



Review On E-Governance for Good Governance in India

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Abstract:

Electronic governance has become a vital political component for evaluating the government's performance in many developed countries of the world. It provides citizens better access to government schemes and programmes. India is moving at a rapid pace for achieving e-governance. Because of e-Governance initiatives there has been improvement in governance in India. But the scope of e-Governance has been restricted due to many barriers such as social, economical, geographical disparities, low education among masses, low infrastructure development. One of the major challenges in the implementation of e-Governance scheme is India's vast geography. SMART government, or simple, moral, accountable, responsive and transparent was the primary driving force for the introduction of e-governance in India. India, the largest democracy, stands to benefit much from e-Governance, particularly as we grow into a major economic force and prospective global superpower. e-Governance and good governance are like two faces of the same coin i.e. e-Governance is instrumental and good governance is fundamental. The focus on reforms in good governance is essential if e-Governance is to be a success. The shape and direction of e-Governance are dictated by good governance. e-Governance is a tool for implementing reforms in the field of good governance. The aim of this paper is to review India's present e-Governance position and also to analyze how effective and efficient e-Governance is in achieving good governance. Even if our nation has come a long way in offering e-Governance to its people, there are still a number of obstacles in the way of its successful and efficient deployment. This article examines some significant e-Governance initiatives implemented in India across various governance levels.

Keywords: e-Governance, Good Governance, SMART, Security, Privacy.

Introduction:

A democracy's primary force is the voice of the people, and a vital component of good governance is the ability to hear that voice. Global good governance has changed as a result of the need of good governance and the advancement of ICT. As a result, a brand new system of government known as e-governance has emerged. The use of ICT in government to establish "Simple, Moral, Accountable, Responsive and Transparent (SMART) governance" is known as e-Governance. The objective of e-Governance is to enhance the friendliness, convenience, transparency, and affordability of interactions.

On the other side, good governance is the process of assessing public authorities' ability to manage resources, carry out public affairs, and guarantee that human rights are realized in a fundamentally free manner that respects the rule of law and is free from abuse and corruption. Governance refers to "the process of decision-making and the process by which decisions are implemented (or not implemented)". In this sense, governance encompasses interactions between various societal sectors as well as corporate, international, national, or municipal government.

Thus, the idea of "good governance" arises as a paradigm to contrast inefficient political or economic structures with successful political or economic structures. Good governance consists of eight key elements. It adheres to the rule of law and is participatory, inclusive, accountable, transparent, responsive, equitable and consensus oriented.

E-Governance in India:

In India, electronic governance emerged for the first time in the 1970s, focusing on internal government applications for security, economic tracking, and ICT deployment and preparedness to manage data-intensive tasks like tax administration, census processing, election processing, and so forth. The Department of Electronics' establishment in 1970 marked a significant milestone in India's e-governance journey by bringing "information" and its dissemination front and center. A district information system program has been launched by the National Informatics Centre, founded in 1977, to computerize all district offices in the country. The launch of the NICNET in 1987 was an inspiration for e-Governance in India. In addition, the District Information System (DISNIC) program was launched by the National Informatics Center, for which the State Governments received free

hardware and software, to computerize every district office in the nation. By 1990, NICNET had grown to include state capitals and all district headquarters. Many e-Government initiatives were established in the years that followed, with continuous computerization, tele-connectivity, and internet access, at both the Central and State levels.

Review of Literature:

1. E-Governance and Good Governance

According to research by Richard Heeks (2001), in achieving good governance objectives, new technologies for information and communication have the potential to be very beneficial. Three main advantages of e-governance are listed in the article: improving governmental operations (e-administration); promoting citizen connections (e-citizens and e-services); and promoting relations with the external world (e-society). It is seen that underdeveloped countries can actually implement e-governance right now, not just in the future. Nonetheless, most e-governance initiatives are unsuccessful. Consequently, countries encounter two challenges. Making ensuring the six requirements for e-Government—data systems infrastructure, legal infrastructure, institutional structure preparedness, human infrastructure, technical infrastructure, management, and strategic thinking—are satisfied is the strategic issue. Second, using best practices in e-Government projects is a tactical challenge to close the gap between design and reality.

In their study on an e-government project in Bangladesh, Mohammad Shakil Akther et al. (2007) point out that the majority of e-Government initiatives in underdeveloped countries use high technology interventions, but citizens are unprepared for them. A low end strategy has been adopted by some successful projects. One such effort is examined in this paper to identify the factors that were behind its success. The study has concluded that the success of a project depends mainly upon the involvement of stakeholders. IT is not the main problem; rather, the key to success in e-government is understanding between the citizens and the appropriate governmental body.

