



E-Governance (FC)

What is E-Governance

- Electronic governance or e-governance can be defined as the usage of Information and Communication Technology (ICT) by the government to provide and facilitate government services, exchange of information, communication transactions and integration of various standalone systems and services.
- E-governance is important to distribute various benefits of economic growth due to digitisation to all the sectors of society.
- E-governance is nothing but mediator between the government and citizen.

Why E-Governance

- e-Governance is transforming citizen services by providing access to information, integrating various systems and services between government and citizens,
- It ensures citizen participation at all levels of governance.
- It leads to automated services so that all works of public welfare is available to all citizens.
- It revolutionizes the functions of the government and ensures transparency.
- E-government can help improve efficiency in government and improve online access to information and service quality

What is E-Government

- e-Government” is the use of information and communication technologies (ICT) to enhance work efficiency and improve service delivery in order to meet the needs of the public in a responsive and transparent manner
- E-government and its capacity could be available to all people regardless of their place or social level.
- In other words , more efficiency, enhanced services to better serve citizens, better accessibility of public services, more transparency and accountability of government are the expected advantages of e-government.
- The four types of e-government services are Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Employee (G2E), and Government-to-Government (G2G).

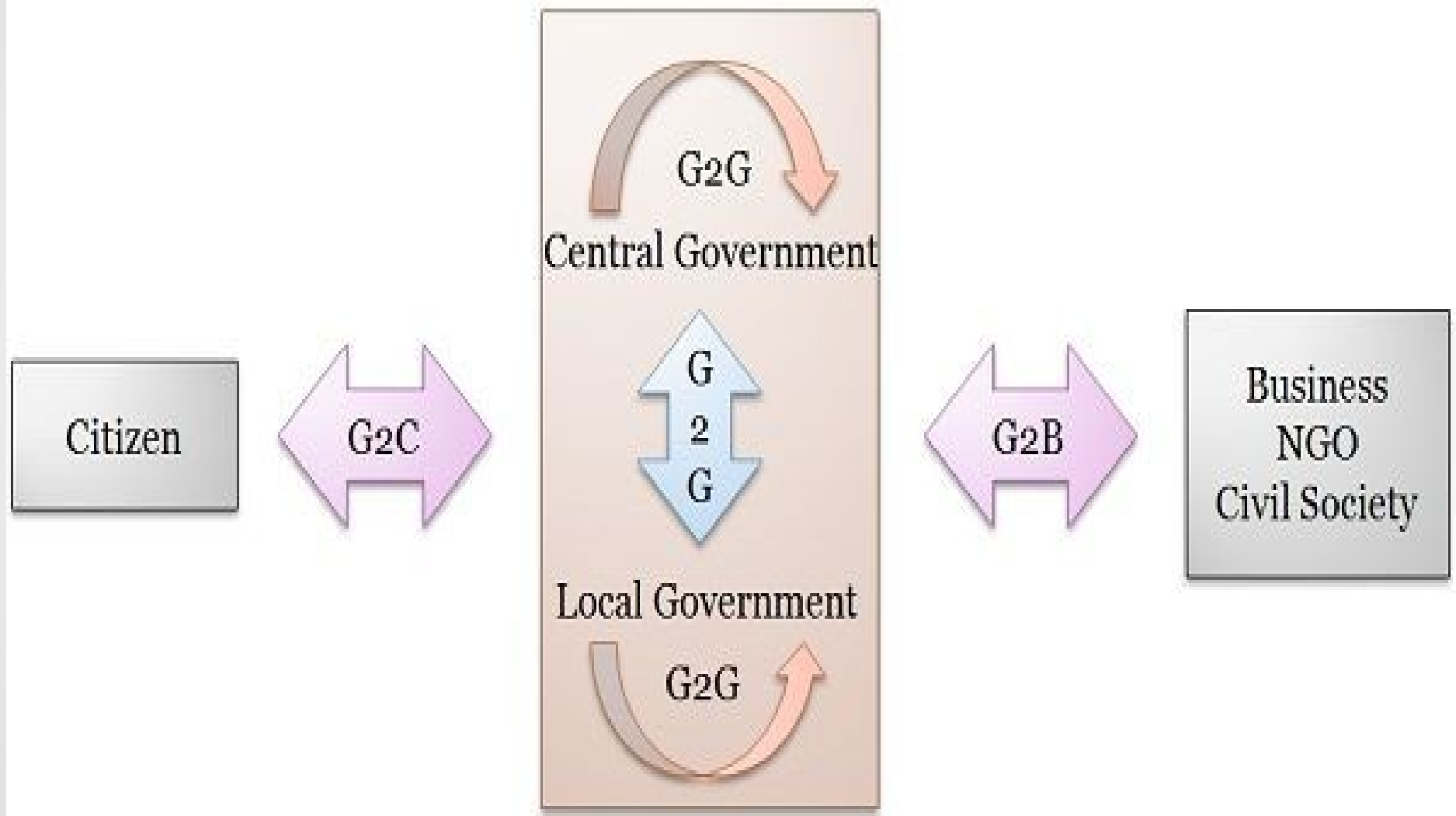
Comparison Chart

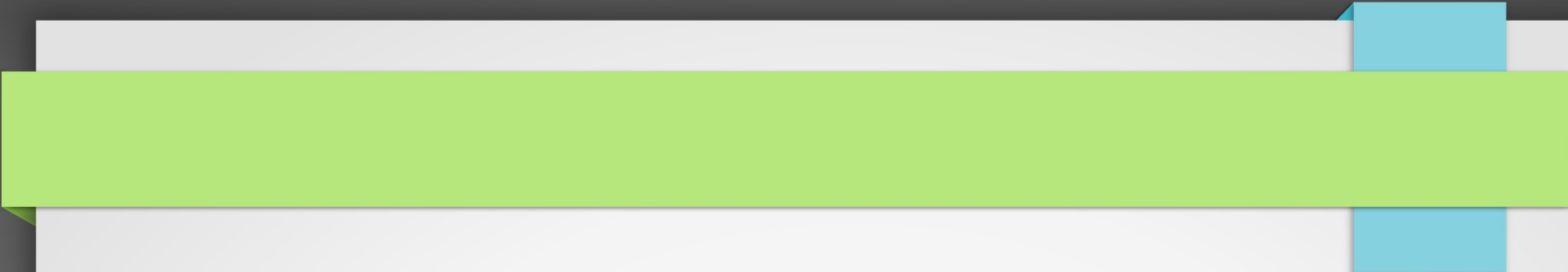
