

UNIT-6

Case Studies:

⊗ E-Government Initiatives in Nepal:

Although Nepal stands at the lower position on the global scenario of ICT, there have been noticeable developments in the ICT sector in the recent years. The telecommunication facilities have improved remarkably. The academic institutions/universities producing ICT professional resources have been expanded. The communication technologies, both electronic and print media, have extended their access to general people. Uses of the Internet, emails and computers are gaining popularity. Several e-Government applications are being introduced. Among the country's recent e-Government initiatives Nepal's e-Government Master Plan, completed in November 2006. Another milestone is the preparation of an ICT Development Project which has worked out detailed investment proposals for prioritized projects. The Government of Nepal is thus keen and committed to promote e-Government for implementation of various G2G, G2C and G2B projects defined under respective priority areas.

⊗ Cyber laws:

Cyber law is the part of the overall legal system that deals with the Internet, cyberspace, and their respective legal issues. Cyber law covers a fairly broad area, encompassing several subtopics including freedom of expression, access to and usage of the Internet, and online privacy. The first cyber law was the Computer Fraud and Abuse Act (CFAA), enacted in 1986. This law prohibits unauthorized access to computers and includes detail about the levels of punishment for breaking the law.

✳. Why cyber laws needed?

Like any law, a cyber law is created to help protect people and organizations on the Internet from malicious people on the Internet and help to maintain order. If someone breaks a cyber law or rule, it allows another person or organization to take action against that person.

✳. Implementation of Land Reforms:

Land Reform is a program especially undertaken by a national government, involving the redistribution of agricultural land among the landless. It is the reform of the regulatory and administrative frameworks, including laws, regulations, and rules, for better management of land ownership. Nepal has been attempting to reform rural land relations for more than 50 years. Following are the issues facing equitable land ownership in Nepal today:

- The real picture of land ownership is not known.
- The rule of land law has been seriously undermined.
- Divisions of positions and rising doubt.
- Faith in the capacity of the state as land reformer is low.

✳. Human Resource Management Software:

Human Resource Management Software (HRMS) is a software used to manage human resources and related processes throughout the employee lifecycle. An HRMS enables an organization to fully understand its workforce while staying compliant with changing tax laws and labor regulations. Candidate management, Employee management, Optimization, Workforce management etc. are the functions of HRMS.

HRMS software supports E-governance by helping to increase efficiency and productivity of work, Saving cost, Reducing errors, Attendance monitoring, Data Security, Improved decision-making etc.

④ NICNET:

The full form of NICNET is National Informatics Centre Network. The National Informatics Centre (NIC) is an attached office under the Ministry of Electronics and Information Technology in the Indian government. The NIC provides infrastructure to help support the delivery of government IT services and the delivery of some of the initiatives of Digital India. National Informatics Centre Services include: Government Local Area Networks, Video Conferencing, Email & Messaging, Remote Sensing & GIS, Domain Registration, National cloud, Data Centre, Security etc.

⑤ Collectorate:

A collectorate is district administrative offices complex, which has all offices related to civil administration. The word collectorate comes from District Collector, who is head of civil administration of the district. Every district is under the charge of an officer known as collector. He has been given power as the coordinator of all activities of the government in the district and coordinates the police force. He is also responsible for revenue collection in the districts. He also coordinates relief activities during natural disasters and can declare curfew to curb riots.

⑥ Computer-aided Administration of Registration Department (CARD):

The CARD project aimed at the complete computerization of the land registration process, the time required for Andhra Pradesh. The case highlights the problems faced by the citizens of

Andhra Pradesh before the implementation of registered documents CARD. The CARD Project provides a transparent method of valuation of properties and ECs are now issued calculation of stamp duties, simplified the registration procedures, enhanced speed, reliability, and consistency of the system. It reduced delays by replacing the manual systems of copy hours, whereas earlier indexing and accounting. Retrieval of the documents and obtaining copies is made instantaneous. The overall effect is a smooth public interface.

② Smart Nagarpalika:

The urban and local bodies in the towns and cities of the country are self-ruling and are managed by elected representatives. These bodies, also known as Municipalities are responsible for the management of civic facility in the town or city. For this purpose, they collect taxes which forms revenue for local body/municipality. In addition, the local body is responsible for following list of functions:

- Birth and Death registrations
- Property tax
- Water tap connections and charges
- Financial accounting
- Building permissions
- Court cases monitoring etc.

The NIC, Under the Departmentment of Technology of the Ministry of Communications and Technology, has taken lead in constituting a national level project called "SMART Nagarpalika" where all the above subjects have been died in depth. A detailed system requirements specifications (SRS) report has been prepared and has been utilized as a basis for developing the software on the above subjects.

