E- GOVERNANCE

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INTRODUCTION:

- E-Governance generally refers to the use of Information and Communication Technologies(ICTs) to the processes of government functioning in order to enhance the transparency, accountability and efficiency of governance, by enabling citizens participation in democratic processes via ICT networks.

- It is said that e-governance is the alternative government.

- E-government is government any time, any where.

- The objective will be to offer all government related services and utilities 'on line' .

- E-governance is really enabled government, effective government and excellent government.

MEANING:

- E-governance known as electronic governance is basically the application of Information and Communication Technologies to the process of government in order to achieve good governance.

- According to the world bank, "E-Government refers to the use by government agencies of information technologies that have the ability to transform relations with citizen, business, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interaction with the business and industry, citizen empowerment through access to information or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth and cost reductions."

MEANING …..

- "Basically, e-governance is generally understood as the use of information and communication technologies(ICT) at all levels of government in order to provide service to the citizens, interaction with business enterprises and communication & exchange of information between different agencies of the government, in a speedy convenient, efficient and transparent manner." (B.L.Fadia).

- E-governance is the other name for good governance.

- It stands for paperless office, transparency, insistence on right to information and speedier services to the citizens.

STAGES OF E-GOVERNANCE:

- E-governance is intrinsically linked with the development of computer technology, net working of computers and communication systems.

- In the Indian experience shows that the onset of e-governance proceeded through the following stages –

1. Computerization: the availability and use of personal computers in government offices paved the way for word processing followed by data processing.

2. Net working: In this stage, a few government organizations got connected through a hub leading to sharing of information and flow of data between different government entities.

Stages …..

3. On line presence: With increasing internet connectivity, a need was felt for maintaining a presence on the web. This resulted in maintenance of websites by government departments. Generally these websites contained information about the organizational structure, contact details, reports and publications, objectives and vision statements of the respective government entities.

4. On line interactivity: A natural consequence of the on line presence was the opening up of communication channels between government entities and the citizens, civil society organizations, etc. the main aim at this stage was to minimize the scope of personal interface with the government entities by providing downloadable Forms, Instructions, Acts, Rules, etc. Most citizen-government transactions is being carried out on the on line or e-governance mode.

TYPES OF INTERACTIONS IN E-GOVERNANCE:

- E-governance facilitates interaction between different stakeholders in governance.
- The types of interactions in the e-governance are as follows –
  1. Government to government,
  2. Government to citizens,
  3. Government to business &
  4. Government to employees.

1. GOVERNMENT TO GOVERNMENT:

- This kind of interaction is only within the sphere of government and can be both horizontal and vertical interactions.

- Horizontal interaction is between different government agencies ass well as between different functional areas within an organization.

- On the other hand, vertical interactions takes place between national, provincial and local government agencies as well as different levels within an organization.

2. Government to citizens:

- In this case an interface is created between the government and the citizens which enables the citizens to benefit from efficient delivery of a large range of public services.

- Tis expands the availability and accessibility of public services on the one hand and improves the quality of services on the other.

- The primary purpose is to make the government citizen friendly.

3. GOVERNMENT TO BUSINESS:

- E- governance tools are used to aid the business community to interact with the government in better way.

- The objective is to cut reed tape, save time, reduce operational costs and to create a more transparent business environment when dealing with the government.

4. GOVERNMENT TO EMPLOYEES:

- Government is by far the biggest employer and like any organization, it has to interact with its employees on a regular basis.

- This interaction is a two way process between the organization and the employee.

- Use of ICT tools helps in making these interactions fast and efficient on the one hand and increase satisfaction levels of the employees on the other.

IMPORTANCE OF E-GOVERNANCE:

- E-governance provides an opportunity to improve governance.
- E-governance programme restructures the age- old procedures and eliminates the existing dysfunctional system of governance.
- It ensures transparency, better service delivery, credibility and accountability of thee government, better citizen participation and citizen friendly interface.
- The importance and benefits of e-governance may be discussed as follows -

1. Improvement in the quality of government services:

- ICT would make available better access to relevant information on various aspects of governance and services.

- As regards services there would be an immediate impact in terms of savings in time, effort and money, resulting from on line and one point accessibility of public services.

- The ultimate objective of e-governance is reach out to citizens with public services, any time any where throughout his life.

2. CHEAPER SERVICES:

- A website can be a very cost effective way to exchange information, both for its owner and its user.

- It reduces the amount of staff effort and cost needed to respond to them.

- It eliminates paper work.

- It provides services at one window often called single window clearence.

3. Quicker service:

- E-governance is relatively quicker than traditional governance.

- Systematic and efficient record keeping and record tracking method helps the user to get information quickly.

- The people can get their work done outside the working hours even without visiting the government offices.

- On line availability of data and services thus, saves the time of the user.

4. Administrative reform:

- Technical infrastructure can build a platform for administrative reform.

- There should be a vision and plan for ensuring access of technology to all.

- E-governance helps to extend the sphere of government services to new development needs, demands and projects.

5. ELIMINATION OF CORRUPTION & RED TAPISM:

- E-governance promotes direct benefit transfer system(DBT).

- Under this scheme, the subsidy amount will go directly into the bank accounts of beneficiaries.

- People also get many other services directly through on line without visiting the government offices.

- These kind of services reduce the percentage of corruption and nepotism.

6. E-GOVERNANCE STRENGTHENS PUBLIC PARTICIPATION:

- Under the e-governance system the distance between the government and citizen will be reduced in terms of transactions, feedback and redressal.
- It help in avoiding the unwanted intermediaries away in the process of interaction between the public offices and the citizens.
- Hence, it promotes greater citizen participation in the process of governance.
- In the process it also provides room for improving the relation between the public authorities and civil society.

CONCLUSION:

- It is said that the IT revolution will be of much greater significance than the industrial revolution of the 17th century.
- The information technology is used as an enabling technology to enhance the performance of the administrators.
- It provides competitive advantage, financial gains, better delivery of services along with authenticity, accountability, transparency and speed to the working of the administrators.
- That is the reason why in the 21st century all the public sector and government organizations seem to be in a rush to acquire, develop and implement these information systems.
- The tools of this information system are successfully utilized by the public services for the purpose of effective decision making and deft formulation of public policy.
- To make e-governance work, it is necessary to train the present work force to work in a new technology driven atmosphere.