

E-GOVERNANCE

E-governance, meaning ‘electronic governance’ is using information and communication technologies (ICTs) (such as Wide Area Networks, the Internet, and mobile computing) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance. The application of ICT to transform the efficiency, effectiveness, transparency and accountability of exchange of information and transaction:

1. between Governments,
2. between Government employees,
3. between Government and Citizens, and
4. between Government and businesses

Government Process Re-engineering using IT to simplify and make the government processes more efficient is critical for transformation to make the delivery of government services more effective across various government domains and therefore needs to be implemented by all Ministries/ Departments.

NATIONAL E-GOVERNANCE PLAN (NEGP)

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

MOTIVE: “Make all Government 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 realise the basic needs of the common man”

E-governance Infrastructure

State Data Centre (SDC): State Data Centre would provide many functionalities and some of the key functionalities are Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote

Management and Service Integration etc. SDCs would also provide better operation & management control and minimize overall cost of Data Management, IT Resource Management, Deployment and other costs.

State Service Delivery Gateway (SSDG): State Service Delivery Gateway (SSDG), is one of the core infrastructure pillars of the NeGP which would establish Electronic Service Delivery in all 35 States / UTs. This project aims to enhance the services provided to the citizens through Common Service Centers (CSCs) by carrying out the Implementation of the State Portal, State Service Delivery Gateway (SSDG) & Electronic Form application. It is envisaged that the common infrastructure (SWAN, SDC & CSC) would be leveraged immediately by developing applications and infrastructure required for deployment of State Portals (SP) and State Service Delivery Gateway (SSDG) across the States/UTs. This will enable citizens to download forms and submit their applications electronically through a common gateway. This important initiative facilitating electronic Service Delivery will provide significant benefits to the citizens especially in the form of a single gateway to citizen for service delivery.

Common Service Centre (CSC): A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills. The Scheme creates a conducive environment for the private sector and NGOs to play an active role in implementation of the CSC Scheme, thereby becoming a partner of the government in development of rural India. The PPP model of the CSC scheme envisages a 3-tier structure consisting of the CSC operator (called Village Level Entrepreneur or VLE); the Service Centre Agency (SCA), that will be responsible for a division of 500-1000 CSCs; and a State Designated Agency (SDA) identified by the State Government responsible for managing the implementation in the entire State.

TYPES OF E-governance

There are 4 kinds of interactions in e-governance, namely:

1. **G2C (Government to Citizens)** — Interaction between the government and the citizens. This enables citizens to benefit from the efficient delivery of a large range of public services. Expands the accessibility and availability of government services and also improves the quality of services. The primary aim is to make the government citizen-friendly.
2. **G2B (Government to Business):** It enables the business community to interact with the government by using e-governance tools. The objective is to cut red-tapism which will save time and reduce operational costs. This will also create a more transparent business environment when dealing with the government. The G2B initiatives help in services such as licensing, procurement, permits and revenue collection.

3. G2G (Government to Government): Enables seamless interaction between various government entities. This kind of interaction can be between various departments and agencies within government or between two governments like the union and state governments or between state governments. The primary aim is to increase efficiency, performance and output.
4. G2E (Government to Employees): This kind of interaction is between the government and its employees. ICT tools help in making these interactions fast and efficient and thus increases the satisfaction levels of employees.

Advantages of e-Governance

1. Improves delivery and efficiency of government services
2. Improved government interactions with business and industry
3. Citizen empowerment through access to information
4. More efficient government management
5. Less corruption in the administration
6. Increased transparency in administration
7. Greater convenience to citizens and businesses
8. Cost reductions and revenue growth
9. Increased legitimacy of government
10. Flattens organisational structure (less hierarchic)
11. Reduces paperwork and red-tapism in the administrative process which results in better planning and coordination between different levels of government
12. Improved relations between the public authorities and civil society
13. Re-structuring of administrative processes