EeGovernance : - Inertia + Evolution= Revolution

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ABSTRACT
Communication technologies and new informations can make a useful contribution to the achievement of good governance goals which can make governance more efficient and more effective, and bring other benefits. Here the three main contributions of e-governance: improving government processes (e-administration); connecting citizens (e-citizens and e-services); and building external interactions (e-society). E-governance is a current, not just future, reality for developing countries. However, most e-governance initiatives fail. Countries therefore face two challenges. First, the strategic challenge of e-readiness: preparing six identified preconditions for e-governance. Second, the tactical challenge of closing design—reality gaps: adopting best practice in e-governance projects in order to avoid failure and to achieve success.

1. INTRODUCTION
E-governance, meaning the electronic-governance, has evolved as an information age model of governance that seeks to realize process and structure for harshening the potentialities of information & communication technologies at various level of government and public sector. E-governance is the commitment to utilize appropriate technologies to enhance governmental processes in order to encourage the fair & efficient delivery of services. The ICT model uses the new technologies to maintain the data in government organization. Some of these are discussed in this paper which is very popular technologies now a days.

2. What is E-Governance?
It is the use of a range of modern Information and Communication Technologies such as Internet, Local Area Networks, mobiles etc. by Government to improve the effectiveness, efficiency, service delivery and to promote democracy.

2.1 GOVERNANCE: AN INFORMATION PERSPECTIVE
- Representative democracy relies on supposition that best way to make a decision is wider participation for all its citizens having access to relevant information.
- Government is by nature an information intensive organization.
- Information is power and information management is political.

2.2 GOVERNANCE: IN IT FRAMEWORK
- Expansion of Internet and electronic commerce, is redefining relationships among various stake holders in the process of Governance.
- A new model of governance would be based upon the transactions in virtual space, digital economy and dealing with knowledge oriented societies.
- Electronic Governance is an emerging trend to re-invent the way the Government works.

2.3 E-Governance: Focus
- Greater attention to improve service delivery mechanism.
- Enhancing the efficiency of production.
- Emphasis upon the wider access of information.

2.4 E-GOVERNANCE VS. E-GOVERNMENT:
"Government's foremost job is to focus society on achieving the public interest."
"Governance is a way of describing the links between government and its broader environment - political, social and administrative."

GOVERNMENT GOVERNANCE
superstructure functionality
decisions processes
rules goals
rules performance
implementation coordination
outputs outcomes
e-Government e-Governance
electronic service delivery electronic consultation
electronic workflow electronic controllership
electronic voting electronic engagement
electronic productivity networked societal guidance

2.6 WHY E-GOVERNANCE?
E-Government can transform citizen service, provide access to information to empower citizens, enable their participation in government and enhance citizen economic and social opportunities, so that they can make better lives, for themselves and for the next generation.
✓ Work more flexibly.

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Make better decisions.
 Coordinate activities better.

2.7. WHY E-GOVERNANCE FOR DEVELOPMENT?
As is true all over the world, government in the developing nations costs too much, delivers too little, and is not sufficiently responsive or accountable. Good governance reforms aim to address these shortcomings. Yet progress – after many years of effort in implementing such reforms – has been much more limited than expected. E-Governance offers a new way forward, helping improve government processes, connect citizens, and build interactions with and within civil society.

What exactly has e-governance got to offer? At root, it has the power of ICTs, which provide three basic change potentials for good governance for development:

- **Automation** - Replacing current human-executed processes which involve accepting, storing, processing, outputting or transmitting information. For example, the automation of existing clerical functions.
- **Information** - Supporting current human-executed information processes. For example, supporting current processes of decision making, communication, and decision implementation.
- **Transformation** - Creating new ICT-executed information processes or supporting new human-executed information processes. For example, creating new methods of public service delivery.

These change potentials, in turn, can bring – singly or in combination – five main benefits to governance for development:

**Efficiency gains:**
- **Governance that is cheaper**: producing the same outputs at lower total cost.
- **Governance that does more**: producing more outputs at the same total cost.
- **Governance that is quicker**: Producing the same outputs at the same total cost in less time.