BASIS FOR COMPARISON	E-GOVERNMENT	E-GOVERNANCE
Meaning	The application of ICT, with the aim of supporting government operations, aware citizens and deliver services is called as e-Government.	e-Governance refers to the use of ICT in enhancing the range and quality of information and services delivered to the public, in an effective manner.
What it it?	System	Functionality
Communication Protocol	One way communication protocol	Two way communication protocol

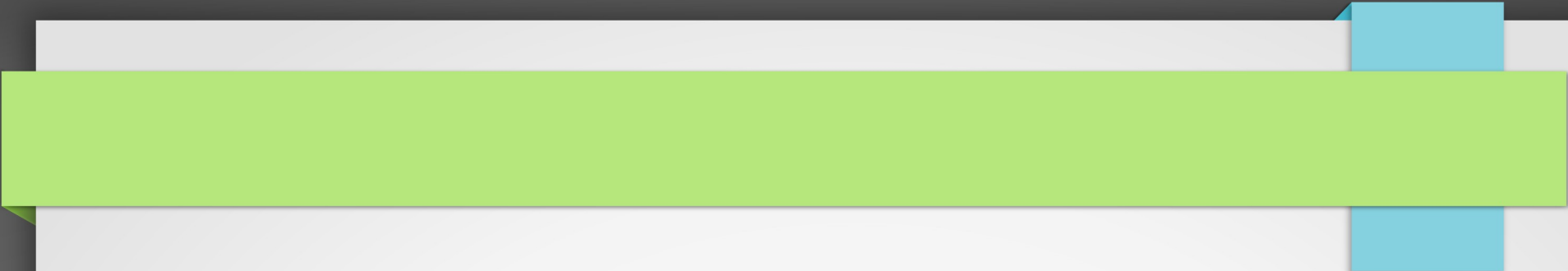
Major Differences between e-governance and E-government

- E-governance is a part of e-Government. e-Governance never comes alone.
- E-Governance is dealing with all regulations and policies to control the services provided by the e-Government. However, the E-Government is an electronic government, which should be regulated by the E-Governance.
- e-Government is a system whereas e-Governance is a functionality.
- E-Government means the application of ICT in government operations, as a tool to make better government. e-Governance, on the other hand, implies the use of ICT in transforming and supporting functions and structures of the system.
- E-Government is a one-way protocol but e-Governance is a two-way protocol(government to citizen and vice versa)

e-Governance Models



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- **G2G (Government to Government):** The exchange of information between government agencies or departments, i.e. within the confines of government is called as G2G interaction.
 - **G2C (Government to Citizen):** As the name suggests, it is the interaction between government and the citizens of the country. It involves establishing an interface, to enable the general public to access information and services, whenever and wherever they want. They can also give their feedback with respect to policies and rules.

