



## **ICT ENABLED GOVERNANCE: GOVERNANCE WITH TRANSPERANCY & INNOVATION**

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**Abstract** — *Governments and other public sector organizations around the world are facing to reform their public administration organizations and deliver more efficient and cost effective services, as well as better information and knowledge to their stakeholders. E-Governance is the application of Information and Communication Technology(ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between Government-to-Citizens (G2C), Government-to-Business(G2B) and Government-to-Government [3]. Its main goal is to improve and/or enhance on the efficiency and effectiveness of service delivery in the public sector. E-governance allows for government transparency. E-Governance helps to simplify processes and makes access to government information more easily accessible for public sector agencies and citizens. Due to the advances made in ICT E-Governance users can access the required services at any time; any where via WWW browser. So to provide required data and services safely to the particular recipient is crucial in E-Governance. This paper presents brief introduction about what is E-Governance, scope of E-Governance, its advantages – disadvantages.*

**Keywords**— E-Governance, E - Government, E-Governance Initiatives, E-Court

### **I. INTRODUCTION**

The actual term governance comes from an ancient Greek word, kebernon, which means to steer. In current usage, to govern means to steer, to control, and to influence from a position of authority. According to Former Secretary General of the United Nations: Kofi A. Annan, "Good governance is perhaps the single most important factor in eradicating poverty and promoting development." Therefore, governance is an exercise of power for steering social systems, as well as a process by which organizations are directed, controlled, and held to account to their society. It is a set of the systems and processes concerned with ensuring the overall direction, effectiveness, supervision and accountability of an organization. E-Governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services [1]. e- Governance is defined as “E-

governance is the Application of information & communication technologies to transform the efficiency, effectiveness, Transparency and accountability of informational & transactional exchanges with in government, between govt. & govt agencies of National, State, Municipal & Local levels, citizen & businesses, and to empower citizens through access & use of information”. In other words e- Governance is the implementation and delivery of government services through the ICT to provide transparent, efficient, effective and reliable governance to the society [2]. Good governance has eight major characteristics i.e. **Participation, Transparency, Effectiveness, efficiency, Responsiveness, Accountability, Equity and inclusiveness** [2]. If all these properties revolve around the ICT will explains innovative definition of e-governance as in figure1. This means e-Governance has all the above properties as well as innovative Information and communication Technology for the effective and efficient governance in any sector which assures that corruption is to be Minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making. It is also responsible to the present and future needs of society. A conceptual model for e-Governance is shown in figure-1 which explains about the interrelation between citizens, government and the services accessed by the citizen’s through information and communication technology followed by the major characteristics of good governance.

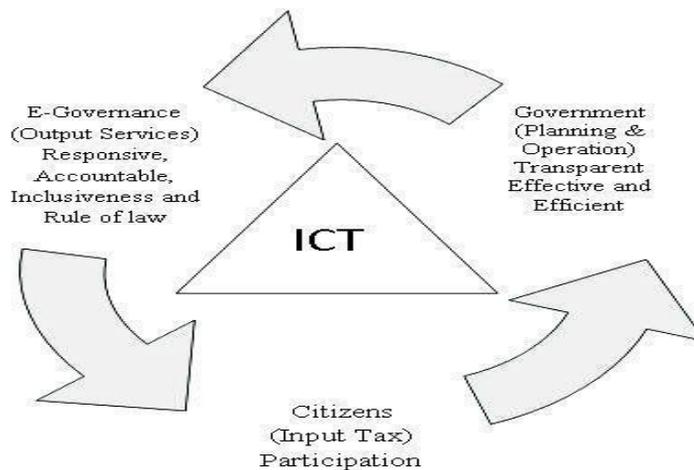


Figure 1: Conceptual model of E-Governance

Gujarat has been one of the frontline State in the implementation of e-governance policies & projects among all the states in India. Under the guidance of Shri NarendraBhai Modi and Shri Anandiben

Patel Gujarat has become one of the most e-prepared States in the country. State Govt. has adopted innovative / progressive policies for promotion of e-governance in the State. Gujarat is an aspiring leader for the globe with e-readiness Initiatives with the IT Policy. Gujarat has been position at L2 Stage in Information Communication Technologies (ICTs) which is categorized based on Environment, Readiness and Usage Applications. Gujarat is awarded for Best e-Governance policies and its implementation by many reputed agencies over a period of time.