⊗ National Reservoir Level and Capacity Monitoring System:

Reservoir is an area developed by water body due to construction of dam. Reservoir serve : Irrigation, Water supply, Hydro-electric power generation, Flood control, Navigation, Soil conservation etc. The level in the reservoir is used to start and stop pumps in the automatic mode of control. The reservoir level signal is compared with high and low level setpoints, which indicate when the pump is to be started and stopped.

"Reservoir Level and Storage Capacity Monitoring" is a network-centric application and has a significant importance in evaluation of water utilization, crop production and estimation, hydropower generation, of states/national level under uniform protocol of communication among state and centre. The parameter could be an early warning indicator to the crop production and hydro power generation of the country. Any significant deviation from the norms could attract attention of the planners and administrators.

⊗ Computerization in Andhra Pradesh:

The operations of the Andhra Pradesh State Trading Corporation (APSTC) have been computerized by National Informatics Centre (NIC), Andhra Pradesh State Unit, Hyderabad. This activity comprised (i.e, consists) hardware procurement, installation, network installation in the campus of APSTC, systems study and analysis, systems design, software development and implementation, and training hand-holding of the users. This project was successfully completed and is presently operational. It consists details of all the background of the existing system followed by the aspects of computerized system.

④. Ekal Seva Kendra:

'Ekal Seva Kendra' is a progressive step towards people friendly, need based e-governance. This has been set up at the district secretariat, Haryana with a mission of providing services in a professional and citizen friendly environment. The services under Ekal Seva Kendra can be summarized as follows:

- Driving license
- Conductor license
- Vehicle registration
- Caste certificate
- Residence certificate
- Birth and death certificate etc.

The system is technologically fool proof and upgradable to provide more services and information. It is a people friendly, need based, technologically empowered and self-sustaining system. Following are some objectives:

- Time bound delivery
- Single-point contact
- Simplified procedure
- Total solution
- Quick Search facilities
- Self-sustained project.

⑤. Sachivalaya Vahini: (OR E-Governance in Secretariat)

Secretariat is the highest policy-making body and the apex seat of the State Government. It is a repository of a wealth of governmental knowledge, which needs to be efficiently managed for achieving the desired objectives. 'Sachivalaya Vahini' has following services:

- ↗ Patra - the Letter Monitoring System (LMS) which is a software for managing large number of letters received in any department of secretariat.

ii) Kadatha - File Monitoring System (FMS), which is decision support system aiming at monitoring, tracking and helping in the speedy disposal of files.

iii) Mokaddame - Court Case Monitoring System (CCMS), which monitors court cases in which government is respondent.

iv) Aayayaya - Budget Monitoring System (BMS); which aims to arrive at the budget estimate and monitor the proposals.

⊗. Bhoomi:

Rural population (which is 80% of total population) in India depends upon agriculture, an activity based on Bhoomi or land. The cultivation or ownership right of farmers on the land depends upon the land records maintained by the Revenue Department. If there is any mismanagement of this important document, then the farmer will not be able to know what to do, as he is illiterate and powerless. This has resulted in thinking by the government at various levels to provide better management of land records with the help of Information Technology. Hence the Bhoomi - the software for land record management has been fully designed and developed in-house by National Informatics Centre, Bangalore, Department of Information Technology, Government of India. The software resulted in quick availability of ownership certificate and farmers were satisfied with this project.

⊗. IT in Judiciary:

The role of information technology in the judiciary is also on the verge of increase. In 1990, the National Informatics Centre (NIC) of the Ministry of Information Technology started the process of computerization in the Supreme Court. This process has enabled the court administration to eliminate the manual processes like generating daily case list, creating database of fresh cases, and pending cases.

It has made it possible for the Courts to dispose cases faster. As the cases having the same point of law can be grouped and posted before one bench through the use of this information technology. It has also become easier to recall dismissed cases when review respondents are filled.

*. E-Khazana:

E-Khazana is an online application that takes care of entry level validation and budget control and pre-audit rules at Auditor level and finally for issue of cheque/pass order at passing level. After reconciliation with bank, monthly accounts will be generated for submission to Accountant General. The Administrator's role is very important in this application, as he will be responsible for

- assigning the roles
- watching budget expenditure
- Head of accounts, and
- Drawing and Disbursing Officer.

*. Director General for Foreign Trade (DGFT):

The DGFT under the Ministry of Commerce is a key player in promotion of Foreign Trade in India. In the recent efforts to modernize and speed up the process in the offices of DGFT, computerization was introduced with the help of National Informatics Centre (NIC). The Export-Import (EXIM) Policy of Government of India outlined the goals of computerization processes as to reduce the physical interface and bring in transparency in various activities related to exports, and ensure clearance of electronically received applications within 24 hours.

④. PRAJA:

Praja is a concept of providing all government and allied services to the people in the district in rural areas. It is an effort to bring government close to the people empowering them through IT. This project runs a district portal that allows access to various citizen centric services. These services range from the issuance of various certificates to getting information about various programmes. It also makes an effort to deliver various G2C and C2C services to the citizens in rural areas.

