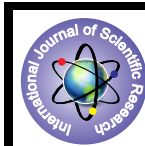


e-Governance a Strategic Tool with an Usage of Information And Communication Technology (ICT)



Computer Science

KEYWORDS :

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Introduction

E-Governance is a process of using Information and Communications Technology (ICT) to transform functioning of the Government. Where as an E-Government i.e. Electronic Government is the use of Information and Communications Technology (ICT) to run or carry on the business of the Government of a Country. The difference between e-Government and e-Governance is that, Governance is broader aspect than E-Government, E-governance can be called as to a governance of a nation, or the governance of an institution/firm. E-Governance concept has emerged in the year 1990's, as to refer sharing expertise, experiences among the administrative and the society to a larger extent. **E-Governance means a system where in which the services to people are provided by the administration through a controlling mechanism by having steps like, called - information, interaction, transaction and transformation. These four steps constitute a complete cycle. It starts with a person collecting data/information about people services needs and simultaneously making it to deliver final result - transformation. A nation which works on such a system, permits flow of all the phases of entire cycle, without any hindrance, can be said as an example of good governance to possess and practice good governance.**

Definition of Governance by WB :

- Governance is "... the traditions and institutions by which authority in a country is exercised for the common good. This includes (i) the process by which those in authority are selected, monitored and replaced, (ii) the capacity of the government to effectively manage its resources and implement sound policies, and (iii) the respect of citizens and the state for the institutions that govern economic and social interactions among them." **(World Bank).**

E-Governance is a continuous process which goes hand-in-hand with three different components, which involves:

- Institutions – these may be formal and informal; -these bring predictability, stability and efficiency in interfaces and transaction
- Delivery mechanism – is the approach used to implement the agenda/objectives of the institutions
- Rules and procedures – are formulated to deliver and full-fill the tasks of the institutions

E-Government Means:

The process of E-Government i.e. Electronic Government is the use of Information and Communications Technology (ICT) to run or carry on the business of the Government of a Country. However the term E-government is misleading, as it implies an electronic substitute for the physical government. Electronic substitution of a government is not possible as Government is an unit of people coming together to administer a country. A Government is a group of people responsible for the administration and control of a Country/State. It involves people like the Heads of States, Ministers, Government Employees, etc. It also involves public participation.

So electronic substitution for a Government is not possible. Therefore, E-Government may only refer to a Government using in conducting its business. The term 'Governance' is wider than 'Government'. Governance may be an activity of governing/controlling a country by its Government, controlling of an organization or a company by its CEO or Board of Directors or controlling of a house hold by the head of the house, Accordingly E-governance may also involve governing of a country, organization, company or a household, however with the help of Infor-

mation and Communication Technology (ICT). But when we talk of E-Governance in the popular parlance we only refer to the governing of a Country/State using ICT. E-governance therefore means the application of ICT to transform the efficiency, effectiveness, transparency and accountability of exchange of information and transaction:

- between Governments,
- between Government agencies,
- between Government and Citizens
- between Government and businesses

E-governance also aims to empower people through giving them access to information.

Scope of E-Governance

Governance is a process of information sharing, disseminating between the Government and Citizens, Government and Businesses and Government and Government. E-Governance also covers all these relationships as follows:

- Government to Citizen (G2C)
- Citizen to Government (C2G)
- Government to Government (G2G)
- Government to Business (G2B)

A. Government to Citizen

Government to Citizen relationship is the most basic aspect of E-Governance. In modern times, Government deals with many aspects of the life of a citizen. The relation of a citizen with the Government starts with the birth and ends with the death of the citizen. A person transacts with the Government on every corner of his life. May it be birth registration, marriage registration, divorce or death registration.

The G2C relation will include the services provided by the Government to the Citizens. These services include the public utility services i.e. Telecommunication, Transportation, Post, Medical facilities, Electricity, Education and also some of the democratic services relating to the citizenship such as Certification, Registration, Licensing, Taxation, Passports, ID Cards etc.

Therefore E-Governance in G2C relationship will involve facilitation of the services flowing from Government towards Citizens with the use of Information and Communications Technology (ICT).

