



## SUPREMACY THROUGH E-GOVNANCE FOR SMART GOVERNANCE

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*Transparence is the key to good governance and E governance is the only effective way of transparence governance--- PM. Narendra Modi*

### ABSTRACT

*The purpose of this paper is to review the analyzing relevant perceptions, practices and prosperity and issues pertaining to E-governance. According to the four criteria (cost reduction, accessibility, retrieval, and security), the Government of India, although it has made bold step to make e-government is a universal reality, has not yet been able to achieve the full potential for online government. The entire population should have equal access to this tool, feel comfortable looking for and retrieving government resources online, and have confidence in the security and cost effectiveness of their e-government channel. Unfortunately this is not the case. It will be up to the government to ensure this becomes a reality for the future.*

*Design/methodology/approach–The author review some of the literature and practices in this field. The author propose a research question .i.e., relevant trends in E-governance analyzing relevant trends and their implications for the future of work and the workforce. HRM specialists change to foster enterprise performance, agility, creativity and innovation.*

**Key words:** e-governance, information, workforce, online, accessible, transform



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### Introduction

The e-government initiative has been successful in achieving this goal. The Government has to numerous steps to ensure that its public could access the governmental information and services it required online. Innovations reflect user needs when creating the government online tool. For those citizens who access government information through

the Internet, the use of information clusters made it much easier to locate the resources they needed, since similar information could be found in one place. One-stop, integrated, multi-channel tool with access to mobile technology, possibility of citizen reach and interaction through the means of mobile communication has become realizable. SMART Governance is, about using technology to facilitate and support better

planning and decision making. It is improving democratic processes and transforming the ways that public services are delivered. It includes the efficiency, agenda by which the government will operate with lower investment cost and higher return on investment (ROI). No governance can be smart, if it is limited to officials of the government.

E-Governance should facilitate interface between government and citizens. The Digital India agenda has created opportunities for many ministries and departments of the government to come together and develop integrated solutions but many technology providers, and indeed even some policy planners, have begun to consider Digital India opportunity as a synonymous to the development of smart cities and the “Internet of Everything”. Smart governance should not end up with a website with a few statistics.

The real dream of the smart governance will come true when common man is able to participate in governance and decision making and can see all government policies and decisions in varying of how educated he is and how well versed he is with information technology trends. Mobile governance is a sub-domain of E-governance. It ensures that electronic services are available to people through portal devices like mobile phone, tablets. Now a day’s Mobile services are cheaper and accessible to most of the areas of India. Government is promoting the use of Mobile devices in delivery of e-Governance services to enable easy and round-the clock access to public services. The main thrust in implementing the “Digital India” Programme with a vision to transform India into a digitally empowered society.

[Narendramodi.in](http://Narendramodi.in) for below image

*Source: google.com*

- “Citizen-First” is our mantra, our motto and our guiding Principle.
- An important step for good governance is simplification of procedures and processes in the Government so as to make the entire system transparent and faster.
- Our government considers redress of public grievances as a very important component of a responsive administration.
- Government process re-engineering is yet another measure that we are pushing for.
- I strongly believe that technology can and must bridge the divide between the government and the citizens. Digital India aims to transform the country into digitally empowered society and knowledge economy.
- The effort to usher in an era of सुशासन has just begun, and begun on a very promising note. An open and accountable administration is what we had promised to delivery and we will do so.
- On the occasion of the birthday of our beloved leader, our formet PM Shri Atal Bihari Vajpayee. We reliterate our commitment towards providing transparent, effective and accountable governance to the people of this country.

**PM Narendra Modi**

*Source: google.com*

### Review of Literature

**Accenture (2005)** meant to assure citizens that their information and transactions with government [were] protected, to protect against network intrusions, to provide on-demand, broadband network services to

departments and agencies and to provide identification and authentication of individuals and businesses with which.

**Roy, J(2006)** Leadership in customer service report: New expectations, new experience, from Cost reductions for service delivery were not actualized as originally anticipated due to citizens not adopting the tool as quickly as estimated, and because of overzealous forecasting in terms of initial investment costs, and maintenance of the tool.

**Axelsson et al. (2013)** Though there are many stakeholders associated with large e-governance projects, the prominent ones include employees in government organizations and the service users of government services which have been the focus of many scholarly studies. In a nutshell, when we talk about e-Governance in India, it signifies a standard relationship between a citizen and that of the Government. In this G2C relationship, the government is liable to provide services ranging over the domains like healthcare, transportation, education, telecommunications and much more. In lieu of Digital India, the country is on the surge of change and revolution. It would be evident to mention that things which are not dynamic today are considered out-fashioned.