⑤. E-Seva:

E-Seva, is one of the e-governance initiatives that offers a wide spectrum of citizen friendly services to save citizen the trouble of running around various departments. It provides a one-stop venue for services of various state and central government departments in an efficient, reliable, transparent and integrated manner. E-Seva, provides online transaction processing of payments, issue of certificates, permits and licenses and many other services.

⑥. E-Panchayat:

E-Panchayat is a software developed by National Informatics Centre, Hyderabad, Andhra Pradesh, as a part of its e-governance initiatives. E-panchayat has been designed taking into consideration all the information and knowledge management requirements in a Gram Panchayat. E-Panchayat fits well into the information systems at gram panchayat level. The software is web enabled, and citizen-centric. Therefore, even with less overheads the village level functionaries and the citizens are satisfied and benefited by e-Panchayat.

④. GISTNIC:

General Information Services of National Informatics Centre (GISTNIC) initiated by the National Informatics Centre (NIC) has following objectives:

- Offer online general information services to common people by delivering various information from various existing databases.
- Act as a Internet based communication channel for the Government.
- Popularize Informatics culture into the life cycle of common public for improving quality of life.

⑤. E-Governance Initiative in USA:

The President of the United States, issued President's Management Agenda (PMA) for E-government in the US in 2001. This document laid down clearly the policy, challenges, strategies, direction and future implementation plans along with past achievements in e-governance activity in the US. A key goal was set to reduce the time taken by citizens to 'three clicks on the internet' to access government information or service. The agenda identifies three governing principles of e-government:

- Citizen centric, instead of government centric.
- Result oriented, instead of procedure oriented.
- Market based, instead of regulation based.

⑥. E-Governance in China:

The Zhongguancun Hi-tech E-park in Beijing in China has implemented a pilot project that applies the latest techniques in ICT to improve the effectiveness and responsiveness of the government transactions. Since the year 2000, more than 6000 business enterprises in the Hi-tech park have been able to apply for licenses, submit monthly financial reports, submit tax statements and also conduct more than 30 B2B transactions online. This has resulted in enhanced speed and reduced scope for corruption. This example was planned as a model for all the transactions of the government in Beijing city in future.

④. E-governance in Brazil:

In Brazil's São Paulo city the Time Saver or Poupatempo centres bring together logically multiple, state, municipal or federal governmental agencies to provide services to citizens in a single location. Time saver provides uniform standards for service quality. In addition to speed, time saver also ensures certain standards of service to the people, irrespective of occupation, caste, sex, or religion. The most common and popular services offered in the centres are:

- Vehicle registration.
- Driving licenses (new or renewal)
- National identification card.
- Labour card.
- Unemployment insurance.

⑤. E-governance in Sri Lanka:

The Kothamale Radio/Internet project in Sri Lanka is an experiment in attempting to bridge the digital divide. The purpose of the Kothamale Radio/Internet project was to test and demonstrate an access model that reduces the digital divide and empower the marginalized communities in rural areas, by enabling them to enjoy benefits from ICT, to expand their knowledge base and thereby support their efforts to tackle the developmental problems themselves. Following are the benefits of this project:

- An increased level of awareness concerning the benefits of ICTs.
- New livelihood ideas and model projects.
- A high level of community participation and increased involvement of youth.

Marking Scheme (E-Governance)

Unit 1: 5 marks

Unit 2: 10 marks + 5 marks

Unit 3: 10 marks + 5 marks

Unit 4: 5 marks

Unit 5: 5 marks + 5 marks

Unit 6: 5 marks + 5 marks

This makes total of 60 marks.

1 Question for 10 marks may be ask from any unit (mainly from Unit 1, 4, or 5) & 1 Question short note for $2 \times 2.5 = 5$ marks may be asked from any of 6 units (mainly from unit 1, 3, 4 and 7). Then finally it makes total of 75 marks.

Important Topics

Unit 1: E-Government vs. E-Governance, E-government as Information System, Benefits of E-Government, Online Service Delivery, Electronic Service delivery, Scope and Context of E-governance.

Unit 2: Model of E-Governance (Broadcasting, Critical Flow, Comparative, Mobilization and Lobbying, Interactive-Service), Maturity Model, Towards Good Governance through E-governance models.

Unit 3: Network Infrastructure, Computing Infrastructure, Data Centers, Cloud-Governance, E-readiness.

Unit 4: Challenges of E-Government Security, Security approaches for E-Government, E-Government Security Architecture.

Unit 5: Data warehousing, Data mining, Census data, Other areas of data warehousing and data mining.

Unit 6: E-government initiatives in Nepal, Cyber laws, Human resource management software, Smart Nagarpalika, IT in Judiciary, E-governance in USA and China.