I. E-Citizenship - E-Citizenship will include the implementation of ICT for facilitation of Government Services relating to citizenship of an individual. It may involve online transactions relating to issue and renewal of documents like *Ration Cards, Passports, Election Cards, Identity Cards*, etc. It will require the Government to create a virtual identity of every citizen so as to enable them to access the Government services online. For the same, Government would need to create a Citizen Database which is a huge task.

II. E-Registration - E-Registration will cover the online registration of various contracts. An individual enters into several contracts during his life. Many of these contracts and transactions require registration for giving it legality and enforceability. Such registration may also be made ICT enabled. E-registration will help to reduce a significant amount of paperwork.

III. E-Transportation - E-Transportation services would include ICT enablement of services of Government relating to Transport by Road, Rail, Water or Air. This may involve online -

1. booking and cancellation of tickets,
2. status of vehicles, railways, boats and flights,
3. issue and renewal of Driving Licenses,
4. registration and renewal of vehicles,
5. transfer of vehicles,
6. payment of the fees of licenses,
7. payment of fees and taxes for vehicle registration,

IV. E-Health - E-Health services would be ICT enablement of the health services of the Government. Under this interconnection of all hospitals may take place. A patient database may be created. A local pharmacy database may also be created. All this can be done.

V. E-Education - E-Education would cover the implementation of ICT in imparting of education and conducting of Courses. Distant as well as classroom education will be facilitated with the use of ICT. Use of internet can reduce the communication time required in Distance education; Internet may also help in conducting online classes.

VI. E-Help - E-Help refers to facilitation of disaster and crisis management using ICT. It includes the use of technologies like internet, SMS, etc. for the purpose of reducing the response time of the Government agencies to the disasters. NGOs help Government in providing help in situations of disasters. Online information relating to disasters, warnings and calls for help can help the Government and the NGOs coordinate their work and facilitate and speed up the rescue work.

VII. E-Taxation - E-Taxation will facilitate the taxing process by implementing ICT in the taxing process. Online tax due alerts and online payment of taxes would help transact faster.

B. Citizen to Government

Citizen to Government relationship will include the communication of citizens with the Government arising in the Democratic process like voting, campaigning, feedback, etc.

I. E-Democracy - The true concept of Democracy includes the participation of the citizens in the democratic and governing process. Today due to the increased population the active participation of the citizens in governing process is not possible. The ICT can help enable the true democratic process including voting, public opinion, feedback and Government accountability.

II. E-Feedback - E-Feedback includes the use of ICT for the purpose of giving feedback to the Government. Lobbying is pursuing the Government to take a certain decision. Use of ICT can enable online feedback to the Government, online debates as to the Government services.

C. Government to Government

G2G relationship would include the relationships between Central and State Government and also the relationship between two or more Government departments.

I. E-administration - E-administration would include the implementation of ICT in the functioning of the Government, internally and externally. Implementation of ICT can reduce the communication time between the Government Departments and Governments. It can substantially reduce paperwork if properly used. E-administration will also bring morality and transparency to the administration of Government Departments.

II. E-police - The concept of E-police is little different from Cyber-Police. Cyber Police require technology experts to curb the electronic/cyber crimes. E-police refers to the use of ICT for the purpose of facilitating the work of the Police department in investigation and administration. The concept of E-police includes databases of Police Officers, their performances, Criminal databases – wanted as well as in custody, the trends in crimes and much more. ICT can help reduce the response time of the Police department and also reduce cost by reducing paperwork.

III. E-courts - The concept of E-Court will include the ICT enablement of the judicial process. Technology may help distant hearing, online summons and warrants and online publication of Judgments and Decrees.

D. Government to Business

I. E-Taxation - Corporate sector pays many taxes, duties and dues to the Government. Payment of these taxes and duties will be made easier by E-Taxation. Online taxing and online payment of taxes can help reduce cost and time required for physical submission of taxes. ICT can also help crosscheck the frauds and deficiencies in payment, further bringing accuracy and revenue to the Government.

