respondents responded positively to this aspect, but they extended that the RTO is not distributing the physical card within the prescribed time.
23. The Government of Telangana stated that e-governance improves the functional system and efficiency among the government departments. In support of this statement, 67.9% of respondents responded positively.
24. The government ensure that citizen data will be maintained confidently. About 72.3% of respondents responded positively. The citizen has confidence in e-governance regarding their data.
25. Similarly, the government also ensure that citizen data preserve with proper security. About 57.6% of the respondents responded positively. The citizen has security on e-governance regarding their data.

26. Regarding the improvement of accountability among the officials. More than 57% of respondents responded positively. It gives that e-governance improved the accountability among the RTO officials, and it is helpful to reduce corruption.
27. It a saying that e-governance will improve courtesy, helpfulness, and knowledge among the officials. About 47% of respondents responded positively. It reveals that e-governance improves courtesy, helpfulness, and knowledge among officials.
28. Regarding the service area facilities, more than 47% of respondents reported the facilities are improved through e-governance.
29. The main aim of e-governance is to improve transparency, and accountability, reduce corruption and avoid the involvement of middlemen. In this regard, 57.6% of respondents responded negatively. It is clear apart the government is including various RTO services online for citizens, but most of the citizens are not using these services, instead, they are approaching Agents.
30. The officials argue the queuing system will decrease e-governance. In this regard, 51.3% of respondents responded positively. But in practice even though applying online but the physical appearance at RTO is a must. Hence, the queuing system is not decreased by e-governance.
31. The implementation of the e-governance system argue that the design and layout of application forms improved in services of RTO. In practice, 67.6% of respondents responded positively. The application procedure is simplified through e-governance.
32. There is a strong belief that using IT/Computerization gives better services to RTO. In practice, 85.6% of respondents responded positively. Using IT/Computerization in government services gives better services to citizens.
33. The implementation argues using e-governance gives better services to citizens. In practice, 83.3% of respondents responded positively. It is clear the using of e-governance in government services gives better services to citizens.
34. The main aim of e-governance is to reduce corruption in the administration. In practice, 86.6% of respondents responded positively. It means that e-governance is reducing corruption in the administration, but it will be realized when every citizen can use e-governance services.
35. The malpractice and misusing of the powers of the officials will reduce through computerization and it helps to reduce corruption in government services. In practice, 89.3% of respondents responded positively. It results that computerization reducing malpractice, misuse and reducing corruption.
36. The government maximally implements e-governance but these services are used by some educated people only. When every citizen utilizes government services through e-governance by themselves it will succeed. In this regard, 84.9% of respondents responded positively.

37. The government argues the digitalization of all online services without visiting the RTO reduce corruption. In this regard, 83.3% of respondents responded positively. But, in practice after making the online application the relevant documents should be submitted to the RTO, this indirectly leads to corruption.
38. The government administering citizens benefit greatly from online services. In this regard, 82.6% of respondents responded positively. This shows that the online services of RTO were greatly benefiting to citizens and reduce corruption.
39. E-governance one objective is to improve the efficiency of officials in rendering services to citizens. In this regard, 83.9% of respondents positively responded. This shows that e-governance has improved the efficiency of RTO officials.
40. E-governance one more objective is to avoid agents/middlemen in government services. In this regard, 89.9% of the respondents responded positively. Is the result that e-governance reduced the involvement of agents/middlemen in government services, but it is will be possible when every citizen aware of the utilization of e-governance services.
41. E-governance's other objective is to reduce the waste of time of the citizens. In this regard, 88.9% of the respondents responded positively. But in practice, time will be saved when the citizen consults the agents/middlemen, and this results in magnitude the corruption in RTO.

### Suggestions

Considering the above findings, the researcher suggested the following aspects for the betterment of the e-governance services in RTO, Warangal or in Telangana.

1. Simplification of processes, procedures, and less documentation will reduce the dependency on agents.
2. Simplification of processes, procedures, and less documentation will reduce the queuing at RTO.
3. The clarity in fee structure will enhance e-governance and reduce corruption.
4. The overall respondents suggested that the Telangana Government should develop a mobile app to provide all services of RTO. It will reduce the waste of time and money.
5. Most people are availing of e-governance services at RTO and they are not able to do so. The basic problem behind this is most of the citizens do not have enough skills to operate the computer system. In this situation, it is strongly suggested that some sort of awareness programs should be arranged for citizens as well as business people regarding the relevance of IT in daily life and about awareness and use of online services to enhance their involvement and use.