**Effectiveness gains:**
- **Governance that works better**: Producing the same outputs at the same total cost in the same time, but to a higher quality standard.
- **Governance that is innovative**: Producing new outputs. These are the direct and objective benefits. ICTs can bring many others. For example, use of ICTs by government can bring benefits both internally and externally:
  - Internally, providing benefits such as better staff motivation or greater political control or an improved public image.
  - Externally, by delivering cheaper, better services to those who depend on government. Indirectly by demonstrating the benefits of ICTs to population; by catalyzing the local IT industry; and by encouraging foreign investment.

3. NEED FOR E-GOVERNANCE
3.1 PRE CONDITIONS OF E-GOVERNANCE

Some of the pre conditions for an effective e-governance that could be listed as

- Formulation of new set of cyber laws to replace traditional set of rule & regulations for effective replacement of e-governance
- Simplification of procedure, rationalization of various administrative processes restructuring of government and mindset of bureaucrats to adopt according to e-governance.
- De-layering or re-layering of decision-making of levels
- Security and privacy are the two major concerns

3.2 FACTOR NECESSARY FOR SUCCESSFUL E-GOVERNANCE

- Political commitment
- Effective administrative leadership
- Effective handling of HR issues
- Involvement of staff at design stage
- Innovative funding strategy and revenue model
- Appropriate administrative structure
- Common infrastructure and database creation
- Training & Motivation

4. IMPLEMENTATION ISSUE IN E-GOVERNANCE

The government of India, like all over the world, has began investing large amounts in Information and Communication Technology(ICT). The object behind these investment is to improve the efficiency of government function by, especially enabling citizen centric services. There are some technical issue which need to be discussed apart from above mentioned issue.

Some of technical issues related to e-governance are

- Technical Infrastructure support by the government
- Collection of Large amount of data
- Analysis of the data So that accurate Decision can be made
- Online Support to all department of Government organization
- Retrieval of meaningful Data
- Presentation of meaningful data so fast decision can be made

Increasingly, government organization, are analyzing current and historic data to identify useful patterns from the large database so that they can support their business strategy. Their main emphasis is on complex, interactive, exploratory analysis of very large dataset created by the integration of data from across all the part of the organization and that data is fairly static. Three complementary trends are their

1) Data warehouse
2) OLAP
3) Data Mining

5. WHAT DOES E-GOVERNANCE FOR DEVELOPMENT COVER?

e-Governance does not cover e-commerce and e-business applications that focus solely or mainly on the private sector. As noted above, instead, there are three main
domains of e-governance, illustrated in Figure 1 (adapted from Ntiro 2000):
- Improving government processes: e-Administration.
- Building interactions with and within civil society: e-Society.

Respectively, these particularly address the problems that government is too costly, too inefficient and too ineffective; too self-serving and too inconvenient; and too insular.

Fig. 1: Focal Domains for e-Governance Initiatives

5.1 IMPROVING PROCESSES: E-ADMINISTRATION

Such initiatives deal particularly with improving the internal workings of the public sector. They include:

- Cutting process costs
  : improving the input: output ratio by cutting financial costs and/or time costs. Automation can replace higher human costs with lower ICT costs to support efficiency/productivity improvements. Information can support decisions and implementation in downsizing or rightsizing exercises. The rationale is to address the large size of public sector expenditure and/or the inefficiency of many of its processes. The Egyptian case below is an example.

- Managing process performance
  : planning, monitoring and controlling the performance of process resources (human, financial and other). The rationale is to make more efficient or effective use of process resources. The Tanzanian case below is an example.

- Making strategic connections in government
  : connecting arms, agencies, levels and data stores of government to strengthen capacity to investigate, develop and implement the strategy and policy that guides government processes. Examples of such connections are central-to-local, ministry-to-ministry, executive-to-legislature, and decision maker-to-data store.

