# E- Governance-Implementation in Indian perspective

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## Introduction-

**Governance**- Governance is the contract between the government and citizens. In a democratic system this contract is defined by the citizen, Implemented by the government and monitored by the citizen. How will the governors and the governed participate in this contract define the degree of goodness of governance. With the emergence of information and communication Technologies a new form of governance, has emerged as a way of reaching out to the people.

**Good Governance**- Before we set out to define strategies for e-governance, we need to define governance itself. Better still, the popular expectation for good governance. So let us start by defining good governance.

The United Nations Economic and social commission for Asia and the pacific (UNEACAP) defines good governance as comprising eight characteristics. Good governance is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law.

IT cannot deliver these directly, but can enable these to be delivered better and faster and more effectively.

Good governance does not happen just by itself. Intent is just the starting point. Many elements go into good governance. And E- governance is not differ then the present governance system only we can reduce the paper work and the working system will be very transparence through this system.

**E**- **Governance**- The objective of any e-governance project is to improve the quality of services the government provides to its citizens. The quality of this service therefore needs to be minted and sustained over the years. This is only possible if there are periodic reviews of the infrastructure, and government employees are constantly trained to serve the citizens better.

According to NeGP vision, all government services accessible to the common man in his locality through a one-stop-shop (integrated service delivery). Ensuring convenience, efficiency, transparency & reliability.

Accept that we can say

E-governance is not about **'e'**

But about **governance**

E-governance is not about **computers**

But about **citizens**

E-governance is not about **translating** processes,

But about **transforming** processes.

E-governance has less and less to do with IT and more and more with governance. E-governance is like the Internet- it is the medium, not the message or the method. And E-governance is not about computerization, but about processes. It is about smoothing the process of governance using the tools of IT, but it is not governance itself. Thus, while IT can be great enabler of governance, by itself it is natural.

We can say E-governance is nothing but using IT to help the politicians and the bureaucrat deliver the goods-Good governance-that is expected of them in a far more effective and efficient manner.

According to Vivek Kulkarni-A good system is the result of initiative taken by different officers. Each one adds to little more value to the system. This maxim is true of e-governance initiative as well.

**How we can apply the e-goverance system in India-** What does it take to build successful e-governance system? In India prospectus we have to develop a system, which can understand by villagers, and I think it will take time to implement. But it will happen. Although I am presenting some points which can help us to improve any e-governance system.

1. **Easy access to users-** Designers of e-governance systems should take extra care to ensure that easy access to the system. This could range all the way from establishing public access kiosks where they are needed the most, to using standard access technologies, such as a browser, instead of locking the system to specially created interfaces.

Similarly, locations such as village libraries and panchayat offices need to be evaluated for locating systems requiring public access.

**2. Local Language Support**- For e-governance initiatives to be successful, system has to work in the language of governance. Adding complexity to the situation in the fact that most states are multilingual. For exe. of Kerala spoken language is Malayalam, near is southern borders with TamilNadu, the language changes to Tamil, along the northern borders with Karnataka, the language is Kannada, a kannada that has a vocabulary at variance from the kannada in the rest of Karnataka. That is three languages, now add Hindi and English.

Depending on the location, e-governance system would have to use a changing mix of languages and should have facilities of translation.

**3.Standard Interchange Formats**-Information feed into one can often not be exported to another, nor can it import data from others. So if the government of Haryana issues smartcard based driving licenses. And if the RTO at Panjab or Madhya Pradesh wants to verify the same that would not be possible without the systems at both ends being the same or at least able to understand the data structures used. It means that these systems can exchange information.

**4 Self Sustenance**-    Many e-governance projects may not be able to generate enough ravenous to sustain and update them so we have to work to improve it.

We need to keep in mind that it is an alternative enabling of the process of governance replacing paper with electronic mechanism.

Expecting all IT enabled governance projects to pay for themselves would be akin to expecting the paper systems also to pay for themselves.

