

Good Governance in India through E- Governance

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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 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 as well as internationally. 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 & Electricity; Costly Electronics Gazettes and Internet connections.

Keywords: E-Governance; ICT; Public services; Benefits; Drawbacks; Implementation; Cyber Crime

Introduction

E-Governance is a most effective form of delivering public services to citizens in online mode through Information and Communication Technology (ICT). It helps the government to do their task related to citizens. Use of ICT empowers citizens.

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". Developments in e-Governance provide opportunities to harness the power of ICT to take the business of governance inexpensive, qualitatively responsive, and truly encompassing. (Dwivedi and Bharti, 2010) 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 rendering public services is a major concern in India. Rendering public services to huge population is a serious problem in 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.

The entire research paper is divided into six sections including the present one. In section 2 we present a literature review of E-Governance international as well as nationally. In section 3 we discuss the data collected to achieve the objectives. In section 4 we discuss various modes of E-Governance in India. In section 5 we provide benefits and drawbacks of E-Governance and at last in section 6 we provide a summary and conclusion.

Literature Review

This section deals with the review of the research done on E-Governance by the researchers internationally and in India. The review of literature is follows as:

International Context

Madon (2004) states E-Governance is a part of development goal of the government by reforming government administration and provision for improved services to citizens. He further add that Use of Information and Communication Technology (ICT) in the public sector can offer important benefits such as improved planning and monitoring mechanisms, cost savings through rationalization, and more effective administration and delivery of certain public services.

Mistry and Jalal (2012) reveal that Corruption is one of the most prevalent and persistent challenges in enhancing economic growth and improving the quality of life of citizens across the globe. They further reveal that use of ICT will decrease corruption.

Shboul et al. (2014) state that e-Government mean using (ICT) tools to provide services to citizens. And further add that the most significant challenges and factors influencing the implementation of e-Government services in Jordan are related to budgeting and financial costs, human expertise, social influence, technological issues, lack of awareness, resistance of public employees, data privacy and security, the legal

framework, the needed technology, administrative obstacles, and trust or believing in e-Government.

Indian Context

Monga (2008) states that public administration, governed by bureaucratic structures built on rationale principles, that dominated the twentieth century, has failed to respond to the changing requirements of the present times and due to this E-governance came into existence. Kalsi et al. (2009) state that the rapid development, deployment and proliferation of the new and emerging ICTs created new opportunities for growth and development in countries around the world. Dwivedi and Bharti (2010) find that Governments and 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. Egovernance is the effective use of ICT to improve the system of governance to provide better services to the Citizens. Sharma et al. (2011) suggest that today is the era of e-communication. All over the world governments are using e communication that is E-governance which is used to govern the public and private activities in which India is one of them and further add that it is the fastest and easiest way of communicating information. Batra and Kapoor (2012) state that India has been harnessing the benefits provided by the ICT to provide integrated governance, reach to the citizens faster, and provide efficient services to the citizens. Rajput and Nair (2013) suggest that the Communication Technology has a great influence on the socio-economic factors and geographic factors and living styles of the people across the world. According Maliki et al. (2014) E-government is a public management in order to increase efficiency, transparency, accessibility and responsiveness in delivering the services to the citizens using ICT. Khan et al. (2015) study result reveal that in developing countries like India, where literacy level is very low and most are living below poverty line, people are not even aware about the benefits of e- Governance activities and people do not ICT.

Research Methodology

This research is an exploratory research and it is based on secondary data collected from the various research papers from the reputed journals, websites of various private and government departments.

E-Governance in India

This section provides 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:-

Government to Citizens (G2C) Mode:

Though this mode government directly links with the citizens and render public services on demand. G2C service includes services like issue of Ration Cards, Certificates, and Passports etc.

Government to Government (G2G) Mode:

Though this mode government linked with government itself without involving citizens. This mode is also known E-Administration. It links many departments of the central and state governments through internet, police services, E-Court etc. Government to Employees (G2E) Mode: This mode is basically a linkage between the governments and its employees. It is various useful for government as well as its employees. This mode shares the important information relating to government employees and government can watch the performance of the employee.

Government to Business (G2B) Mode:

This mode link the business sector with governments. The government provides various services to the various business sectors. It contains the services required by business organizations such as new or renewal of licenses, bills and taxes payment etc. The government of India has established some departments and plans that are given in the below Table 1.

Table: 1. Establishment /Initiatives for E-Governance in India

<i>Year</i>	<i>Establishments/Initiatives</i>	<i>Major Objective</i>
1970	Department of Electronics	To review the field of electronics to formulate policy in the field of electronics and IT
1975	NIC	To implement the National and State Level e-Governance Projects
1987	NICNET & DISNIC	To computerize all district offices in the country
2006	National e-Governance Plan	To provide completely online services in various domains

The government of India setup Department of Electronics in the year 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. 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. National E-Governance plan was launched in year 2006 to provide completely online services in various domains by the government of India. To know about the population of India we take data from India online pages which are given in the following Table 2.

