E -GOVERNANCE A KEY TO GOOD GOVERNANCE

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ABSTRACT

Government setup the foundation of any country. The main and foremost objective of any government is the empowerment and well-being of the people. With the arrival of the internetand innovation in information and communication technology (ICT), most of the governments across the globe have started to put their services online. Putt associate "e" as a prefix to each the idea of government and governance indicate that governing with the assistance of electronic devices. On the same pattern, India has started large initiatives to bring in e- governance at centre, state and also in panchayati raj institutions. The adoption of e-governance is tested in terms of five correlated objectives:- a policy structure, improved public utilities services, better quality and cost- effective government operations, participation of citizens in democratic affairs and administrative reforms. The elementary ambition for the execution of e- governance in a democratic country like India was to deliver a SMART Government. It stands for (Simple, Moral, Accountable, Responsive and Transparent government). We, as the largest democracy in the world, have many capabilities to benefit from e -governance, particularly when we make an appearance as an economic power and have the capabilities to become a superpower in the coming year. Through this paper we highlight major e-governance initiatives taken by the government at different levels as well as e-governance help in achieving the objective of good governance.

KEYWORDS: *Governance, SMART Government, ICT, Democracy, Rule Of Law, Transparency, Corruption, Bureaucracy, Digital India.*

INTRODUCTION

People's opinions are the main operator of a democracy and paying attention to that opinion is the main trial of good governance. With the help of information and communication technology, a new form of governance came into existence across the world that is e-governance and main motive is to provide good governance to the citizens. E-Governance is the application of information and communication technology (ICT) to government functioning in order to create Simple, Moral, Accountable, Responsive and Transparent (SMART) governance. With the usage of ICT in governance, the government can support public service, democratic affairs and government administration, relationships among citizens and other stakeholders and the private sector.

E-governance goals to establish the interlinkage between government and citizen, government and corporate sector. Nowadays, E-Governance has become an essential part of public governance. To meet the aspirations of the citizens, countries across the world are taking several initiatives to encourage e- governance. In the same pattern, India has started a large number of initiatives to promote e-governance at all levels of governance in the country.

History of E-Governance in India:-

In the year 1970, the Department of electronics was set up by the Government of india.After that in 1977, the formation of a national informatics centre was done to achieve the goal of e-governance. Next year, NICNET was launched. DISNIC (The District Information System of the National Informatics Centre) program was inaugurated to computerize all district offices in the country and this program extended to all district headquarters by 1990. In 1998, a national task force on information technology and software development was formed and in 1999, a separate ministry was created for information and technology. The Information Technology Act was passed by the Indian Parliament in the year 2000.

E-Government v/s E-Governance:-

1. E-Government: - With the help of ICT in government process, as a device to expand the reach of the government services. E-Governance, on the alternative side, helps in making coordination among various stakeholders and to work on the outcomes.

2. E-Government is a structure while e-Governance is a function.

3. E-Government is a one way processes in which citizens get only information. On the other side e-governance is a two way process in which people get information along with, they can also give their feedback to the government.

Objectives of E-governance:-

1. To improve service delivery mechanisms to citizens.

2. To ensure transparency and accountability in the government.

3. To be aware of the citizens by information.

4. To provide efficiency within the system of government.

5. Improve interaction with citizens.

6. To reduce corruption in the administration.

7. To ensure speedy administration of service delivery and information.

Pillars of E-Governance:-

1. People

2. Process

3. Technology

4. Resources

E-Governance is a key to Good Governance:-

An economical, effective and democratic government is the best sponsor of social justice because it forms an associate degree orderly society. India is on the way to achieving.

E-governance.: Standards of governance are increased with the help of e-governance initiatives and have a positive impact on government services. E-governance is a vital device to upgrade the quality of government services, to reduce corruption, to bring more transparency and to make the system efficient that helps in cost reduction for the citizens, and make the government more citizens friendly. The foremost objective of the government is to facilitate, to enable and make coordination among various stakeholders. Good governance is indicated by the People's participation, Rule of law, Democracy, Inclusiveness, Transparency, Efficiency and Effectiveness.

Government is the main player in the whole scenario, neither private players nor civil society alone can perform this task as the government can do. To make e-governance successful in India, there is a requirement of political will power and social acceptability in the country. Governance has a wide base and it includes every institution and organizations from family to state. It brings in utilization of political, economic, administrative authority to manage the affairs of the state and power is utilized in a way that assets of a country are utilized for the economic and social development.

In a democracy, good governance is a key driver of power for making the economic and social resources efficient and effective, which will further help the citizens for their empowerment.

This power has been channelized within the framework of the Constitution of the country through the establishments of state. Good governance may be a democratic system to promote welfare of the people and to bring social and economic progress. The Preamble, the Fundamental Rights, Directive Principles of State Policy and Fundamental duties contain the elements of good governance.