5.2 CREATING EMPOWERMENT

transferring power, authority and resources for processes from their existing locus to new locations. Typically that transfer is to lower, more localized levels of the public sector and may be seen as decentralization. Transformation supports this by creating new information flows to decision makers and process implementers in new locations. The rationale is to reduce the costs and increase the speed of processes and decision making processes. The South African case below is an example.

Traditionally, ICTs have been used within government in 'automation' mode, replacing clerical labour processes with their digital equivalent. These are essential building blocks for e-governance.

In the North, replacing costly humans with cheap ICTs may cut costs, though even here evidence of productivity gains is limited. In developing countries, replacing cheap humans with costly ICTs is unlikely to be justified on financial cost grounds. ICTs' ability to increase process speed may provide some justification for automation. More generally, ICTs need to be justified and understood in the context of a broader vision and necessity for e-governance.

From this base of clerical automation, there are three e-administration trends at work in developing countries:
- ICTs are spreading up the organization, increasingly supporting the work of operational and tactical managers and, most recently, beginning to touch the working lives of politicians and other senior public officials. As the high water mark of ICTs rises higher, their impact on government increases.
- Use is changing from automation to information and transformation. As the change potential of ICTs increases, they deliver ever-greater benefits and enable ever-greater changes in the process of government.
- From a focus on processing applications are moving to a focus on communications and, most recently, to a focus on both processing and communications. As the power and reach of ICTs grows, so does the power and reach of change in government.

A final trend is the move of ICTs from inside to outside government. Although lagging some way behind, it is the 'outside' focus that will be discussed in sections C2 and C3.

5.3 DEVELOPING COUNTRY E-ADMINISTRATION EXAMPLES

The examples that follow, and those in subsequent sections, are provided as evidence that e-governance is not only the future in developing countries, it is also the present in developing countries.

6. CUTTING PROCESS COSTS

Creating a National ID System in Egypt

In Egypt, the Information and Decision Support Center has created a comprehensive national database with 85 million birth records, 34 million death records, 12 million marriage
records and 2 million divorce records. This has provided the basis for a national ID number and, hence, a secure and accurate national ID card.

7. E-GOVERNANCE CHALLENGES

"E-governance, however, is not really the use of IT in governance but as a tool to ensure good governance. e-governance does not mean proliferation of computers and accessories; it is basically a political decision which calls for discipline, attitudinal change in officers and employees, and massive government process re-engineering," Ravi Kant (Special Secretary, IT, Govt. of West Bengal) explains.

All implementers and drivers of e-governance initiatives agree that the biggest challenge of deploying e-governance is not technology but change management. Change management is important not only in terms of cultural change but also in terms of changing operations and processes.

"It's important to educate people at all levels about the benefits of technology. The various benefits and advantages of e-enabling the system should be communicated clearly right at the beginning to ensure popular support which will lead to greater chances of success.

The key challenges with electronic governance are not technology or internet issues but organizational issues like:

- Redefining rules and procedures
- Information transparency
- Legal issues
- Infrastructure, Skill and awareness
- Access to right information
- Interdepartmental collaboration
- Tendency to resist the change in work culture

Other obstacles are geographical distances, lack of trained human resources, and lack of ICT penetration in remote areas.

The challenges of connectivity have also reduced over the years with the falling prices of bandwidth and increased reach of connectivity service providers. Major VSAT service providers already have established large footprints in India, and telecom service providers have stepped up their leased line offerings even in previously unrepresented territories. Many state governments have developed state wide area networks (SWANs), customized applications, and data banks.

The other set of challenges lie in extending the reach of e-Governance services to 70% of Indian population that lives in villages. These include:

- Assessment of local needs and customizing e-Governance solutions to meet those needs
- Connectivity
- Content (local content based on local language)
- Building Human Capacities
- e-Commerce

Sustainability

What does E-Governance seek to achieve

- Efficiency
- Transparency
- Citizen's participation

Enabling e-governance through ICT contributes to

- Good governance
- Trust and Accountability
- Citizen's awareness and empowerment
- Citizen's welfare
- Democracy
- Nation's economic growth

7.1 E-GOVERNANCE CHALLENGES SPECIFIC TO INDIA

We list down some of the challenges which are specific to India.