Table: 2. Population of India

Current Population of India 2020				
Rank	State or union territory	Population (2020 estimates)	Density (per km ²)	Sex ratio
01	Uttar Pradesh	237,095,024	828	908
02	Maharashtra	126,631,434	365	946
03	Bihar	124,233,985	1102	916
04	West Bengal	101,438,931	1029	947
05	Andhra Pradesh	84,665,533	308	992
06	Madhya Pradesh	84,516,795	236	930
07	Tamil Nadu	81,565,834	555	995
08	Rajasthan	77,123,684	201	926
09	Karnataka	69,371,567	319	968
10	Gujarat	70,208,143	308	918
11	Odisha	46,796,656	269	978
12	Kerala	34,742,592	859	1,084
13	Telangana	35,193,978	307	-
14	Jharkhand	32,966,238	414	947
15	Assam	31,169,272	397	954
16	Punjab	30,841,832	550	893
17	Haryana	29,241,904	573	903
18	Chhattisgarh	25,540,196	189	991
19	Uttarakhand	10,116,752	189	963
20	Himachal Pradesh	7,123,184	123	974
21	Tripura	3,671,032	350	961
22	Meghalaya	2,964,007	132	986
23	Manipur	2,721,756	122	987
24	Nagaland	1,980,602	119	931
25	Goa	1,457,723	394	968
26	Arunachal Pradesh	1,382,611	17	920
27	Mizoram	1,091,014	52	975
28	Sikkim	658,361	86	889
UT1	Delhi	19,861,488	9,340	866

UT2	Puducherry	1,244,464	2,598	1,038
UT3	Chandigarh	1,494,254	9,252	818
UT4	Andaman and Nicobar Islands	379,944	46	878
UT5	Dadra and Nagar Haveli	342,853	698	775
UT6	Daman and Diu	242,911	2,169	618
UT7	Lakshadweep	64,429	2,013	946
UT8	Jammu and Kashmir	14,849,410	56	883
UT9	Ladakh	274,289	-	-
Total	India	1,350,590,492	382	940

Source:<http://www.indiaonlinepages.com/population/india-current-population.html>

From the analysis of the above table 2 we can see that India has 29 states and 7 union territories. Its population is (1,210,193,422) second largest in the world. Uttar Pradesh (199,581,477) and is the most populated state in India and Lakshadweep (64429) union territory in India. 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 citizens effectively and efficiently. E-Governance is necessary to render public services to the citizens of India. Almost every state has started e-governance to deliver the various services to the citizens.

Benefits and Drawbacks of implementation of E-Governance in India

This section deals with the benefits and drawbacks associated with E-Governance.

Benefits of E-Governance

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

- ❖ **Better Communication:** E-Governance pave the ways of better communication with convenience among government, businesses and citizens. E-Government brings public services to citizens on their schedule and their venue. It has improved the public service system and process for citizens.
- ❖ **Government Accountability:** Citizens have to know the decisions and actions of the governments. Successful implementations of E-governance make the government accountable for their deeds. Government is responsible and answerable for every act decision taken by it.

- ❖ **Government Savings:** E-Governance is less paper work, and less human resource hence it eliminates various government expenditure and increase in savings of governments.
- ❖ **Participation of Citizens:** Through E-governance citizens are encouraged to participate in effective decision making. E-Government improves the accessibility of government information and helps in empowerment of citizens.
- ❖ **Speed and Time saving:** E-Governance is based on ICT, so it has an advantage of the features of ICT. Online platform such as internet, intranet, emails, and mobile applications takes less time than physical visit to the departments of the governments.
- ❖ **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.

Drawbacks of E-Governance The following are the major drawbacks relating to E-Governance:-

- ❖ **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. 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.
- ❖ **Insecurity:** Online transaction may have security related issue. Cyber criminals are easily accessing the Id and password and eating away the citizens hard earned money.
- ❖ **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. Loss of internet connectivity and problem of server down are the major drawbacks in smooth functioning of E-Governance.
- ❖ **Costly Electronics Gazettes and Internet connections:** E-Governance works online through computer, mobiles, emails and internet so it requires electronics gazettes as well as internet connection. These gazettes 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.

Summary and Conclusions

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 citizens in online mode. In the present study we review the literature on e-governance nationally as well as internationally with the objectives of identifying various mode of E-Governance, finding benefits and

drawbacks of E-Governance in India. India has 28 states and 9 union territories. Its population is (1,210,193,422) second largest in the world. Uttar Pradesh (199,581,477) and is the most populated state in India and Lakshadweep (64429) union territory in India. 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. The government of India setup Department of Electronics in the year 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. 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. National E-Governance plan was launched in year 2006 to provide completely online services in various domains. 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; Drawback of ICT & Electricity; Costly Electronics Gazettes and Internet connections. At last but not least Government should work honestly and dedicatedly on eliminating or reducing drawbacks associated with E-governance to make E-Governance a good governance.

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