**5. Technology Updates**- Technology platform and solutions are constantly evolving, often at a pace that traditional government processes and budgets are not used to. Suffices to say that the
 Long-term Success of e-governance initiatives, provision must be made to provide for technology update and renewal.

**6. A Rich and evolving knowledge base**- e-governance system should have rules and procedures (what an enterprise system would identify as business rules) and an easily searchable knowledgebase of resolutions and practices as they happen ( in enterprise parlance, this would be called "best practices").

Most government business is governed by fairly well established procedures. The problem comes in the    interpretation and practice of the same. What adds to the complexity is the non-availability of previous interpretations and resolutions to the officers or citizen searching for the same.

**7 Flexibility**-The rules and requirements of governance not written in stone and evolve with time. As society evolves new demands would be placed on existing systems of governance. E-governance systems required more flexibility and should be more accommodating of change then traditional enterprises system.

**8. Endurance**- Information stored in those systems has to be available for generations, if not for centuries. For example take a case of land records. Land ownership and mutation records are already available for more then a century in most states and will have to be recorded for possibly many more.

This files at the face of the evolution of technology, where technology systems undergo a complete change in methods, tools and infrastructure requirements at very short intervals. Government systems need to endure through technology changes.

### 9.Reuse of existing public infrastructure –

E-governances stems should use existing public infrastructure instead of attempting to create new and proprietary once. For example, instead of creating fresh networks-governance system should use the Internet.

This will help us to keep the costs of the system down, but will also help to make them more accessible, acceptable and useable by audiences.

### 10. Documentation- Good documentation is not a one-time process but a continuing one; the need for explicit and elaborate documentation only gets more acute in the case of

Governance systems that are to evolve and serve out over many, many years. Any e-governance system will undergo substantial modification over time and it would be futile to expect this to be possible without good documentation.

### 11. Extencibility and scalability- E-governance systems are often piloted and built without fully understanding how much they would need to be extended. This lack of understanding is because of the timescales involved .As time goes by a good system would need to be extended in ways and into areas that the original project owners could not even have imagined.

### 12 Continued training- We urgently need to train more and more government officers and even the user

Public in using technology products and e-governance systems. Till such time as IT becomes a common place, provision needs to be made in government budgets for continued user and administrative training.

**Summary:** We can use IT to reduce the latency and inertia in the system or to remove the middle man or to remove the corruption, but it is not the IT that is doing it, but IT is just providing the platform; the will and drive to achieve all this must come from else-where—the people, the politicians, and the bureaucrats-else the same system could end up increasing the ill of the system.

According to Vivek Kulkarni (Chairman and CEO B2K corporation and former secretary, IT. Government of Karnataka.)-

" IT can make processes faster.

Take the case of teacher's salary disbursement in Karnataka. Previously, teachers had to fill in complex salary bill and come to the taluk headquarters. The money had to be withdrawn and physically disbursed. All this took up at least one week of the teachers time every month. A computerized system was created in 1985 that helped make the payments directly into the bank accounts of the teachers. In 1996 the project stabilized and in 2000 it was web enabled.

Today, teachers do not have to make the monthly trek to collect salaries. They can spend that time doing what they are supposed to be doing-teaching."

According to Rjiv Chawla {(I.A.S. secretary, E-governance and special secretary, (Bhoomi) revenue department, government of Karnataka} " E-governance takes time to implement the Bhoomi project took 8 years of hard work to operational even the basic data entry takes time. But you can use system and device methodologies that can cut in to the drudgery. For example 250 computers were given to village accountants in Devnagar for updating crop data. Today they don't want to go back to the drudgery of old paper based system.