Successful Functioning of a healthy democratic society depends on the quality of good governance. It requires free and fair involvement in political affairs by the citizens. In India, good governance is a practice of power, within the structure of the constitution, with the help of state institutions. Parliament, Executive, Judiciary are the three branches of a democracy. Large scale participation of the civil society in the political affairs, association of youth with democracy, fast delivery of justice to the people lead to the good governance. With the arrival of technology and digital platforms pave the way for youth to participate in political affairs and take active participation in policy formulation.

Before the advent of ICT in governance, the service delivery mechanism of government departments was known by inefficiency of work, duplication of work, perspective of bureaucracy, corruption etc. Public administration, governed by the bureaucratic structure, has not responded to the dynamic needs of this time. With the advent of the ICT era, rising awareness among citizens and good experience with the non-public sector, the demand for better service from the government is becoming more essential for the people. The idea of empowering the citizens with the help of ICT has been gaining importance nowadays.

E-governance providing government services and information to the citizens via electronic mode. The ICT era has brought a change in the quality of service delivery mechanism, Transparency in

process, making procedure simplify, record management, avoiding duplication of work, reducing corruption, and easy availability of information to the citizens.

E- Governance is the use of information and communication technology in the public sector with the aim of providing information to citizens and as well as encouraging citizens to participate in development.

E- Governance Initiative in India:-

State Governments across the country have started numerous e-governance initiatives. Some of them include:-

1) Project E-Cops, Andhra Pradesh

In 2002, the Andhra government launched the E-cops initiative to digitize the police stations. This initiative provides online services like report generation, data analysis, planning and coordination. It also provides facilities like the online interconnection between citizens and the police departments.

2) Project Swagat, Gujarat-

It is a digital platform where citizens get their Grievance redressal. It stands for State Wide Attention on Public Grievance by Application of Technology (SWAGAT). It allows direct interaction between the citizens and the chief minister of state. The Chief Minister himself attends to the grievances of the citizens on the day of the fourth Thursday of every month and that day is known as SWAGAT day. All grievances are reviewed by the Chief Minister himself.

3) Project Bhoomi, Karnataka-

It is related to administration of land records in the state. It helps to bring more transparency in land records management and to provide better services to the citizens and takes leaning away from bureaucracy at grass root level. With the help of the National Informatics Centre, the Revenue department established a BHOOMI system in the state. 20 million records of land have been computerized.

4) Project Friends, Kerala-

It is a Single entry point that facilitates citizens to pay financial dues and taxes to the State Government. It stands for Fast, Reliable, Instant, and Efficient Network for the Disbursement of Service (FRIENDS). It includes utility payments for electricity and water, revenue taxes, license fees, motor vehicle taxes, university fees, etc.

5) Project Voice, Andhra Pradesh-

This project was launched to bring in municipal services online like building approvals, and birth and death certificates to the citizens. It also includes the collection of property, water and Sewerage taxes. The motive of this project is to reduce corruption, to make services more convenient to the citizens and also help in improving the finances of the local government.

6) Project Smartgov, Andhra Pradesh-
It is a Government to government initiative started by the Andhra Pradesh Secretariat. Before the execution of smartgov in the secretariat, the flow of information passed in the form of paper files from one office to another for taking opinions, comments, approvals etc. SmartGov was

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developed to improve efficiency through workflow automatically and online passing the information etc.

Various Initiatives under **Digital India** –

My Gov: It aims to provide a platform between Government and Citizens towards achieving the goal of good governance.It encourages citizens as well as people who live outside India to participate in various activities.

Digi Locker: It is an online platform In which citizens can store their personal identity and keep their documents with service providers who can directly access them electronically.

E-Hospital- It is an Online Registration Framework (ORF): It helps the patients to take online OPD appointments with government hospitals. It also covers patient care, laboratory services and medical records.

DARPAN-

It stands for Dashboard for Analytical Review of Projects across Nation. A platform for Analytical Review of Projects across Nation, transforms complex government data into compelling visuals. Which is needed to deliver real-time, dynamic project monitoring;

CONCLUSION

E-governance in India is a transformative event, and to achieve this, there is a need to change the mindset of all – citizens, executives and the government. The government processes can be made efficient and effective by using the internet. But it still has access to only the business classes of the society. E- Governance will succeed only when it is inclusive in nature, sustainable and facilitates to all sections of the society. With the help of the Internet, the government processes can be made citizens friendly, efficient and effective.

Dr. APJ Abdul Kalam, former President of India and a visionary in the field of e-Governance has competently summarized the basic challenge before the country:

"E-Governance has to be citizen-friendly. Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an E-Governance system for one billion people. It is a big challenge before us."

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