

E- Governance in India: A Review

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ABSTRACT

India is a developing nation. Its population is the second largest in the world after the China. Both Central and State Government has to render various public services to do governance in various sectors relating to the citizens. So both governments have a pressure of doing governance effectively and efficiently. E-Governance is a most effective form of delivering public services to the citizens in online mode. It helps the government to do their task related to citizens. There is need of continuous study on e-Governance governance in India. In the present study we review the literature on e-Governance nationally. We identify four modes of delivering public services through e - Governance: G2C; G2E; G2G; G2C. We find six benefits: Better Communication; Government Accountability; Government Savings; Participation of Citizens; Speed and Time saving; Transparency of Public Services and five drawbacks: Limited access of Internet; Insecurity; Drawbacks of ICT & lectricity; Costly Electronics Gazettes and Internet connections.

Keyword: - E-Governance; ICT; Public services; Benefits; Drawbacks: Implementation

1. Introduction

E-Governance is a most effective form of delivering public services to the citizens in online mode through Information and Communication Technology (ICT). It helps the government to do their task related to the citizens at their door-steps. The use of ICT empowers the citizens in effective manner. The Internet can be used by citizens to watch their governments rather than by governments to watch their citizens. The ICT can make governments more relevant to citizens by increasing participation and involvement in decision making. It can help to restore ownership. E- Governance offers new solutions, helping improve government processes, connect citizens, and build interactions with and within civil society. E-Governance is considered as a high priority agenda in India because it is considered to be the only means of taking IT to the “Common Public”. The developments in e-Governance provides the opportunities to harness the power of ICT to take the business of governance inexpensive, qualitatively responsive, and truly encompassing.¹ There is lots of research on e-Governance in India but e-Governance is still in its infancy. So, there is a scope of development in the field of e-Governance in India. Due to population growth the rendering public services is a major concern for the Central Government of India. Thus, there is a need of research on e-Governance to provide the public services. This study is done on E-Governance with the objectives of Identifying the various mode of e-Governance and finding the benefits and drawbacks of E- governance in India.

E-Governance in India

This section provides the information on various mode of E-Governance. The Government is providing services through e-Governance by four online modes to citizens, government departments, government employees and businesses which are as follows:-

1. Government to Citizens (G2C) Mode: Though this mode government directly links with the citizens and render public services on their demand. G2C service includes services like issue of Ration Cards, Certificates, and Passports etc.
2. Government to Government (G2G) Mode: Though this mode government linked with government itself without involving the citizens. This mode is also known e-Administration that links many departments of the Central and State Governments through Internet, Police services, E-Court etc.
3. Government to Business (G2B) Mode: This mode link the business sector with governments. The

government provides various services to the various business sectors in transparent manner. It contains the services required by business organizations such as new or renewal of licenses, Bills and Taxes payment etc.

The government of India setup Department of Electronics in the year of 1970 with the objective of reviewing the field of electronics to formulate policy in the field of electronics and IT. In 1970 National Informatics centre (NIC) was established with the objective of implementing the National and State Level e-Governance Projects.² There after putting one more step towards e- Governance the government constitute National Satellite-Based Computer Network (NICNET) & District Information System of the National Informatics Centre (DISNIC) to computerize all district offices in the country. The National e -Governance plan was launched in year 2006 to provide completely online services in various domains by the government of India.³

India has now 28 states and 8 union territories. Its population is (1,210,193,422) second largest in the world. Uttar Pradesh (199,581,477) is the most populated state in India and Lakshadweep (64429) Union Territory having the least population in India.⁴ E-governance objective is to sustain democracy by improving citizen participation in the Governing process, receiving feedbacks, access to information and overall participation of the citizens in the decision making process. Both Central and State Governments have pressure of delivery of public services to the citizens in effectively and efficiently mode .⁵ E-Governance is necessary to render public services to the citizens of India and almost every state has started e-Governance to deliver the various services to the citizens.

Benefits of implementation of e-Governance in India

The benefits of E-Governance in India are as follows:

1. Better Communication:

E-Governance paves the ways of better communication among government, businesses and citizens with convenience. E-Government brings public services to citizens on their schedule and their venue. It has improved the public service system and process for citizens.

2. Government Accountability:

Citizens have to know the decisions and actions of the governments and the successful implementations of e-Governance make the government accountable for their deeds. The Government is responsible and answerable for every act and the decision that is taken by it.

3. Transparency of Public Services:

E-Governance provides transparency of the government service delivery system. Citizens may analysis official policies and legislation uploaded online on the Internet and accesses the information.

4. Speed and Time saving:

E-Governance is based on ICT, so it has an advantage of the features of ICT. The online platform such as Internet, Intranet, e -Mails, and Mobile Applications takes less time than physical visit to the departments of the governments.

5. Participation of Citizens:

Through e-Governance the citizens are encouraged to participate in effective decision making process of the government . E- Government improves the accessibility of government information and helps in empowerment of the citizens.

6. Government Savings:

E-Governance is less paper work, and less human resource hence it eliminates various government expenditure and increase in savings of governments.⁶

Drawbacks of E-Governance

The following are the major drawbacks relating to e-Governance in India :-

1. Drawback of ICT & Electricity:

E-Governance is fully based on ICT and electricity so it bears the disadvantages associated with ICT and electricity. E-Governance works on software & electricity and sometimes the software do not work due to frequent cut of electricity.⁷ Loss of internet connectivity and problem of server down are the major drawbacks in smooth functioning of E-Governance.

2. Limited access of Internet:

Citizens living in urban area have an easy access of internet technology and can use e- Governance very efficiently and effectively.⁸ Semi urban area citizens may use the facilities less than the urban citizens but there is very limited or negligible access to government services to rural area.

3. Insecurity:

Online transaction may have security related issue.⁹ Cyber criminals are easily accessing the Id and password and eating away the citizens hard earned money.

4. Costly Electronics Gazettes and Internet connections:

E-Governance works online through Computer, Mobiles, e-Mails and Internet so it requires electronics gazettes as well as internet connection. These gadgets are costly and have a limited life. Internet connection has prepaid and post-paid plan which is an extra burden on the pocket of citizens.

Conclusion

In spite of poor infrastructure, poverty, illiteracy, language dominance and all other reasons India has number of award winning e- Governance projects . The effective promotion schemes by the Central Government of India are a boosting factors to provide quality services to their citizens. According to Scotch Consultancy, New Delhi, 81% citizens report reduction in corruption, 95% find cost of e- Governance affordable and 78% favours fast of delivery of services. Therefore, we can say that e- Governance is the key to the Good- Governance for the developing countries like India to minimize corruption, provide efficient and effective or quality services to their citizens .

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