## **II. E-GOVERNANCE**

E-Governance is the application of Information and Communication Technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between Government-to-Citizens (G2C), Government-to-Business (G2B) and Government-to-Government [3]. Through the e-Governance, the government services will be made available to the citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are Government, citizens and businesses/interest groups. In E-Governance there are no distinct boundaries [4]. Generally four basic models are available-Government to Customer (Citizen), Government to Employees, Government to Government and Government to Business [3].

### **1. GOVERNMENT TO CITIZEN (G2C) [3]**

G2C will aim at connecting citizens to government by talking to citizens and supporting accountability, by listening to citizens and supporting democracy, and by improving public services. It will involve better services to the citizens through single point delivery mechanism and will involve areas like:

#### **1.1 E-Citizen**

Under e-citizen integrated service centers will be created. The purpose of these centers will be to take over the various customer services in due course. It will offer services like issue of Certificates, Ration Cards, Passports, Payment of Bills and taxes etc. These centers will become one-stop Government Shops for delivery of all services.

## **1.2 E-Transport**

The transport aspects that can be easily e-governed include: Registration of motor vehicles, Issue of driving licenses, Issue of plying permissions(Permits), Tax and fee collection through Cash and Bank Challans and Control of Pollution.

## **1.3 E-Medicine**

It will involve linking of various hospitals in different parts of the country and provide better medical services to the citizen .

## **1.4 E-Education**

E-Education will constitute various initiatives of educating the citizen and the Government with the various Information technologies.

## **1.5 E-Registration**

E-Governing the registration and transfer of the properties and stamp duty to be paid thereon will bring substantial reduction of paper work and reduce the duplicating of entries. Further the transparency in work will increase and the overall time of process registration will reduce.

## **2. CONSUMER TO GOVERNMENT (C2G) [2][3]**

C2G will mainly constitute the areas where the citizen interacts with the Government. It will include areas like election when citizens vote for the Government; Census where he provides information about himself to the Government; taxation where he is paying taxes to the Government.

### **2.1 E-Democracy**

The E-Democracy is an effort to change the role of citizen from passive information giving to active citizen involvement. In an e-democracy the Government will be informing the citizen, representing the citizen, encouraging the citizen to vote, consulting the citizen and engaging the citizen in the Governance. Taking the citizens input about the various government policies by organizing an e-debate will further strengthen the e-democracy. The concept of e-debate is similar to chat over the Internet, wherein not only the citizens but also the political leaders contesting the elections participate. The citizens give their feedback about the various policies of the parties and particularly the manifesto of the party. The initiative will further strengthen the process by *enhancing* the representative role, improving accessibility of citizens to their elected members and developing the capacity of elected representatives to engage in e-government. Elected members will also be provided with access to the local authority's

Intranet and e-mail systems so that they become available online for decision making and people can easily access them.

### **3. GOVERNMENT TO GOVERNMENT (G2G) [3]**

This can also be referred as *e-Administration*. It involves improving government processes by cutting costs, by managing performance, by making strategic connections within government, and by creating empowerment. It will involve networking all Government offices so as to produce synergy among them. The major areas are:

#### **3.1 E-Secretariat**

Secretariat which is the seat of power has a lot of valuable information regarding the functioning of the State. The cross-linking of various departments and exchange of information amongst various components will simplify the process of Governance.

#### **3.2 E-Police**

E-Police will help to built citizen confidence. There will be two databases. One of police personnel and the other of criminals. The database of personnel will have the records of their current and previous postings. This will help to track policemen specialized in certain geographical regions and skills. Take for example, we want to look for a forensic expert. The database within seconds gives the list of all forensic experts. The same database will give the track of their details like service record, family background etc which will also be helpful in intelligent posting and promotion of personnel.