Governments around the world are pushing hard to deploy information and technology in their operations. For the purpose of making the reach of the Government efficient, vast and responsive, e-Governance is breaking all the stereotypes. Since 1970, India is progressing in the field of e-Governance. From making use of Information and Communications Technology (ICT) for elections, census, computerizing all the government offices, to digital lockers, e-kranthi portals and e-seva kendras, the new India has paved its way in the world of e-Governance.

### Perceptions about E-governance

**UN (2008)** mentioned in their deliberations that E-governance can significantly contribute to process of government transformation towards a leaner, more cost-effective government; can facilitate communication and improve the coordination of authorities at different tiers of government; and can enhance the speed and efficiency of operations by streamlining processes, lowering costs, improving research capabilities and improving documentation and record keeping.

### Practices of E-governance

**Harris (2007)** had thrust Prime focus of Government of India for e-governance is for greater efficiency, transparency, accessibility, accountability and reduction in procedural complexities that breed corruption

### Prosperity through E-governance

**CDT (2002)** specified that E-Government provides greater access to government information; promotes civic engagement by enabling the public to interact with government officials; makes government more accountable by making its operations more transparent and thus reducing the opportunities for corruption; and provides development opportunities, especially benefiting rural and traditionally underserved communities.

### Government to Citizen:

Talking about the scope of e-governance in the country, G2C is the most basic pillar of e-governance. In this domain for the purpose of promoting good governance, advanced public utility services can be introduced & improved. E-Citizenship, e-Transportation, e-Health, e-Education, e-Taxation are much more, are some prime attractions under this segment. Although it would be wise to mention that e-Governance has been observed as a buzzword in recent

times, the government has used ICT tools to the best of them.

#### **Government to Government:**

A dedicated and much-insightful G2G relationship is meant for a better communication and exchange of sensitive information between the Central and the State Government. In this segment, e-Administration, e-Police, e-Courts are some of the attractions. Also, the government is trying to provide land record copies which is further making the land resource process simpler & transparent. Also, garnering all the limelight, election commission of India is also bringing reforms for the purpose of advancing electoral rolls and keeping them updated on a regular basis for good governance.

#### **E-Governance & Cloud Computing**

Since the number of people in India with the internet is expected to reach 500 million in the current fiscal year, cloud computing has become an integral part of the current internet setup. Cloud can enable the government to get access to a more robust and reliable computing infrastructure, hence booming the Digital India dream. Through means of cloud services like IaaS, SaaS and PaaS, e-Governance can be shaped to serve numerous people while keeping a reality check on the performance.

#### **Verdict:**

Stressing upon the ICT revolution, India can be regarded as a witness. Both, the central & the state governments are required to work in a collaboration to deploy and simply the IT processes to enroll, verify, seek permissions, pay bills and much more. These services are required to be available in the form of mobile applications as well. Participative & transformative governance is possible; the Government of India can leverage the potential of e-Governance for the greater good.

#### **Good governance should ideally have following features**

Government should be democratic to have legitimacy; political executives should be accountable for their actions; bureaucracy should be efficient and capable of adjusting to changing social needs; policy making should be open and transparent; rule of law should be maintained, protection of basic rights and property rights should be upheld, there should be special protection for women, minorities and deprived sections of society, etc.

Good governance emerged as a powerful idea when multilateral and bilateral aid agencies like the World Bank, UNDP, OECD, ADB, etc. blessed it after the realization that success of economic reforms and projects depend on conditions of governance in the aid-receiving countries. This was relevant in the context of unsuccessful economic reforms in the Latin American countries and in the African countries especially in sub-Saharan Africa. That is why good governance is very important in Third World countries like India where economic reforms are being implement

**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-citizen (G2C), government-to-business (G2B) citizen to government(C2G). Several State Governments have taken various innovative steps to promote e-Governance and have drawn up a roadmap for IT implementation and delivery of services to the citizens online. The applications that have been implemented are targeted towards providing Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) services with emphasis on use of local

language. Every State has the flexibility of identifying up to five additional State-specific Mission Mode Projects (relevant for economic development within the State). In cases where Central Assistance is required, such inclusions are considered on the advice of the concerned Line Ministries/ Departments. States have MMPs on Agriculture, Commercial Taxes, e-District, Employment Exchange, Land Records, Municipalities, Gram Panchayats, Police, Road Transport, Treasuries, etc. Apart from MMPs, the States have other e-Governance initiatives also. To view State-wise details of e-Governance initiatives, click on the respective states in the following table.

### **Challenges of resistance to change**

The resistant to change phenomenon can be explained by taking a simple example of moving from a paper based event to Web based solution for interacting the government. The resistance of change may be due to fear of new systems, lack of training, lack of security, lack of resource and many more. Motivation plays a key role to overcome this issue.