- Lack of Integrated Services: Most of the e-Governance Services being offered by state or central governments are not integrated. This can mainly be attributed to Lack of Communication between different Departments. So the information that resides with one department has no or very little meaning to some other department of Government.
  - Lack of Key Persons: e-Governance projects lack key persons, not only from technological aspect, but from other aspects as well.
  - Population: This is probably the biggest challenge. Apart from being an asset to the country it offers some unique issues, an important one being Establishing Person Identities. There is no unique identity of a person in India. Apart from this, measuring the population, keeping the database of all Indian nationals (& keeping it updated) are some other related challenges.
  - Different Languages: A challenge due to the diversity of the country. It enforces need to do governance in local languages. Ensuring e-Governance in local language is a big task to achieve.
    - According to an officer from NIC, success factors of e-Gov projects -
      o 10% Technology
      o 60% Process
      o 20% Change Management
      o Rest is luck

7.2 E-GOVERNANCE PRODUCTS AND SERVICES IN INDIA

"National Informatics Centre (NIC), have long been committed to provide state-of-the-art solutions to address the Governance needs at all levels."

NIC is providing network backbone and e-Governance support to Central Government, State Governments, UT Administrations, Districts and other Government bodies. It offers a wide range of ICT services including Nationwide Communication Network for decentralized planning, improvement in Government services and wider transparency of national and local Governments.

Listed below are the few products and services supported by NIC to the e-governance in India:
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AGMARKNET
AGMARKNET aims at connecting agricultural produce wholesale markets in the country for sharing market information.

BHUIYAN - Land Records Computerization.
Messages can be sent any where in India through Post Offices using the e-POST software. Examination Results Portal.
The First Source of Examination Results on the web, the portal is a one-stop source to get online results of various Academic, Entrance and Recruitment examinations conducted by various government agencies.

Data entry/ updation, Report module, Query module JUDIS
JUDIS is comprehensive online library of case law that contains all reportable judgments of the Supreme Court of India and various High courts of India Passport Website.
The site provides general information about Passport visa and other councilor services of CPV division, Ministry of External Affairs.

This Product is used to strengthen the marketing efforts & showcase and sell the products produced by rural poor/ Artisans Value Added Tax (VAT)
The VAT application s/w is used by the Taxation Department to monitor the Revenue generated by the State Government in the form of Collecting Taxes and Monitoring of the Sales Returns from the Commercial Establishments in the State.

E-Governance in India is graduating from pilots to Mission Mode projects
The concept of e-governance is now a reality for Indian citizens. We are graduating from pilot e-governance projects to bigger Mission Mode projects. In this, the core strategy is to move ahead in a systematic manner, and the approach is to achieve success step by step.

The National e-Governance Plan (2003-2007) of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. The plan seeks to create the right governance and institutional mechanisms, set up the core infrastructure and policies and implement a number of Mission Mode Projects at the center, state and integrated service levels to create a citizen-centric and business-centric environment for governance. In 2005, the World Bank signaled its willingness to increase funding further (if required) for a range of e-governance initiatives in India as part of the first phase of the country's National e-Governance Plan (NeGP).

7.3 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"

7.4 NeGP APPROACH
• Focus on Public Service Delivery & Outcomes
  o Process Re-engineering & Change Management are critical
  o Radically change the way government delivers services
• Centralized Initiative, Decentralized Implementation
  o Implementation framework accordingly
  o Project Implementation in Mission Mode
  o Empowered Mission Teams - professionals & domain people

"Think Big, Start Small and Scale Fast"
The focus of NeGP is on the following. Adequate weight age must be given for quality and speed of implementation in procurement procedures for IT services.
• Incorporation of a suitable system of incentivisation of states to encourage adoption.
• The trend of delivery of services through common service centers should be encouraged and promoted.
• Wherever possible, services should be outsourced.
• The full potential for private sector investment should be exploited.
• Connectivity should be extended up to block level through NICNET/ SWANs.
• NeGP also envisages significant investments in areas such as government process re-engineering, capacity building, training, assessment and awareness.