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- **G2B (Government to Business):** The dissemination of information between government and the business, is G2B interaction. It focuses on reducing red-tapism, establishing transparency and accountability in the business environment.
 - **G2E (Government to Employees):** The interaction between government and employees to increase employee morale and satisfaction, is made easier and faster with the help of information and communication technology.

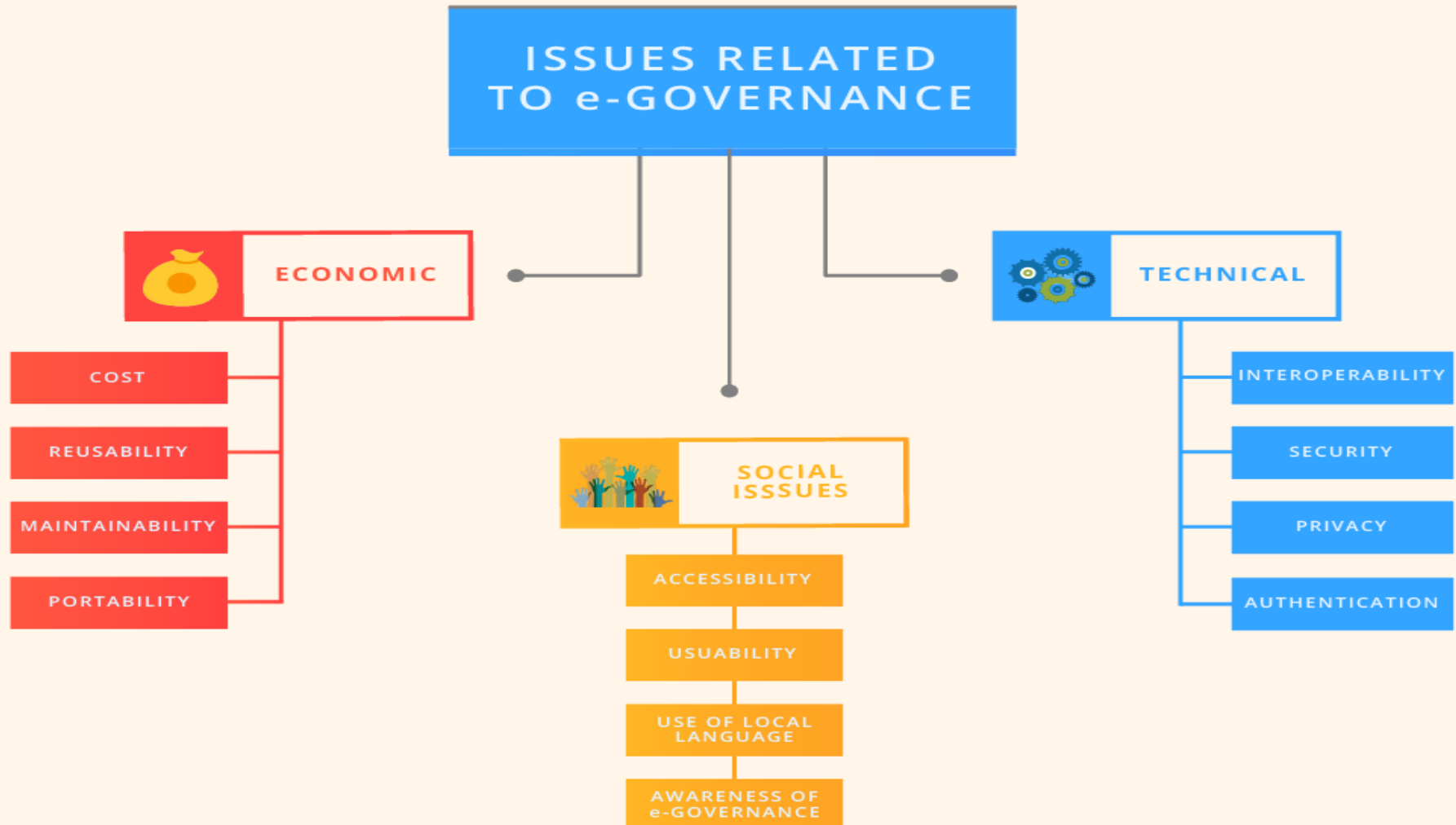
Objective of E-Governance

- To support and simplify governance for government, citizens, and businesses.
- To make government administration more transparent and accountable.
- To reduce corruption in the government.
- To ensure speedy administration of services and information.
- To reduce the cost of governance.
- To increase government and citizen interaction.

