

A Study On E-Governance

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Abstract- Technological change has always catalyzed organizational change. The most prominent of the recent advancements in Information and Communications Technology (ICT) has been the emergence of the Internet, Web-based technologies and global networked economies. Today, E-Technologies plays an increasingly significant role in our day-to-day lives. They have fundamentally transformed the technological, economic, political and social landscapes and have benefited all sections of society. The “E” in E-Governance stands for ‘electronic’. Thus, E-Governance is basically included with the functions and achieving the results of governance through the utilization of the ICT (Information and Communications Technology). A government is a large and complex, whose operations and strategic focuses could be greatly enhanced with the application to support improvements in the productivity, effectiveness of the management and ultimately, the quality of services offered to all the citizens. While the benefits in the ICT of the government cannot be disputed, there are several concerns about success as well as the strategies which are adopted in the implementation of its policies in the state and efficiency of the system in multiple sectors across various countries dealing with the government. In this research, an attempt has been made to explore the characteristic challenges that are faced by emerging nations, which make ICT implementation in government fail to succeed, are identified and synthesized.

I. INTRODUCTION

E-Governance implies Electronic Governance in simple terms. E-Governance reckons least government but more governance. E-Governance is delivering Government Services to its citizens in an efficient, transparent and eloquent manner. With the advent of Web services and Internet, Governments of the world has started implementing its programmes through Web. E-Governance has revolutionised the public participation in the government’s day to day business. Since the last decade, India has witnessed the growth in E-Governance facilities by manifold times. But the history of E-Governance in India can be traced back to 1970’s when the Government of India established the Department of Electronics, followed by the National Informatics Centre. Maharashtra was the first state in India to have a dedicated e-governance policy.

II. HISTORICAL NOTE

Throughout 1980s a significant number of government officials used computers, but their applications were restricted to word processing. Only in 1987, with the launch of the National Satellite Based Computer Network, the e-governance Aim in India gained momentum. With the launch of District Information Systems of the National Informatics Centre, state governments offered free hardware and software to computerize all district offices. Since then , the influence of E-governance has been growing throughout the country in many ways. Various state governments have also implemented their respective E-Governance policies simultaneously which could suit best to the regional population.

Types of E-Governance:

1. Government to Citizen (G2E)
2. Government to Employee (G2C)
3. Government to Business (G2B)
4. Government to Government (G2G)

1. Government to Citizen (G2C): The primary goal of Government-to-citizen is to provide facilities to the public. It helps the ordinary people to reduce time and cost to conduct a transaction. A citizen can have access to the services of government anytime from anywhere.

Ex: license renewal, Tax payment.

2. Government to Employee (G2E) : The Government-to-Employee is the internal part of G2G sector. Furthermore Government to employee aims to bring employees together and improvise the knowledge sharing.

Ex: applying for leave, reviewing salary payment record etc.

3. Government to Business (G2B) : The Government to business is the exchange of services between Government and Business organizations. It is the efficient for both government and business organizations. The Govt-to business also consists of many services exchanged between business sectors and government.

4. Government to Government (G2G): The Government-to-Government refers to the interaction between different government department, organizations, and agencies. This

increases the efficiency of government processes. In G2G, government agencies can share same database using online communications. The government departments can work together. This service will increase international diplomacy and relations.

Few initiatives of E-Governance in India.

- Application for Free Coaching Classes for minority students in India.
- MIS for Residential Institutes (State Home, Protection Homes, Swardhar Homes) run by government and NGO'S for destitute women and women in crisis
- MIS for Domestic Violence Act
- MIS for Manodhairya Schemes (financial assistances and rehabilitation of women and children's who are victims of rape, sexual assault and acid attacks.)
- Tracking children with special needs
- Online certificate generations and reservations verification applications for schools
- Online entrance examination for CET and MCA's.
- Launch of the National Programmes on Technology Enhanced Learning (NPTEL) to provide e-learning through online web and video courses in engineering, sciences and humanities.

Advantages of E-Governance:

1. Improved efficiency, cost reduction and savings.
2. Better communication facilitation between businesses, citizens with governments
3. Online access of services
4. Transparency and Less Bureaucracy
5. e-participation

Disadvantages of E-Governance:

1. Lack of equality in public accesses to the internet.
2. Lack of trust and cyber crimes
3. Hyper surveillance
4. False sense of transparency and accountability
5. Costly Infrastructure

III. FINDINGS

The findings set forth in the following information constitute a recapitulation in a large form, of what has been attempted at length in beginning chapters. This study is mainly related with the awareness and usage of e-governance services, which are implemented by the PMC. It also

compares the e-governance system with the manual system with respect to time required to avail PMC services, cost of availing service and efforts. Three out of four objectives and three hypotheses lay primary emphasis on this subject. The objective flows from the employee's perspective and it is focused on how easily they can deliver services after incorporating e-governance services. The researcher of this study has considered it necessary and useful to also look at the e-governance phenomenon at the national as well as international level. This unique approach has provided new insights, added to the important aspects in conclusions and enriched this study.

IV. CONCLUSION

Poverty is a problem closely connected to a lack of information to people. Being disconnected from the internet won't just a function of being poor. It is also a reason some people are being poor. This is the very generation where poor people who could not afford internet connection, are getting into prestigious civil services by availing the benefits through Internet connection in Railway Stations.