

Emerging Role and Modals of E-Governance in India

Abstract

The “E” in E-Governance stands for ‘electronic’ while “Governance” relates with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance. Thus, the term **e-governance** refers to the process of using information technology, particularly the internet-based one, for automating and improving government operations. It covers both, internal and external operations of the government. Automation of internal government operations improves efficiency and effectiveness, while reducing the cost of governing. Automation of government external operations and their interactions with citizens also reduces the cost and improves the responsiveness bringing the benefits for both - the government and the citizens. E-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communication Technology).

Keywords: Informatics ,E-Governance ,Connectivity

Introduction

In India, the main thrust for e-Governance was provided by the launching of NICNET National Information Centre Network (NICNET) in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. NICNET was extended via the State capitals to all district headquarters by 1990. In the ensuing years, with ongoing computerization, tele-connectivity and internet connectivity established a large number of e-Governance initiatives, both at the Union and State levels.

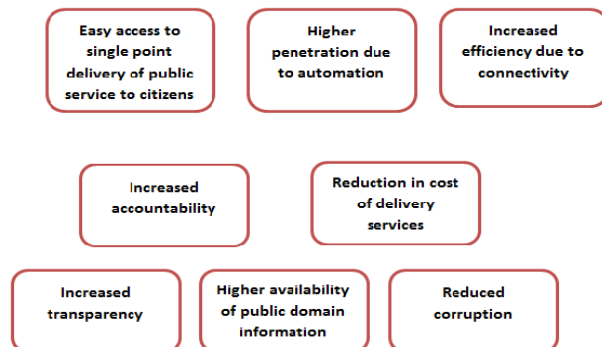
What is E-Governance ?

Electronic governance or 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-customer (G2C), government-to-business (G2B), government-to-government (G2G) as well as back office processes and interactions within the entire government framework. Through e-governance, government services will be made available to 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.



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Dr. APJ Abdul Kalam, former President of India, has envisaged e-Governance in the Indian framework as "A transparent smart e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen."

Characteristics and Values of E-Governance

E-governance is a broad term signifying the engagement of ICTs in various spheres of governance. There are other related terms like 'E-government' which are used alternatively by other studies. The term E-government is also used in a more limited sense of use of ICTs in internal operations of running a government to facilitate inter and intra departmental workflows. However, the present paper mainly uses the term E-governance and in a broad sense involving the use of ICTs in public administration (both within the government and its external interactions) where the sovereign is involved as a party.

The objective of the use of ICTs in governance is not just limited to achieving efficiency but also various values of good governance like improving citizen participation, enabling easy access to critical information and offering public services online. One of the spheres of the governance, where such goals manifest is the legal field. The use of ICTs in legal governance is of interest for not only legal professionals but also others like citizens, business entities and foreigners. If E-governance in relation to legal affairs can offer efficiency for legal professionals, for others it has the potential to offer far more values beyond efficiency. Such values could be realized at various stages of administration of law and justice like law making, interpretation of law and enforcement of law. These values include among others E-democracy in law making, effective dissemination of laws, improving access to justice and provision of legal aid, achieving transparency and rule of law and providing effective grievance mechanisms. In particular, E-governance signifies the move from passive dissemination of legal information to a more active involvement of citizens and relevant segments of the society in the wider administration of law and justice. The above values are not only sought after at national levels but also in the context of international legal obligations. For example, transparency obligations are widely part of international regimes like the World

Trade Organization (WTO), which can be achieved effectively through the use of ICTs in trade procedures involving foreign entities.

The use of the Internet for commercial transactions has been wider in comparison with public administration. A wide spread adoption of E-commerce is achieved in spite of the fact that it is fraught with many legal challenges. Both business to business (B2B) and business to consumer (B2C) E-commerce development of strategies aimed at achieving effective E-governance.

Advantages of E-Governance

The following are the advantages of e-governance :

1. E-Governance is improvement in governance which is enabled by the resourceful use of Information and Communications Technology.