6. In Telangana, most people speak the Telugu language. This means barriers to Internet access remain for the people of Telangana. Of those people who can access the Internet, the majority cannot speak English. Unless users have some knowledge of the English language—regardless of how good machine translators become—they will be barred from the vast reservoir of information available in the electronic world. Hence, it is strongly suggested that e-governance should be developed and introduced in the local language Telugu 'to offer more benefits to society and rural people.
7. The contents of both information and or e-governance services on the website/ app are not up to date. The management team of the e-governance of RTO must ensure that the data on the website/app is always updated and relevant.
8. It is recommended that now promote the RTO services website/app using existing promotional strategies to enhance the use of the website/app by the citizens.
9. The user interface of the RTO website/app is different from the user interface at RTO. The government should offer RTOs user interface to all citizens to encourage their participation in e-Governance.
10. The various promotional activities like Mana TV, paper advertisements, use of electronic media etc., were successful and made focused on creating brand awareness of RTO but these efforts are not viable in creating awareness about various services offered by RTO, and the time frame of each service (citizen charter). Hence, there is a need to create awareness about citizen charter among individuals by using existing promotional strategies to ensure accountability of the system.
11. There is a need to put digital user experience boards stating Very Good , Good', Poor, and Worst. If any employee receives Poor or Worst more than three times, necessary disciplinary action should be formulated and implemented to improve the accountability of government functionaries for their actions.
12. There are certain individual disclosures, which should be attached to the application form for availing of these services. As the services are more, rules and regulations for each service differ and it is very difficult for an employee to remember all rules and necessary documents. Hence, there is a need to put one kiosk at e-governance and in each department to display various services and mandatory disclosures.
13. There is a need to develop a critical information infrastructure and assets protection strategy. This should be supplemented with improved analysis and warning capabilities as well as improved information sharing on threats and vulnerabilities.



14. After the introduction of e-governance, still there is a presence of corruption and citizens are paying some form of bribe directly or indirectly to the staff of RTO. Unless there is a change in the mindset of employees, corruption may not slow down. Hence, it is strongly suggested that there is a strong need to organize awareness programs on the potential drawbacks of corruption, its impact on India, and the potential benefits of ethical practices for employees.
15. The government of Telangana has implemented an effective complaint-handling system in RTO. Most of the complaints are still pending and taking more time to process the citizens 'requests. This may be due to the unavailability of staff and necessary infrastructure at call centres. Hence, it is recommended that increase the staff and necessary infrastructure at call centres and respective offices. If most of the suggestions/complaints are put into action without much delay it will reflect the good intentions of the government.
16. After the introduction of digital services, still citizens paid a bribe to middlemen or agents. It indicates that middlemen or agents are still involved between citizens and the government. Hence, it is suggested that the government must control the middlemen by not allowing them to government offices for any reason. Advise the employees not to encourage private parties in the delivery of services.
17. The use of Business Intelligence and Data mining techniques may be planned to derive meaningful information using the last five years' database. Business intelligence tools are useful to derive information on highly intensive problematic areas and data mining techniques are useful to take urgent actions which will satisfy more citizens.
18. The interaction of researchers from the industry, academics and Government sectors is also required to make constant improvements for the successful implementation of civic services through e-governance applications.

There are some gaps which are identified by the researcher in effective and efficient e-Governance. Hence, the researcher proposed a model to fill the identified gaps. This model is also appropriate to improve the effectiveness and efficiency of the present e-Governance practices and or to make new e-Governance initiatives in the future in India or Telangana or developing countries around the world. The following are some suggestions offered to Government officials of RTO to improve effectiveness and efficiency.

1. RTO website/App need to be more frequently updated with relevant information and services.
2. Information and services need to be provided in the local language (Telugu) to reach more rural people.

3. Users 'quarries need to be handled on time bound basis, eliminating unnecessary processes.
4. Developed software/app should be available in both source code and binary form under a license agreement (use Open-Source Environment) to reduce future software/app development costs, and to promote innovation.
5. Make the website/app user-friendly with a greater number of static web/app pages.
6. Promote the potential benefits of technology in providing secure electronic transactions (security & Trust).
7. Use cloud services within the government departments to reduce data centres costs and improve performance systems.
8. Ensure a paperless online environment through digital services shortly.

