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Research Paper | Management

Conceptual Study To Understand The E-Governance Prestige Values Associated With Nagar Nigam

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ABSTRACT

e-Governance is a network of organizations to include government, nonprofit, municipal corporations and private-sector entities. In e-governance there are no distinct boundaries. The model for e-governance is a one-stop portal, such as www.firtgov.gov, where citizens have access to a variety of information and services. An ideal portal would be one for employment where a citizen creates a profile and is presented with employment opportunities at the federal, state, local, and non-profit and private-sectors, currently websites like www.imcindore.org, over these services users are not required to re-enter their information for the specific services. The paper discusses about the Scenario of e-governance in Municipal Corporation of city, e-governance Model of Municipal Corporation, various development phases of e-Governance in Municipal Corporation.

KEYWORDS: e-Governance, ICT, e-governance Model, internet, citizen.

Introduction

Today many private and public organizations has been changed their manual system in to computerized system because of globalization. Municipal Corporation is one of them. Municipal Corporation in common term is called Nagar Nigam. Municipal Corporation is the central system of city. Each city is controlled and recognized by its Municipal Corporation who creates structure of living, services, working, learning, thinking for citizens. Municipal Corporation services and activities are using by citizen because of ICT. The use of Information and Communication Technologies (ICTs), such as websites, by Municipal Corporation and state governments has created new interest to engage citizens, employee, stakeholder, private sector. Management of these Municipal Corporation which is also called Urban Local Bodies (ULB) provides information and services. These facilities are not possible without electronic media.Rashmi Sharma, Anurag Sharma and Dr. U.S. Pandey, (2011) found e-governance being one of the important source of information and communication technology to transform the competence, success, simplicity and answerability for exchange of government between government and various governmental agencies of National, State, Municipal and Local Levels, citizen and business to authorize citizen and also empowers citizens by giving right to access the information. Few years back the work in the government bodies like municipal department is so slow and time consuming. With the development and enhancement in the technology the computerization of almost all the department they have done work fast and reduce the paper work. The increased awareness and knowledge among citizens about their primary demand giving smooth functioning of the municipal department and also provides the right to utilize the resources that in real help the government in improving the e – governance necessities. ICT has changed the way of living, the way of thinking and the way of designing social, political, economic and administrative aspects of the state tremendously. The contribution of information and communication technologies (ICT) into administration has led to believe that e-government could bring about the realization of democracy through more direct forms of people's participation and make administration more people and service oriented, transparent and accountable (Jho,2005:151).

Introduction of Municipal Corporation

Municipal Corporation is one of the Urban Local Body which control, manage, handle and fulfill the basic needs of occupants of the city. This Urban Local Body is formed by state government. The primary goal of Municipal Corporation is to provide better service to the citizen so that with citizen, city could progress. Municipal Corporation is providing and also undertaking the construction of some of the essential services like roads, bridges, building, home etc and developing recreation centers public spaces like parks, museums, community halls and exhibition halls. It is also in charge of taking care of health and education facilities. Besides these local amenities, it is also responsible for maintaining the sewerage and drainage system. Including all this, it regulates property tax, water tax, house tax and has the power of passing every building plan in the city. Besides all these necessary services it is also in charge of the Municipality has provision for those who are homeless it helps them by providing home shelters. It also takes measures with time in order to meet every natural calamity and disasters and prevent epidemics and its consequent diseases. There are some more tasks which are performed by Municipal Corporation for the betterment of city.

What is e-governance?

Although the term "e-Governance" has gained valuable demand in recent years, there is no standard definition of this term. It is becoming the part of human life. Different governments and Urban Local bodies define this term to for their own aims and objectives. According to APCICT with broader perspective, e-governance is the application of ICTs for enhancing the performance of government functions and services through the utilization of digital technologies. Thus, it is a long term evolutionary process of transforming government to focus on citizen services and their participation in governance (APCICT, 2010). Similarly UNESCO (United Nations and American Society for Public Administration) defines e-Governance as: "Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens".

E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities." (www.unesco.org)

E-governance has been defined more broadly by Gartner (2000). He says that e-governance is the continuous optimization of service delivery, constituency participation and governance by transforming internal and external relationships through technology, the internet and the media. Thus, he has given four-phase model of e-governance:

1. Information – Presence: E-governance means being present on the web, providing the public with relevant information.
2. Interaction – Intake processes: The interaction between the government and the public is stimulated by various applications.
3. Transaction – Complete transactions: The complexity of technology is increasing, but customer value is also higher. Complete transactions can be done without going to an office – e.g., online services for income tax, property tax, renewal of licenses, visa and passports and online voting.
4. Transformation – Integration and exchange: All information systems are integrated and the public can get services at one virtual counter (Hossain, 2005: 9-10).

E-governance: Municipal Corporation Context

Now the term e-governance is covering each boundary from Government to nonprofit, municipal corporations and private-sector entities. E-Governance is the public sector's use of information and communication technologies (ICT) with the aim of improving information and ser-

vice delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. Urban Local Bodies (ULB) (Municipal Corporation) is showing her transparency and accountabilities with common man through his common platform i.e. web site. This platform is more interactive bridge to access the services of Municipal Corporation. Promoting citizen participation by enabling citizens to more interact with municipal officials, such as by requesting daily routine service, filing required documents through website and many more; increasing Municipal Corporation accountability by making its operations more transparent, thereby is reducing the opportunities for corruption; and supporting to development more business and opportunities in the city. In order to provide better services to citizens and ensure people's participation in administration, almost every municipal corporation is adopting ICT to restructure their political and administrative institutions.