2. E governance bring better access to information and excellence services for inhabitants.
3. It also makes simplicity, efficiency and accountability in the government. Through the use of ICT to governance combined with comprehensive business process reengineering would lead to simplification of complicated processes, simplification in structures and changes in statutes and regulations.
4. E governance is advantageous to citizens and government as rapid growth of communications technology and its adoption in governance would support to bring government machinery to the doorsteps of the citizens.

Disadvantages of E-Governance

There are several security drawbacks of an E-Governance mechanism.

Spoofting

In this practice, the attacker attempts to gain the access of the E-Governance system by using fallacious identity either by stealth or by using false IP address. Once the access is gained, the assailant abuses the E-Governance system by elevation of the privileges.

Tampering of E-Governance System

As soon as the system is compromised and privileges are raised, the classified information of the E-Governance mechanism becomes very much susceptible to illegal adjustments.

Repudiation

Even the attacker can mount refutation attack during the E-Governance transaction, which is the ability of the user to reject its performed transaction.

Disclosure of E-Governance Information

In case of the compromised E-Governance system, the undesirable information disclosure can take place very easily.

Denial of Service

In this technique, attacker can perform Denial of Service (DoS) attack by flooding the E-Governance server with request to consume all of its resources so as to crash down the mechanism.

Elevation of Privilege

Once an E-Governance system is compromised; the attacker pretending to be a low profile user attempts to escalate to the high profiles so as to access its privileges to initiate further damage to the system.

Cyber Crimes

Advancement of science and technology increase the rate of the cybercrime. It is a threat to the transactions accomplished between the Government and its Citizenry within the E-Governance methodology.

Models of E-Governance

The following models have been discussed below :

1. The Broadcasting Model.
2. The Critical Flow Model.
3. The Comparative Analysis Model.
4. The E-Advocacy/Mobilisation and Lobbying Model.
5. The Interactive-Service Model.

The Broadcasting Model

The model is based on dissemination/broadcasting of useful governance information, which is in the public domain into the wider public domain with ICT and convergent media. The strength of the model rests upon the fact that a more informed citizenry is better able to judge the functioning of existing governance mechanisms and make an informed opinion about them.

The Critical Flow Model

The model is based on disseminating/channelling information of critical value to the targeted audience or into the wider public domain with ICT and convergent media.

The strength of this model is that ICT makes the concept of 'distance' and 'time' redundant when information is hosted on a digital network, and this could be used advantageously by instantly transferring the critical information to its strategic user group located anywhere or by making it freely available in the wider public domain.

The Comparative Analysis Model

This model is highly significant model for developing countries and can be used for empowering people. Essentially, the model continuously assimilates best practices in the areas of governance and then uses them as benchmarks to evaluate other governance practices. The strength of this model lie in the infinite capacity of digital networks to store varied information and retrieve and transmit it instantly across all geographical and hierarchal barriers.

The E-Advocacy/Mobilisation and Lobbying Model

This model builds the momentum of real-world processes by adding the opinions and concerns expressed by virtual communities. This model helps the global civil society to impact on global decision-making processes.

The Interactive-Service Model

It opens avenues for direct participation of individuals in governance processes and brings in greater objectivity and transparency in decision-making processes through ICT. Under this model, the various services offered by the Government become directly available to its citizens in an interactive manner. It does so by opening up an interactive Government to Consumer to Government (G2C2G) channel in various aspects of governance, such as election of government officials (e-bal lots); redressing online of specific grievances; sharing of concerns and

providing expertise; opinion polls on various issues; etc.

Mission Mode Projects

A mission mode project (MMP) is an individual project within the National e-Governance Plan (NeGP) that focuses on one aspect of electronic governance, such as banking, land records or commercial taxes etc.