2. E-Governance Initiatives in India

The Indian government has been tirelessly working to improve the services it offers its citizens. Numerous notable projects and several successful initiatives have been implemented in different Indian states. This study aims to investigate the many e-government initiatives being implemented in India, as well as the advantages these initiatives offer to the people. A few of the effective efforts are SUDA, Gyandoot, e-Sewa, and SETU. The first such project to become well-known is Madhya Pradesh's Gyandoot. Compared to other projects, Gyandoot undoubtedly offers a wider range of

services. Gyandoot is an intranet that links public service-oriented rural cyber cafés.

SUDA was established in January 1978 as per the Gujarat Town Planning and Urban Development Act of 1976. SUDA has given the specialists a duty to submit a report on such works in order to provide public utilities to the areas under its authority, such as underground drainage and water supply. SUDA is required to update its development plans every ten years. Following this, SUDA created a revised development plan and examined the 2011 criteria for future use. On February 29, 1996, the government was presented with the updated plan for approval. SUDA contributes to Surat's overall advancement.

The nation's first significant project to use information technology to enhance citizen services is called e-Seva. The Andhra Pradesh government started this initiative to offer integrated services to the state's residents. For over thirty business-to-consumer (B2C) and government-to-consumer (G2C) services, the e-Seva center serves as a one-stop shop.

Objectives Of The Study:

- To study various e-Governance programs in India.
- To analyze the benefits and shortcomings of e-Governance programs.
- To determine the issues, challenges in the implementation of e-Governance programs in India.
- To suggest measures for increasing the efficiency and effectiveness of e-Governance programs in India.

Methodology:

The secondary data included in this article is from a variety of websites, journals, and newspapers. The methodology includes a conceptual analysis of the e-governance programs in India. The primary goal of this paper is to compare e-Governance programs, schemes and initiatives of India with other developed nations of the world.

Advantages Of E-Governance:

- Improves the effectiveness and delivery of government services.
- Improves government interactions among government and industry.
- Empowers citizens through providing access to information.
- Increases efficiency in government.
- Reduces administrative corruption.
- Increased transparency in administration.
- Saves time and cost.
- Helps in income growth.
- Better delivery of service.
- Internal monitoring gets enhanced.
- Reduces red-tapism and paperwork in the organization.

- Prevents duplication of work.

National E-Governance Plan (NeGP):

In 2006 National e-Governance Plan (NeGP) came into existence. It takes a holistic view of e-Governance initiatives throughout the country, integrating them into its common vision and shared cause. The Government has proposed to implement “e-Kranti: National e-Governance Plan (NeGP) 2.0” under the Digital India program.

Vision Of National e-Governance Plan:

“Make all Public Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.”

e-Kranti:

A key component of the Digital India plan is e-Kranti. With the goal of "Transforming e-Governance for Transforming Governance," it was authorized in 2015. Under e-Kranti, there are a total of 44 mission mode projects. The e-Kranti framework spans multiple government agencies and tackles the electronic delivery of services through a portfolio of mission mode projects.

Mission of e-Kranti:

The goal of e-Kranti is to guarantee a comprehensive transformation of the government by providing all services to the public electronically through numerous modalities of integrated and interoperable systems, all while guaranteeing the affordability, efficiency, and transparency of these services.

Objectives Of e-Kranti:

- To redefine NeGP with innovative and goal-oriented e-Governance initiatives.
- To guarantee the best possible use of information and communication technology (ICT).
- To encourage rapid incorporation of e-Governance applications.
- To make use of cutting-edge technologies.
- To employ more flexible approaches for implementation.

Challenges:

Expanding the reach of e-Governance services to rural India, where 70% of Indians reside, is the government's main task. The adoption of ICT is incredibly low in rural areas, particularly in the hilly terrain. The wealthy segment of society is the only one reaping the benefits of e-Governance even in urban regions. Thus, the advantages of e-Governance are only being realized by a limited portion of the Indian people. Thus, a concentrated effort must be made to focus e-Governance changes on the average person. The fact that each person in India lacks a distinct identification adds to the difficulty of delivering services through e-governance.

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Now that programs like AADHAAR, NeGP (National e-Government Plan), and SWANs (State Wide Area Network) are in place, it is anticipated that e-Government services would be available to all societal groups and regions of the nation. It's also necessary to raise general public awareness of the issue. More technological interactions between citizens and the government, rather than just constructing the necessary infrastructure, are the key to the success of e-Governance.

Conclusion:

India is still in the early phases of e-Governance development. Even though the government has made great strides toward offering citizens e-Governance facilities, only a small portion of the population currently has access to them. Only when e-Governance is accessible to all societal segments and is inclusive and sustainable will it provide positive results. By guaranteeing more robust and transparent governance, the NIC has expedited the nation's e-Governance drive during the past thirty years. The Indian government's successful promotion campaigns will also serve as a catalyst for the provision of high-quality services to its residents, indicating the enormous potential for the growth of e-Governance across a range of industries. Thus, we can conclude that e-Governance is essential to "Good Governance" in emerging nations like India, as it reduces corruption and offers citizen's high-quality, efficient services.

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