Benifits of E-Governance

- Speed: Technology makes communication speedier.
- Reduced corruption
- High transparency
- Increased convenience : E-Government brings public services to citizens on their schedule and their venue.
- Growth in GDP
- Reduction in overall cost.
- Expanded reach of government

Challenges to E-Governance



- Lack of basic infrastructural facilities like electricity, internet, etc.
 - Initiatives like **BharatNet** and **Saubhagya** are steps taken in this regard.

Cost

- e-Governance measures are costly affairs and require huge public expenditure.
- In developing countries like India, the cost of projects is one of the major impediments in the implementation of e-Governance initiatives.

Privacy and Security

- Recent spark in data leak cases has threatened the peoples' faith in e-governance. Therefore, the implementation of e-governance projects must have security standards and protocols for safeguard interest of all classes of masses.

Digital Divide

- Huge gap between users and non-users of e-govt. services.
- The digital divide takes form in rich-poor, male-female, urban-rural etc segments of the population.
 - The gap needs to be narrowed down, then only the benefits of e-governance would be utilized ec

E-Governance Framework

- A framework can be conceptual or strategic.
- A theoretical/conceptual framework of e-governance consists of concepts, together with their definitions, and existing theory/theories that are used for representing a particular case-study of e-governance. It serves as an analytical tool with several parameters to make conceptual distinctions and organize ideas related to various aspects of e-governance initiative.
- On the other hand, a Strategic Framework of e-Governance to create a favorable ecosystem for transformation of government related activities by the application of ICT/e-business methods across the public sector for an effective service delivery.

E-Governance Evaluation Framework

- The Indian Government has been undertaking a large number of e governance initiatives under National E-Governance Plan (NEGP).
- With funds totalling half a billion dollars through a special World Bank/UNDP loan,several dozens of projects are currently under implementation.
- There is even a separate e-governance wing within the Department of Information Technology of the Government of India with exclusive focus on e-governance-related activities.

History of e governance in India

- In 2006, the National e-Governance Plan (NeGP) was formulated by the Department of Electronics and Information Technology and Department of Administrative Reforms and Public Grievances that aims at making all government services accessible to the common man, ensure efficiency, transparency and reliability
- E-Governance was started in India by AHS HAYA in Kerala. This project involves setting up around 5000 multipurpose community technology centers called Akshaya e- Kendra's across Kerala.

Akshaya- 'Reforming Kerala through Digitization'

Information and communication technologies (ICT) have flooded the broader field of good governance for development through faster, inexpensive, and more systematic approach. Citizen empowerment is one of the key components of good Governance. Individuals and their democratic governance systems as a whole stand up for achieving benefit from better access to information and services. This will provide a transformative platform for the public sphere and increases their reachability to the Government.

As the population continues to grow in developing countries like India, more and more people will get isolated to the group of digital 'have-nots' unless Governments work together to dramatically expand access to information and knowledge. In order for e-government to be more inclusive, it must reach out to all segments of the population with e-services that meet the needs of the digitally disadvantaged by bridging the digital divide.

Kerala is the first State in India to take initiative for the mass transformation of ICT by the implementation of district-wide e-literacy project 'AKSHAYA' in 2002, with an intention of 'Empowering Kerala'. The venture paved the way for the migration of Kerala to the first e-literate state.

Akshaya, an ambitious endeavor of the State of Kerala was inaugurated by Dr. APJ Abdul Kalam, on November 18, 2002. The Government's focus on digitization of the State has entailed a revolution in the design and operation of public services through the reinvention of service delivery channels. Emergence of digital organizations to create services led to better opportunities to meet citizens' needs directing to increased social inclusion.

Akshaya Centers have been emerged as a finest network of effective Common Service Centers (CSC) envisioned to deliver a multitude of G2C, G2B as well as B2C services to the public under a single roof. Presently, around 2,650 Akshaya e-centers spread across Kerala with at least 2 centers in each Panchayats. By bringing ICT to all segments of people Akshaya acts as a vehicle for improved quality of life, accessibility to information, transparency in governance and overall socio-economic growth.