Status of Mission Mode Projects

NeGP comprises of 44 Mission Mode Projects encompassing 13 central MMPs, 17 state MMPs and 14 integrated MMPs. MMPs are owned and spearheaded by various line ministries. State Governments are responsible for implementing State MMPs, under the overall guidance of respective Line Ministries in cases where Central Assistance is also required. DeitY acts as the facilitator and catalyst for the implementation of NeGP and provides technical assistance to various Ministries / Departments and State Governments.

Components of Mission Mode Projects

The components of MMPs include

Capacity building Scheme

The scheme envisions

1. Establishment of Institutional Framework for State Level Strategic decision- making including setting-up of State e-Governance Mission Team (SeMT).
2. Imparting of specialized training, Orientation program for SeMTs and decision makers.
3. Setting up of a central Capacity Building Management Cell for coordination and implementation of the scheme.

Awareness and Communication

The main objectives of the scheme are

1. Build NeGP as an umbrella brand
2. Create awareness about e-Governance services and service delivery points
3. Build ownership/ stake of implementers in NeGP

Impact and Outcomes

Besides assessment of projects, DeitY also undertakes e-Readiness Assessment of States and Union Territories.

Standards and Policies

Standards in e-Governance are a high priority activity, which will help ensure sharing of information and seamless interoperability of data across e-Governance applications.

The Core Projects (Mission Mode Projects)

Central MMPs	State MMPs	Integrated MMPs
Banking	Agriculture	CS
Central Excise & Customs	Commercial Taxes	e-Biz
Income Tax (IT)	e-District	e-Courts
Insurance	Employment Exchange	e-Procurement
MCA21	Land Records (NLRMP)	EDI For eTrade
Passport	Municipalities	National e-governance Service Delivery Gateway
Immigration, Visa and Foreigners Registration & Tracking	e-Panchayat	India Portal
Pension	Police(CCTNS)	Financial Inclusion
e-Office	Road Transport	Roads and Highways Information System
Posts	Treasuries Computerization	Social benefit
UID	PDS	National GIS

Common IT Roadmap for Para Military Forces e-Sansad	Education	National Mission on Education through ICT
	Health	Urban Governance
	e-Vidhaan	e-Bhasha
	Agriculture 2.0	
	Rural Development	
	Women and Child development	

Services Provided by E-Governance

E-Portal

E-Portal is specially designed webpage at website which brings all the information together related to specific field of interest or industry from different sources in a uniform way. In this every information source has a dedicated area. It offers lots of services such as e-mail, forums, search websites and online shopping malls. Examples of e-Portal are AOL, MSN, Net centre, Yahoo etc.

E-Governance Services from Government to Citizens (G2C)

This model relates to the services provided by the government to the citizens. This model makes the strong interaction between government and citizens. This makes each and every citizens interact with the government any time (24 hours a day, 7 days a week), any place (service centre, home/workplace) and with suitable medium (internet, fax, telephone, email etc.). The following are the services provided by the G2C model:

E-Citizen

E-Citizen creates many service centres to offer the various customer services like issue of Ration Cards, Certificates, Passports, Online filling of FIR and Payment of online bills such as electricity, taxes, water, telephone bills etc. These centres are like government shops for providing governmental services.

E-Medicine

It involves online availability of various hospitals and better medical services in different parts of country.

E-Education

With the help of E-Education, government take many initiatives to educate the citizens and upgrade their knowledge with various information technologies.

E-Transport

E-Transport provides many facilities like online registration of vehicles, online issue of driving licenses, online payment of challans and taxes, control of pollution.

E-Governance Services from Government to Government (G2G)

It is also known as E-Administration. In this model, services are being shared between many governments. Information are shared among various government agencies, organizations and departments. The following are the services discussed in the G2G model:

E-Secretariat

E-Secretariat provides huge, valuable and functional information of the state. In E-Secretariat, multiple departments are linked together on internet and exchange the information of various components.

It also links all the governmental departments with their headquarters and state capitals.