<u>Success projects</u> **- There are several successful examples that can be looked at and replicated today they are-**

| Projects | Description | Primary Vendor |
|---|---|---|
| Management of Government India Websites | CVC – Central Vigilance of India –has mandated that all tenders in India will need to be publish on the Adobe India is to train and manage GOI website guidance for IT managers and formulate guidelines for effective dynamic management of website content and standards. | Adobe |
| Income Tex Department | A project for doing data center consolidation and application enhancement. | HP |
| e-Biz, Dept. of Industrial promotion and Police | To serve a single window portal to enable business to get govt. clearance from multiple govt. agencies through one application | HP |
| Kuppam citizen services | An open source based solution framework created to deliver citizen services under an entrepreneurship model in rural India. Some of the solutions implemented include Adult literacy Testing and Village Photograph solutions. | HP |
| Village resources centre Modal | Partnering with ISRO and Amrita in evolving the Village resources centre Modal for delivering citizen services using satellite connectivity to remote villages with scalability and sustainability as key ingredients. | HP |
| Hazard mitigation information centre, AP | An information system to minimize losses due to natural calamities like cyclones and droughts, and determine short age or excess rainfall. | Microsoft |

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| Computer added administration of commercial taxes | This project had already resulted in the detection of Rs. 3,402 lakes of turnover evaded and the collection of Rs 21183 lakes towards tax, infect the investigation of one mismatched exemption has lead to revenues worth Rs. 3 crore being realized. | Microsoft |
| Aarakshi,Intranet for Jaipur City police | An Intranet based online communication system that's used by authorized personnel for there daily activity like communicating instructions, filling daily crime report, Vehicle theft registration and query, and details of wanted criminals. | Microsoft |
| Online Treasuries Information System, Haryana | A workflow application between various Banks and Treasuries, Sub-treasuries, district treasuries and directions of treasuries and accounts. The project also ensures smooth data flow between district treasuries & accountant general office, Directorate of Accounts and Finance Department for budget purposes. | Microsoft |
| Project Aarohi, Uttaranchal | Provide IT education and training to government employees, teachers and students from primary class to 12th and other technical departments. Microsoft will provide trainers and training material for the train the trainers program under which master trainers will be trained from the states District Institution of Education & Training. | Microsoft |
| Project Haridwar, Uttaranchal | Offer services for pilgrims visiting Hardware on different occasions. | Microsoft |
| National Crime Record Buereau | Development of software for the Indian police and other law enforcement agencies to simplify the crime records process. | Microsoft |
| Bhoomi –Land Records Management System | Enable easy administration and updating of land record documentation and evolve a tamper proof land records database to reduce litigation and social tension. A fully online system to carry out mutations on land records data bringing total transparency in land records administration. | Microsoft |
| TINXSYS Project | TINXSYS is envisaged by the GOI as a nationwide tax information exchange system, which will ensure trade- friendly tax compliance. ICICI InfoTech has been given the responsibility to set up this facility on a build, own, operate, and transfer model for five years, at the end of which the infrastructure would be transferred to the government at no cost. | ICICI InfoTech |

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|---|---|---|
| Municipal Corporation of Delhi Project | The project involved creating a reliable network of municipal service delivery channels using ICT ; setting up of Citizen Service e-Bureaus (CSBs), networked over the counter delivery channels; and creating MCD's interactive website for over the web delivery. | ICICI InfoTech |
| Land Record Management System in various states | Implementation of Land Record Management in Sikkim, Tripura, Rajasthan, Uttaranchal and Gujarat. And there was a critical need to hold state officials accountable for improving services to citizens | ICICI InfoTech |
| Document management for Karnataka High Court | Documents are made available electronically and can be printed instantly and can be printed instantly on –demand. | Xerox |
| Telengana and Railsema computerization of the Mandal Records | Xerox Business Services offered outsourcing service to this Multi-Purpose Household Survey ( MPHS) which seeks to collate data as diverse as income levels, age and caste, across district sub units or Mandals/ Talukas. | Xerox |
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At the end of the topic we can say the E-governance will work in India, but we have to develop a system according to Indian tendency and culture, for it we have to make some projects according to rural India, and for making projects according to rural India we have to trained our professionals for making this type of projects.

Although it will take time to implement E-governance system in India but it will happen soonest.

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