7.5 MISSION 2007- EVERY VILLAGE A KNOWLEDGE CENTRE
"Achieving sustainable human security is a priority task. This will call for harmony with nature and with each other. Knowledge connectivity within and among countries will help to achieve this goal. This is why we should make 'Mission 2007: Every Village Knowledge Centre' a success."

Mission 2007 aims to provide knowledge connectivity to every village of India by August 15, 2007, which marks the 60th anniversary of what Jawaharlal Nehru called "India's tryst with destiny." A National Alliance for Mission 2007 was formed in 2003 to provide a platform for multi-stakeholder partnership..

The Mission for achieving a knowledge revolution in India derives strength and confidence from the numerous outstanding initiatives underway in the country under the sponsorship of Central and state governments, civil society organizations, academia and the corporate sector. The beneficial impact of ICT on the rural economy and quality of life is now widely recognized.

7.6 ONLINE SERVICES UNDER NATIONAL E-GOVERNANCE PLAN
Find information about some of the online services being provided under different Mission Mode Projects of the National e-Governance Plan here..

Income Tax
• E-Filing of Income Tax Returns.
• Online Registration of E-Return Intermediary.
• Online Application for Permanent Account Number (PAN)
- Online Application for Tax Deduction Account Number (TAN).

**Passport/VISA**
- Online Status Enquiry of Passport Application.

**Company Affairs**
- Online Company Directory.
- Lodge Investor Complaint Online.

**Central Excise**
Registration for Service Tax Payers
Registration for Central Excise Assesses
- Know your Service Tax Tariff.
- Know your Service Tax Location Code e-filing of Central Excise Returns.
- E-filing of Service Tax Returns.

**Pensions**
Online Pension Payment Order (PPO) Status Enquiry.

**Land Records**
Check your Land Registration Records.

**Road Transport**
- Obtain Driving License.
- Vehicle Registration.

**Property Registration**
- Land/Property Registration

**Agriculture**
- Check Agricultural Market Prices Online

**Municipalities**
- Obtain Birth Certificate.
- Obtain Death Certificate.

**Gram Panchayats (Rural)**
Online Collection and Sale of Handicrafts by Rural Artisans.

**Police**
- Online Status of Stolen Vehicles.
- Employment Exchange
- Register with State Employment Exchanges as a candidate.
- Register with State Employment Exchanges as an Employer.

**E-Courts**
- Cause list of Indian Courts.
- Court Judgments (JUDIS).
- Daily Court Orders/Case Status.

**8. E-GOVERNANCE AND ICT**
"ICTs (Information and Communication Technology) are effectively showing new dimensions to old institutional setups. There is a reinforced thrust for an informed and participatory citizenry for efficient e-governance. It goes without saying that impact of ICT on institutional changes is fast spreading across the boundaries of social and political arrangements of societies." e-Governance is the application of Information and Communication Technology (ICT) for delivering Government Services, exchange of information, communication transactions, integration various stand-alone systems and services between Government and Citizens (G2C), Government and Business (G2B) as well as back office processes and interactions within the entire Government frame work. Through the e-Governance, the Government services will be made available to the citizens in a convenient, efficient and transparent manner. The Government being the service provider, it is important to motivate the employees for delivering the services through ICT. To achieve this, the Government employees are being trained on technology and started realizing the advantage of ICT. The aim is to make them thorough with e-Governance applications and responsive to the technology driven administration.

**9. CONCLUSION**
In this paper show that e-government has a key role to play in current and future development. It can offer critical improvements to the efficiency and effectiveness of governance; and probably offers critical future legitimacy for government. The issue for developing countries, therefore, is not 'if e-governance' but 'how e-government'. In addressing the 'how', this paper has shown that improvements and legitimacy will only be delivered if two things are in place. First, the strategic e-readiness infrastructure, especially the leadership and integrated vision on which e-governance depends. Second, the tactical best practices that are needed to close design—reality gaps and to steer e-governance projects from failure to success.

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