E-Police

E-Police helps everyone to feel safe and secure. For this purpose, E-Police maintains two databases. First database is of police personnel which provide records (current and previous posting etc.) of persons working in police. This database helps people to find the specialization of policemen according to geographical regions and skills. Second database is of criminal records. This database provides full detail of any criminal by just typing the name of criminal. This database also provide the past activities and area of operation of any criminal.

E-Court

E-Court will bring a revolution in the Indian pending court cases. In India, there are number of pending cases which produce frustration in people and will bring the system to a halt. Both consumers and the system need the change. If the system will work in the same manner in future, than one day it will collapse. In E-Court, IT transforms the system into databases of cases having zero level dependency. In such systems, Judges can consider the appeals from intranet, give their decisions online by considering recorded facts of case and reduce the backlog of cases.

E-Governance Services from Government to Employees (G2E)

Government to employee model increases a transparent connection between government and its employee. Employee can monitor the functioning of the government and government can also check the working and efficiency of its employees. With the help of this model, employees can aware of their benefits and responsibilities. This model enhances the strengths and accessibility of the employees in the governmental organization. This model share the important information like attendance record, employee record, complaints, employee salary, working record and all kind of rule – regulations etc.

E-Governance Services from Government to Business (G2B)

Government to business model makes connection between private sector and government sector. Government and business organizations exchange important information like collection of taxes, payment of bills and penalty, sharing of rules and data. The following is the service provided by the G2B model: E-Taxation: In the G2B model, business organizations achieve many services from government like getting licenses, payment of bills and taxes, complaints/dissatisfaction, rejection and approval of patent etc. The standards for electronic transactions and secure payment mechanism to enable payments over the electronic medium are required in the success of G2B model.

Urban Area

Transportation

There are many services which are provided by e-governance in transportation like provision of booking facility of interstate transport, plans for regional transportation, time table of buses and transportation improvement program etc.

Online Payment of Bills and Taxes

E-Governance also provides online transactions, payment of bills, EMIs and taxes etc.

Municipal Services

The services provided by municipal sector are house taxes, issue the death certificates, maintain records of property and approval for site plans etc.

Roads and Traffic Management

The services provided by road and traffic management are construction and maintenance of roads, traffic management and pollution control schemes.

Rural Area

Agriculture

The farmers rely on the information provided by the government through e-governance. Governments are working on many projects used in agriculture like AGMARKET which is approved by Department of Marketing and Inspection (DMI), Ministry of Agriculture and Government of India.

Local Information

Government provide many local information such as prices of seeds, loan rates etc. The project under e-governance in local information is E-JanSampark which is started by Chandigarh Government to help people in access the local information in their locality to fulfill their needs.

Land Record Management

With the help of this management, huge number of land records can be maintain in very small time.

Panchayat

Panchayat provides many services such as issuing the birth and death certificates, various schemes for poor people and water supply and sanitation etc

Health

E-Governance provides many services in health sector also. With the help of E-Governance, people can online check availability of medicines, health camps and other facilities

Education

E-Governance in education sector is helpful in providing basic education and education facilities to the children. It aim is to provide computer education to children and online results for various classes.

Conclusion

E-governance is explained as delivery of government services and information to the public using electronic media. Such means of delivering information is often referred to as Information Technology. With the development of Information and Communications Technology, there is faster and better communication, efficient storage, retrieval and processing of data and exchange and utilization of information to its users, whether they are individuals, groups, businesses, organizations or governments.

In India, it is tough task to accomplish goals of implementing e-governance and transforming India which goes far beyond computerization of separate back office operations. Implementation of e governance will require basic change in work culture and goal orientation, and simultaneous change in the existing processes. It is necessary to create a culture of maintaining, processing and retrieving the information through an electronic system and use that information for decision making. It will need skilled navigation to ensure a smooth transition from old processes and manual operations to new automated services without hampering the existing services. This can be realised by initially moving ahead in smaller informed initiatives in a time bound manner and avoiding large and expensive steps without understanding the full social implications.

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