## Conclusion

E-government plays an important role in corruption. E-government, however, does not guarantee the end of corruption. The policies of e-government increase transparency, and accountability, and close the opportunity for a middleman. Different projects are run ahead to counter corruption. Corruption is the main problem all over the world that never be ignored. It is not the responsibility of only governance but also the citizens, who see the country as clean and corruption free. Awareness is necessary; the media play a great role in this. The public is aware of all government policies and online services.

E-governance which is on the rise in India can be a powerful weapon against corruption as it empowers the public, removes middlemen, and advances citizen vigilance. But e-governance must be supplemented with improving access and quality of technology available. Political willingness on the part of the government in power matters as well. Lessons available from different parts of the world and positive trends need to be incorporated into the transparency measures of our country to fight corruption tooth and nail.

Ultimately, the success of the RTO e-Governance initiative lies in how efficiently it has enhanced people's participation in government functioning through wide ICT access, bringing government and services. It offers closer to its citizens, promoting accountability, transparency and responsiveness in government functioning and ensuring that government works better at lesser costs. These are the sine qua non for good governance and a vibrant democracy.

## References

1. Amnesty International (2020), India 2020. Available at: <https://www.amnesty.org/en/location/asia-and-the-pacific/south-asia/india/report-india/>

2. Angad, A. (2020), Direct Benefit Transfer is Direct Siphoning of School Scholarship. The Indian Express
3. Bhardwaj, A. and Johri, A. (2020), Corruption-Free India' Under BJP Government Are Just a Sham. The Wire.
4. Bhatnagar, G. V. (2016), Remember the Lokpal? Modi Just Made It Clear He Doesn't Want One.
5. Bhushan, P. and Bhardwaj, A. (2020), Since 2014 Not a Single CIC Appointed Without Citizens Going to Court. The Print.
6. Biswas, A. and Narasimhan, Y. (2018), India: The Prevention of Corruption (Amendment) Act, 2018 – Key Highlights. Indus Law.
7. Biswas, S. (2018), Why Bribes Usually Don't Buy Votes for Politicians. BBC News.
8. DobricaSavic, (2006, July), e-Governance Theoretical foundations and practical implications, retrieved from- <http://www.dobrica.savic.ca/pubs/egovernance>.
9. Elbahnasawy, N.G. (2014), E-government, internet adoption, and corruption: an empirical investigation, World Development, Vol. 57, pp. 114-126,
10. <https://transport.telangana.gov.in/>
11. Jalihal, S. and Tapasya (2021), Coal auctions: Modi Govt's Policy Push to Private Miners Will Cost Chhattisgarh Rs 900 Crore a Year. News Laundry
12. Johri, A and Bhardwaj, A. (2020), Six Years on, Lokpal is a Non-Starter. The Hindu.
13. Kapoor, M and Kanuga S. (2021), The Indian Disposition on Whistleblowing in A Private Company. The National Law Review.
14. Kaushik, K. (2022), FCRA Registration of Missionaries of Charity Renewed, Valid Till 2026. The Indian Express
15. Khair, Tabish (20 January 2019). *"The root cause of corruption"*. The Hindu – via [www.thehindu.com](http://www.thehindu.com).
16. Khan, K and Sandhu, R. (2020), Nepotism Permeates All Sectors. Bollywood is An Easy Punching Bag. The Indian Express.
17. Lakshmana, Y.G. (2014), Impact of E-Governance on Corruption in India, International Journal of Engineering and Management Research, 4(2), pp. 291-298.
18. Mahapatra, D. (2021), Terrible, Shocking' that Sec 66A Still Used to Arrest People: Supreme Court. The Times of India.
19. Mazumdar, S. (2021), FCRA License Suspension: Delhi HC Allows CHRI to Use 25% of Foreign Contributions for Salaries. The Leaflet
20. Mishra, A., Monhanbabu, N. and Anuja, K. (2020), Draft EIA 2020 Undercuts India's Biodiversity and Climate Goals. Down to Earth
21. Pillai, S. and Lindberg, S. I. (2021), Democracy Broken Down: India. Autocratization Turns Viral Democracy Report 2021. PP. 20 -21.