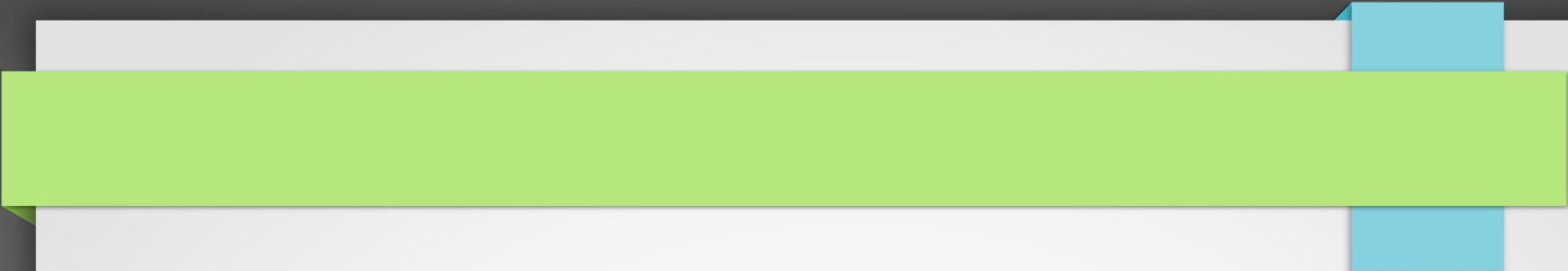
Our Services

- 1.Aadhaar enrolment
- 2.e-District services
- 3.Utility bill payment
- 4.Ration card applications
- 5.Motor vehicle license payments
- 6.Rashtriya Swasthya Bima Yojana / Comprehensive Health
- 7.Insurance Agency of Kerala enrolments
- 8.Labour welfare boards Aadhaar seeding
- 9.Farmer's data entry
- 10.SC/ST pre-metric scholarship applications
- 11.Commercial tax e-filing
- 12.Food Business Operator (FBO) registration
- 13.Pharmacist registrations
- 14.Kerala Academy for Skills Excellence (KASE) registration
- 15.Haj registration
- 16.University Fee Payment

VISION & MISSION



DOWN THE YEARS

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- The future of e-governance is very bright if emerging technologies are implemented efficiently to the focused sectors for the growth of the nation.
 - There is a increased efficiency in the functioning of the government services because of digitalisation of services like ration cards, income certificates, building licences, Passport/VISA, Pensions, Road Transport, Property Registration, Railway services, land records, and income tax payments etc. and the use of biometrics which has made life convenient, efficient and transparent for citizen.

Pioneering e-Governance initiatives in India

- Bhoomi Project (Karnataka) - <https://www.youtube.com/watch?v=AckDGdwzqFU>
- e Seva (Andhra Pradesh) - <https://www.youtube.com/watch?v=aIkwJYSUt6I&t=851s>
- Khajane (Karnataka)
- Jan Dhan Yojana - <https://www.youtube.com/watch?v=YCX2zqMfx1U&t=136s>
- Digital India - <https://www.youtube.com/watch?v=xg25U8pubSQ&t=102s>
- Jeevan Pramaan - <https://www.youtube.com/watch?v=SgfjPTA--y8>

Khajane – Karnataka's Online Treasury System

- With the online treasury system, Khajane, the complete treasury system maintained by the government has become better and easier to manage.
- With Khajane, the 216 treasury offices are connected to a single central office server at the Secretariat office in the state using VSAT (very small aperture terminal). Khajane application provides updates and receipts to the server. An integrated Treasury automation has come up and helps in achieving complete transparency and control over the transactions. The word “Khajane” was derived from Sanskrit, which means treasure.
- The Government of Karnataka wanted a system that works in an integrated fashion to eliminate any kind of redundancies and data discrepancies to generate a solid system for making the accounting decisions at ease. With the system functioning effectively, helps the government get the complete account of the transactions and enables a disciplined approach.

Khajane – Karnataka's Online Treasury System

- The approximate turnaround time for the processes also becomes less. Moreover, the work is done efficiently and is cost saving too. Data duplications and any kind of corrupt data is not saved into the system, hence there are clean records maintained.
- In a way, the system helps to create a strong accounting record for the government. Pensioner's payment is tracked and monitored in the treasury. Khajane monitors all such transactions and keeps a safe custody of all these articles.
- **Functions of Khajane**
- Khajane is a software designed and developed by the CMS, a company belonging to TATA. The treasury department deals with managing accounts and on the remittances submitted to the government. They also consider the payments made on behalf of the Karnataka Government. The application deals with payments, receipts, stamps, pensions, deposits etc.

Important Features of Khajane

- Payments
- Receipts
- Deposits
- Stamps and strong room
- Pensions
- Social security Pensions
- Housekeeping
- Returns
- House Maintenance
- Accounts

The Future – Khajane II

- With the successful implementation of Khajane, the Government of Karnataka has enhanced the software to take up the completed management of the financial system. The major advantages of having complete integrated Software to do all the financial management activities is helping the effective and transparent functioning of the public finances.