The second database will be of criminals. This database has to be upgraded to national database for its total utility. By just typing the name of a criminal a police officer will be able to know the details of his past activities, including his modus operandi and the area of operation.

Further a database like this will help tap the criminals easily for all the police stations will have simultaneous access to their record.

The module will also include G2C activities like online filing of FIR's, finding the case status of an FIR. Creating a database of Lost and Found can assist further lost and found of valuables and individuals.

#### **3.3 E-Court**

The pending court cases in India have brought the legal system to a halt. Not only the consumers are asking for the Changes in the administration, but also the system will collapse if it continues in this manner. IT can transform the system and bring in the court cases to a level of zero dependency. Creating a database of cases can do the same. In fact such a system will help to avoid all the appeals

to High Courts and Supreme Court, for the Judges can consider the appeals from an intranet wherein the case remains in the same district court but the Higher Court gives their decision online based on the recorded facts of the case. Such a step will not only help the citizens but will also reduce the backlog of cases. Further the use of IT in the areas like recording of court proceedings, high resolution remote video to identify fraudulent documents, live fingerprints scanning and verification, remote probation monitoring, electronic entry of reports and paper work will further speed up the court proceedings.

#### **4. GOVERNMENT TO BUSINESS (G2B) [3]**

##### **4.1 E-Taxation**

This will constitute the various services a business house needs to get from the Government, which includes getting licenses etc. In a similar scenario, it can also flow from a business house to the Government as in the case of procurements, from such business houses by the Government. This will become a B2G service.

#### **ISSUES FOR E-GOVERNANCE**

1. Funding
2. Management of Change
3. Authentication
4. Interoperability
5. Delivery of services
6. Use of local Languages

#### **Advantages of E-Governance [5]:**

1. It greatly simplifies the process of information accumulation for citizens and businesses.
2. It empowers people to gather information regarding any department of government and get involved in the process of decision making.
3. It strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance.

E-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all citizens, eliminating corruption.

5. Proper implementation of e-Governance practices make it possible for people to get their work done online thereby sparing themselves of unnecessary hassles of travelling to the respective offices.

6. E-Governance practices help business access information that might be important for them at a click.
7. Cost reduction -Internet and Phones makes communication cheaper saving valuable money for the Government.

#### **Disadvantages of E-Governance [6]:**

##### 1. Lack of equality:

The main disadvantages concerning e-government is the lack of equality in public access to the internet, reliability of information on the web, and hidden agendas of government groups that could influence and bias public opinions.

##### 2. Hyper-surveillance:

Increased contact between government and its citizens goes both ways. Once e-government begins to develop and become more sophisticated, citizens will be forced to interact electronically with the government on a larger scale. This could potentially lead to a lack of privacy for civilians as their government obtains more and more information on them.

##### 3. Cost:

Although "a prodigious amount of money has been spent" on the development and implementation of e-government, some say it has yielded only a mediocre product. The outcomes and effects of trial Internet-based governments are often difficult to gauge or unsatisfactory

##### 4. Inaccessibility:

An e-government site that provides web access and support often does not offer the "potential to reach many users including those who live in remote areas, are homebound, have low literacy levels, exist on poverty line incomes."

#### **IV. CONCLUSION**

E-Governance is the use of a range of modern Information and Communication Technologies such as Internet, Local Area Networks, mobiles etc. by Government to improve the effectiveness, efficiency service delivery and to promote democracy. E-Government can transform citizen service, provide access to information to empower citizens, enable their participation in government and enhance citizen economic and social opportunities, so that they can make better lives, for themselves and for the next generation. Most of countries use E-Governance so that all citizens can interact with the public administration at any time, from anywhere. Implementation of E-Governance can help to mitigate corruption from country and it also provides transparency in work flow of all government offices. Gujarat has been one of the frontline State in the implementation of e-governance policies &

projects among all the states in India. State Govt. has adopted innovative / progressive policies for promotion of e-governance in the State. Gujarat is an aspiring leader for the globe with e-readiness Initiatives with the IT Policy.

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