### **Improper implementation of e-governance**

A major handicap in mass application of e-Governance is that the information content is generally not directly relevant to people for whom it is developed. The contents are written or designed by people who have themselves not aware of field issues. As a result, these systems have a heavy urban-bias. Such systems, therefore, have limited utility and are commercially unviable. This problem can be overcome by developing relevant content in local languages. Now days the demand for mobile application development is increasing. As it helps in finding up a new solution in different fields. It provides best features that are important in the government sector which helps in providing the services to the end user.

### **Selection of Mobile Technology**

Mobile technology is the technology used for cellular communication. Mobile code division multiple access (CDMA) technology has evolved rapidly over the past few years. Mobile computing by way of tablet computers is becoming more popular. Mobile devices are now available on the 4G / 4G LTE (Long Term Evolution) networks that deliver fastest mobile internet experience. Now in India 4G/LTE networks are available to common citizens on affordable cost Mobile application development industry in the last couple of years has multiplied in leaps and bounds, changing the way Government function with the rapid innovation in mobile devices across platforms.

Selecting the programming language (HTML5, Java, Objective-C, J Query Mobile, C++, C#. etc) to make either native, hybrid, or cross plat form apps which suites to the targeted citizens. The Phone Gap Developer app is available for multiple platforms, and will get you running your Phone Gap project on your mobile device without code-signing or compiling. We have developed informative apps in Phone Gap

### **CHALLENGES**

#### **Contract Standardization:**

Most of the government tenders and contracts are one sided in favour of Government resulting high risk project cost. Government should adopt standard & balanced bid conditions to encourage more & more participations from vendors.

#### **Emphasize on Software development:**

Most of the government departments still insist for a long cycle of software development and resist induction of off the shelf products. In these contracts, the government bears all the risk while vendors gain access to an unlimited source of revenue from taxpayer money. However, due to lack of



accountability, failures of government projects often goes unnoticed.

#### **No Project Management Office (PMO):**

Most of the government organizations, projects are being executed without having a dedicated PMO. So, successes of the project always depend on vendor's project management skill.

#### **Lack of Ownership:**

Most of the projects are top down so down the line no one owns the project and waiting to fail so that they keep on working the way they are.

#### **Lack of business incentives:**

IT projects in the private sector are initiated to take competitive advantage and personal preferences and political considerations play a negligible role in decisions, but this is not the case for government's IT projects. Political consideration may play a more salient role when planning to start a project. Even project under implementation faces stiff resistance whenever decision maker is transferred and new incumbent start challenging decision taken by his predecessor.

#### **Multiple stakeholders:**

Due to the complex and inter-connected nature of the government, even small projects have multiple stakeholders across different agencies so bringing them in to same page is always challenge.

#### **Change Management**

Even various on-going State Government Projects have not given enough importance to IT. One example, I can quote of State Telangana Water supply project. They are laying more than 1.2 Lacs KM of pipeline to supply drinking water to each any every household. They could have easily gone for Smart Water Grid for reduction & accounting

of Water losses but due to old theory of project implementation and contactors-Politician lobby they have backed out without realizing that they are harming not this generation but future generation too. Since government setup is used to work in a certain manner, so managing changes in process, working and culture is a big issue to address.

#### **Legacy Hardcopy data:**

One of the biggest challenges is how to handle legacy data ranging from 50 years old or so. Data is either in very bad shape or not traceable.

#### **Bottom of Form**

#### **Fear from transparent process:**

Any IT systems bring transparency & accountability into system, eliminates chances of corruption & reduces monopoly. Present working style of government machinery discourages the transparency.

#### **Competency Building:**

Most of the state government departments do not have 1:1 ratio of PC, E-mail ID & Employee so unless employees are provided PC's any IT project bound to fail.

#### **Lack of awareness among employee & Stake holders**

Employee & public need to be trained for using the ICT resources and at the same time they should be motivated and educated about the importance of using e-government tools. Than most important issue in implementing successful e-government is the citizens' acceptance and usage. The citizens also need to be trained and educated to use the e-portal services available in the various departments.

#### **Streamlining decision-making processes:**

Multiple layers of decision-making and lack of accountability is also a hindrance in the implementation of E- Governance projects. No

proper authorities are granted at a lower level for process re-engineering leading to changes in policies etc.

However, if vendor is proactive in addressing the above points jointly with Government agencies, then these challenges can be met & addressed easily. With a proactive approach, persuasions and team work, government is also able to overcome such challenges and successfully implementing various E-Governance Projects in record

### Conclusions

E-governance basically relies on strengthening infrastructure at the operational level and encouraging the officials involved in implementation to regularly upgrade their skills. The probability of e-governance for improvement in governance system needs to be leveraged by various government organizations, predominantly those fit in to the developing world. Keeping in view the past tendency of bleak performance of e-governance projects, it is important to work out instruments to determine performance of projects which can be used by the practitioners for appraisal projects from a better perspective.

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