Model of e-governance with respect to Municipal Corporation

Based on the above literature review on e-governance and Municipal Corporation, we can create a model of e-governance with Municipal Corporation which shows overall activity through the common portal and by which citizen are accessing and communicating with Municipal Corporation on their common demand. The following figure 1 is showing model of e-governance with respect to Municipal Corporation:

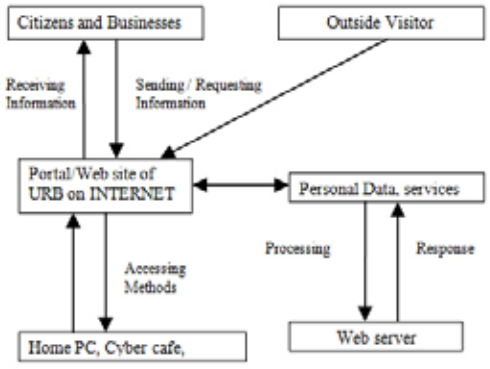


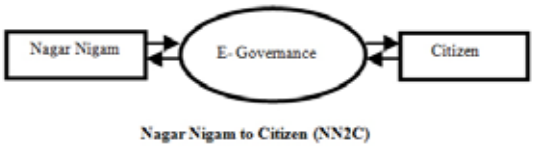
Figure 1

Every city's Municipal Corporation has dream to provide good services and facilities to its citizen. This model is showing new style of working and structure of e-governance. It is the Urban Local Bodies that is Municipal Corporation which providing lots of facilities and services to its citizen. Model is creating connection and interaction with citizen in electronic way. Many time people pay their electric bill, home tax, property tax, water tax, taking permission for building, birth and death certificate, marriage certificate, grievance etc. by manually, but this model showing the electronic culture of manual process of Municipal Corporation. Every citizen is directly and indirect attached with Municipal Corporation for betterment of his or her life. By this model he can know the policy and structure of good life and not even citizen businesses are also take advantage of it. This model is explaining the real interaction of e-governance with Municipal Corporation and citizen with Municipal Corporation. Every citizen has skill and knowledge to access the internet they are gaining the full services and saving their time also. By this model Municipal Corporation is getting good profit and good response from the citizen.

Different phases of e-governance in Nagar Nigam

Nagar Nigam in a standard way is known as Municipal Corporation. There are many departments running in the Nagar Nigam which providing services and facilities to the citizen. According to Sharma, Sharma and Singh (2012) there are four types of e-governance G2G, G2E, G2B, G2C. Like that There are three main target groups of e-governance model of Nagar Nigam viz. Nagar Nigam (NN), Citizen (C), Business (B). These three are the main groups in which we can maintain connection. The interaction between all there groups is as follows:

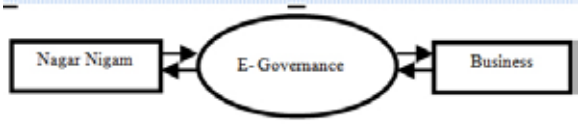
1. Nagar Nigam to Citizen (NN2C)



Nagar Nigam to Citizen (NN2C)

Figure 2

2. Nagar Nigam to Business (NN2B)



Nagar Nigam to Business (NN2B)

Figure 3

3. Citizen to Business (C2B)



Citizen to Business (C2B)

Figure 4

These three phases are bidirectional concept like e-commerce types G2G, G2C, G2B, G2E etc but there is different scenario of Nagar Nigam with e-governance. Municipal Corporation is not a pure government but it is Urban Local Body which is self complete government. Every city has own Municipal Corporation which works for its city. In the above phases there are three parties which will contact each other any time Municipal Corporation (Nagar Nigam), Citizen, Businesses. The biggest advantages is the citizen and business direct contact with Nagar Nigam without going there and even citizen can also connect with business through these phases. Any one can see the services, rules, regulation, and policy any time. Some one cans also complaint of any problem, solution of the problem, water tax, home tax, property tax, can pay electricity bill and even recharge the mobile online by above phases.

Features of e-governance with Nagar Nigam towards citizen

1. Fast and easily accessible as well as quick recovery management.
2. Pure transparency and accountability
3. Knowledge about rules, strategies, services, facilities and policies.
4. Low cost with minimum time.
5. Effective and convenient communication.

Future Enhancement

As Municipal Corporation is moving towards advancement, they are giving more flexible services to the city, so more and more citizens will be literate to access these services, knowing policies, terms and condition by electronically.because citizens are totally depends on Municipal Corporation so e-governance will definitely give better chance to know and improve the city with Municipal Corporation. The futuristic scope of ICT is more advanced, attractive, practical and cost effective in the upcoming years where more citizen participation make the working of Municipal Corporation fruitful.

Conclusion

The government and government related department, organization and Local Urban Bodies follows the citizen oriented approach to make general public closer to government. It is ICT that gives us new way to interact with citizen with transparency. We have three connections directly from Nagar Nigam to Citizen, Nagar Nigam to Business and Citi-

zen to Business which leads to an effective execution of Municipal Corporation policies. ICT is increasing the interest in the citizen and their working style. More and more citizen and business are contact with Municipal Corporation for better life. They can know available service in the municipal corporation without hesitation with profit. The term e-governance will give benefit to our citizen, city, and nation.

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