II. E-Licencing - Companies have to acquire various licences from the Government, similarly the companies have to acquire various registrations. ICT enablement of the licensing and registration can reduce time and cost.

III. E-Tendering - E-Tendering will include the facilities of online tendering and procurement. It will online alerts as to new opportunities of business with the Government and also online submission of tenders and online allotment of work. It will reduce time and cost involved in the physical tendering system.

Object of E-Governance

The object of E-Governance is to provide a SMARRT Government. The Acronym SMART refers to Simple, Moral, Accountable, Responsive, Responsible and Transparent Government.

S - The use of ICT brings simplicity in governance through electronic documentation, online submission, online service delivery, etc.

M - It brings Morality to governance as immoralities like bribing, red-tapism, etc. are eliminated.

A - It makes the Government accountable as all the data and information of Government is available online for consideration of every citizen, the NGOs and the media.

R - Due to reduced paperwork and increased communication speeds and decreased communication time, the Government agencies become responsive.

R - Technology can help convert an irresponsible Government Responsible. Increased access to information makes more informed citizens. And these empowered citizens make a responsible Government.

T - With increased morality, online availability of information and reduced red-tapism the process of governance becomes transparent leaving no room for the Government to conceal any information from the citizens.

These objects of E-Governance are achievable with the use of ICT and therefore the concept is very alluring and desirable.

Advantages of E-Governance

E-Governance covers following advantages:

1. Speed – Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.

2. Cost Reduction – Most of the Government expenditure is appropriated towards the cost of stationary. Paper-based communication needs lots of stationary, printers, computers, etc. which calls for continuous heavy expenditure. Internet and Phones makes communication cheaper saving valuable money for the Government.

3. Transparency – Use of ICT makes governing process transparent. All the information of the Government would be made available on the internet. The citizens can see the information whenever they want to see. But this is only possible when every piece of information of the Government is uploaded on the internet.

ternet and is available for the public to peruse. Current governing process leaves many ways to conceal the information from all the people. ICT helps make the information available online eliminating all the possibilities of concealing of information.

4. Accountability – Once the governing process is made transparent the Government is automatically made accountable. Accountability is answerability of the Government to the people. It is the answerability for the deeds of the Government. An accountable Government is a responsible Government.

Objectives of E-Governance

Consider as below the objectives/aims of E-Governance:

1. To build an informed society – An informed society is an empowered society. Only informed people can make a Government responsible. So providing access to all to every piece of information of the Government and of public importance is one of the basic objective of E-Governance.

2. To increase Government and Citizen interaction - In the physical world, the Government and Citizens hardly interact. The amount of feedback from and to the citizens is very negligible. E-Governance aims at build a feedback framework, to get feedback from the people and to make the Government aware of people's problems.

3. To encourage citizen participation - True democracy requires participation of each individual citizen. Increased population has led to representative democracy, which is not democracy in the true sense. E-governance aims to restore democracy to its true meaning by improving citizen participation in the Governing process, by improving the feedback, access to information and overall participation of the citizens in the decision making.

4. To bring transparency in the governing process - E-governance carries an objective to make the Governing process transparent by making all the Government data and information available to the people for access. It is to make people know the decisions, and policies of the Government.

5) To make the Government accountable - Government is responsible and answerable for every act decision taken by it. E-Governance aims and will help make the Government more accountable than now by bringing transparency's and making the citizens more informed.

6) To reduce the cost of Governance - E-Governance also aims to reduce cost of governance by cutting down on expenditure on physical delivery of information and services. It aims to do this by cutting down on stationary, which amounts to the most of the government's expenditure. It also does away with the physical communication thereby reducing the time required for communication while reducing cost.

7) To reduce the reaction time of the Government – Normally due to red-tapism and other reasons, the Government takes long to reply to people's queries and problems. E-Governance aims to reduce the reaction time of the Government to the people's queries and problems, because 's problems are basically Government's problems as Government is for the people.

Conclusion:

e-governance implies that to bring transparency in governance works as a influential agent by reducing cost on expenditure, makes speedier the decision making using ICT, and assists in bringing transparency in overall public administration activity.

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